

**Retention and Disposal Authority for Records of the Public  
Transport Function**

Authority number: PROS 23/06



PROS 23/06

**Retention and Disposal  
Authority for Records of the  
Public Transport Function**

Status Date: 13/10/2023

# **Retention and Disposal Authority for Records of the Public Transport Function**

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## **INTRODUCTION**

### **Context**

#### **Public Transport Function**

The Department of Transport and Planning is the responsible authority for the public transport function which consists of delivering services via train, bus, tram, and some ferry services. The public transport function is comprised of:

- infrastructure development and maintenance
- route design
- rolling stock and track development and maintenance
- contract management for public transport network service providers
- customer service and timetabling
- infringements and regulatory operations
- ticketing
- safety
- strategic planning to predict and respond to future demand.

This RDA does not include functions covering the roads network, freight, or other forms of transport.

This RDA also does not cover the transport safety function administered by Transport Safety Victoria (TSV). TSV regulates all bus transport service providers, including those contracted to provide public transport services, but it does this independently of the public transport function.

Throughout this RDA the use of the term 'network' (group or system of interconnected things) in the context of the public transport function refers to the layout of intersecting routes provided by a variety of modes of public transport (train, tram, bus and ferry) to enable passengers to reach a set of destinations (stations/stops) within a geographical area i.e. Victoria. It refers to both the mapped routes and the web of infrastructure along those routes (tracks, rails, bus lanes, plus building infrastructure at stations, stops, hubs, depots etc. and communication/technology infrastructure that controls the flow of services on the network e.g. signals, boom gates, track switches etc.).

The use of the term 'system' (a set of things working together as parts of an interconnecting network; a complex whole) in the context of the public transport function refers to an integrated, cohesive set of train, tram and bus services, suitable for all ages and abilities, enabling people to get to any destination (station/stop) within its area of coverage. The term encompasses the full set of components, including the network required to deliver public transport, supporting infrastructure such as ticket machines/sale points in shops, vehicles/rolling stock, services, technology, route/service design, issue management (such as congestion reduction) etc.

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Both 'network' and 'system' can be used to describe all modes of public transport collectively, or a single mode of transport within the function e.g. the bus network, the train system etc.

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## Retention and Disposal Authority for Records of the Public Transport Function

<b>Retention and Disposal Authority No</b>	PROS 23/06
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<b>Scope</b>	This RDA authorises the disposal of records of the Public Transport function carried out by the Department of Transport and Planning.
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<b>Status</b>	Issued by Keeper
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<b>Issue Date</b>	13 October 2023
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# Retention and Disposal Authority for Records of the Public Transport Function

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<b>List of Functions and Activities covered</b>
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## Introduction

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### Purpose of this Authority

The purpose of this Authority is to provide a mechanism for the disposal of public records in accordance with the *Public Records Act 1973*.

The Authority:

- identifies records which are worth preserving permanently as part of Victoria's archival heritage
- prevents the premature destruction of records which need to be retained for a specified period to satisfy legal, financial and other requirements of public administration, and
- authorises the destruction of those records not required permanently.

### Context of this Authority

#### Public Record Office Victoria Standards

This Authority should be used in conjunction with the Standards issued by the Keeper of Public Records under Section 12 of the *Public Records Act 1973*. Copies of all relevant PROV standards, specifications and regulatory advice can be downloaded from [www.prov.vic.gov.au](http://www.prov.vic.gov.au). These documents set out the procedures that must be followed by Victorian public offices.

#### Disposal of records identified in the Authority

Disposal of public records identified in this Authority must be undertaken in accordance with the requirements of Public Record Office Standard - *Disposal*.

It is a criminal offence to unlawfully destroy a public record under s 19(1) of the *Public Records Act 1973*.

The destruction of a public record is not unlawful if done in accordance with a Standard established under s 12 of the *Public Records Act 1973*.

This Standard (also known as an Authority) authorises the disposal of public records as described within its provisions. However, disposal is **not** authorised under this Standard if it is reasonably likely that the public record will be required in evidence in a current or future legal proceeding.

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For the purposes of this Retention and Disposal Authority, a 'legal proceeding' has the same meaning as the *Evidence (Miscellaneous Provisions) Act 1958*, and includes any civil, criminal or mixed proceeding and any inquiry in which evidence is or may be given before any court or person acting judicially, including a Royal Commission or Board of Inquiry under the *Inquiries Act 2014*.

Under PROS 22/04 Disposal Standard, authorisation to destroy public records is WITHDRAWN and NOT GIVEN (even if specified in an RDA or other authorised disposal instrument) if:

- it is reasonably likely that they will be needed in a current or future legal proceeding. This includes any civil or criminal proceeding or an inquiry where evidence may be given before a court or person acting judicially such as a Royal Commission or Board of Inquiry
- they are required for meeting any Freedom of Information (FOI) applications which are not finalised
- they are required for audits or investigations which are not yet finalised; and/or
- they are subject to disposal freezes applied by government or by the organisation.

If the public office identifies that public records must be retained under other applicable legislation for a period that exceeds the retention period specified under the Standards, then the longer retention period must apply.

## Normal Administrative Practice

*PROS 22/04 Disposal Standard* authorises the destruction of some public records under Normal Administrative Practice (NAP) principles. Low value facilitative records described below are authorised for destruction by *PROS 22/04* under NAP principles:

- working documents, such as notes or calculations, used to assist in the preparation of other records
- minor drafts and transitory documents, where the content is reproduced elsewhere, and the information will not be needed to show how the work has progressed or actions approved
- minor updates of content, such as those in databases, which will not be needed to show actions, decisions, or approvals
- communications for the purpose of making minor arrangements
- duplicate copies.



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## **Transfer of records to Public Record Office Victoria**

Contact Public Record Office Victoria for further information on procedures for transferring permanent records to archival custody.

## **Use of Other Authorities**

In applying the disposal sentences set out in this Authority, reference should be made to other current Authorities where applicable. Where there is a conflict between two Authorities (for instance this Authority and the General Retention and Disposal Authority for Records of Common Administrative Functions), consult the Public Record Office Victoria for advice.

## **Explanation of Authority Headings**

### **Class Number**

The class number or entry reference number provides citation and ease of reference.

### **Description**

The description of each record class is specified in this entry. A record class is a group of records that relate to the same activity, function or subject and require the same disposal action.

### **Status**

This entry provides the archival status of each class - either permanent or temporary.

### **Custody**

This entry specifies whether the records are to be retained by the public office or transferred to the Public Record Office Victoria. Permanent records must be managed and transferred in accordance with PROV Standards.

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## **Establishment of Standard**

Pursuant to Section 12 of the *Public Records Act 1973*, I hereby establish these provisions as a Standard (also known as a Retention and Disposal Authority) applying to Department of Transport and Planning. This standard as varied or amended from time to time, shall have effect from the date of issue unless revoked.

[Approved]

**Justine Heazlewood**, Keeper of Public Records

Date of Issue: 13/10/2023

# Retention and Disposal Authority for Records of the Public Transport Function

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No	Function/Description	Status	Disposal Action
1.0	<p><b>Network Planning and Delivery</b></p> <p>The function of planning, implementing and maintaining the network upon which the public transport system is run. This includes rail, tram and bus networks and is comprised of:</p> <ul style="list-style-type: none"> <li>• rail, track and route infrastructure (includes ferry infrastructure)</li> <li>• stations and stops</li> <li>• ticket counters and machines</li> <li>• signals and signage</li> <li>• safety barriers and fencing</li> <li>• turnstiles and gates</li> <li>• level crossings, pedestrian tunnels/overpasses, and connections (e.g. linking corridors, footpaths, crossings etc.) between modes of public transport e.g. bus to train</li> <li>• electricity system (for trains and trams), and fuel points (for buses and coaches)</li> <li>• workshops, maintenance and storage depots/yards.</li> </ul> <p>Network in the context of the public transport function refers to the layout of intersecting routes provided by a variety of modes of public transport (train, tram, bus and ferry) and refers to both the mapped routes and the web of infrastructure along those routes. System refers to an integrated, cohesive set of train, tram and bus services, including the network required to deliver public transport and supporting infrastructure. Both network and system can be used to describe all modes of public transport collectively, or a single mode of transport within the function e.g. the bus network, the train system etc.</p> <p>Activities of this function include:</p> <ul style="list-style-type: none"> <li>• forward planning to meet anticipated demand in future areas of growth e.g. new suburbs, or increased population density in existing suburbs or regions</li> </ul>		

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No	Function/Description	Status	Disposal Action
<i>Network Planning and Delivery</i>			
	<ul style="list-style-type: none"> <li>• background scoping and developing business cases</li> <li>• managing projects which implement planned changes or improvements, or decommission elements no longer required</li> <li>• undertaking post-implementation reviews and evaluations</li> <li>• undertaking performance audits</li> <li>• management of land and property that the network is located on, including Crown Land reserved for the construction of future public transport routes, including environmental planning</li> <li>• sustained emergency response planning e.g. during a pandemic.</li> </ul> <p>See <i>PROS 19/09 RDA for Major Infrastructure and Development Projects</i> for records of large and complex public transport network projects such as the Suburban Rail Loop, Regional Rail Revival, Melbourne Airport Rail etc.</p> <p>See <i>PROS 14/03 RDA for the Transport Asset Management Function</i> <b>TRANSPORT ASSET MANAGEMENT</b> for records of asset planning, design and construction. Includes engineering design and specification records; asset maintenance and work request records; associated project management documentation.</p>		
1.1	<p><b>Records of Continuing Value</b></p> <p>Records of continuing value documenting the network planning and delivery function.</p> <p>Includes:</p> <ul style="list-style-type: none"> <li>• final approved <b>network plans</b> for public transport network infrastructure and routes</li> <li>• <b>position papers</b> commissioned as part of the <b>network planning</b> process which determine strategies or decisions made in the network plans</li> </ul>	Permanent	Retain as State Archives, Transfer to PROV

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No	Function/Description	Status	Disposal Action
<i>Network Planning and Delivery</i>			
	<ul style="list-style-type: none"> <li>• <b>consolidated surveys or reports</b> (commissioned or collected) undertaken as part of environmental management activities, including records documenting vegetation and wildlife distribution, areas of contamination, and sites of cultural and historical significance</li> <li>• <b>final approved emergency response plans</b> which implement far-reaching but temporary change across the network (e.g. in response to a pandemic) for a period of four weeks or longer.</li> </ul>		
1.2	<p><b>Long-Term Records</b></p> <p>Long-term records of the network planning and delivery function, including <b>datasets</b> collated from across the public transport function for use in <b>analysis of network performance</b>, and as inputs into network planning.</p> <p>Includes curated datasets (formed from the broader collection of detailed performance monitoring data) compiled for the purpose of analysing a particular section or component of the network e.g. flows through a particular station, use of a particular line or route over time, efficiency of tram or bus stop placement in the CBD etc.</p> <p>In scope is <b>data that has been selected and collated with a purpose</b> e.g. to give management oversight on a particular area of performance that has been experiencing issues. <b>Does not include</b> detailed <b>raw data or statistics</b> amassed and accumulated as operations are carried out.</p> <p>Also includes <b>advice and decisions on land compensation claims</b> made by neighbouring land owners (or interested parties in neighbouring land such as mortgage holders, estates etc.) who believe the value of the land has decreased due to current or proposed activity by the Department e.g. a new train line is planned to run at the rear of a property, and the market value of the property drops as a result.</p> <p>Includes records of the determination of the amount of compensation to be paid.</p>	Temporary	Destroy 100 years after action completed.

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*Network Planning and Delivery*

1.3	<p><b>Medium-Term Records</b></p> <p>Records of medium-term value documenting the network planning and delivery function. Includes:</p> <ul style="list-style-type: none"> <li>• <b>network plan and emergency response plan drafts</b> and working papers which track changes and decisions made as part of determining the strategic direction of the final approved plans</li> <li>• <b>specifications for services or routes</b> during a major infrastructure project (e.g. temporary stops or route diversions that require temporary track or lane accommodation), and following the finalisation of a major infrastructure project (e.g. specifications for new stops or hubs to be incorporated into site design, routes and tracks etc.), which are delivered to an external agency responsible for a major infrastructure project (e.g. precinct development) for implementation</li> <li>• <b>specifications for sustained temporary change</b> (4 weeks or more) to infrastructure, services or routes due to an ongoing emergency e.g. a pandemic, which are delivered to service providers for implementation for the duration of the emergency or until otherwise directed.</li> </ul> <p>Also <b>includes detailed performance monitoring datasets</b> (not modified or collated or curated) for:</p> <ul style="list-style-type: none"> <li>• broad network performance data: reliability and punctuality</li> <li>• detailed service data such as tram door open/close readings, bus stop timing/vehicle blocking data, train station timing data etc.</li> <li>• customer usage data</li> <li>• public survey data</li> <li>• complaints and issues data</li> <li>• operator/contractor cost data, including costs incurred for out of contract services, variations etc.</li> <li>• emergency response activities.</li> </ul>	Temporary	Destroy 30 years after action completed.
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No	Function/Description	Status	Disposal Action
<i>Network Planning and Delivery</i>			
1.4	<p><b>Short-Term Records</b></p> <p>Records of short-term value documenting the network planning and delivery function. Includes:</p> <ul style="list-style-type: none"> <li>• <b>project specifications for service or route change</b>, approved and funded under a network plan, which are delivered to an operator for implementation e.g. a change of route or the location of stops for a bus line, a change in stop spacing on tram line, notice of upgrades to existing routes or new works which require a temporary stop closure or diversion of services etc.</li> <li>• <b>advice</b> in response to a query about <b>Crown land reserved for future transport use</b> that is being proposed as 'surplus' and therefore available for sale or lease. Includes an assessment of likely future need and a recommendation on whether to retain or dispose of the land</li> <li>• internal <b>routine performance audits</b> of contracted and outsourced services.</li> </ul>	Temporary	Destroy 7 years after action completed.
1.5	<p><b>Administrative Records</b></p> <p>Records of very short-term value documenting the network planning and delivery function.</p> <p>Includes operational business continuity data and document 'packs' transferred by an operator covering current and recent business activity (last 6 months) which ensure the Department has the option of short-term access to relevant documentation and knowledge in the case of an emergency that renders the operator unable to operate.</p>	Temporary	Destroy 6 months after action completed.

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*Network Control and Safety*

2.0	<p><b>Network Control and Safety</b></p> <p>The function of managing the safe and efficient operation of the public transport network. Includes:</p> <ul style="list-style-type: none"> <li>• <b>control and monitoring of services</b> being run on the network in real time e.g. train and tram control rooms which continually check planned services are running to time and intervene to solve problems such as broken down trains/trams which interrupt the service timetable</li> <li>• <b>timetabling</b>, including proposal of changes, approvals, assurance, implementation, communication, risk and issue monitoring etc.</li> <li>• <b>planning and implementation of replacement services</b> (e.g. if planned trackwork prevents trains/trams for running and buses are required to ferry passengers instead), or the scheduling of temporary extra services for periods of high volume (e.g. to meet passenger demand for transport to events such as the Melbourne Show or a sporting tournament) - known as network readiness</li> <li>• management of <b>network disruptions</b> - the implementation of solutions to temporary service outage caused by issues such as a power outage, accident or an emergency situation (e.g. fire or flood) on a route</li> <li>• <b>incident management</b>, including incidents logged by operators, contractors and franchisees</li> <li>• <b>accreditation</b> with relevant transport safety bodies, including the establishment and conduct of audit and compliance regimes required to achieve and maintain accreditation and meeting safe working standards</li> <li>• the <b>patrolling of services</b> by authorised officers to monitor passenger compliance with public transport rules and to issue public transport offence notices if required</li> <li>• <b>closed circuit television (CCTV)</b> video surveillance security footage of public transport infrastructure and persons</li> </ul>		
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*Network Control and Safety*

	<p>In general the usage and relationship of the terms fault, incident and outage is as follows:</p> <p><b>Fault</b> - a malfunction or failure (breakdown) of a mechanical, technical or hardware component of the network leading to that component not functioning as expected and comprising the safety of any part of the network that is reliant on that component. E.g. a failure of signals to signal reliably and correctly, the failure of safety gates to function as and when required, track instability due to fractured fixings, breakdown of rolling stock etc.</p> <p><b>Incident</b> - may be an instance where a fault has caused an accident or a near-miss; or may result from the actions of a person (staff or member of the public) e.g. making an error, not following correct process, and/or behaving in an unsafe manner; or may result from an external factor which impacts the network in an unexpected manner and causes an accident or near-miss e.g. extreme weather events, damage caused by animals, breakdown of a road vehicle on a crossing etc.</p> <p><b>Outage</b> - the inability to run part of the network as usual due to a fault or incident. Includes outages which:</p> <ul style="list-style-type: none"> <li>• prevent parts of the network from being used at all until a fault is rectified/incident resolved e.g. a signal failure or section of unsafe track preventing some or all of a train or tram line from running its usual services; a bomb threat at a station/terminal leading to closure of the station/terminal and the cessation of train/bus/tram services through the area under threat; and/or</li> <li>• require 'work arounds' to maintain some level of interim service until the outage is resolved e.g. running bus services to replace trains on a line, using manual processes to replace automatic elements such as station staff monitoring and controlling passenger entry/exit from stations/terminals where automatic gates are not functioning etc.</li> </ul> <p>See <i>PROS 16/01 RDA for Records of Accredited Training</i>  <b>ACCREDITED TRAINING</b> for records of any accredited training undertaken by staff to inform and support their role.</p>		
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<i>Network Control and Safety</i>			
	<p>See PROS 16/02 RDA for Records of Non-Accredited Training <b>NON-ACCREDITED TRAINING</b> for records of any non-accredited training undertaken by staff to support and inform their role. Includes records of safe working training undertaken by staff.</p> <p>See PROS 07/01 RDA for Common Administrative Records <b>OCCUPATIONAL HEALTH &amp; SAFETY</b> for records of incidents which result in a fatality or serious injury.</p>		
2.1	<p><b>Records of Continuing Value</b></p> <p>Final reports which summarise incident management investigation and outcomes for incidents which:</p> <ul style="list-style-type: none"> <li>• result in a <b>fatality</b></li> <li>• result in <b>injuries requiring hospitalisation, or potential to hospitalise</b>, 10 or more people</li> <li>• <b>significantly disrupt and cause delays</b> which impact or close public transport services for a period of 12 consecutive hours or more</li> <li>• arose due to significant operational error resulting in an accident (collision, derailment, traffic accident) or near miss that had the potential to cause a fatality or injury to 10 or more people</li> <li>• are escalated by a contracted service provider for a <b>coordinated response by the Department as the control agency*</b>.</li> </ul> <p>* Includes <b>emergencies, unplanned mass public gatherings or rallies, police operations</b> and <b>suspected terror</b> events. Also includes severe weather/environmental events such as flooding, extreme heat, fire danger, lightning strikes etc. Does not include <b>planned</b> changes to public transport services for events such as holidays, parades and festivals etc., or changes implemented as part of a broad response to unusual circumstances such as a pandemic.</p> <p>Final <b>reports</b> may include:</p> <ul style="list-style-type: none"> <li>• a description of the incident</li> </ul>	Permanent	Retain as State Archives, Transfer to PROV

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<i>Network Control and Safety</i>			
	<ul style="list-style-type: none"> <li>• analysis of factors which lead to/caused or exacerbated the incident</li> <li>• investigation of staff responses to the incident as it occurred</li> <li>• how the incident was resolved, including what action was taken and whether other agencies were called in to assist or take charge e.g. Victoria Police, fire brigade etc.</li> <li>• outcomes of the incident for the people affected (e.g. medical statements describing the full impact of injuries sustained and treatment required (including trauma related injury), whether an injury is likely to result in a permanent incapacity e.g. disability or chronic health condition, if death directly attributable to the incident/ injuries sustained resulted within a 3 month period following the incident, etc.)</li> <li>• impact of the incident on infrastructure and vehicles (e.g. final repair costs, timeframes and resource requirements, alternative arrangements required until repairs completed, etc.)</li> <li>• recommendations</li> <li>• assigned actions and timeframes</li> <li>• progress towards completing actions etc.</li> </ul>		
2.2	<p><b>Long-Term Records</b></p> <p>Records of long-term value documenting the network control and safety function, including:</p> <ul style="list-style-type: none"> <li>• detailed records documenting <b>incident reporting, investigations</b> and outcomes where the incident resulted in <b>injuries</b> requiring hospitalisation of 10 or more people, or sufficient <b>damage to vehicles, property or infrastructure</b> to result in an <b>outage of services</b> on part of the network. Includes footage and other recordings of the incident</li> <li>• <b>asbestos reports</b> documenting where it was used and when it was removed (in addition to buildings asbestos was often used in locomotives</li> </ul>	Temporary	Destroy 100 years after action completed.

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<i>Network Control and Safety</i>			
	to surround fire boxes, in circuit boards, around gaskets etc.).		
2.3	<p><b>Medium-Term Records</b></p> <p>Records of medium-term value documenting the network control and safety function, including:</p> <ul style="list-style-type: none"> <li>• <b>safety records</b> produced as part of transport safety <b>accreditation</b> requirements</li> <li>• <b>incident reporting, investigations</b> and outcomes where the incident resulted in an injury requiring hospitalisation of the person, or sufficient damage to vehicles, property or infrastructure to remove that component from ordinary service until the damage is repaired, but which <b>does not result in an outage of services overall</b>. Includes footage and other recordings of the incident</li> <li>• <b>network emergency or widespread fault response plans and formal instructions</b> issued to contracted transport service partners, franchisees etc. Includes final reports on the disruption/fault, its causes, and its resolution, to evaluate the success of response activities such as the shutdown of a route, the evacuation/rescue of passengers, removal of a vehicle or debris etc.</li> <li>• <b>final approved service change proposals</b> (proposing changes to timetables), and final approved timetables</li> </ul>	Temporary	Destroy 30 years after action completed.
2.4	<p><b>Short-Term Records</b></p> <p>Records of short-term value documenting the network control and safety function, including:</p> <ul style="list-style-type: none"> <li>• <b>train control graphs and forms</b> that plot and record all aspects of a train's journey from start to finish i.e. the first station it departs from, through each stop until it reaches its destination</li> <li>• <b>incident reporting, investigations and outcomes</b> where the incident resulted in a <b>minor</b> injury, or no injury, or <b>moderate to light damage to property or infrastructure</b>.</li> </ul>	Temporary	Destroy 7 years after action completed.

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*Network Control and Safety*

	<p>Includes footage and other recordings of the incident</p> <ul style="list-style-type: none"> <li>• <b>compliance audit records</b> which review ticket sales, administrative processes in place etc., including for those services delivered by franchisees, operators and contractors</li> <li>• <b>routine safety audit</b> records (i.e. do not form part of an incident investigation)</li> <li>• <b>authorities to admit a non-scheduled train/tram</b> into the network e.g. a 'rescue' train to collect another train that has broken down, a 'not in service' train/tram that needs to make trip to another point in the network, or a train/tram that experiences a fault and must travel a different route than planned e.g. to reach the nearest depot</li> <li>• records of <b>network cautions</b> issued to alert drivers to faults such as defective signals</li> <li>• <b>authorisation</b> of public transport safety and security officers to patrol public transport services, request ticket checks and evidence of concession, and to issue reports of non-compliance</li> <li>• <b>transport offence notices/reports of non-compliance</b> (RONC) issued to a passenger or member of the public committing a public transport offence. Includes subsequent investigation and decisions regarding the issue of a warning, fine, or the pursuit of prosecution. Also includes appeals made and the outcome</li> <li>• <b>network readiness plans</b> and supporting documentation. Includes data collection/logs kept during and post the event/disruption to evaluate the success of readiness activities such as replacement services (e.g. buses instead of trains or trams)</li> <li>• records of <b>planning</b> and implementing approved changes to <b>timetables</b> e.g. internal requests to update published timetables, public notifications of changes, temporary signage at stations etc.</li> </ul>		
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*Network Control and Safety*

2.5	<b>Surveillance recordings - no reported incidents</b>  Closed circuit television video surveillance security recordings that do not contain footage of a reported incident.	Temporary	Destroy after administrative use has concluded.
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No	Function/Description	Status	Disposal Action
<i>Passenger Services</i>			
3.0	<p><b>Passenger Services</b></p> <p>The function of providing services to passengers using public transport to assist with:</p> <ul style="list-style-type: none"> <li>• ticketing information and pass payments/balance top-ups</li> <li>• access to platforms, stations and other passenger collection points</li> <li>• navigating stations, transport hubs and other connection points (wayfinding)</li> <li>• communication e.g. communication boards used to aid passengers living with a hearing or speech impairment in communicating with transport staff</li> <li>• providing information about disruptions and replacement services, including service changes due to an emergency or incident response</li> <li>• journey planning and bookings</li> <li>• train buffet carriage or station/transport hub catering services</li> <li>• free or discounted fares including concessions.</li> </ul> <p>This function includes the planning and design of services; public consultation/feedback and review processes; service commissioning/decommissioning processes, as well as service operations.</p> <p>See <i>PROS 14/03 RDA for the Transport Asset Management Function</i> <b>TRANSPORT ASSET MANAGEMENT</b> for records of the design and build of transport assets and infrastructure to accommodate accessibility requirements of passengers travelling on public transport.</p>		
3.1	<p><b>Records of Continuing Value</b></p> <p>Records of continuing value which document the function of designing, providing and decommissioning passenger services.</p> <p>Includes:</p>	Permanent	Retain as State Archives, Transfer to PROV

## Retention and Disposal Authority for Records of the Public Transport Function

**Authority number: PROS 23/06**

No	Function/Description	Status	Disposal Action
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*Passenger Services*

	<ul style="list-style-type: none"> <li>• final approved <b>service design</b> documentation and implementation <b>plans</b>, including approved <b>performance targets</b> for a service</li> <li>• reports which summarise <b>public and stakeholder consultation</b> conducted during the design and/or review of services e.g. consultation with disability advocacy groups when designing services to support and assist passengers living with a disability, community forums, online surveys etc.</li> <li>• reports and recommendations arising from the <b>review and evaluation of services</b>, including the measurement of performance and the identification of factors affecting the delivery of service and annual reports generated to track use of/issues with a service e.g. Passenger Experience reporting</li> <li>• <b>decisions to decommission a service</b>, including project plans, communication strategies and other documentation of the finalisation, removal and/or transfer of services to other organisations. Includes formal notifications to any industry partners or service providers who may have had operational responsibility for the delivery of services</li> <li>• published advice and guidance on passenger accessibility and mobility</li> <li>• <b>final approved designs of tickets</b> and other fare documents (e.g. coupons, passes, vouchers etc.)</li> <li>• <b>maps</b> showing the establishment of <b>ticket zones</b>, including changes over time</li> <li>• approved <b>fare/ticket pricing</b> schemes</li> <li>• <b>final corporate design</b> briefs and accompanying diagrams/plans showing the layout of permanent wayfinding <b>signage</b> and displays to reflect corporate branding of the time, including standard designs for freestanding or built in structures that will be rolled out across the network to support signage and displays at stations, stops or interchange hubs.</li> </ul>		
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# Retention and Disposal Authority for Records of the Public Transport Function

**Authority number: PROS 23/06**

No	Function/Description	Status	Disposal Action
<i>Passenger Services</i>			
3.2	<p><b>Short-term Records</b></p> <p>Records of short-term value documenting the passenger services function, including:</p> <ul style="list-style-type: none"> <li>• records documenting the <b>design of information</b> presentation in <b>signage</b> (including on digital displays). Excludes broader departmental corporate style guide documentation</li> <li>• <b>requirements for operators of stations</b>, stops or hubs (where the operation of the station, stop or hub is contracted out) to implement new or changed services or supports for passengers. Includes requirements for linking to other parts of the network e.g. to co-located and connecting services</li> <li>• implementation requirements for <b>works</b> that will change and/or disrupt existing routes or passenger services</li> <li>• detailed records of <b>public and stakeholder consultation</b> conducted during the <b>design and/or review of services</b> e.g. consultation with disability advocacy groups when designing services to support and assist passengers living with a disability, community forums, online surveys etc.</li> <li>• <b>specifications for tools or applications</b> which can help passengers plan/complete their trip e.g. route finder applications</li> <li>• temporary wayfinding information to direct passengers in the event of disrupted services</li> <li>• <b>communication of temporary changes</b> to services and requirements of passengers in the event of an emergency or incident</li> <li>• records of <b>booking services</b>, including reservations, group booking and journey planning services</li> <li>• <b>non-financial summary records of ticket sales</b>, such as daily, weekly or monthly reports on numbers of tickets sold, faulty or lost tickets replaced or refunded, etc.</li> </ul>	Temporary	Destroy 7 years after action completed.

## Retention and Disposal Authority for Records of the Public Transport Function

**Authority number: PROS 23/06**

No	Function/Description	Status	Disposal Action
<i>Passenger Services</i>			
	<ul style="list-style-type: none"> <li>• records of the <b>translation</b> of service information into languages other than English, or onto communication devices such as communication boards for the sight or hearing impaired</li> <li>• records of bookings and participation in 'try before you ride' style programs aimed at familiarising passengers, particularly those with a disability, with public transport use</li> <li>• records resulting from <b>compensation or free travel entitlement schemes</b>, including detailed records of free travel passes issued or other forms of compensation offered (e.g. refund or discount on subsequent purchase) which compensate passengers if performance targets for the relevant line are not reached</li> <li>• records of <b>applications</b> for a <b>student travel concession card</b>, including decisions made and correspondence, and records of other concession eligibility where the concession is approved by another agency and can be used to receive free or discounted travel on public transport e.g. asylum seeker free travel vouchers. Includes application forms, supporting documentation and correspondence with other agencies or the party making the application.</li> </ul>		
3.3	<p><b>Facilitative Records</b></p> <p>Records of very short-term value documenting the function of passenger services, including:</p> <ul style="list-style-type: none"> <li>• records of <b>catering menus</b> and other point of sale information in buffet carriages</li> <li>• correspondence with <b>suppliers of vending machines</b> and other in-train or on-platform catering services</li> <li>• records of <b>food safety compliance monitoring</b> e.g. fridge temperature records etc.</li> <li>• summary performance information collated for presentation via the website e.g. public 'dashboards'</li> <li>• records of <b>lost property</b></li> </ul>	Temporary	Destroy 2 years after action completed.

## Retention and Disposal Authority for Records of the Public Transport Function

Authority number: PROS 23/06

No	Function/Description	Status	Disposal Action
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### *Passenger Services*

	<ul style="list-style-type: none"><li>records of <b>cleaning</b> vehicles/carriages</li><li>records of <b>minor faults</b> reported by customers or staff. Includes resulting work orders.</li></ul>		
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