



State Records Act 1997

Operational Records Disposal Schedule

**Department of Planning, Transport and
Infrastructure - Public Transport Services
Division (PTS)**

RDS 2013/22 Version 1

Effective Date: 14 October 2014 to 30 June 2025

Approved Date: 14 October 2014

Approved by SRC



Department of Planning, Transport and Infrastructure - Public Transport Services Division (PTS)

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Preamble

Purpose of the Schedule

This Operational Records Disposal Schedule (RDS) authorises arrangements for the retention or destruction of records in accordance with Section 23(2) of the *State Records Act 1997*.

Application of the Schedule

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Approved Date: 14 October 2014

Effective Date: 14 October 2014 to 30 June 2025

Authorisation by State Records

This authorisation applies only to the disposal of the records described in the Schedule.

State Records' Contact Information

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Disposal of Official Records

Legislation

Section 23(1) of the *State Records Act 1997* states that an agency must not dispose of official records except in accordance with a determination made by the Manager [Director] of State Records with the approval of the State Records Council.

Section 23(2) states:

‘If an agency requests the Manager to make a determination as to the disposal of official records, the Manager must, as soon as practicable:

- (a) with the approval of the [State Records] Council, make a determination requiring or authorising disposal of the records in a specified manner; or
- (b) make a determination requiring delivery of the records into the custody of State Records or retention of the records and later delivery into the custody of State Records.’

The contents of an RDS, once the approval process is complete, constitute a determination within the meaning of the *State Records Act 1997*.

Functions of the Schedule

An RDS plans the life of these records from the time of their creation to their disposal. It describes the records created and/or controlled by PTS, the disposal sentence specifying whether they are to be retained as archives or destroyed, and when this should occur.

This Operational Records Disposal Schedule has been prepared in conjunction with staff from PTS to determine the records which need to be kept because of their long term value and to enable the disposal of records once they are no longer needed for administrative purposes. The assessment of the records takes into account their administrative, legal, evidential, financial, informational and historical values. The appraisal of the records is in accordance with the State Records’ policy as documented in *Appraisal of Official Records – Policy and Objectives* - available from State Records’ website (www.archives.sa.gov.au).

The Schedule complements the General Disposal Schedules (GDS) that are issued by State Records to cover housekeeping and other administrative records common to most State Government agencies.

Using the Schedule

The Schedule applies only to the records described within it.



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Layout

The Schedule is laid out as follows:

Item Number: Numbering in the Schedule is multi level:

- Functions have single numbers (*e.g.* 1.)
- Activities and/or processes have two-level numbers (*e.g.* 1.1)
- Disposal classes have three-level numbers (*e.g.* 1.1.1)

Function: The general functions are shown in 12 point bold Arial upper case at the start of each section. (*e.g.* **RAIL AND LIGHT RAIL OPERATIONS**)

Activity/Process: The activities and processes relating to each function are shown in 12 point bold Arial sentence case (*e.g.* **Safety and Security Management**)

Description: Descriptions are in three levels ranging from broad functions to specific disposal classes:

- definitions of functions are shown at the start of each section in bold (*e.g.* **The function of providing metropolitan public rail and light rail services. Includes management of assets, outsourcing to providers, safety and security, ticketing and maintenance.**)
- definitions of activities are located adjacent to the activity title in italics *e.g.* *The activities associated with measures taken to protect people, premises, vehicles and equipment from accidental or intentional damage and from unauthorised access.*
- descriptions of each disposal class are arranged in sequence under the activity definitions.

Disposal Action: Disposal actions relate to the disposal classes arranged under the activity descriptions. The status of the class is either PERMANENT or TEMPORARY with a disposal trigger and retention period given for all temporary records.

Retention Period of the Record

The Schedule is used to sentence records. Sentencing involves applying the record retention periods within the RDS to the records of PTS. Decisions are made using the Schedule about whether records are to be retained and, if so, for how long, or when they are to be destroyed.



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Retention periods set down in the Schedule are minimum ones and PTS may extend the retention period of the record if it considers there is an administrative need to do so. Where PTS wishes to retain records for substantially longer periods it should request that the Schedule be amended to reflect this requirement.

Custody and Transfer of the Record

Permanent Records

Section 19 of the *State Records Act 1997* includes provisions for the transfer of custody of an official record:

- a) when the agency ceases to require access to the record for current administrative purposes or
- b) during the year occurring 15 years after the record came into existence - whichever first occurs

Official records that have been sentenced as permanent, in accordance with an approved disposal schedule, are required to be transferred to State Records.

Agencies with valid reasons to retain permanent records for longer than 15 years should apply in writing to Director [Manager], State Records requesting either a postponement or an exemption from section 19.

It should be noted that postponement or exemption are only granted in exceptional circumstances.

Temporary Records

The custody of official records that have been sentenced as temporary is the responsibility of agencies. A policy and standards framework for the management and storage of temporary value official records has been established by State Records as documented in *Records of Temporary Value: Management and Storage: Standard and Guidelines (May 2002)*. PTS needs to comply with these policy documents - available from State Records' website (www.archives.sa.gov.au).

The custody of official records on networks or hard drives is also the responsibility of agencies. PTS needs to ensure that records in electronic format remain accessible to authorised users for the duration of the designated retention period. State Records is, however, currently examining options for the transfer of permanent value electronic records in digital form to its custody.



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Destruction of Records

Prior to destruction, the following General Disposal Schedules (GDS) need to be consulted:

- ***GDS 16 Impact of Native Title Claims on Disposal of Records*** to ensure records which are relevant to native title claims in South Australia are identified and preserved.
- ***GDS 27 for Records Required for Legal Proceedings or Ex Gratia Applications Relating to Alleged Abuse of Former Children Whilst in State Care*** to ensure the preservation of official records that may relate to the rights and entitlements of the individuals who present a court claim or apply for an ex gratia payment and of the State Government in defending or processing those claims and applications.
- ***GDS 32 for Records of Relevance to the Royal Commission into Institutional Responses to Child Sexual Abuse*** to ensure the retention of records that may be required by any Notice to Produce the Commission may send to any educational site or service under the jurisdiction of the Minister.

When official records, in PTS's custody or housed in secondary storage, are due to be destroyed in accordance with the provisions of this or other disposal determinations, State Records is required to be notified via an Intention to Destroy Records Report. This form is available on the State Records' website (www.archives.sa.gov.au).

PTS must ensure that all destruction is secure and confidential and that a certificate confirming destruction is provided by private contractors.

Standard methods for destruction of paper are shredding, pulping or other means that are environmentally friendly.

Records in electronic format must only be destroyed by reformatting or rewriting to ensure that the data and any "pointers" in the system are destroyed. "Delete" instructions do not offer adequate security as data may be restored or recovered.

PTS should keep their own record of all records destroyed, noting the relevant disposal authority. Proof of destruction may be required for legal purposes, or in response to FOI applications. When records are destroyed systems that control them should also be updated by inputting destruction dates and relevant disposal authorities.

Review

State Records' disposal schedules apply for a period of ten years. Either PTS or State Records may propose a review of the Schedule at an earlier time, in the event of changes to functions or procedures that affect the value of the records covered by the disposal authority. Reviews are especially necessary if there is vast administrative change that affects the currency and use of the records and/or the records are dispersed to other agencies.

The State Records Council needs to approve all amendments to the Schedule. Officers using the Schedule should advise State Records of any necessary changes.



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Context Statement

Context of the Agency Covered by the Schedule

PTS History and Background

Early days of public transport in South Australia

From settlement in 1836, the public travelled on drays, spring carts, Irish jaunting cars and horse drawn wagons. The first account of public transport in South Australia was in 1839 when merchants provided transport vehicles between Glenelg and Adelaide carrying farm produce and home-made goods to market in the morning and returning at night with wares purchased from importers in the city.¹

In 1856, the South Australian Government, acting through the newly constituted South Australian Railways, constructed a rail line from Adelaide to Port Adelaide.² The line was opened on 21 April 1856 as the first State-owned railway in the British Empire, with intermediate stations at Bowden, Woodville and Alberton.³ By 1870, privately owned horse drawn omnibuses operated between Adelaide and North Adelaide. The *Adelaide and Suburban Tramway Act 1877* allowed for the construction of a horse tramway, to be constructed by the Adelaide and Suburban Tramway Company Limited in 1878.⁴ Other private initiatives included the Adelaide and Hindmarsh Tramway Company Limited that trialled the first electric tram in Adelaide in 1889 with an experimental battery powered tramcar modified from a standard horse car.⁵

Most of the privately operated suburban railways were acquired by the State-owned South Australian Railways (SAR) during the harsh economic conditions of the 1890s. However, attempts to acquire the horse tramways in the first decade of the 20th century were less successful. The State Government negotiated representation by Councils on the formation of a Tramways Trust, and in 1906, the *Municipal Tramways Trust Act 1906* was passed.⁶ The Municipal Tramways Trust (the Trust) took control in February, 1907.

Municipal Tramways Trust (The Trust or MTT) 1907 – 1975)

The horse drawn tramcars were to be replaced by electric tramcars. The Trust obtained the former Government Experimental Orchard at Hackney as a site for its depot and

¹Radcliffe JC & Steele, CJM: Adelaide Road Passenger Transport 1836 – 1958. Libraries Board of South Australia Adelaide 1974. p.3

² For detailed history and context of South Australian Railways and links to public transport, refer to State Records Agency registration – GRG 42 SAR, 1856-1975, and RDS 2014/06: Records of the South Australian railways, 1850-1998.

³ Radcliffe & Steele, op cit p.11

⁴ Ibid p.23

⁵ Contribution from Kym Smith, Rail Safety Accreditation Manager, Safety and Risk, PTS February 12 2014

⁶ Radcliffe & Steele, op cit p.33



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administrative offices, and commenced the planning of new lines. Lines close to the centre of the city, known as the “inner routes”, were to be electrified first, and horse cars were to continue operating beyond the electric termini to the “outer circle” termini. The electric tramway system was officially opened on 9 March 1909 and was an immediate success.⁷

A battery house and converter station were built on East Terrace at the corner of Grenfell Street (currently the site of the Tandanya Visual Arts Centre).⁸ Power was supplied by the Adelaide Electric Supply Company Limited from their adjacent power station until the Trust was able to complete its own power house at Port Adelaide.

Along with the two new electric tramways, two suburban railway developments also took place with a line from Goodwood to Brighton and its extension to Willunga.⁹

In 1916, the Trust purchased a group of houses facing Victoria Square and Angas Street. Later in March 1920, it announced plans to erect an eight storey office building on the site. Trams were to enter the building from Angas Street. The city depot was opened on 23 December 1923. Eleven tracks, capable of holding forty trams were provided. In October 1933 the Trust, with a State Government grant, opened a two storey building on the site to house traffic officers and provide a public enquiry counter.¹⁰

During the 1920s, various forms of motorbuses were put into private service in the city and metropolitan Adelaide. Fierce competition with the trams resulted in a restriction by a new Council by-law, of bus routes in the city. Eventually, the State Government established the Metropolitan Omnibus Board in 1927. The Board was empowered to define motorbus routes in the Adelaide metropolitan area, and to licence operators on those routes.¹¹ In 1928 the Municipal Tramways Trust Act was amended to abolish the Metropolitan Omnibus Board. The Trust purchased all the private operators motorbuses, and controlled motorbus routes thereafter, within a 10 mile radius of the GPO.¹² The Hackney Depot – the main centre of road passenger transport operation since 1909 – had a new fleet to store and inspect and required expansion. The orchard was completely removed by the end of 1928 to provide parking space for the fleet of private buses.

During the same year, Adelaide City Council widened North Terrace and tram tracks were resited in the centre of the new carriageway. It coincided with the introduction of the first set of traffic lights in Adelaide, in King William Street. (Tramway operators were not required by the *Road Traffic Act 1961* to obey these traffic signals for nearly 20 years.)¹³

⁷ Ibid p.41

⁸ Kym Smith, op cit

⁹ Radcliffe & Steel, op cit, p.52

¹⁰ Ibid p.75

¹¹ Ibid p.81

¹² Ibid p.85

¹³ Ibid p.69



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Meanwhile, on 21 December 1927 the *Glenelg Railway Transfer Act 1927* was passed, authorising the Trust to take over the Glenelg lines and electrify them.¹⁴ When the Glenelg line opened, the SAR ceased operating trains on the North Terrace line, and the Trust ceased its Glenelg services.¹⁵ Preparations for converting the North Terrace line to an electric tramway commenced.

In 1932, the Trust introduced the first trolley bus operation in Australia. Whilst experimental and built from one of the earlier double-deck buses, the trolley buses used the common positive electrical wire with the tramways, plus an additional negative return wire and operated in the off-peak parts of the day.¹⁶

In the post war development period, the Trust placed orders for single and double decked motorbuses, trolley buses and tramcars. Increased industrial activity in metropolitan Adelaide, and the increase in housing and dwellings carried out by the South Australian Housing Trust, meant that new bus services were provided for the burgeoning population.¹⁷

By 1951 motor cars were widely available and the numbers of people using the Trust services declined rapidly. Coupled with inflation and subsequent higher operating costs, the trust suffered difficulties due to financial losses.¹⁸

The Trust's declining revenues after World War 2 were reflected in an increase of road traffic which congested the streets of the city. In 1947 a Royal Commission was appointed to examine transport services throughout South Australia. Its third interim report, on traffic within the city of Adelaide was published in 1950. It blamed trams and the poles carrying their power lines, for much of the congestion on King William Street. The report suggested the rerouting of trams rather than abolishing the service. The Final Report noted a decline in passenger numbers and criticised the Trust for failing to introduce modern, more efficient rollingstock. The Commission felt that less patronised routes should be converted to buses, though it left the decision to the Trust. Subsequently, the Trust requested that the Government appoint a Committee to examine its operations and finances.¹⁹ The Committee's reports showed that the Trust's routes had not changed in 20 years. Heavy trams were the mainstay of its services and only limited use was made of trolley-buses and fuel buses. They concluded that the post-war financial disaster was in some measure due to the earlier efficiency of the Trust. The passenger downturn in the late 1940s caught the Trust with too many services, over too large an area, at a time when its fleet of trams was largely overdue for replacement.

Although critical of the Trust's management, and of the debt burden with which it was saddled, the Committee felt that public street transport had to be maintained in some form.

¹⁴ Ibid p.86

¹⁵ Ibid p.89

¹⁶ Kym Smith, op cit

¹⁷ Radcliffe & Steele, op cit p.122

¹⁸ Ibid p.128

¹⁹ State Records South Australia: Agency Registration: Municipal Tramways Trust GA120 1907 - 1975



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Whilst recognising the efficiency of trams for the movement of large numbers of people, it considered that buses would be cheaper for the volume of traffic in Adelaide. It recommended that the Government take over the assets and appoint a new five-member Trust; that light traffic routes be converted to buses immediately; and that the new Trust gradually phase out trams altogether. The Government accepted the recommendations and a new government-appointed Board was appointed to manage the Trust in January 1953.²⁰

The Trust developed a ten-year plan to convert all its tram routes to single-deck diesel buses (postponing a final decision on trolleybuses for two or three years). The plan envisaged one-man operation of all buses and a terminus in Victoria Square for all bus routes serving the city. Meanwhile the Trust had designed what was to be its standard bus for the future, with seating for 140 passengers and room for 50 standing.

The Trust continued to licence private bus operators who did not compete directly with it and began investigating the coordination of its routes and timetables with those of the South Australian Railways.

In 1954, the State Government established the Metropolitan Transport Advisory Council to assist the new Trust Board and the South Australian Railways with their planning of services. Whilst these changes managed the street transport system, the South Australian Railways was also commencing changes in suburban rail transport. In October 1955, the first fleet of diesel hydraulic railcars was launched. These eventually permitted the withdrawal of steam-hauled suburban trains.²¹

The Trust's ten-year plan was effectively completed in five years. The last tram ran on the Cheltenham route on 22 November 1958. Although the Trust had considered converting the Glenelg route to some form of limited-access road, it was decided to retain it as a tramway. During the conversion some power poles had been sold to the Electricity Trust. The remainder, like the tracks, had been removed, with the exception of those used on trolleybus routes in the Port Adelaide area. Following the closure of the electric street tramways in 1959, the only services not operated by motorbuses were the trolley bus services in Rundle Street and the Glenelg line running from Victoria Square. The last trolley bus operated in 1963.

During the 1960s the change to one-man operated buses continued, as did the installation of radiocommunication in buses. The Trust had begun an experiment with radio on 8 March 1954, with eight radios installed in inspector's vehicles and a control room at the Hackney depot. Both processes were completed in 1973, a year that also saw the introduction of weekly tickets and the inauguration of the Bee-Line free bus linking Victoria Square with the Adelaide Railway Station.

²⁰ Radcliffe JC & Steele, CJM. Op cit p.135

²¹ Ibid p.135



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Throughout this period the Trust had continued to expand its services. On 1 October 1965 its exclusive right to operate or licence bus services was extended to cover the Municipalities of Salisbury and Elizabeth and part of the District Council of Munno Para. On 1 November it was extended to take in the District Council of Tea Tree Gully.

The next major change to the Trust came in 1974. During 1973 the Bus Proprietor's Association had applied for Government subsidies on behalf of its members. The outcome was an agreement whereby the Government would provide the money for the Trust to buy out those private operators who wished to sell, at the agreed value of their assets and liabilities. Twelve private operators accepted the offer, transferring their services to the Trust on 24 February 1974. The Trust, from serving 279km of routes, now had 730km. Its fleet of 26 tramcars (which it was in the process of refurbishing) and 415 buses was augmented by 230 buses and 39 coaches.

During the changeover period the new routes were served by their original staff, for their existing depots, with their former owners acting as depot managers. In 1975 (on 31 March and 1 June) two more private operators transferred their services to the Trust. All these services were gradually integrated and the number of depots reduced.²²

State Transport Authority (STA)

The State Transport Authority (STA) was established on 18 April 1974 by the *State Transport Authority Act 1974*, which aimed to provide an integrated and coordinated system of public transport within South Australia. This was to be achieved by assuming direct control of State-operated services in the metropolitan area and by exercising regulatory control of privately owned services. This involved operations of the South Australian Railways (1860-1974) and the Municipal Tramways Trust (1907-1975).

In 1975, the South Australian Railways Commission, the Municipal Tramways Trust and the Transport Control Board, were all dissolved and their assets and functions were transferred to the STA. Separate Divisions were subsequently established for rail, bus and tram, and regulation.²³

Operationally, the Rail Division continued to administer and operate all the ex-SAR on behalf of the Federal Government, and on 1 March 1978 non-metropolitan railways were transferred to the Australian National Railways, with the significant transfer of staff to the Commission. This arrangement continued in the interim whilst the sale of SAR was devised and the operating and management structures of the new Federal controlled railway were established. Following the establishment of the new Australian National Railways Commission, which included some former SAR infrastructure, rolling stock and staff, the STA retained ownership and responsibility for all the suburban railway system around Adelaide, including the Adelaide Railway Station, the fleet of Redhen railcars and two diesel locomotives.

²² Ibid p.6

²³ State Records SA: GA 90 STA Agency description



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The STA ceased to function on 30 June 1994.

TransAdelaide and Passenger Transport Board

When the *Passenger Transport Act 1994* dissolved the State Transport Authority, it created the new agencies of the Passenger Transport Board – which regulated, coordinated and funded the public transport system - and TransAdelaide, which operated metropolitan buses, trains and trams under contract to the Passenger Transport Board.²⁴ The formation of TransAdelaide on 4 July 1994 was a prelude to competitive tendering and the introduction of private operators into the Adelaide public transport network.²⁵ Ownership of transport assets was transferred from TransAdelaide to the Department of Transport, while the Passenger Transport Board assumed responsibility for funding and regulating passenger transport and administering the competitive tendering of bus routes. These assets were 400 buses, Elizabeth, Lonsdale, St Agnes, Port Adelaide and Mile End depots, Regency Park Workshops, the Adelaide O-Bahn and the Crouzet ticketing system.^{26 27}

The Office of Transport Planning was succeeded by the Passenger Transport Board under the Minister of Transport in July 1994²⁸ and continued to operate under this name until 2003. The *TransAdelaide (Corporate Structure) Bill 1998* separated TransAdelaide from the scope of the Passenger Transport Act. The intention was to establish TransAdelaide as a public corporation under its own legislation, designed to ensure that TransAdelaide be viewed as an independent operator and as a service deliverer in a competitive market.²⁹ Responsibility for Access Cabs was transferred to the Department of Transport.³⁰

TransAdelaide's control of bus services ceased on 23 April 2000, when those services were leased to private contractors and vehicles sold to those operators.^{31 32}

Activities included the integration of urban and regional development issues, transport infrastructure, transport services, cultural development and community needs. TransAdelaide reverted in 2002 to become the Department for Transport and Urban Planning. The Department administered the integration of urban and regional development, local government initiatives, the transport system and public transport services including a safe transport network for freight, passengers and other users.³³

²⁴ TransAdelaide Annual Report 2005. P5

²⁵ http://en.wikipedia.org/wiki/State_Transport_Authority

²⁶ TransAdelaide Annual Report 1995, p. 35

²⁷ Operational bus depots at the time of writing, remain at Elizabeth, Lonsdale, St. Agnes, Port Adelaide, Mile End, Morphettville and Aldgate

²⁸ SRSA catalogue reference GA591

²⁹ SRSA catalogue reference GA614

³⁰ SRSA catalogue reference GA591

³¹ Operational RDS 2000/15:TransAdelaide Bus Services and the records of the former State Transport Authority relating to bus services. 2002

³² At the time of writing however, the Public Transport Services Division still owns approximately 95% of metropolitan buses, totalling 950 vehicles. The remaining 5% of bus operations is outsourced to Contracted Operators.

³³ SRSA catalogue reference GA1283



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In May 2005 the Premier of South Australia, Mike Rann, announced the formation of the Department for Transport, Energy and Infrastructure. Organisational change took place on 1 July 2005. At the time of transition the Department for Transport and Urban Planning incorporated the Office of Public Transport. Customer Service Centres including the Transport SA Call Centre, transferred from the Department for Transport and Urban Planning to the Department for Administrative and Information Services.³⁴

The Office for Infrastructure Development in the Department for Administrative and Information Services (DAIS), whose role it was to identify strategic infrastructure priorities for the State, coordinate infrastructure planning and development across government, and facilitate timely delivery of key projects that support the development of the State, also transferred from the Department for Administrative and Information Services to the new Department for Transport, Energy and Infrastructure in July 2005. In May 2006 it changed its name to the Office of Major Projects and Infrastructure due to new roles transferred to the Office, including responsibility for major new transport infrastructure projects outlined in the Strategic Infrastructure Plan.³⁵

Public Transport Services Division, DPTI

The Public Transport Services Division has 700 staff following the merger between TransAdelaide and DPTI in September 2010. The assets of TransAdelaide (including documents) were transferred to the Rail Commissioner under the *Passenger Transport (Transfer of Assets and Vesting of Rights and Liabilities) Proclamation* on 19 August 2010. The assets of TransAdelaide included the legacy records of the South Australian Railways and the Trust.

Rail Commissioner

It should be noted that the Rail Commissioner was established under the *Rail Commissioner Act 2009*, and is considered a separate Agency for the purposes of the *State Records Act 1997*.³⁶ The Rail Commissioner is contracted by the Department for Planning, Transport and Infrastructure (DPTI) to operate train and tram passenger services.

The Office of Rail Commissioner is therefore not covered by this RDS.

The transition from TransAdelaide took some time, followed by the changes of name of Agency, from the Department of Transport, Energy and Infrastructure, to the Department for Planning, Transport and Infrastructure with related organisational change.

The Division under the *Passenger Transport Act 1994* monitors the provision of public transport including bus, train, tram, driver accreditation and licensing for persons to drive a

³⁴ DTEI Annual Report, 05/06, p. 84

³⁵ DTEI Annual Report, 2006/2007

³⁶ Email advice 7 November 2013, from Senior Archivist, Collection Management Services, SRSA



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public transport vehicles for hire, fare or reward including taxis, buses and chauffeured vehicles and Operator accreditation for the provision of a passenger transport service. It also supports the provision of passenger transport with service planning and design, contract management, marketing, communication, customer service and infrastructure.

PTS Role and Function

Public Transport Services (PTS) is responsible for the operation and regulation of the passenger transport network including bus, train and tram services, and the regulation of the State's taxi industry. A key focus is managing the programming and delivery of the capital investment in public transport, including electrification of rail.³⁷

Public transport bus services in Adelaide, Gawler and the Adelaide Hills are provided through contracts administered by PTS with three private bus providers. PTS operates all metropolitan rail and tram services through the Rail Commissioner entity which has accreditation under the *Passenger Transport Act 1994*. PTS also administers transport services in regional South Australia. These include country bus services, provincial city services, community passenger networks, integrated transport plans, medical-related services and dial-a-ride services.³⁸

South Australia's Strategic Plan contains the government's vision and goals for the wellbeing of South Australians through 100 measurable targets. Target 63: "Use of Public Transport" aims to increase the use of public transport to 10 percent of metropolitan weekday passenger vehicle kilometres travelled by 2018.³⁹ Patronage however is often negatively impacted by major works and closures such as the Rail Revitalisation works which are strategic long term service improvements.

Efforts to deliver safe and reliable public transport are provided through the following:

- a Metrocard system for passengers and the network-wide rollout continues
- a website providing realtime information about the scheduling of buses, trams and trains
- dedicated bus lanes in the central business district to improve corridor movements
- trialling of a high-frequency Go Zone service, electrification of the Adelaide to Seaford line and the deployment of the first electric trains
- continuation of the re-sleeper program
- construction of new railway stations for transit-oriented developments
- provision of park-and-ride and parking facilities at interchanges
- pedestrian countdown timers at crossings

³⁷ DPTI Annual Report 2011-2012 p.17

³⁸ Ibid p.67

³⁹ <http://saplan.org.au/targets/63-use-of-public-transport>



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- bikeways, bike lanes and waiting boxes for cyclists.⁴⁰

PTS makes special arrangements to provide transport for a range of special events including the Royal Adelaide Show, Clipsal 500, WOMADelaide, Tour Down Under and Anzac Day. These necessitate temporary train stations, bus route changes and additional bus stops and parking zones, and taxi stands for increased capacity. Adelaide Free services provide free bus and tram travel in the central business district and the City Loop around the city.⁴¹

The South Australian Urban Design Charter commits government agencies to foster efficient sustainable and socially inclusive environments. PTS contributes to this commitment through the creation of good connectivity between major open space corridors as an urban design principle.⁴² The DPTI Green Plan provides a framework to deliver sustainable services. A PTS priority in this framework concerns travel and fleet management. All buses in the Adelaide Metro diesel bus fleet use a biodiesel blend. 20 percent of the buses in the Adelaide Metro Fleet are powered by Compressed Natural Gas. 78 percent of the Light Vehicle Fleet uses low emission fuels.⁴³

Approximately 1000 general taxi licences operate in metropolitan Adelaide through taxi centralised booking services. 100 Access taxi fleet licences operate with special conditions for accessible taxis, representing approximately 10% of the total taxi fleet.⁴⁴

PTS provides administrative support to both the Passenger Transport Standards Committee and the Premier's Taxi Council. The Passenger Transport Standards Committee is a statutory committee established under the Passenger Transport Act, responsible for exercising disciplinary powers. The Committee meets to consider matters such as accreditation applications and disciplinary matters.

The Premier's Taxi Council represents and promotes the interests of the industry, provides advice to government and helps to ensure efficient, high quality service to passengers. The Council addresses concerns for the taxi industry and provides a direct link to the Premier. Members include the Accreditation and Licensing Centre, Taxi Council SA, representatives of the central booking services, drivers, operators, tourism and consumers advocates and the Premier.

PTS Structure Description

PTS Division comprises six Directorates, reporting to a Deputy Chief Executive of the DPTI portfolio (*see also Organisation Chart at Attachment 1*). The Directorates and their specific areas of competence are as follows:

⁴⁰ Ibid p.27

⁴¹ Ibid p.68

⁴² Ibid p.55

⁴³ Ibid p.58

⁴⁴ Ibid p.71



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- Communications & Community Relations – strategic communications; community engagement
- Rail Operations and Safety – engineering, maintenance, asset management, operational readiness, learning and development, safety, security, environment. Operational Readiness is a transitional business unit with responsibility for accepting the Rail Revitalisation Project on the network. Its focus is to develop rules, procedures and work instructions for the 25kv electrification
- Business Services – finance, ICT, human resources, industrial relations, procurement, business strategy and development, performance measurement, facilities, contracts, revenue generation, governance, legal, corporate risk management, records and FOI
- Customer Experience & Innovation – InfoLine, InfoCentres, customer experience framework, customer information channels, feedback analysis and reporting, advocacy and inclusion, satisfaction measurement, public transport infrastructure, ministerials, parliamentary and cabinet support, strategic projects coordination
- Public Transport Services – policy and strategy, service and planning (metro and regional), service standards auditing, reporting, contract management, accreditation and licensing (bus, taxi, hire cars), standards committee, SATSS (taxi), compliance
- Strategic Transport Projects – rail revitalisation, project service outcomes, project safety, rolling stock.

Predecessor Agencies

Before, and since the establishment of PTS, its various functions and/or activities have gone through a succession of organisational transitions and name changes:

- GA 648 Transport Control Board, 1930 - 1975
- GA120 Municipal Tramways Trust, 1907 – 1975
- GA90 State Transport Authority, 1920 – 1994
- GA106 State Transport Authority - Bus and Tram Division, 1975 - 1978
- GA621 Passenger Transport Board, taxi industry,⁴⁵ 1994 - 2003
- GA614 TransAdelaide, 1994 - 2010

Successor Agencies

There are no successor agencies.

Legislation

Legislation which the Agency administers is as follows:

⁴⁵ The taxi industry came under the Passenger Transport Board in 1994 (predecessor to Office of Public Transport)



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- *General Tramways Act 1884*
- *Golden Grove (Indenture Ratification) Act 1984*
- *Non-Metropolitan Railways (Transfer) Act 1997*
- *Passenger Transport Act 1994*
- *Rail Commissioner Act 2009*
- *Rail Safety Act 2007 (ceased 2013)*
- *Rail Safety (Drugs and Alcohol) Regulations*
- *Rail Transport Facilitation Fund Act 2001*
- *Railways (Operations and Access) Act 1997(ceased)*
- *Railways (Transfer Agreement) Act 1975.*

Relevant Legislation which the Agency does not administer is as follows:

- *Building and Construction Industry Security of Payment Act 2009*
- *Electricity Act 1996*
- *Highways Act 1926*
- *Public Sector Act 2009*
- *Rail Safety National Law (South Australia) Act 2012*
- *Road Traffic Act 1961*
- *Roads (Opening and Closing) Act 1991*
- *State Procurement Act 2004*
- *Work Health and Safety Act 2012.*

Context of the Records Covered by the Schedule

Coverage of RDS 2013/22

RDS 2013/22 applies comprehensively to the ongoing records of the Public Transport Services Division (PTS) of the Department of Planning, Transport and Infrastructure.

It includes paper-based files, digital records on shared drives, and purpose-specific databases.

Whilst most administrative tasks of PTS take place at their offices at Dame Roma Mitchell House, and the Adelaide Railway Station on North Terrace, Adelaide, and also their Grenfell Street offices, coverage is provided for all administrative and managerial tasks executed at external offices, including the trams depot at Glengowrie, Learning and Development RTO at Dry Creek, engineering and project offices on Richmond Road, Mile End.

This RDS excludes the Rail Commissioner as this is already covered under RDS 2010/12.

This RDS does not apply to PTS predecessor agencies including the Transport Control Board, Municipal Tramways Trust, the State Transport Authority, Passenger Transport Board – taxi



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industry, and TransAdelaide. While PTS has records in State Records custody, these require further appraisal and/or processing. As a result, RDS 2013/0022 excludes the Government Records Series (GRS) as listed in Attachment 2.

This RDS does not provide disposal coverage for plans and records transferred to the Islington Plan Room Collection which have coverage in RDS 2014/06 V.1 Records of South Australian Railways, 1850 – 1998.

RDS 2013/0022 does not cover records already in the custody of State Records as part of Government Record Group/s GRG 22 Municipal Tramways Trust, GRG 25 Transport Control Board and GRG 42 South Australian Railways. These records have been deemed permanent in accordance with a disposal determination made for all GRGs by the Manger [Director] of State Records and approved by the State Records Council on 9 November 1999.

PTS will review and re-sentence the records whose retention periods have altered.

Related Series Affected by RDS 2013/22

There are no related series for PTS affected by this RDS. Series in SRSA custody of predecessor agencies will need separate disposal coverage or a revision of this RDS.

Complementary Schedules to RDS 2013/22

- RDS 2012/22 V 0001 – Office of the National Rail Safety Regulator (ONRSR) 18 May 2011
- RDS 2010/12 V 0001 – Department for Transport, Energy and Infrastructure (and predecessor Agencies)(with exclusions) 18 December 2012
- RDS 2014/06 V 0001 - Records of South Australian Railways, 1850 – 1998 15 April 2014.

Existing Disposal Schedules Superseded by RDS 2013/22

RDS 2013/22 Version 1 does not supersede any existing Records Disposal Schedules.

The following Records Disposal Schedules have expired:

- RDS 2000/15 – V 0001 TransAdelaide Bus Services and the records of the former State Transport Authority relating to bus services 9 April 2002
- RDS 2002/16 V 0001 - TransAdelaide - Rail (tram and train) records 1906 ongoing, for paper based records, excluding drawings, maps and plans 13 May 2003.

Records Structure within PTS

PTS has a small Records Management and Freedom of Information group located within the Business Services Directorate. The two Records Officers coordinate with the Records Management Section in the Department for Planning Transport and Infrastructure (DPTI), and are responsible for advising business units on creating, storing, retrieving and “archiving” common administrative based files. In a largely decentralised capacity, most hard copy files



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are created, stored and managed by the functional owners of the records, most of whom have applied some control mechanisms.

There is also a significant quantity of records kept in independent databases and remaining shared and unshared drives. Many of these databases are referenced in various disposal classes in this RDS.

The ongoing investment in compliant recordkeeping by DPTI Records Management Section is likely to progressively address this situation. The administrative dependence upon these systems is well recognised and tends to deliver adequate protection for the time being.

For further details about the arrangement of hard copy files see p.24.

Broad Description and Purpose of the Records

Corporate Recordkeeping System – “K-Net”

The parent portfolio - Department of Planning, Transport and Infrastructure - utilises a Corporate Recordkeeping System, known as “K-Net” which is built on the Hummingbird Electronic Document and Records Management System software. K-Net was implemented across most Divisions of the Department in 2005, prior to the merger with TransAdelaide. TransAdelaide concurrently was using a Corporate Recordkeeping System known as “TARDIS” – TransAdelaide Records and Document Information System. It too, was built on the Hummingbird Electronic Document and Records Management System software. In 2014, TARDIS remains a static collection and reference system, with many records and documents not yet in K-Net. Most common administrative records covered by the GDS 15 for State Government Agencies, are now kept in K-Net.

Prior to the use of TARDIS, PTS utilised “RecFind” the Corporate electronic index to hard copy files. This was used predominantly to record official paper files.

Asset Management System – “Maximo”

Critical databases include the international defacto standard for asset intensive industries such as rail and transit “MAXIMO” - an enterprise asset management software solution from IBM. MAXIMO is vital to the Rail Revitalisation Project, and keeps data about assets, work orders, operational knowledge, inspections, engineering and maintenance. MAXIMO is also replacing MASTERPIECE which has kept train parts inventory records to date. However MAXIMO data is not comprehensive, with some of the above information residing yet in TARDIS, K-Net, MASTERPIECE, Vehicle Management System, and a variety of other databases. Data consolidation will be required in the near future for reliability. MAXIMO also keeps records of all 950 buses in the PTS fleet, replacing the former MicroSoft Access database Bus Asset Management System (BAMS) in 1997.



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Safety Management System

Safety Management Systems (SMS) are a mandatory requirement under the National Rail Safety Law. The SMS in PTS is not a recordkeeping or information management system, but a collocation of procedures, work instructions, forms and policies, comprising a SMS. Each component of the SMS therefore has been regarded in this RDS as a permanent record, for the purposes of historically collocating the SMS for any given period of time. The SMS is a large volume of records, including also records scanned to K-Net, and records archived by Corporate Records in DPTI, MicroSoft Excel registers and MicroSoft Access database corrective actions, hazard registers and audit control records.

Infrastructure project drawings

Prior to the merger of TransAdelaide with the Department of Transport, Energy and Infrastructure in 2010, STA and TransAdelaide drawings of rail and busway in paper and older formats such as linen were stored at the Depot at Walkley Heights, where they remain. These include drawings of the Autobahn rail system. Since the merger, all PTS infrastructure projects on completion have the original digital drawings in a variety of formats (predominantly TIFF and CAD) delivered to the Plan Room at Mile End. These have coverage in this Disposal Schedule.

Functions and Activities Documented by the Records

The functions and activities of PTS were derived from researching Annual and Strategic Reports, and meetings with approximately 150 personnel. The outputs of these meetings provided clear direction in distilling four primary transport management functions – *Bus Operations, Rail and Light Rail Operations, Infrastructure Management and Regulating*. It also revealed two ancillary or supportive functions not adequately covered by GDS 15 – *Public Transport Ancillary Services, and Learning and Development*. In all other areas of work eg. *Workplace Health and Safety*, GDS 15 adequately reflected the functions.

The primary functions of PTS relate to the provision of metropolitan public transport services. Supporting activities of the 6 functions are as follows:

- **BUS OPERATIONS**
 - Asset Management
 - Contract Management
 - Incident Management
 - Operational Policy and Procedures
 - Planning and Coordination
 - Safety and security management
- **INFRASTRUCTURE MANAGEMENT**
 - Asset management
 - Audit
 - Contract Management



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Design and Construction
Incident management
Operational Policy and Procedures
Project management
Rail corridor management
Safety and Security Management

• **LEARNING AND DEVELOPMENT**

Audit
Contract management
Education and Training Programs
Operational Policy and Procedures

• **PERSONNEL MANAGEMENT - PTS**

Planning and Coordination
Workers Compensation

• **PUBLIC TRANSPORT ANCILLARY SERVICES**

Contract management
Customer relations
Operational Policy and Procedures
Ticketing

• **RAIL AND LIGHT RAIL OPERATIONS**

Asset management
Audit
Contract management
Incident management
Operational Policy and Procedures
Planning and Coordination
Safety and Security Management

• **REGULATING**

Audit
Contract management
Investigating
Operation Policy and Procedures
Operator compliance

Arrangement of the Records

PTS has one annual single numbering system for the arrangement of administrative records which is used across all areas of the Division, eg. 2014/12345/01 systematically produced through KNet. However, other records such as plans, photographs, train graphs and technical records have a myriad of other control systems pertinent to the systems that produce the records eg. CCTV footage, or alphabetical to reflect geographic places and point in the rail network.



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The housing of files includes manila folders, suspension folders, lever arch folders and vertiplans.

Agency Creating the Records

PTS that administers the records covered by this RDS and also created them.

Agency Owning or Controlling the Records

PTS that administers the records covered by this RDS also controls or owns them.

Date Range of the Records

Records Date Range: 2010 to **Ongoing**

Volume of the Records

The overall volume of records across all sites including Mile End, Netley, Roma Mitchell House, Adelaide Railway Station and Dry Creek of PTS is estimated as follows:

- 500 linear metres of records, files, manuals, work orders and volumes
- 16 linear metres of train graphs currently housed in lever arched folders
- 33 Vertiplan cabinets of technical drawings
- 100 Plan boxes
- 46 card index and microfilm boxes
- Commercial off-site storage – PTS approved storage provider – Iron Mountain: ~ 315lm (20% more or less)
- Commercial off-site storage – PTS approved storage provider – Recall: ~ 3,800 lm (20% more or less)
- State Records – Nil (GRS' are currently excluded as per Attachment 2).

Special Custody Requirements

Item 2.8.5: Vegetation library containing samples and descriptions of plats contained in the rail corridor has a Permanent retention. State Records South Australia will not accept custody of these records and that they will be managed more appropriately by the Botanical Gardens of South Australia.

Special Storage Requirements

PTS record collections requiring special storage comprises approximately 33 Vertiplan and 100 plan boxes for large scale technical drawings which have been deemed to have continuing value.



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Issues Not Mentioned Previously

There are no issues that have not already been mentioned.

Comments Regarding Disposal Recommendations

Permanent Records Rationale

Records deemed to be permanent are those which have a continuing value to the State or are of national significance. The appraisal objectives adopted by State Records of South Australia⁴⁶ for identifying records of permanent value relevant to the records covered by this Schedule are:

***Objective 1:** To identify and preserve official records providing evidence of the source of authority, foundation and machinery of the South Australian Government and public sector bodies.*

The records of PTS which meet this objective include:

- Records documenting programmed periodic audit reports conducted by the National Rail Safety Regulator. Includes notice of audit, request for documentation, audit report, corrective actions and log term action plans. (Item 7.1.1)
- Records of train or tram failures or incidents required by the Rail Safety National Law, including photographs, operational case files, investigation files, reports to the Regulator, camera footage, data from data loggers and logged voice recordings from radio and telephone. (Item 7.3.1)

***Objective 2:** To identify and preserve official records providing evidence of the deliberations, decisions and actions of the South Australian Government and public sector bodies relating to key functions and programs and significant issues faced in governing the state of South Australia.*

- Records documenting the Adelaide Metro Passenger Rail Network Rules and Procedures and work instructions signed off by Rail Commissioner including Operational Readiness Assurance for the electronic rail system. (Item 6.5.2)
- Records documenting the review and implementation of Rail Industry Safety and Standards Board standards. (Item 6.5.4)

***Objective 4:** To identify and preserve official records substantially contributing to the knowledge and understanding of the society and communities of South Australia.*

⁴⁶ Appraisal of Official Records - Policy and Objectives: Guideline, State Records, February 2003 Version 1.8.



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The records of the PTS which meet this objective include:

- Summary reports of the number of complaints versus kilometres, and trips travelled by bus, rail and light rail vehicles including the number of incidents and occurrences. (Item 5.2.3)
- Records documenting monthly patronage statistical and timebound reports to the Minister and management of numbers of people using public transport per day, month and annually. (Item 5.4.2)

***Objective 5:** To identify and preserve official records that contribute to the protection and well being of the community or provide substantial evidence of the condition of the State, its people and the environment, and the impact of government activities on them.*

The records of the PTS which meet this objective include:

- Records documenting the Environment Management Plan in accordance with ISO 14000 Environment Management Standard. (Item 2.8.1)
- Annual Environmental Protection Authority licence and reports permitting the use of diesel eg. disbursement of fumes to the atmosphere, noise, eg. flange squeal. (Item 6.3.2)

Temporary Records Rationale

Temporary records are those considered not to have continuing value to PTS, the State Government nor to the community. Records documenting core business activities in this Schedule that are considered of temporary value have short, or less-than-permanent terms before expiry.

These include:

- dossier records documenting each vehicle in the bus fleet. Includes maintenance carried out by contractors, as specified by standards in the lease agreements, maintenance manuals, vehicle use, history, risk assessment by manufacturer and operator, inspections, repair, accidents and disposal as a vehicle. (Item 1.1.4)
- annual RTO completion and statistical reports to ASQA including number of participants commencing and completing training feedback. (Item 3.3.2)
- records documenting risk based training needs analysis, and the validation of proposed training content and delivery. Includes training report to ASQA and ASQA assessment documentation. (Item 3.3.12)
- applications for filming on agency premises including photography and promotions on buses, trams or trains by a State Government agency, commercial or not-for-profit



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organisation. Includes application and fee, insurance documentation, approval notice and liaison with bus service providers. (Item 5.2.4)

- inventories of licensed ticket vendors, including expired licenses. (Item 5.4.9)

and activities where the retention decision was guided by complementary temporary disposal actions in the GDS 15.

Other Disposal Considerations

There are no other considerations for or against the retention or destruction of records affected by this RDS.

Disposal Recommendation Effect on Related Records

There are no related records affected by the disposal recommendations in this RDS.

Alternative Record Formats

Alternative record formats in this RDS are limited to microfilmed drawings and technical records on aperture cards. (Item 2.4.1)

Impact on Native Title Claims

There is no discernible relevance to Native Title Claims.

Indigenous Considerations

The determinations within *RDS 2013/22* are consistent with Recommendation 21 of the *National Inquiry into the Separation of Aboriginal and Torres Strait Islander Children from Their Families*.

The principles outlined in *GDS 16*, relating to Native Title claims, have also been considered in the development of this Schedule.

RDS 2013/22 meets all cultural, historical, legal and administrative requirements.

All documents considered relevant to native title in South Australia must be checked for actual relevance with the Native Title Section of the Crown Solicitor's Office before being disposed of.



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Scope Note

Records Covered by this Schedule

This RDS 2013/22 applies to the operational records of the Department of Planning, Transport and Infrastructure – Public Transport Division (PTS). It applies to a combination of active and inactive operational records controlled by PTS administrative business units operating since 2010. It is intended to cover records in the physical and digital environments, and at all locations.

How to Apply this Schedule

Use in conjunction with GDS

This Schedule should be used in conjunction with **GDS 15**, as amended, or its successor. Cross-references to the **GDS 15** are included in this Schedule where appropriate.

To identify records that may be potentially relevant to native title claims, please refer to guideline *Identifying documents which may be relevant to Native Title* attached to **GDS 16**. Where records sentenced for temporary retention are identified as having potential relevance to a native title claim, they need to be retained until 31 December 2024.

To identify records that may be potentially relevant to *Legal Proceedings or Ex Gratia Applications Relating to Alleged Abuse of Former Children Whilst in State Care*, please refer to **GDS 27**. Where records sentenced for temporary retention are identified as having potential relevance, they need to be retained until 31 December 2020.

To identify records that may be potentially relevant to the *Royal Commission into Institutional Responses to Child Sexual Abuse* please refer to **GDS 32**. This GDS places a destruction freeze on records of relevance (or likely relevance) to the Royal Commission that have been sentenced as temporary under another disposal schedule.

Use in conjunction with, or complementary to, other RDS

- RDS 2012/22 V 0001 - National Rail Safety Regulator (NRSR) 18 May 2011
- RDS 2010/12 V 0001 - Department for Transport, Energy and Infrastructure (and predecessor agencies) (with exclusions) 18 December 2012
- RDS 2014/06 Records of South Australian Railways, 1850-1998 (Islington Plan Room Collection) 15 April 2014.

Other RDS superseded by RDS 2013/22

RDS 2013/22 Version 1 does not supersede any existing Records Disposal Schedules.

The following Records Disposal Schedules have expired:



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- RDS 2000/15 V 0001 - TransAdelaide Bus Services and the records of the former State Transport Authority relating to Bus Services 9 April 2002
- RDS 2002/16 V 0001 - TransAdelaide (paper based records comprising a set of files registered in an electronic records management system (RecFind) and other operational material) 13 May 2003.

Re-sentencing of records where schedules are superseded or particular entries within a schedule are superseded

PTS will review and re-sentence the records whose retention periods have altered.

Records excluded from RDS 2013/22

This RDS excludes the Rail Commissioner as this is already covered under RDS 2010/12.

This RDS does not apply to PTS predecessor agencies including the Transport Control Board, Municipal Tramways Trust, the State Transport Authority, Passenger Transport Board – taxi industry, and TransAdelaide. While PTS has records in State Records custody, these require further appraisal and/or processing. As a result, RDS 2013/0022 excludes the Government Records Series (GRS) as listed in Attachment 2.

This RDS does not provide disposal coverage for plans and records transferred to the Islington Plan Room Collection which have coverage in RDS 2014/06 V.1 Records of South Australian Railways, 1850 – 1998.

RDS 2013/0022 does not cover records already in the custody of State Records as part of Government Record Group/s GRG 22 Municipal Tramways Trust, GRG 25 Transport Control Board and GRG 42 South Australian Railways. These records have been deemed permanent in accordance with a disposal determination made for all GRGs by the Manger [Director] of State Records and approved by the State Records Council on 9 November 1999.

Application to records in all formats

RDS 2013/22 applies to records in all formats, including databases and other electronic records. PTS is required to ensure that records remain accessible for the duration of designated retention periods.

Interpretation of the Schedule

Minimum retention periods

Retention periods for temporary records shown in *RDS 2013/22* are minimum retention periods for which records need to be retained. It is at the discretion of PTS as to whether records are kept for longer than the minimum period.



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Acronyms

- AC Track circuits – Alternating current track circuits
- ARTC – Australian Rail Track Corporation
- ASQA – Australian Skills Quality Authority
- CCTV – Closed Circuit Television
- CES – Compliance Enforcement System
- CMTOT pedestrian crossings – Caution more than one train warnings
- CRM – Customer Relationship Management
- DC Track circuits – Direct current track circuits
- DPTI – Department of Planning, Transport and Infrastructure
- DTEI – Department for Transport Energy and Infrastructure
- DTUP – Department for Transport and Urban Planning
- EPA – Environment Protection Authority
- ERA – Enterprise Risk Assessor
- ESCOSA – Essential Services Commission of South Australia
- FOI – Freedom of Information
- GDS – General Disposal Schedule
- HR – Human Resources
- ICT – Information and Communications Technology
- IVR – Interactive Voice Response
- JSA – Job Safety Analyses
- kv – Kilovolts
- MTT – Municipal Tramways Trust
- PTS – Public Transport Services
- RDS – Records Disposal Schedule
- RPL – Recognition for Prior Learning
- RTO – Registered Training Organisation
- SAPOL – South Australia Police
- SATSS – South Australian Transport Subsidy Scheme
- SIMS software – Self Insurance Management System
- SMS – Safety Management System
- SPAD – Signals Passed at Danger
- STA – State Transport Authority
- TSD Bridge Information System – Time, Speed, Distance Bridge Information System
- TPS – Transport Performance System



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- VIRS – Vehicle Information Request System

Definitions of terms specific to RDS 2013/22

- Buffer stops - A buffer stop or bumper is a device to prevent railway vehicles from going past the end of a physical section of track.
- Catch points - Catch points and trap points are types of turnout which act as railway safety devices. Both work by guiding railway carriages and trucks from a dangerous route onto a separate, safer track.
- Cess drainage - Cess drains are surface drains located at formation level at the side of tracks, to remove water that has percolated through the ballast and is flowing along the capping layer towards the outside of the track formation.
- Consist – The set of vehicles forming a complete train.
- Derailer - a device used to prevent fouling of a rail track by unauthorized movements of trains or unattended rolling stock
- Floor-detection-vehicle – a purpose built rail line vehicle with ultrasound equipment fitted, recording any anomalies as it moves along the rail line which will require repair.
- MetroCard - a contactless smartcard ticketing system using MIFARE-Technology and sold to public transport commuters for use across Adelaide Metro bus, train and trams
- Tamping – packing the track ballast under rail tracks to make them more durable.

Legal Deposit

Legal deposit refers to statutory provisions that oblige publishers to deposit copies of their publications in libraries in the country in which they are published. Under the Commonwealth *Copyright Act 1968* and various Australian state Acts, a copy of any work published in Australia must be deposited with (a) the National Library of Australia and (b) the appropriate State Library. Legal deposit extends not only to commercial publishers but also to private individuals, clubs, churches, societies and organisations.

In South Australia, one copy of publications produced for external use should be deposited with the State Library and the Parliamentary Library (section 35, *Libraries Act 1982*). Publications include books, newspapers, magazines, journals, pamphlets, maps, plans, charts, printed music, records, cassettes, films, video or audio tapes, computer software CD-ROMS, compact discs and other items made available to the public.

Records and Litigation

Where PTS is aware that records may be required for use in litigation, for use in a government enquiry or the consideration of the Ombudsman, the records must not be destroyed. In such circumstances the records must be retained until two years after all cases and enquiries are complete (including appeals) and then have the original retention period applied to the records.



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Services Division (PTS)**

Pre-1901 Records

All pre-1901 records are required to be **retained permanently** in accordance with a motion approved by the State Records Council on 19 February 2008.

In this instance, this RDS does **NOT** apply to pre-1901 records.

Approved by SRC



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| Item No. | FUNCTION Activity / Process | Description / Disposal Class | Disposal Action |
|-------------------------|--------------------------------|---|---|
| 1 BUS OPERATIONS | | | |
| 1 | BUS OPERATIONS | The function of providing metropolitan public transport services by bus. Includes outsourcing the function of bus operations to service providers including the maintenance, safety and security to support bus operations. | |
| 1.1 | Asset Management | <i>The activity of managing fleet and infrastructure assets including acquisition, inventory identification, maintenance, valuation and disposal. Includes scheduled and unscheduled maintenance of mechanical and electrical assets, vehicles and infrastructure.</i> | |
| 1.1.1 | Asset Management | <p>Database records (<i>currently MAXIMO PostgresQL</i>) documenting the management and maintenance of assets, including:</p> <ul style="list-style-type: none"> • Bridge condition records • Maintenance and testing records • Environmental management records • Work orders • Trail of approvals • Labour hours • Operational knowledge • Inventory (including buses) • Project plans and schedules • Functional design • Wiring diagrams and schedules • Handover schedules, and • Track inspection records <p>See also Item 1.1.3 for technical documents. See also Item 1.1.4 for dossier files.</p> | <p>PERMANENT</p> <p>Actively manage and migrate to ensure ongoing accessibility for evidentiary and/or historical purposes</p> |



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| Item No. | FUNCTION Activity / Process | Description / Disposal Class | Disposal Action |
|-------------------------|--------------------------------|--|--|
| 1 BUS OPERATIONS | | | |
| 1.1.2 | Asset Management | Records documenting the official bus fleet asset register. Includes details of: <ul style="list-style-type: none"> • date of purchase • model number • year built • chassis number • disposal date. | PERMANENT Actively manage and migrate to ensure ongoing accessibility for evidentiary and/or historical purposes |
| 1.1.3 | Asset Management | Drawing and technical documents of bus system assets including layovers, artwork, signage, plant and equipment associated with maintenance of buses. See also Item 1.1.1 Maximo database | PERMANENT |
| 1.1.4 | Asset Management | Dossier records documenting each vehicle in the bus fleet. Includes maintenance carried out by contractors, as specified by standards in the lease agreements, maintenance manuals, vehicle use, history, risk assessment by manufacturer and operator, inspections, repair, accidents and disposal as a vehicle. See also item 1.1.1 Maximo database | TEMPORARY Destroy 25 years after disposal of vehicle |
| 1.1.5 | Asset Management | Records of disposal of buses by sale as plant or scrap metal. Includes advertisements, market value determinations, deregistration records, exchange of documents at sale and register of sales. | TEMPORARY Destroy 7 years after action completed |
| 1.2 | Contract Management | <i>The activity of arranging, procuring and managing the performance of work outsourced to an external contractor through service agreement, contract or lease including agency contracting services as a Service Provider. Includes agreements, interface agreements and licences authorising the Agency to operate under specific pieces of legislation.</i> | |



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| Item No. | FUNCTION Activity / Process | Description / Disposal Class | Disposal Action |
|-------------------------|--------------------------------|---|---|
| 1 BUS OPERATIONS | | | |
| 1.2.1 | Contract Management | Records of contracts that are the subject of major public interest and debate, eg Metro Card Implementation. | PERMANENT |
| 1.2.2 | Contract Management | Records of bus procurement contracts from manufacturers. | TEMPORARY Destroy 25 years after expiry of contract |
| 1.2.3 | Contract Management | Records of contracts and service agreements under seal or of public interest, including summary of contracts details and reporting, eg contracts include metropolitan and regional bus operators to provide public bus passenger services. | TEMPORARY Destroy 17 years after action completed |
| 1.2.4 | Contract Management | Records of contracts and service agreements not under seal including summary of contracts details and regular reporting. Minor contracts include metropolitan and regional bus operators to provide specific metropolitan and regional public bus transport services. | TEMPORARY Destroy 8 years after action completed |
| 1.2.5 | Contract Management | Facilitative documentation supporting and administering minor and major contracts, including variations, correspondence, payments, reports, plans. | TEMPORARY Destroy 8 years after action completed |
| 1.2.6 | Contract Management | Records documenting traffic fines and expiation notices received by the agency as the registered bus owner, statutory declarations, re-issue to relevant bus operator, and statistics of traffic fines. | TEMPORARY Destroy 7 years after action completed |



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| Item No. | FUNCTION Activity / Process | Description / Disposal Class | Disposal Action |
|-------------------------|--------------------------------|--|--|
| 1 BUS OPERATIONS | | | |
| 1.2.7 | Contract Management | Records of audit inspections and subsequent monthly and quarterly reports for assessing the performance of a contractor against the service standard, eg meeting bus route arrival and departure time schedules. | TEMPORARY Destroy 8 years after action completed |
| 1.3 | Incident Management | <i>The activity of managing incidents and emergencies and coordinating teams, including identifying, analysing and correcting hazards, post-incident analysis, and the development of precautions and controls. Includes claims made by and against the agency involving personal and property damage.</i> | |
| 1.3.1 | Incident Management | Records documenting investigations and reports into bus incidents including accidents, fatalities and major property damage which may include photographs, operational case files, reports, camera footage, data from data loggers and logged voice recordings from radio and telephone. Includes those that have significant bus design implications. | PERMANENT If digital, actively manage and migrate to ensure ongoing accessibility for evidentiary and/or historical purposes |
| 1.3.2 | Incident Management | Database records of continuous improvement (<i>currently Continuous Improvement Database MS:Access</i>) following the management of incidents, including preventative and corrective actions, audit findings, records that show trends and projections of incidents, and incident management behaviour. See also Item 1.3.3 for continuous improvement supporting documentation | PERMANENT Actively manage and migrate to ensure ongoing accessibility for evidentiary and/or historical purposes |



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| Item No. | FUNCTION Activity / Process | Description / Disposal Class | Disposal Action |
|-------------------------|--|---|---|
| 1 BUS OPERATIONS | | | |
| 1.3.3 | Incident Management | Records documenting continuous improvement following the management of incidents, including preventative and corrective actions, audit findings, records that show trends and projections of incidents, and incident management behaviour. See also Item 1.3.2 for Continuous Improvement Database | TEMPORARY Destroy 50 years after action completed. Maintain and reformat as required for administrative purposes |
| 1.3.4 | Incident Management | Database records (<i>currently web-based Transit Performance System</i>) of all incidents for notification via the government radio network, including on-time running and data for online access to train controllers. | TEMPORARY Destroy 50 years after action completed. Maintain and reformat as required for administrative purposes |
| 1.3.5 | Incident Management | Records documenting bus accidents reported involving minor agency property damage, eg broken windows. | TEMPORARY Destroy 8 years after action completed |
| 1.4 | Operational Policy and Procedures | <i>Standard methods of operating documented by the Agency according to statutory or manufacturer requirements or formulated policy.</i> | |
| 1.4.1 | Operational Policy and Procedures | Master copy of operational approved policy, procedure, frameworks guidelines and work instructions. Includes maintenance manuals. | PERMANENT |
| 1.4.2 | Operational Policy and Procedures | Facilitative records documenting operational standards, policies, procedures, guidelines and work instructions. | TEMPORARY Destroy 5 years after action completed |



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|-------------------------|---------------------------------------|---|--|
| 1 BUS OPERATIONS | | | |
| 1.5 | Planning and Coordination | <i>The process of setting goals, developing sequences and outlining tasks and schedules to accomplish the goals. Includes scheduling public transport services and personnel.</i> | |
| 1.5.1 | Planning and Coordination | Master copy and associated records documenting planning to determine public transport routes for buses. | PERMANENT If digital, actively manage and migrate to ensure ongoing accessibility for evidentiary and/or historical purposes |
| 1.5.2 | Planning and Coordination | Facilitative records documenting planning to determine public bus routes, frequency and timetables. Includes liaison with contractors, Councils and the public, signage and administration. | TEMPORARY Destroy 8 years after action completed |
| 1.5.3 | Planning and Coordination | Records documenting investigations of bus schedules, to determine if the schedule is too demanding of the operators. Includes report and required actions. | TEMPORARY Destroy 8 years after expiry of contract with the Operator |
| 1.5.4 | Planning and Coordination | Database reports (<i>currently Schedules Planning database, IVU Geographical Information System</i>) including the analyses of the network, customer and transport connections. | TEMPORARY Destroy 5 years after action completed. Maintain and reformat as required for administrative purposes |
| 1.6 | Safety and Security Management | <i>The activities associated with measures taken to protect people, premises, vehicles and equipment from accidental or intentional damage and from unauthorised access.</i> | |



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|-------------------------|--------------------------------|--|---|
| 1 BUS OPERATIONS | | | |
| 1.6.1 | Safety and Security Management | Database records (<i>currently OrgRisk</i>) defining operational controls for managing safety, from Safety and Risk business unit. | TEMPORARY Destroy 50 years after action completed |



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| Item No. | FUNCTION Activity / Process | Description / Disposal Class | Disposal Action |
|------------------------------------|--------------------------------------|--|-----------------|
| 2 INFRASTRUCTURE MANAGEMENT | | | |
| 2 | INFRASTRUCTURE MANAGEMENT | The function of designing, constructing and maintaining, rail and light rail infrastructure, rail corridors management and the assets installed on the infrastructure including ticket machines. Includes investigations and reporting. | |
| 2.1 | Asset Management | <i>The activity of managing fleet and infrastructure assets including acquisition, inventory identification, maintenance, valuation and disposal. Includes scheduled and unscheduled maintenance of mechanical and electrical assets, vehicles, rail corridors and infrastructure.</i> | |



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| Item No. | FUNCTION Activity / Process | Description / Disposal Class | Disposal Action |
|------------------------------------|--------------------------------|---|---|
| 2 INFRASTRUCTURE MANAGEMENT | | | |
| 2.1.1 | Asset Management | <p>Database records (<i>currently Maximo, PostgreSQL</i>) documenting the management and maintenance of assets, including:</p> <ul style="list-style-type: none"> • bridge condition records • maintenance and testing records • environmental management records • work orders • trail of approvals • labour hours • operational knowledge • inventory (including buses) • project plans and schedules • functional design • wiring diagrams and schedules • handover schedules, and • track inspection records <p>See also Items 2.1.4, 2.1.5, 2.1.6, 2.17, 2.1.8 for drawings and technical designs. See also Item 2.1.12 for bridge inspections and reports. See also Item 2.1.13 for rail infrastructure inspections. See also Item 2.1.17 for programmed and unprogrammed infrastructure maintenance. See also Item 2.1.19 for scheduled track inspections. See also Item 2.1.21 for annual rail corridor inspections. See also Item 2.1.23 for carbon copy work orders. See also Item 2.1.24 for electrical stores inventory. See also Item 2.1.26 for three monthly rail inspections recording geometric data.</p> | <p>PERMANENT Actively manage and migrate to ensure ongoing accessibility for evidentiary and/or historical purposes</p> |



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| 2 INFRASTRUCTURE MANAGEMENT | | | |
| 2.1.2 | Asset Management | Database records (<i>currently PROD, PostgreSQL</i>) of tram track inspections. See also Item 2.1.1 for Maximo database records. Note: Duplicates of drawing documents are destroyed in accordance with NAP. | TEMPORARY Destroy 50 years after action completed. Maintain and reformat as required for administrative purposes |
| 2.1.3 | Asset Management | Database records (<i>pre Maximo Track 97 Access database</i>) of track inspections. See also Item 2.1.1 for Maximo database records. | TEMPORARY Destroy 50 years after action completed. Maintain and reformat as required for administrative purposes |
| 2.1.4 | Asset Management | Drawings and technical documents of <u>track assets</u> , including track, turn-outs, diamonds, compounds, catch-points, derailleurs, rerailers, buffer stops, cess drainage, level crossings, pedestrian crossings, artwork, signage, plant and equipment associated with track maintenance. Includes factory acceptance records, testing records and installation records. See also Item 2.1.1 for Maximo database records. | PERMANENT |



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|------------------------------------|--------------------------------|---|------------------|
| 2 INFRASTRUCTURE MANAGEMENT | | | |
| 2.1.5 | Asset Management | <p>Drawings and technical documents of <u>civil and structural assets</u>, including bridges, drainage (excepting cess drainage), pedestrian crossing mazeway (excluding pathway over tracks), viaducts, corridors, earthworks, buildings, stations, tram stops, interchanges including bus interchanges adjacent to station or tram stops, car parks adjacent to station or tram stops, lifts, artwork, signage, communications, electrical, plant and equipment associated with civil structures maintenance.</p> <p>See also Item 2.1.1 for Maximo database records.</p> | PERMANENT |
| 2.1.6 | Asset Management | <p>Drawings and technical documents of <u>signalling assets</u> including interlocking, AC and DC and track circuits, signals, location boxes, levels crossings, active and CMTOT pedestrian crossings, point machine, automatic warning system, artwork, signage, communications, electrical plant and equipment associated with signalling maintenance.</p> <p>See also Item 2.1.1 for Maximo database records.</p> | PERMANENT |
| 2.1.7 | Asset Management | <p>Drawings and technical documents of <u>traction power assets</u>, including masts and footings, earthing and bonding, overhead cables, overhead poles and gantries, substations, converter stations, feeders, artwork, signage, communications, electrical, plant and equipment associated with overhead traction power maintenance.</p> <p>See also Item 2.1.1 for Maximo database records.</p> | PERMANENT |



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| 2 INFRASTRUCTURE MANAGEMENT | | | |
| 2.1.8 | Asset Management | Drawings and technical documents of <u>passenger interface assets</u> , such as revenue assets – booking office machines, automatic recharge machines, ticket vending machines, high capacity card printers and bus validators – and security equipment, eg closed circuit television (CCTV) cameras and circuits. See also Item 2.1.1 for Maximo database records. | PERMANENT |
| 2.1.9 | Asset Management | Digital, film and print photographs of assets and inventory managed as a library and <u>are identifiable</u> . | PERMANENT If digital, actively manage and migrate to ensure ongoing accessibility for evidentiary and/or historical purposes |
| 2.1.10 | Asset Management | Digital, film and print photographs of assets and inventory that <u>are not identifiable</u> . | TEMPORARY Destroy 50 years after action completed. If digital, maintain and reformat as required for administrative purposes |



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|------------------------------------|--------------------------------|---|---|
| 2 INFRASTRUCTURE MANAGEMENT | | | |
| 2.1.11 | Asset Management | Records documenting service repair of Metrocard ticket machines includes service and network configuration management to align fare parameters. | TEMPORARY Destroy 50 years after action completed. If digital, maintain and reformat as required for administrative purposes |
| 2.1.12 | Asset Management | Records documenting reports of bridge inspections, includes photographs. See also Item 2.1.1 for Maximo database records. | TEMPORARY Destroy 50 years after action completed. If digital, maintain and reformat as required for administrative purposes |
| 2.1.13 | Asset Management | Records documenting rail infrastructure inspections. See also Item 2.1.1 for Maximo database records. | TEMPORARY Destroy 50 years after action completed. If digital, maintain and reformat as required for administrative purposes |



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| 2 INFRASTRUCTURE MANAGEMENT | | | |
| 2.1.14 | Asset Management | Database records (<i>currently MS:Access</i>) of the calibration of instruments, tools and equipment including meters and tape measures. | TEMPORARY Manage and maintain for the life of equipment |
| 2.1.15 | Asset Management | Database records (<i>currently Sigview – MS:Access</i>) documenting reports for investigation, graphics, and clearing signals. | TEMPORARY Destroy 30 years after action completed. Maintain and reformat as required for administrative purposes |
| 2.1.16 | Asset Management | Work orders generated from <i>MAXIMO</i> , including job safety analyses (JSAs) fatigue logs, tamping logs, work completion reports and labour records. | TEMPORARY Destroy 30 years after action completed |
| 2.1.17 | Asset Management | Records documenting programmed and unprogrammed rail, track, civil works and signal maintenance inspections including welding logs, drains, bridges, platform and rail crossings. Includes level crossing signal inspection cards of voltage trends, current checks and balances, work orders, work instructions, notices of Intent to Work on track, network notices, access approvals, and refusal notices and reports. See also Item 2.1.1 for Maximo database records. | TEMPORARY Destroy 30 years after action completed. Maintain and reformat as required for administrative purposes |



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|------------------------------------|--------------------------------|--|--|
| 2 INFRASTRUCTURE MANAGEMENT | | | |
| 2.1.18 | Asset Management | Database records (<i>currently MS:Access</i>) of the Solid State Interlocking System computer controlled signalling system. | TEMPORARY Destroy 25 years after action completed. Maintain and reformat as required for administrative purposes |
| 2.1.19 | Asset Management | Scheduled track inspections and reports including concrete, steel and wood. See also Item 2.1.1 for Maximo database records. | TEMPORARY Destroy 25 years after life of asset. If digital, maintain and reformat as required for administrative purposes |
| 2.1.20 | Asset Management | Records of ultrasound tests undertaken by floor-detection-vehicles, of rail lines to identify potential defects. Includes notification to stop trains for repairs of the line or to restrict and monitor line usage. | TEMPORARY Destroy 25 years after action completed. If digital, maintain and reformat as required for administrative purposes |



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|------------------------------------|--------------------------------|---|---|
| 2 INFRASTRUCTURE MANAGEMENT | | | |
| 2.1.21 | Asset Management | Reports of annual rail corridor (fence to fence line) inspections. Includes notification of anomalies to relevant business unit. See also Item 2.1.1 for Maximo database records. | TEMPORARY Destroy 25 years after action completed. If digital, maintain and reformat as required for administrative purposes |
| 2.1.22 | Asset Management | Database records (<i>currently TSD Bridge Information System</i>) documenting pedestrian bridges including condition and status. Includes unscheduled and scheduled annual, 3 and 5 yearly inspections. | TEMPORARY Destroy 25 years after life of asset. If digital, maintain and reformat as required for administrative purposes |
| 2.1.23 | Asset Management | Carbon copy numbered books including work order, train notices, notice of intent and network access. See also Item 2.1.1 for Maximo database records. | TEMPORARY Destroy 25 years after action completed |
| 2.1.24 | Asset Management | Records documenting electrical stores inventory and spares, eg. transformers, switches, circuit breakers and cables. Includes certificates of risk and failure assurance and batch providers. See also Item 2.1.1 for Maximo database records. | TEMPORARY Destroy 5 years after action completed |



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|------------------------------------|--------------------------------|--|--|
| 2 INFRASTRUCTURE MANAGEMENT | | | |
| 2.1.25 | Asset Management | Records documenting tamping, thermo welding and replacing sleepers. | TEMPORARY Destroy 2 years after action completed |
| 2.1.26 | Asset Management | Records documenting three monthly inspections of the rail track to record geometric data. See also Item 2.1.1 for Maximo database records. | TEMPORARY Destroy 2 years after action completed. If digital, maintain and reformat as required for administrative purposes |
| 2.2 | Audit | <i>The activities associated with officially checking financial, quality assurance and operational records to ensure they have been kept and maintained in accordance with agreed or legislated standards and correctly record events, processes and business in a specified period. (KAAA)</i> | |
| 2.2.1 | Audit | Annual audit reports conducted by the Native Vegetation Council in relation to transport corridors. | TEMPORARY Destroy 50 years after action completed |
| 2.2.2 | Audit | Reference copies of annual audits conducted by the Native Vegetation Council. | TEMPORARY Destroy 5 years after action completed |
| 2.3 | Contract Management | <i>The activity of arranging, procuring and managing the performance of work outsourced to an external contractor through service agreement, contract or lease including Agency contracting services as a Service Provider. Includes agreements, interface agreements and licences authorising the Agency to operate under specific pieces of legislation.</i> | |



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|------------------------------------|--------------------------------|--|---|
| 2 INFRASTRUCTURE MANAGEMENT | | | |
| 2.3.1 | Contract Management | Records of contracts that are the subject of major public interest or debate, eg Rail revitalisation. | PERMANENT |
| 2.3.2 | Contract Management | Records of contracts and service agreements under seal or of public interest, including summary of contracts details and reports, eg contracts that include maintenance of railcars. | TEMPORARY Destroy 17 years after action completed |
| 2.3.3 | Contract Management | Records of minor contracts and service agreements not under seal including summary of contracts details and reports. | TEMPORARY Destroy 8 years after action completed |
| 2.3.4 | Contract Management | Facilitative documentation supporting and administering minor and major contracts, including variations, correspondence, payments, reports, plans. | TEMPORARY Destroy 8 years after action completed |
| 2.3.5 | Contract Management | Contracts to manage corridor facilities including railhead cleaning and fencing contracts. | TEMPORARY Destroy 8 years after action completed |
| 2.3.6 | Contract Management | Interface agreements for cooperation with local government authorities, utilities and other rail transport companies defining responsibilities of parties, eg ARTC, for access to rail corridor, usage and maintenance of common property and signals. | TEMPORARY Destroy 8 years after action completed |
| 2.3.7 | Contract Management | Records documenting minor contracts and service level agreements for services provided to the agency for routine tasks, eg fire system maintenance, uninterrupted power supply. Includes reporting. | TEMPORARY Destroy 8 years after action completed |



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|------------------------------------|--------------------------------|--|---|
| 2 INFRASTRUCTURE MANAGEMENT | | | |
| 2.4 | Design and Construction | <i>The activity of designing, building or assembling property and infrastructure.</i> | |
| 2.4.1 | Design and Construction | Microfilmed drawings and technical records on aperture cards, not indexed, but each described to the card, eg "STA Pedestrian Crossing, Flaminia Street, North Haven. Single line operation"; "Electrical Std Items – Crouzet arrangement of R.C.U. in Driver Cab all classes"; "Drg. No:285-A4-96-46 Valve – Drivers Emergency. Foreign No.311952". | PERMANENT |
| 2.4.2 | Design and Construction | Reference copies of 'as built' technical drawings of assets including substation layouts, single line diagrams and isolator interlocking connections. | TEMPORARY Destroy 2 years after superseded |
| 2.5 | Incident Management | <i>The activity of managing incidents and emergencies and coordinating teams, including identifying, analysing and correcting hazards, post incident analysis, and the development of precautions and controls. Includes claims made by and against the Agency involving personal and property damage.</i> | |
| 2.5.1 | Incident Management | Database records (<i>currently Incident Reporting System - MS:Access</i>) of incident reporting for signalling. | PERMANENT Actively manage and maintain for to ensure ongoing accessibility for evidentiary and/or historical purposes |



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|------------------------------------|--|--|---|
| 2 INFRASTRUCTURE MANAGEMENT | | | |
| 2.5.2 | Incident Management | Records documenting the management of compensation claims made by or on behalf of persons <u>under 18 years of age</u> for personal injury caused by agency infrastructure assets. May include closed circuit television (CCTV) footage, staff reports, photographs and Crown advice. | TEMPORARY Destroy when person turns 25, or 7 years after action completed, whichever is later |
| 2.5.3 | Incident Management | Records documenting the management of compensation claims made by or on behalf of persons for property damage caused by agency infrastructure assets. May include closed circuit television (CCTV) footage, staff reports, photographs and Crown advice. | TEMPORARY Destroy 7 years after action completed, whichever is later |
| 2.5.4 | Incident Management | Records documenting the management of compensation claims made by a person <u>over 18 years of age</u> for personal injury or property damage caused by agency infrastructure assets. May include closed circuit television (CCTV) footage, staff reports, photographs and Crown advice. | TEMPORARY Destroy 7 years after action completed |
| 2.6 | Operational Policy and Procedures | <i>Standard methods of operating documented by the Agency according to statutory or manufacturer requirements or formulated policy.</i> | |
| 2.6.1 | Operational Policy and Procedures | Master copy of operational approved policy, procedure, frameworks guidelines and work instructions. Includes maintenance manuals. | PERMANENT |
| 2.6.2 | Operational Policy and Procedures | Facilitative records documenting operational standards, policies, procedures, guidelines and work instructions. | TEMPORARY Destroy 5 years after action completed |



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|------------------------------------|--------------------------------|---|--|
| 2 INFRASTRUCTURE MANAGEMENT | | | |
| 2.7 | Project Management | <i>The activities involving a defined process and series of actions including directing, managing, planning, implementing and monitoring infrastructure, transport and non-infrastructure projects, including the final assessment and report at completion.</i> | |
| 2.7.1 | Project Management | <p>Records that document the progress of infrastructure development projects, eg highway construction, signalling and electrification infrastructure and rail infrastructure. Includes documentation of the Initiate-Plan-Implement-Handover phases in the Project Management Process.</p> <p>Records include:</p> <ul style="list-style-type: none"> • performance briefs, risk assessment, feasibility, concept estimates and business cases • meetings of the internal Technical Advisory Committee appointed for the Project • project proposals, planning studies, registrations of interest, agreements and project definition reports • environmental assessment and approvals • design and construction • implementation plans, strategies, stakeholder communications, reports and contract management • handover reports and reviews • drawings, plans and photographs. | PERMANENT |
| 2.7.2 | Project Management | Facilitative project records, including draft agreements, unsuccessful proposals, submissions and registrations of interest, advice letters and project variations. | TEMPORARY Destroy 5 years after action completed |



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|------------------------------------|---------------------------------|---|---|
| 2 INFRASTRUCTURE MANAGEMENT | | | |
| 2.8 | Rail Corridor Management | <i>The activity of managing the rail corridor including maintenance and environmental management.</i> | |
| 2.8.1 | Rail Corridor Management | Records documenting the Environment Management Plan in accordance with ISO 14000 Environment Management Standard. | PERMANENT |
| 2.8.2 | Rail Corridor Management | Records documenting applications to Local Government and the Development Assessment Commission to clear vegetation in rail corridors including referrals to the Native Vegetation Authority for comment. Includes Decision Notification Form. See also 2.7.1 for environmental assessment and approvals relating to a project. | TEMPORARY Destroy 50 years after action completed |
| 2.8.3 | Rail Corridor Management | Records documenting internal environmental advice given toward an Agency project. | PERMANENT |
| 2.8.4 | Rail Corridor Management | Records documenting the planning and future management of vegetation and weeds along the rail corridor. | PERMANENT |
| 2.8.5 | Rail Corridor Management | Vegetation library containing samples and descriptions of plants contained in the rail corridor. | PERMANENT |
| 2.8.6 | Rail Corridor Management | Records documenting vegetation surveys of rail corridors. | TEMPORARY Destroy 10 years after action completed |
| 2.8.7 | Rail Corridor Management | Records documenting annual EPA Licence authorising the agency as a Licensed Rail Operative to spray weeds along the rail corridor. | TEMPORARY Destroy 2 years after action completed |



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| 2 INFRASTRUCTURE MANAGEMENT | | | |
| 2.9 | Safety and Security Management | <i>The activities associated with measures taken to protect people, premises, vehicles and equipment from accidental or intentional damage and from unauthorised access.</i> | |
| 2.9.1 | Safety and Security Management | Records documenting authorised officers including Track Protectors, instructions and authorisation for network access. | TEMPORARY Destroy 30 years after action completed |



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|-----------------------------------|---------------------------------|--|---|
| 3 LEARNING AND DEVELOPMENT | | | |
| 3 | LEARNING AND DEVELOPMENT | The function of operating a Registered Training Authority (RTO) including development of curriculum, arrangements and delivery of programs. Includes contracting services and auditing of the RTO by ASQA (Australian Skills Quality Authority). | |
| 3.1 | Audit | <i>The activities associated with officially checking financial, quality assurance and operational records to ensure they have been kept and maintained in accordance with agreed or legislated standards and correctly record the events, processes and business in a specified period. (KAAA)</i> | |
| 3.1.1 | Audit | Records documenting RTO audit reports by ASQA. Includes regular and ad-hoc audits, audit reports, notices for corrective action, corrective action taken, liaison and follow-up audits. | TEMPORARY Destroy 7 years after action completed |
| 3.2 | Contract Management | <i>The activity of arranging, procuring and managing the performance of work outsourced to an external contractor through service agreement, contract or lease including Agency contracting services as a Service Provider. Includes agreements, interface agreements and licenses authorising the Agency to operate under specific pieces of legislation.</i> | |
| 3.2.1 | Contract Management | Records of contracts that are the subject of major public interest and debate. | PERMANENT |
| 3.2.2 | Contract Management | Records of contracts and service agreements under seal or of public interest including summary of contracts details and reports. | TEMPORARY Destroy 17 years after action completed |
| 3.2.3 | Contract Management | Records of contracts and service agreements not under seal including summary of contracts details and reports. | TEMPORARY Destroy 8 years after action completed |



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|-----------------------------------|--|---|---|
| 3 LEARNING AND DEVELOPMENT | | | |
| 3.2.4 | Contract Management | Facilitative documentation supporting and administering minor and major contracts, including variations, correspondence, payments, reports, plans. | TEMPORARY Destroy 8 years after action completed |
| 3.2.5 | Contract Management | Records documenting contracts and partnership agreements with external vendors and other Registered Training Organisations to provide training courses on behalf of the RTO, eg engineering and maintenance training. | TEMPORARY Destroy 8 years after expiry of contract |
| 3.2.6 | Contract Management | Records of indemnity checks conducted on external trainers of courses, including Rail Safety Awareness. | TEMPORARY Destroy 5 years after action completed |
| 3.3 | Education and Training Programs | <i>The activity of developing and delivering training and education programs including arrangements and quality assurance. Includes statistical reporting to agency management and ASQA.</i> | |
| 3.3.1 | Education and Training Programs | Register of operational rail worker training arranged by or for the agency. | PERMANENT |
| 3.3.2 | Education and Training Programs | Annual RTO completion and statistical reports to ASQA including number of participants commencing and completing training and feedback. | TEMPORARY Destroy 30 years after action completed |
| 3.3.3 | Education and Training Programs | Database records (<i>currently Driver Observation System</i>) of driver proficiency. Note: Copies of RTO programs, handouts and workshop or training notes are destroyed in accordance with NAP. | TEMPORARY Destroy 100 years after date of birth. Maintain and reformat as required for administrative purposes |



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| Item No. | FUNCTION Activity / Process | Description / Disposal Class | Disposal Action |
|-----------------------------------|---------------------------------|--|---|
| 3 LEARNING AND DEVELOPMENT | | | |
| 3.3.4 | Education and Training Programs | Records and database records (<i>currently ALESCO database</i>) of RTO training including personal details, training attendance and results. | TEMPORARY Destroy 100 years after date of birth. If digital maintain and reformat as required for administrative purposes |
| 3.3.5 | Education and Training Programs | Trainee dossier files including qualifications, accreditation and RPL (Recognition of Prior Learning), accreditation and practical hours driving to maintain accreditation. Includes attendance records, assessment and results. | TEMPORARY Destroy 100 years after date of birth |
| 3.3.6 | Education and Training Programs | Register of operational rail worker training, arranged by or for the agency. | TEMPORARY Destroy 45 years after last entry |
| 3.3.7 | Education and Training Programs | Records documenting the development of content and delivery of operational training for drivers (rail workers) to work dual system (diesel and electronic). | TEMPORARY Destroy 30 years after action completed |
| 3.3.8 | Education and Training Programs | Dossier files of RTO training and operational coaching and mentoring of workplace assessors, including attendance by agency staff, hours spent with senior drivers, assessment books, feedback and observation notes. | TEMPORARY Destroy 30 years after action completed |
| 3.3.9 | Education and Training Programs | Records documenting the development of content and delivery of operational training for drivers (rail safety workers). Includes handouts and work instructions, facilitator and participants guide, assessment tools, validation documents, activity workbook. | TEMPORARY Destroy 30 years after action completed |



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| Item No. | FUNCTION Activity / Process | Description / Disposal Class | Disposal Action |
|-----------------------------------|--|---|--|
| 3 LEARNING AND DEVELOPMENT | | | |
| 3.3.10 | Education and Training Programs | Records relating to training arrangements including transport, programs, authorisations, venue arrangements, catering. | TEMPORARY Destroy 7 years after action completed |
| 3.3.11 | Education and Training Programs | Statistical training reports including annual spend, date and name of training course, number of attendees and accreditation granted or refused. | TEMPORARY Destroy 5 years after action completed |
| 3.3.12 | Education and Training Programs | Records documenting risk based training needs analysis, and the validation of proposed training content and delivery. Includes training report to ASQA and ASQA assessment documentation. | TEMPORARY Destroy 5 years after action completed. If digital, maintain and reformat as required for administrative purposes |
| 3.3.13 | Education and Training Programs | Records relating to the evaluation of RTO training programs. | TEMPORARY Destroy 2 years after action completed |
| 3.4 | Operational Policy and Procedures | <i>Standard methods of operating documented by the Agency according to statutory or manufacturer requirements or formulated policy.</i> | |
| 3.4.1 | Operational Policy and Procedures | Master copy of operational approved policy, procedure, frameworks guidelines and work instructions. Includes maintenance manuals. | PERMANENT |
| 3.4.2 | Operational Policy and Procedures | Facilitative records documenting operational standards, policies, procedures, guidelines and work instructions. | TEMPORARY Destroy 5 years after action completed |



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| Item No. | FUNCTION Activity / Process | Description / Disposal Class | Disposal Action |
|-------------------------------------|---|--|--|
| 4 PERSONNEL MANAGEMENT - PTS | | | |
| 4 | PERSONNEL MANAGEMENT (PTS) | The function of managing Planning Transport Services Division staff. Includes planning and coordination and workers compensation. See also GDS15 (as amended): 12 PERSONNEL and 2 COMPENSATION. | |
| 4.1 | Planning and Coordination | <i>The process of setting goals, developing sequences and outlining tasks and schedules to accomplish the goals. Includes scheduling public transport services and personnel.</i> | |
| 4.1.1 | Planning and Coordination | Database records (<i>currently Health Assessment System</i>) of drivers and the scheduling of health assessments. | TEMPORARY Destroy 100 years after date of birth. Maintain and reformat as required for administrative purposes |
| 4.1.2 | Planning and Coordination | Database records (<i>currently Rostering database</i>) of workforce planning and shifts for the Customer Contact team. | TEMPORARY Destroy 7 years after action completed. Maintain and reformat as required for administrative purposes |
| 4.1.3 | Planning and Coordination | Database records (<i>currently Rosman database</i> documenting the allocation and rostering of staff for daily tram operations). Includes Passenger Service Assistants, Network Coordinators, Operations Coordinators and Senior Drivers. | TEMPORARY Destroy 7 years after action completed. Maintain and reformat as required for administrative purposes |



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| Item No. | FUNCTION Activity / Process | Description / Disposal Class | Disposal Action |
|-------------------------------------|--------------------------------|--|--|
| 4 PERSONNEL MANAGEMENT - PTS | | | |
| 4.2 | Workers Compensation | <i>The activity of managing claims and compensation for injury caused to personnel while at work and to the public while travelling on public transport or whilst being on any premises owned or managed by the Agency.</i> <i>See also GDS15 (as amended).</i> | |
| 4.2.1 | Workers Compensation | Database records (currently SBC IT Comcare SIMS software solution) of workers compensation. | TEMPORARY Destroy 100 years after action completed. Maintain and reformat as required for administrative purposes |
| 4.2.2 | Workers Compensation | Database records of third party insurance claims made by a staff member <u>under the age of 18 years</u> . | TEMPORARY Destroy when person turns 25 years or 7 years after action completed, whichever is later. Maintain and reformat as required for administrative purposes |



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| Item No. | FUNCTION Activity / Process | Description / Disposal Class | Disposal Action |
|-------------------------------------|--------------------------------|---|--|
| 4 PERSONNEL MANAGEMENT - PTS | | | |
| 4.2.3 | Workers Compensation | Database records of third party insurance claims made by a staff member <u>over the age of 18 years</u> . | TEMPORARY Destroy 7 years after action completed. Maintain and reformat as required for administrative purposes |



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| Item No. | FUNCTION Activity / Process | Description / Disposal Class | Disposal Action |
|--|--|--|--|
| 5 PUBLIC TRANSPORT ANCILLARY SERVICES | | | |
| 5 | PUBLIC TRANSPORT ANCILLARY SERVICES | The function of providing ancillary services to support the operation of public transport services including customer relations, ticket sales, and the management of contracts for services provided to the Agency. | |
| 5.1 | Contract Management | <i>The activity of arranging, procuring and managing the performance of work outsourced to an external contractor through service agreement, contract or lease including Agency contracting services as a Service Provider. Includes agreements, interface agreements and licenses authorising the Agency to operate under specific pieces of legislation.</i> | |
| 5.1.1 | Contract Management | Records of contracts that are the subject of major public interest and debate. | PERMANENT |
| 5.1.2 | Contract Management | Records of contracts and service agreements under seal or of public interest including summary of contracts details and reports. | TEMPORARY Destroy 17 years after action completed |
| 5.1.3 | Contract Management | Records of contracts and service agreements not under seal including summary of contracts details. | TEMPORARY Destroy 8 years after action completed |
| 5.1.4 | Contract Management | Facilitative documentation supporting and administering minor and major contracts, including variations, correspondence, payments, reports, plans. | TEMPORARY Destroy 8 years after action completed |
| 5.1.5 | Contract Management | Monthly reports provided to contract managers of customer complaints against bus providers. | TEMPORARY Destroy 8 years after action completed |



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|--|-----------------------------------|---|---|
| 5 PUBLIC TRANSPORT ANCILLARY SERVICES | | | |
| 5.1.6 | Contract Management | Records documenting Metrocard Agents licence agreements, including application form and business searches. | TEMPORARY Destroy 8 years after action completed |
| 5.1.7 | Contract Management | Records documenting contracts and service agreements relating to the provision of a subsidy scheme including South Australia Taxi Subsidy Scheme for metropolitan and regional taxi operators. | TEMPORARY Destroy 8 years after action completed |
| 5.1.8 | Contract Management | Records of Certificates and Bank Guarantees of public passenger transport Service Providers, to provide alternative services if situation arises, or to meet a loss or expense due to a default by the contractor. | TEMPORARY Destroy 5 years after action completed |
| 5.1.9 | Contract Management | Records documenting Metrocard Agents banking details. | TEMPORARY Destroy immediately following data input and verification |
| 5.2 | Customer Relations | <i>The activity of providing services to the public including transport subsidies, bike lockers, lost property, customer enquiries, feedback, complaints and associated reporting including statistical reports. Includes applications for the use of Agency assets for publicity purposes.</i> | |



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|--|-----------------------------|---|--|
| 5 PUBLIC TRANSPORT ANCILLARY SERVICES | | | |
| 5.2.1 | Customer Relations | Database records (<i>currently Paris, PostgresQL</i>) of customer relationship management. | TEMPORARY Destroy 50 years after action completed. Maintain and reformat as required for administrative purposes |
| 5.2.2 | Customer Relations | Records documenting customer survey data including master copy of survey questionnaires, survey outcome and reports eg. 28-Day Pass feedback, Gawler Loop Services Customer Survey and Adelaide Metro InfoLine Recharge Survey. | TEMPORARY Destroy 50 years after action completed. Maintain and reformat as required for administrative purposes |
| 5.2.3 | Customer Relations | Summary reports of the number of complaints versus kilometres, and trips travelled by bus, rail and light rail vehicles including the number of incidents and occurrences. | TEMPORARY Destroy 50 years after action completed. Maintain and reformat as required for administrative purposes |



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|--|-----------------------------|---|---|
| 5 PUBLIC TRANSPORT ANCILLARY SERVICES | | | |
| 5.2.4 | Customer Relations | Applications for filming on agency premises including photography and promotions on buses, trams or trains by a State Government agency, commercial or not-for-profit organisation. Includes application and fee, insurance documentation, approval notice and liaison with bus service providers. | TEMPORARY Destroy 30 years after action completed |
| 5.2.5 | Customer Relations | Records documenting bike locker data, lost property data, call centre data and concessions data for reporting, including telephone transactions and responses to Customers, not migrated to CRM (<i>Customer Relationship Management system</i>). | TEMPORARY Destroy 7 years after action completed. Maintain and reformat as required for administrative purposes |
| 5.2.6 | Customer Relations | Database records since July 2013 (<i>currently MS: Dynamics Cloud-based Customer Relationship Management system – CRM</i>) of customer enquiries, feedback and responses, bike locker approvals, lost property, applications and eligibility criteria, Call Centre data and investigations into complaints from customers relating to service provider conduct. | TEMPORARY Destroy 5 years after action completed. Manage and reformat as required for administrative purposes |
| 5.2.7 | Customer Relations | Database records (<i>SQL</i>) of customer feedback and responses, bike locker approvals, and investigations conducted, preceding the implementation of CRM. | TEMPORARY Destroy 5 years after action completed. Manage and reformat as required for administrative purposes |



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|--|-----------------------------|--|--|
| 5 PUBLIC TRANSPORT ANCILLARY SERVICES | | | |
| 5.2.8 | Customer Relations | Database records (<i>MS: Access</i>) of lost property and group bookings preceding the implementation of CRM. | TEMPORARY Destroy 5 years after action completed. Manage and reformat as required for administrative purposes |
| 5.2.9 | Customer Relations | Records documenting application forms and approval notifications for bike lockers and bike cages. | TEMPORARY Destroy 5 years after action completed |
| 5.2.10 | Customer Relations | Files and database records documenting the provision of transport subsidies. Includes successful and unsuccessful applications, personal details, medical reports and eligibility assessments. | TEMPORARY Destroy 10 years after action completed Manage and reformat as required for administrative purposes |
| 5.2.11 | Customer Relations | Statistical monthly reports detailing the metropolitan taxi subsidy scheme, including members, number and costings of trips, average cost per trip. | TEMPORARY Destroy 5 years after action completed |
| 5.2.12 | Customer Relations | Records documenting customer feedback statistical reports and reports for management and Ministers. | TEMPORARY Destroy 5 years after action completed |



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|--|--|---|---|
| 5 PUBLIC TRANSPORT ANCILLARY SERVICES | | | |
| 5.2.13 | Customer Relations | Database records (<i>currently Passenger Information System – dynamic SQL database</i>) comprising audio records of automated public announcements for train and tram passengers. Includes timetabling changes in previous versions. | TEMPORARY Destroy 2 years after action completed |
| 5.2.14 | Customer Relations | Audio recordings (<i>currently IVR (Interactive Voice Response)</i>) from the Infoline, of customer enquiries and feedback including behaviour of driver, delays, observations, and purchasing of tickets. Includes audio recordings for automatic customer prompting and database records of automated prompting for operator response phone system. | TEMPORARY Maintain for 1 year after each day's recordings |
| 5.3 | Operational Policy and Procedures | <i>Standards methods of operating documented by the Agency according to statutory or manufacturer requirements or formulated policy.</i> | |
| 5.3.1 | Operational Policy and Procedures | Master copy of operational approved policy, procedure, frameworks guidelines and work instructions. Includes maintenance manuals. | PERMANENT |
| 5.3.2 | Operational Policy and Procedures | Facilitative records documenting operational standards, policies, procedures, guidelines and work instructions. | TEMPORARY Destroy 5 years after action completed |
| 5.4 | Ticketing | <i>The activity of producing and distributing tickets for passengers to use public transport and arrangements with licensed vendors and agents. Includes revenue and sales, concessions, breaches and reporting.</i> | |



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|--|-----------------------------|--|--|
| 5 PUBLIC TRANSPORT ANCILLARY SERVICES | | | |
| 5.4.1 | Ticketing | Database records (<i>currently CRM</i>) of public transport concessions and distribution, including those for persons who are vision impaired, totally and permanently impaired, who have reduced mobility, or who are Members of Parliament. Includes visitor's passes. | TEMPORARY Destroy 50 years after action completed. Manage and reformat as required for administrative purposes |
| 5.4.2 | Ticketing | Records documenting monthly patronage statistical and timebound reports to the Minister and management including numbers of people using public transport per day, month and annually. | TEMPORARY Destroy 10 years after action completed. If digital manage and reformat as required for administrative purposes |
| 5.4.3 | Ticketing | Database records (<i>currently Adelaide Fare Collection System, ATLAS Data Systems Oracle database</i>) of bus, train and tram performance includes assessment of public transport running on time, personal information of Metrocard holders, fare transactions and summary data. | TEMPORARY Destroy 10 years after action completed. Manage and reformat as required for administrative purposes |



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|--|-----------------------------|--|---|
| 5 PUBLIC TRANSPORT ANCILLARY SERVICES | | | |
| 5.4.4 | Ticketing | Longitudinal reports of the ticketing system based on public transport usage and sales data. | TEMPORARY Destroy 10 years after action completed. Manage and reformat as required for administrative purposes |
| 5.4.5 | Ticketing | Registers of Courtesy slips and test tickets. | TEMPORARY Destroy 10 years after action completed |
| 5.4.6 | Ticketing | Records documenting the management of passenger Special Annual Tickets, including Parliament, South Australia Police and Agency Staff. Includes applications, replacement tickets, annual renewals, Mobility Tickets and stickers. | TEMPORARY Destroy 5 years after action completed |
| 5.4.7 | Ticketing | Applications and approvals for concessions, including students, visiting interstate concession holders, eg. Seniors, persons who are vision impaired, totally and permanently impaired, who have reduced mobility, or who are Members of Parliament. Includes certification correspondence from Doctor, Specialist or Federal Department of Veteran Affairs. | TEMPORARY Destroy 12 months after issue |



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|--|-----------------------------|---|---|
| 5 PUBLIC TRANSPORT ANCILLARY SERVICES | | | |
| 5.4.8 | Ticketing | Journals Database (<i>currently Fraud Database, Cognos performance software</i>) including passenger names, fines issued and number of passengers checked for ticketing purposes. Includes monthly fraud reports. | TEMPORARY Destroy 25 years after action completed. If digital, maintain and reformat as required for administrative purposes |
| 5.4.9 | Ticketing | Inventories of licensed ticket vendors, including expired licences. | TEMPORARY Destroy 8 years after action completed. If digital, maintain and reformat as required for administrative purposes |
| 5.4.10 | Ticketing | Records documenting public transport ticket sales and revenue reports from licensed ticket vendors, the Adelaide Railway Station, online and telephone sales. | TEMPORARY Destroy 7 years after action completed |
| 5.4.11 | Ticketing | Database records of Metrocard Agents, on-board ticket sales, validations and patronage. | TEMPORARY Destroy 5 years after action completed. If digital, maintain and reformat as required for administrative purposes |



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|--|-----------------------------|---|--|
| 5 PUBLIC TRANSPORT ANCILLARY SERVICES | | | |
| 5.4.12 | Ticketing | Records documenting ticket orders sent to and received from the manufacturers, their encoding, packing inventory sheets and distribution to Licensed Ticket Vendors. | TEMPORARY Destroy 5 years after action completed |
| 5.4.13 | Ticketing | Records managing ticketing, including printing, orders, collection and return of faulty tickets and lost and found travel cards. | TEMPORARY Destroy 5 years after action completed |
| 5.4.14 | Ticketing | Records documenting statistical inventory records of the ticket-cutting from the booking office machine. | TEMPORARY Destroy 5 years after action completed. If digital, maintain and reformat as required for administrative purposes |
| 5.4.15 | Ticketing | Records documenting discount ticket sales and complementary distribution to non-licensed ticket vendors, including charities, visitor promotion, Seniors, internal usage for work purposes – 'Items of Issue', schools and Government Agencies. | TEMPORARY Destroy 5 years after action completed |
| 5.4.16 | Ticketing | Records documenting the management of cash revenue deposited by public transport drivers at depots. Includes the data logging systems used by drivers to access the revenue system for ticket sales from the vehicle, data from remote download devices, the inventorying of cash bags from vehicles, cash counting and discrepancy reports from contractors. | TEMPORARY Destroy 5 years after action completed |



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|--|-----------------------------|---|--|
| 5 PUBLIC TRANSPORT ANCILLARY SERVICES | | | |
| 5.4.17 | Ticketing | Statistical reports produced on an ad-hoc basis of ticket sales including telephone sales, complementary and visitor passes and ticket sales refunds. | TEMPORARY Destroy 5 years after action completed |
| 5.4.18 | Ticketing | Records documenting fare parameter rules in relation to public transport fares formulae as published in the Fare Gazettal. | TEMPORARY Destroy 5 years after action completed |
| 5.4.19 | Ticketing | Records documenting requests from licensed ticket vendors for extra tickets and Smart Cards through shortfall in supply. Includes approvals and sign-off on the requests and distribution of tickets. | TEMPORARY Destroy 2 years after action completed |
| 5.4.20 | Ticketing | Records documenting ticket replacement of old stock with outdated fares, including ticket inventories, internal random audit and return tickets, reports of discrepancies, supervised destruction of old tickets and reporting. | TEMPORARY Destroy 2 years after action completed |
| 5.4.21 | Ticketing | Records documenting unsuccessful applications from business owners to be a licensed ticket vendor. | TEMPORARY Destroy 2 years after action completed |
| 5.4.22 | Ticketing | Records documenting daily patronage and fare-paying user statistics downloaded from each public transport vehicle. Includes ticket types and on-time operation reports sent to the service provider. | TEMPORARY Destroy 2 years after action completed |
| 5.4.23 | Ticketing | Records documenting the replacement of faulty tickets and daily collections of faulty tickets. | TEMPORARY Destroy 12 months after action completed |



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|---|---------------------------------------|---|---|
| 6 RAIL AND LIGHT RAIL OPERATIONS | | | |
| 6 | RAIL AND LIGHT RAIL OPERATIONS | The function of providing metropolitan public rail and light rail services. Includes managing assets, outsourcing to providers, safety and security, ticketing and maintenance. | |
| 6.1 | Asset Management | <i>The activity of managing fleet and infrastructure assets including acquisition, inventory identification, maintenance, valuation and disposal. Includes scheduled and unscheduled maintenance of mechanical and electrical assets, vehicles, rail corridors and infrastructure.</i> | |
| 6.1.1 | Asset Management | <p>Database records (<i>currently MAXIMO PostgresQL</i>) documenting the management and maintenance of assets, including:</p> <ul style="list-style-type: none"> • bridge condition records • maintenance and testing records • environmental management records • work orders • trail of approvals • labour hours • operational knowledge • inventory (including buses) • project plans and schedules • functional design • wiring diagrams and schedules • handover schedules, and • track inspection records. <p>See also Items 6.1.2 for drawings and technical documents. See also Items 6.1.4 and 6.1.5 for tram and train dossier files. See also Items 6.1.9 and 6.1.10 for train and tram modifications and testing. See also 6.1.12 for tram wheel profile measurements. See also Item 6.1.13 for graffiti and damage to railcars.</p> | <p>PERMANENT Actively manage and migrate to ensure ongoing accessibility for evidentiary and/or historical purposes</p> |



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|---|--------------------------------|---|---|
| 6 RAIL AND LIGHT RAIL OPERATIONS | | | |
| 6.1.2 | Asset Management | Drawing and technical documents of <u>rolling stock assets</u> , including 2000 class power and trailer railcars, 3000 / 3100 class railcars, 4000 class railcars, flexity type trams, citadis type trams, H class trams, plant and equipment associated with rolling stock maintenance, and spares including bogies, wheel sets, artwork, signage, communications, electrical and air conditioning groups. See also Item 6.1.1 for Maximo database records. | PERMANENT |
| 6.1.3 | Asset Management | Database records (<i>currently a module of the Masterpiece database ex TransAdelaide</i>) of inventoried train parts in current use and reports of inventoried train parts from the Business Objects reporting tool. | TEMPORARY Destroy 50 years after action completed. Manage and reformat as required for administrative purposes |
| 6.1.4 | Asset Management | Database records (<i>currently PROD, PostgresQL</i>) of tram maintenance. See also Item 6.1.1 for Maximo database records. Note: Duplicates of drawing documents are destroyed in accordance with NAP. | TEMPORARY Destroy 50 years after action completed. Maintain and reformat as required for administrative purposes |



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|---|--------------------------------|---|--|
| 6 RAIL AND LIGHT RAIL OPERATIONS | | | |
| 6.1.5 | Asset Management | Dossier records documenting each <u>tram</u> . Includes car history book, manufacturing and testing documentation, maintenance manuals and certificates of approval from each phase of build to handover. See also Item 6.1.1 for Maximo database records. | TEMPORARY Destroy 10 years after disposal of vehicle. If digital, maintain and reformat as required for administrative purposes |
| 6.1.6 | Asset Management | Dossier records documenting each <u>train</u> . Includes maintenance carried out by contractors, as specified by standards in the lease agreements, maintenance manuals, vehicle use, history, data loggings risk assessment by manufacturer and Operator, inspections, repair, accidents and disposal. | TEMPORARY Destroy 10 years after disposal of vehicle. If digital, maintain and reformat as required for administrative purposes |
| 6.1.7 | Asset Management | Database records (<i>currently SQL</i>) of condition monitoring and measuring of specific equipment located on trains and trams including temperature gauges, wheel monitoring and passenger accounting devices for fare evasion. | TEMPORARY Destroy 10 years after disposal of equipment. Maintain and reformat as required for administrative purposes |



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|---|--------------------------------|---|---|
| 6 RAIL AND LIGHT RAIL OPERATIONS | | | |
| 6.1.8 | Asset Management | Database records (SQL Server) of railcar fuel usage and fuel reserves including reports (currently Fuel Scan). | TEMPORARY Destroy 10years after action completed. Maintain and reformat as required for administrative purposes |
| 6.1.9 | Asset Management | Records documenting the management of changes and modifications, upgrades, updated drawings, design, specifications and testing relating to <u>trains</u> . See also Item 6.1.1 for Maximo database records. | TEMPORARY Destroy 25 years after action completed |
| 6.1.10 | Asset Management | Records documenting the management of changes and modifications, upgrades, updated drawings, design, specifications and testing relating to <u>trams</u> . See also Item 6.1.1 for Maximo database records. | TEMPORARY Destroy 25 years after action completed |
| 6.1.11 | Asset Management | Records documenting reliability (<i>currently MS Excel Transport Performance System – TPS</i>) which records faults on rail and light railcars from drivers, and retains monitors performance of rail and light railcars. | TEMPORARY Destroy 25 years after action completed |



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|---|--------------------------------|--|--|
| 6 RAIL AND LIGHT RAIL OPERATIONS | | | |
| 6.1.12 | Asset Management | Records documenting <u>tram</u> wheel profile measurements including service records. See also Item 6.1.1 for Maximo database records. | TEMPORARY Destroy 25 years after action completed. If digital, maintain and reformat as required for administrative purposes |
| 6.1.13 | Asset Management | Revenue Protection Roving Report documenting any graffiti and damage to railcars. See also Item 6.1.1 for Maximo database records. | TEMPORARY Destroy 25 years after action completed. If digital, maintain and reformat as required for administrative purposes |
| 6.1.14 | Asset Management | Records and database records (<i>MS:Access</i>) documenting the allocation of equipment, eg register and issues of radios (currently Equipment Management System). | TEMPORARY Destroy 25 years after action completed. Maintain and reformat as required for administrative purposes |
| 6.1.15 | Asset Management | Transit Ancillary reports documenting damage caused to trains for example graffiti. Includes report to SAPOL. | TEMPORARY Destroy 5 years after action completed |



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|---|--------------------------------|---|--|
| 6 RAIL AND LIGHT RAIL OPERATIONS | | | |
| 6.1.16 | Asset Management | Records documenting the recalibration of tools and equipment. | TEMPORARY Destroy 12 months after action completed |
| 6.2 | Audit | <i>The activities associated with officially checking financial, quality assurance and operational records to ensure they have been kept and maintained in accordance with agreed or legislated standards and correctly record the events, processes and business in a specified period. (KAAA)</i> | |
| 6.2.1 | Audit | Internal audit reports conducted by qualified protection officers against the Rule Book of rail operations for <u>trains</u> , including all protocols, engineering and maintenance on the track. | TEMPORARY Destroy 25 years after action completed |
| 6.2.2 | Audit | Internal audit reports conducted by qualified protection officers against the Rule Book of rail operations for <u>trams</u> , including all protocols, engineering and maintenance on the track. | TEMPORARY Destroy 25 years after action completed |
| 6.2.3 | Audit | Records documenting railcar, tram and vehicle equipment audits. | TEMPORARY Destroy 7 years after action completed. If digital, maintain and reformat as required for administrative purposes |



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|---|--------------------------------|--|---|
| 6 RAIL AND LIGHT RAIL OPERATIONS | | | |
| 6.2.4 | Audit | Records documenting audits of pilot keeper back packs. | TEMPORARY Destroy 2 years after action completed |
| 6.3 | Contract Management | <i>The activity of arranging, procuring and managing the performance of work outsourced to an external contractor through service agreement, contract or lease including Agency contracting services as a Service Provider. Includes agreements, interface agreements and licenses authorising the Agency to operate under specific pieces of legislation.</i> | |
| 6.3.1 | Contract Management | Records of contracts that are the subject of major public interest and debate. | PERMANENT |
| 6.3.2 | Contract Management | Annual Environmental Protection Authority licence and reports permitting the use of diesel, eg disbursement of fumes to the atmosphere, noise, eg flange squeal. | TEMPORARY Destroy 50 years after action completed |
| 6.3.3 | Contract Management | Records documenting contracts and service agreements relating to the maintenance of <u>trains and trams</u> . Includes contract meetings and minutes, correspondence, reporting. | TEMPORARY Destroy 25 years after action completed |
| 6.3.4 | Contract Management | Records documenting contracts and service level agreements for the installation of <u>train</u> monitoring and measuring equipment. | TEMPORARY Destroy 25 years after action completed |
| 6.3.5 | Contract Management | Records documenting contracts and service agreements relating to service providers managing plan and equipment relating to <u>trains</u> including reporting against the contract. | TEMPORARY Destroy 25 years after action completed |



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|---|-----------------------------|---|---|
| 6 RAIL AND LIGHT RAIL OPERATIONS | | | |
| 6.3.6 | Contract Management | Records documenting contracts and service level agreements for the installation of <u>tram</u> monitoring and measuring equipment. | TEMPORARY Destroy 25 years after action completed |
| 6.3.7 | Contract Management | Records documenting safety audits and ad hoc inspections of rollingstock managed by contractors. Includes monthly reporting against the contract, performance, critical equipment maintenance, and observations and non-conformance reports sent to the contractor. | TEMPORARY Destroy 25 years after action completed |
| 6.3.8 | Contract Management | Records documenting test plan reports and daily key performance indicators relating to <u>train and tram</u> contractor management relating to performance and improvement. | TEMPORARY Destroy 25 years after action completed |
| 6.3.9 | Contract Management | Records of contracts and service agreements under seal or of public interest, including summary of contracts details and reports. Major contracts include maintenance of railcars. | TEMPORARY Destroy 17 years after action completed |
| 6.3.10 | Contract Management | Contractual agreements for the rail and tram network to ensure the security and protection of members of the public, including trains, platforms, stations and on-board security. | TEMPORARY Destroy 17 years after action completed |
| 6.3.11 | Contract Management | Licence agreements to conduct rail operations under the <i>Environmental Protection Act 1993</i> including construction and maintenance. | TEMPORARY Destroy 17 years after action completed |



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| Item No. | FUNCTION Activity / Process | Description / Disposal Class | Disposal Action |
|---|--------------------------------|---|---|
| 6 RAIL AND LIGHT RAIL OPERATIONS | | | |
| 6.3.12 | Contract Management | Records of contracts and service agreements not under seal including summary of contracts details. | TEMPORARY Destroy 8 years after action completed |
| 6.3.13 | Contract Management | Facilitative documentation supporting and administering minor and major contracts, including variations, correspondence, payments, reports, plans. | TEMPORARY Destroy 8 years after action completed |
| 6.3.14 | Contract Management | Records and data from "Fuel Scan" instrumentation, monitoring fuel consumption, and reporting on kilometres for each car. (Used for contract payment). | TEMPORARY Destroy 2 years after action completed |
| 6.4 | Incident Management | <i>The activity of managing incidents and emergencies and coordinating teams, including identifying, analysing and correcting hazards, post-incident analysis, and the development of precautions and controls. Includes claims made by and against the Agency involving personal and property damage.</i> | |
| 6.4.1 | Incident Management | Records of notifiable occurrences of train and tram incidents under the <i>Rail Safety National Law</i> . Includes notices from the Regulator, investigation records by agency and Regulator, photographs, operational case files, reports to the Regulator, camera footage, data from data loggers and logged voice recordings from radio and telephone. See also Item 6.2.18 for camera and video footage. | TEMPORARY Destroy 50 years after action completed. If digital, maintain and reformat as required for administrative purposes |



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| 6 RAIL AND LIGHT RAIL OPERATIONS | | | |
| 6.4.2 | Incident Management | Records documenting continuous improvement following the management of incidents, including preventative and corrective actions, audit findings, records that show trends and projections of incidents, and incident management behaviour. | TEMPORARY Destroy 50 years after action completed. If digital, maintain and reformat as required for administrative purposes |
| 6.4.3 | Incident Management | Database records of continuous improvement (<i>currently Continuous Improvement Database MS:Access</i>) following the management of incidents, including preventative and corrective actions, audit findings, records that show trends and projections of incidents, and incident management behaviour. | TEMPORARY Destroy 10 years after action completed. If digital, maintain and reformat as required for administrative purposes |
| 6.4.4 | Incident Management | Database records of operational hazard risk and safety (<i>currently OrgRisk, replacing ERA (Enterprise Risk Assessor)</i>) managing operational safety and defining controls. | TEMPORARY Destroy 50 years after action completed. If digital, maintain and reformat as required for administrative purposes |



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| 6 RAIL AND LIGHT RAIL OPERATIONS | | | |
| 6.4.5 | Incident Management | Database records of assessment of collisions (<i>currently Operational Hazards Register</i>). | PERMANENT Actively manage and migrate to ensure ongoing accessibility for evidentiary and/or historical purposes |
| 6.4.6 | Incident Management | Signals Passed at Danger (SPAD) investigations including requesting for CCTV, audio, record of interview, reports, minutes of Committee meeting, decision and disciplinary action. | PERMANENT Actively manage and migrate to ensure ongoing accessibility for evidentiary and/or historical purposes |
| 6.4.7 | Incident Management | Incident registers, including: Signals Passed at Danger (SPAD) register, Station closure register including date and time of closure, notification to SAPOL, names of staff on duty and in attendance to an incident site. | PERMANENT If in digital format actively manage and migrate to ensure ongoing accessibility for evidentiary and/or historical purposes |
| 6.4.8 | Incident Management | Train graphs documenting daily <u>train</u> operations including departure, clearance and arrival times, movements recorded along the corridor by the train controller, anomalies on site such as incidents and personnel on site. | TEMPORARY Destroy 25 years after action completed. Maintain and reformat as required for administrative purposes |



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| 6 RAIL AND LIGHT RAIL OPERATIONS | | | |
| 6.4.9 | Incident Management | Database records (<i>currently Transit Performance System - Postgres SQL</i>).of daily rail network including <u>train</u> and <u>tram</u> delays, faults and incidents for notification via the government radio network. Includes the production of on-time running and recovery reports, SAPOL reports, data available for online access to train controllers and radio calls. | TEMPORARY Destroy 25 years after action completed. Maintain and reformat as required for administrative purposes |
| 6.4.10 | Incident Management | Records documenting notification of a <u>train</u> or <u>tram</u> involved in a Category A (collision or fatality) type incident to the Australian Transport Safety Bureau. Includes accident form documenting an employee's version of an incident between a tram and another vehicle. | TEMPORARY Destroy 25 years after action completed. Maintain and reformat as required for administrative purposes |
| 6.4.11 | Incident Management | Records documenting requests for <u>railcar</u> and <u>tram</u> CCTV download following an incident. Includes copy of footage, request and chain of evidence form and authorisation. See also Item 6.4.1, 6.4.6 and 6.4.10f or incident files. | TEMPORARY Destroy 25 years after action completed. Maintain and reformat as required for administrative purposes |
| 6.4.12 | Incident Management | Staff daily notebooks documenting <u>rail</u> and <u>tram</u> operation anomalies and incidents. | TEMPORARY Destroy 25 years after action completed |



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| 6 RAIL AND LIGHT RAIL OPERATIONS | | | |
| 6.4.13 | Incident Management | Requests for audio recordings managed by the Government Radio Network of landline telephone calls and radio calls transmitted to and from <u>railcars or tramcars</u> . Includes copy of audio. | TEMPORARY Destroy 25 years after action completed. Maintain and reformat as required for administrative purposes |
| 6.4.14 | Incident Management | Database records of passenger incident reports (<i>currently Notifiable Database – MS:Access</i>) from Passenger Service and Barrier Attendants of events on track or train, which may lead to claims. | TEMPORARY Destroy 25 years after action completed. Maintain and reformat as required for administrative purposes |
| 6.4.15 | Incident Management | Records documenting requests for train radio transmission reports. Includes copy of audio, application and authorisation. | TEMPORARY Destroy 25 years after action completed. If digital maintain and reformat as required for administrative purposes |



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| 6 RAIL AND LIGHT RAIL OPERATIONS | | | |
| 6.4.16 | Incident Management | Records documenting reimbursement for damage caused to agency-owned rail and light rail assets, eg damage caused as a result of graffiti and traffic accidents. Includes invoices issued, and Magistrate Court judgments. | TEMPORARY Destroy 7 years after action completed |
| 6.4.17 | Incident Management | Records documenting rail and light rail accidents reported involving minor agency property damage, eg broken windows. | TEMPORARY Destroy 7 years after action completed |
| 6.4.18 | Incident Management | Records documenting authority to recommence rail operations after an incident. | TEMPORARY Destroy 12 months after action completed |
| 6.4.19 | Incident Management | Camera and video footage from the railcars, and data from data loggers on board, downloaded for potential incident review. See items 6.4.1 – 6.4.11 if an incident has occurred. | TEMPORARY Overwrite after 30 days unless an incident or accident has occurred |
| 6.5 | Operational Policy and Procedures | <i>Standard methods of operating documented by the Agency according to statutory and manufacturer requirements or formulated policy.</i> | |
| 6.5.1 | Operational Policy and Procedures | Master copy of operational approved policy, procedure, frameworks guidelines and work instructions. Includes maintenance manuals. | PERMANENT |
| 6.5.2 | Operational Policy and Procedures | Master copy of Adelaide Metro Passenger Rail Network Rules and Procedures and work instructions signed off by Rail Commissioner including Operational Readiness Assurance for the electronic rail system. | PERMANENT |



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| 6 RAIL AND LIGHT RAIL OPERATIONS | | | |
| 6.5.3 | Operational Policy and Procedures | Master copy of internal engineering standards relating to Agency owned and operated rollingstock. | PERMANENT |
| 6.5.4 | Operational Policy and Procedures | Master copy of Rail Industry Safety and Standards Board standards. | PERMANENT |
| 6.5.5 | Operational Policy and Procedures | Master copy of document work approval forms authorising the amendment of rules, procedures and work instructions, including the following: <ul style="list-style-type: none"> • rail electrification for 25kv • engineering and maintenance • Adelaide Metro Passenger Rail Network • signalling. | PERMANENT |
| 6.5.6 | Operational Policy and Procedures | Records documenting technical input to the development of standards, codes of practice and requirements for specifications for plant and equipment. | TEMPORARY Destroy 5 years after action completed |
| 6.5.7 | Operational Policy and Procedures | Facilitative records documenting operational standards, policies, procedures, guidelines and work instructions. | TEMPORARY Destroy 5 years after action completed |
| 6.6 | Planning and Coordination | <i>The process of setting goals, developing sequences and outlining tasks and schedules to accomplish the goals. Includes scheduling public transport services and personnel.</i> | |
| 6.6.1 | Planning and Coordination | Master copy and associated records documenting planning to determine public transport routes, frequency and timetables, counts and sheets per station, statistics for lines and trains, for planning train consists. | PERMANENT If digital, actively manage and migrate to ensure ongoing accessibility for evidentiary and/or historical purposes |



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| 6 RAIL AND LIGHT RAIL OPERATIONS | | | |
| 6.6.2 | Planning and Coordination | Database records (<i>currently Railcar Planning System PostgresQL</i>) of daily operations and railcar rosters. | TEMPORARY Destroy 5 years after action completed. Maintain and reformat as required for administrative purposes |
| 6.6.3 | Planning and Coordination | Records documenting the day to day management of <u>tram</u> operations including scheduling of staff, rosters and allocation of rollingstock, daily and monthly supervisors and shift managers reports and significant incidents and issues with despatching staff and trams. | TEMPORARY Destroy 25 years after action completed |
| 6.6.4 | Planning and Coordination | Records documenting daily and monthly supervisors and shift managers reports, timetables, sequence sheets, rosters, attendance and time sheets, bundled as daily journals, scheduling all public <u>train</u> services. Includes significant incidents and issues with despatching staff platform diagrams and train notices. | TEMPORARY Destroy 25 years after superseded. If digital, maintain and reformat as required for administrative purposes |
| 6.6.5 | Planning and Coordination | Employee Notices to field staff including rosters, work instructions, track access authority and daily <u>tram</u> notices. | TEMPORARY Destroy 5 years after action completed. If digital, maintain and reformat as required for administrative purposes |



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| 6 RAIL AND LIGHT RAIL OPERATIONS | | | |
| 6.6.6 | Planning and Coordination | Records documenting working time table including addendum time table and platform diagrams. | TEMPORARY Destroy 2 years after action completed |
| 6.6.7 | Planning and Coordination | Records of research and social behaviour of public transport users for planning and timetabling. Includes observations and recordings conducted at station car parks, dwell-time and number of users. | TEMPORARY Destroy 2 years after action completed |
| 6.6.8 | Planning and Coordination | Database records (<i>currently Schedules Planning database, IVU Geographical Information System</i>) documenting daily timetables of scheduling for all public tram services including special event planning. | TEMPORARY Destroy after superseded. Maintain and reformat as required for administrative purposes |
| 6.7 | Safety and Security Management | <i>The activities associated with measures taken to protect people, premises, vehicles and equipment from accidental or intentional damage and from unauthorised access.</i> | |
| 6.7.1 | Safety and Security Management | Database records (<i>currently Train Notices PostgresQI</i>) of train notices. | TEMPORARY Destroy 25 years after action completed. Maintain and reformat as required for administrative purposes |
| 6.7.2 | Safety and Security Management | <u>Tram</u> Diaries documenting daily tram operations including departure times and arrivals, anomalies on site such as incidents and personnel on site. | TEMPORARY Destroy 25 years after action completed |



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| 6 RAIL AND LIGHT RAIL OPERATIONS | | | |
| 6.7.3 | Safety and Security Management | Monthly internal reports regarding performance updates, monitoring assurance of safe operations. | TEMPORARY Destroy 10 years after action completed |
| 6.7.4 | Safety and Security Management | Database records (<i>currently Network Notices database</i>) of daily <u>train and tram</u> Notices to field staff including speed restrictions and the occurrence of track work. | TEMPORARY Destroy 5 years after action completed. Maintain and reformat as required for administrative purposes |
| 6.7.5 | Safety and Security Management | Daily operational records from the field, including logs, switching sheets, permits to work. | TEMPORARY Destroy 2 years after action completed. If digital, maintain and reformat as required for administrative purposes |
| 6.7.6 | Safety and Security Management | Records documenting Advice of Intent to Work and Authority to Work on rail corridor. | TEMPORARY Destroy 12 months after action completed |
| 6.7.7 | Safety and Security Management | Employee reports known as “blue reports” documenting signed understanding by all train drivers of daily train notices. | TEMPORARY Destroy after superseded. If digital, maintain and reformat as required for administrative purposes |



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|---------------------|--------------------------------|--|---|
| 7 REGULATING | | | |
| 7 | REGULATING | The function of regulating statutory requirements and the enforcement of agency regulatory responsibilities. | |
| 7.1 | Audit | <i>The activities associated with officially checking financial, quality assurance and operational records to ensure they have been kept and maintained in accordance with agreed or legislated standards and correctly record the events, processes and business in a specified period. (KAAA)</i> | |
| 7.1.1 | Audit | Records documenting programmed periodic audit reports conducted by the National Rail Safety Regulator. Includes notice of audit, request for documentation, audit report, corrective actions and long term action plans. | TEMPORARY Destroy 50 years after action completed |
| 7.1.2 | Audit | Records documenting Adelaide Metropolitan Passenger Rail Network Rules and Procedure Book audits including inspections, reports, Altered Safe Working Notices issued and follow-up inspections. Includes train graph and radio audits. | TEMPORARY Destroy 50 years after action completed |
| 7.2 | Contract Management | <i>The activity of arranging, procuring and managing the performance of work outsourced to an external contractor through service agreement, contract or lease including Agency contracting services as a Service Provider. Includes agreements, interface agreements and licences authorising the Agency to operate under specific pieces of legislation.</i> | |
| 7.2.1 | Contract Management | Records of contracts that are the subject of major public interest and debate. | PERMANENT |
| 7.2.2 | Contract Management | Records of contracts and service agreements <u>under seal</u> or of public interest including summary of contracts details and reports. | TEMPORARY Destroy 17 years after action completed |
| 7.2.3 | Contract Management | Records of contracts and service agreements <u>not under seal</u> including summary of contracts details. | TEMPORARY Destroy 8 years after action completed |



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| 7 REGULATING | | | |
| 7.2.4 | Contract Management | Facilitative documentation supporting and administering minor and major contracts, including variations, correspondence, payments, reports, plans. | TEMPORARY Destroy 8 years after action completed |
| 7.3 | Investigating | <i>The activity of observing, enquiring or systematically examining and reporting a situation or process, including for the purpose of compliance with law. Includes fare evasion, and customer complaints in relation to driver conduct.</i> | |
| 7.3.1 | Investigating | Records of <u>train or tram</u> failures or incidents required by the Rail Safety National Law, including photographs, operational case files, investigation files, reports to the Regulator, camera footage, data from data loggers and logged voice recordings from radio and telephone. | PERMANENT If digital, actively manage and migrate to ensure ongoing accessibility for evidentiary and/or historical purposes |
| 7.3.2 | Investigating | Records of evidence and investigations into taxi, hire car or bus driver alleged breaches, including witness statements, daily worksheets, DVD and CD recordings of interviews with drivers, summary briefs and hearing file. | TEMPORARY Destroy 50 years after action completed |
| 7.3.3 | Investigating | Database records in the case management system (<i>currently Oracle web-based CES – Compliance Enforcement System</i>) contained in either the complaints handling module, the prosecutions module or the compliance module. Includes expiations, summonses and court files. | TEMPORARY Destroy 50 years after action completed. Maintain and reformat as required for administrative purposes |
| 7.3.4 | Investigating | Records of complaints from the public or the industry about bus drivers. Includes formal cautions issued, and serious breaches allocated to an investigator. | TEMPORARY Destroy 50 years after expiry of accreditation |



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| 7 REGULATING | | | |
| 7.3.5 | Investigating | Reports from Prescribed Officers, eg. inspectors regarding breaches such as fare evasion on buses, trains and trams, adjudications and recommendations for action eg. expiation, prosecution, or no further action required. | TEMPORARY Destroy 5 years after action completed |
| 7.3.6 | Investigating | Monthly statistical reports from the CES (Compliance Enforcement System) including expiations issued, numbers of reports from inspectors, summonses filed and Court appearances. | TEMPORARY Destroy 5 years after action completed |
| 7.4 | Operational Policy and Procedures | <i>Standard methods of operating documented by the Agency according to statutory or manufacturer requirements or formulated policy.</i> | |
| 7.4.1 | Operational Policy and Procedures | Master copy of operational approved policy, procedure, frameworks guidelines and work instructions. Includes maintenance manuals. | PERMANENT |
| 7.4.2 | Operational Policy and Procedures | Master copy of emergency policies, procedures and work instructions, within the Safety Management System. | PERMANENT |
| 7.4.3 | Operational Policy and Procedures | Facilitative records documenting operational standards, policies, procedures, guidelines and work instructions. | TEMPORARY Destroy 5 years after action completed |
| 7.5 | Operator Compliance | <i>The activity of enforcing compliance with legislation, by passenger transport, rail Operators including the agency as an Operator, drivers and owners, for the purposes of accreditation. Includes statutory reporting.</i> | |
| 7.5.1 | Operator Compliance | Records of statutory reporting of greenhouse gas emission reduction to the Commonwealth Government under the Greenhouse Challenge (ceased in July 2009). Includes diesel rebate, the use of bio-diesel and other fuel switching endeavours, investments in new technologies, process and energy efficiency improvements. | TEMPORARY Destroy 50 years after action completed |



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| 7 REGULATING | | | |
| 7.5.2 | Operator Compliance | Reports to the Essential Services Commission of South Australia (ESCOSA), eg Annual Network Access Report. | TEMPORARY Destroy 50 years after action completed |
| 7.5.3 | Operator Compliance | Records of agency rail accreditation, certifying rail safety competency and credibility of the operator issued by the National Rail Safety Regulator. | TEMPORARY Destroy 50 years after action completed |
| 7.5.4 | Operator Compliance | Records documenting agency accreditation appeals including review by the National Rail Safety Regulator through to Administrative Tribunals. Includes notification of appeal, decision and copy of Court ruling. | TEMPORARY Destroy 50 years after action completed |
| 7.5.5 | Operator Compliance | Agency annual safety performance reports to the National Rail Safety Regulator, including assessments of rail operations, deficiencies, irregularities, safety initiatives and performance indicators. | TEMPORARY Destroy 50 years after action completed |
| 7.5.6 | Operator Compliance | Records documenting the development and maintenance of Safety Management System (SMS) in accordance with the Rail Safety National Law. | PERMANENT Actively manage and migrate to ensure ongoing accessibility for evidentiary and/or historical purposes |
| 7.5.7 | Operator Compliance | Records documenting rail operation accreditation from the National Rail Safety Regulator, including application, correspondence, conditions and restrictions, appeals, decisions, copies of court rulings, variations, suspensions and withdrawals, notice of approval and certificates of accreditation. | TEMPORARY Destroy 50 years after action completed |



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| 7 REGULATING | | | |
| 7.5.8 | Operator Compliance | Monthly and annual statistical reports to the National Rail Safety Regulator. Includes the number and types of drug and alcohol tests conducted, the length in kilometres of track over which the agency has effective management and control, number of kilometres travelled by passenger trains, and number of journeys made by passengers. | TEMPORARY Destroy 50 years after action completed |
| 7.5.9 | Operator Compliance | Records documenting the relationship with the Office of the Technical Regulator (ESCOSA) including liaison and technical advice sought by the Agency. | TEMPORARY Destroy 17 years after action completed |
| 7.5.10 | Operator Compliance | Records of compliance <u>inspections</u> conducted by the National Rail Safety Regulator on targeted elements of, eg. Safety Management System or Emergency Management System. Includes notice of inspection, request for documentation, report and required amendments, corrective action reporting and long term action plans. | TEMPORARY Destroy 10 years after action completed |
| 7.5.11 | Operator Compliance | Records of compliance <u>investigations</u> conducted by the National Rail Safety Regulator on targeted elements of, eg. Safety Management System or Emergency Management System. Includes notice of investigation, request for documentation, report and required amendments, corrective action reporting and long term action plans. | TEMPORARY Destroy 10 years after action completed |
| 7.5.12 | Operator Compliance | Records documenting infringement notices issued from the National Rail Regulator to the agency including details of the alleged breach. Includes withdrawal of notice. | TEMPORARY Destroy 10 years after action completed |



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| 7 REGULATING | | | |
| 7.5.13 | Operator Compliance | Records documenting non-disturbance notices following an audit, inspection, incident or occurrence, in order to preserve the current state of a situation. Includes notice, name of person served, rail safety officer's details, variation or cancellation of notice. | TEMPORARY Destroy 10 years after action completed |
| 7.5.14 | Operator Compliance | Records of personal information supporting driver and business operator accreditation applications for taxi passenger, small and large passenger vehicles and horse drawn passenger vehicles. Includes application, drivers licence, photographs, National Police clearance, English assessment, medical report, Statement of Achievement from the Registered Training Organisation and Assessment Certificate. Also includes records of defects, suspensions, clearances. | TEMPORARY Destroy 50 years after expiry of accreditation |
| 7.5.15 | Operator Compliance | Records documenting the disqualification of accreditation for passenger vehicle operators, including notification, correspondence, communication with the Standards Committee, cancellation of the accreditation and advice to the service responsible for the operation of centralised bookings. | TEMPORARY Destroy 10 years after action completed |
| 7.5.16 | Operator Compliance | Records documenting inspections of privately owned vehicles for roadworthiness or identification, including certificates, reports, defects notices and infringements issued. | TEMPORARY Destroy 5 years after action completed |



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| 7 REGULATING | | | |
| 7.5.17 | Operator Compliance | Records documenting driver and operator accreditation for passenger vehicles. Includes taxis, small and large vehicles, motor cycle passenger vehicles, and horse drawn vehicles with associated Veterinarian Certificate for the horse's fitness-for-purpose and carriage inspection. Includes temporary accreditation and driver training from a Registered Training Organisation. | TEMPORARY Destroy 50 years after expiry of accreditation |
| 7.5.18 | Operator Compliance | Records documenting the enforcement of regulatory responsibilities for passenger transport, including buses, taxis and hire cars. Includes inspections, notices, reports, photographs, work diary sheets and expiation notices. | TEMPORARY Destroy 6 years after action completed |
| 7.5.19 | Operator Compliance | Files and database records (currently TPS (Transit Performance System) and HAS (Health Assessment System)) of drug and alcohol testing and health assessment of all rail workers. | TEMPORARY Destroy 5 years after action completed. Maintain and reformat as required for administrative purposes |
| 7.5.20 | Operator Compliance | Records documenting the approval of taxi passenger vehicle metres and safety cameras, prior to installation in the vehicle. | TEMPORARY Destroy 5 years after action completed |
| 7.5.21 | Operator Compliance | Records documenting the accreditation of vehicle meter and safety camera installers. | TEMPORARY Destroy 5 years after action completed |



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| 7 REGULATING | | | |
| 7.5.22 | Operator Compliance | Database records of vehicle inspections (<i>currently web-based Vehicle Information Request System – VIRS</i>) whose data is provided to insurers. Includes inspection certificates. | TEMPORARY Destroy 2 years after action completed |
| 7.5.23 | Operator Compliance | Monthly and annual statistical <u>returns</u> to the National Rail Safety Regulator. Includes the number and types of drug and alcohol tests conducted, the length in kilometres of track over which the agency has effective management and control, number of kilometres travelled by passenger trains, and number of journeys made by passengers. | TEMPORARY Destroy 2 years after action completed |



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