MANAGEMENT INFORMATION SYSTEMS
FOR ACCREDITED BUS OPERATORS

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VICTORIA
State Government

BUS SAFETY VICTORIA

A branch
of Transport
Safety
Victoria

Each accredited bus operator must develop its own management information system based on its own operating conditions, risks, incident history, and determined safety objectives.

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1 // Introduction

Under the *Bus Safety Act 2009* (Vic) the purpose of accreditation is to attest that a person who operates a commercial or local bus service has demonstrated, and can continue to demonstrate, to the satisfaction of the Safety Director, that they have the competence and capacity to manage the risks to safety associated with operating that service.

The *Bus Safety Regulations 2010* (Vic) require that accredited bus operators must establish and maintain a system for managing information about the operation of the bus service in accordance with the requirements notified in writing to the accredited bus operator by the Safety Director.

This document describes the matters and information that must be included in an accredited bus operator's management information system (MIS).

2 // Application of an MIS

All accredited bus operators must establish and maintain a MIS in accordance with the requirements described in this document.

3 // Definitions

BUS SAFETY RECORD
A document that specifies an account of the day to day operations of the bus operator, and includes operational records, such as fleet registers, maintenance records and bus safety worker records, for example training records.

MIS
Management information system:
a system for managing information about a bus service that all accredited bus operators must establish.

MMS
Maintenance management system:
a system for managing the maintenance of buses that all accredited bus operators must establish

SAFETY DIRECTOR
The Director, Transport Safety:
a statutory office established under section 171 of the *Transport Integration Act 2010* (Vic).
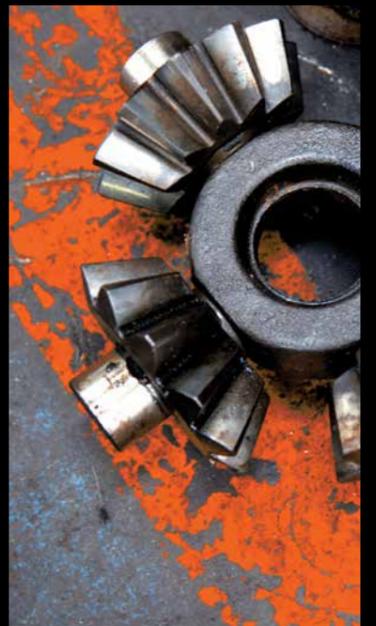
4 // MIS requirements

4.1. MANDATORY COMPONENTS OF AN MIS

An accredited bus operator's MIS must include the following components:

- safety policy
- governance and internal control arrangements
- documented safety accountabilities and authorities
- information management process
- safety information communication process
- drug and alcohol management policy
- hazard, risk and change management processes
- emergency management process
- process to establish bus safety worker competence
- processes for incident reporting and investigation
- internal audit procedure.

More information about the mandatory components of an MIS is detailed in the table on page 8.

4.2. OPTIONAL COMPONENTS OF AN MIS

Operators may choose to include the following additional items in their MIS in the interests of good safety practice:

- regulatory compliance information
- safety performance targets and performance measures.

These items are not mandatory.

4.3. EVIDENCE OF COMPLIANCE

Accredited bus operators are not required to have separate process documents for each mandatory component of this MIS requirements document. Operators are free to use existing processes as evidence of compliance, provided they are fit for purpose and meet the specified requirements.

5 // Table – Mandatory components of an MIS

MIS requirement	Description	Legislative references
Safety policy	An accredited bus operator must have a written safety policy, signed by a senior member of staff, which includes a commitment to continuous improvement in bus safety management.	s 15, Bus Safety Act
Governance and internal control arrangements	An accredited bus operator must have safety governance arrangements in place which ensure that those controlling the bus service operations: • proactively manage the risks arising from those operations • maintain an awareness of the effectiveness and level of compliance with the Bus Safety Act and Bus Safety Regulations demonstrated by the operations.	ss 10, 14, 15, Bus Safety Act
Documented safety accountabilities and authorities	Accountabilities and authorities for persons performing bus safety work or those involved in any activities associated with the MIS must be clearly defined, documented and communicated.	ss 9, 10, 13, 15, 17, Bus Safety Act
Information management process	An accredited bus operator must have a method to produce, maintain and control documents and bus safety records relevant to the safe management of bus operations to ensure ongoing accuracy of data and currency of information. An accredited bus operator must retain the following records for three years: • a record of the name, address and driver licence number of each person who drives a bus operated by the accredited bus operator • any document required to demonstrate compliance with the conditions of accreditation • any document produced as part of the MIS or MMS • any document produced as part of the annual audit of bus service operations • evidence of annual inspections for each bus operated by the accredited bus operator • any other record that the accredited bus operator is required to keep as a condition of accreditation. Records must be kept in English.	reg 16, Bus Safety Regulations

MIS requirement	Description	Legislative references
Safety information communication	An accredited bus operator must be able to demonstrate that safety information is communicated to persons performing bus safety work for the accredited operator and that bus safety workers can advise the accredited bus operator of safety issues.	s 15, Bus Safety Act
Drug and alcohol management policy	A bus operator must develop, maintain and implement a drug and alcohol management policy in accordance with Bus Safety Act sections 56 and 57. Note: this requirement does not constitute guidelines issued by the Safety Director under section 57(1)(c) of the Bus Safety Act.	ss 56, 57(1)(a)-(b), 57(2), Bus Safety Act
Hazard, risk and change management	An accredited bus operator must eliminate risks to safety so far as is reasonably practicable. If it is not reasonably practicable to eliminate risks to safety, accredited bus operators must reduce those risks so far as is reasonably practicable. In determining what is or was reasonably practicable in relation to ensuring the safety of his or her bus operations, an accredited bus operator must have processes that consider: • the likelihood of the hazard or risk concerned eventuating • the degree of harm that would result if the hazard or risk eventuated • what they know, or ought reasonably to know, about the hazard or risk and any ways of eliminating or reducing the hazard or risk • the availability and suitability of ways to eliminate or reduce the hazard or risk • the cost of eliminating or reducing the hazard or risk. An accredited bus operator must also be able to demonstrate that changes which may affect the safety of bus operations are identified and managed as part of their hazard and risk management practices.	ss 14, 15, Bus Safety Act

MIS requirement	Description	Legislative references
Emergency management	An accredited bus operator must develop and maintain a first response emergency plan for bus drivers which provides them with relevant contact numbers and emergency instructions.	s 15, Bus Safety Act
Bus safety worker competence	An accredited bus operator must ensure that all bus safety workers and each person who has a role under the MIS is appropriately trained and has the required competence to perform that role.	ss 15, 17, Bus Safety Act
Incident reporting and investigation	An accredited bus operator must document and implement a process to ensure the Safety Director is notified of prescribed incidents as defined in the Regulations.	ss 65, Bus Safety Act reg 24, Bus Safety Regulations
Internal audits	An accredited bus operator must have processes in place to ensure that an internal audit of their MIS and MMS is conducted at least annually to identify any deficiencies and safety risks in those systems, and rectify the deficiencies or risks found during the audit or as a result of the audit.	reg 15(b), Bus Safety Regulations

6 // Table – Optional components of the MIS

MIS optional requirement	Description
Regulatory compliance	An accredited bus operator may establish systems and processes for the identification of safety requirements under this and other legislation. An accredited bus operator may establish systems to ensure compliance with those safety requirements.
Safety performance targets and performance measures	An accredited bus operator may identify and document safety performance targets for the bus operations and include: • key performance indicators to be used to measure safety performance and determine whether the MIS is effectively delivering the safety performance targets • a description of the systems, procedures and standards to be used by the bus operator to achieve safety performance targets • procedures for the collection, analysis, assessment and dissemination of safety related data kept by the bus operator.