

Appendix B:

Abbreviations, acronyms and glossary

Abbreviations We use the following abbreviations in this report:

Abbreviation	Full spelling
the Act	<i>Emergency Management Act 2013</i>
the department	Department of Transport and Planning
Metro Trains	Metro Trains Melbourne
the Sub-Plan	<i>Public Transport Disruption Sub-Plan</i>

Acronyms We use the following acronyms in this report:

Acronym	Full spelling
PTCG	Public Transport Coordination Group
PTO	public transport operator
SEMP	<i>State Emergency Management Plan</i>
VAGO	Victorian Auditor-General's Office
VIDA	Victorian Infrastructure Delivery Authority

Glossary

The following terms are included in or relevant to this report

Term	Explanation
Control agency	An agency that is responsible for coordinating actions against a specific emergency and establishes management arrangements for an integrated response to the emergency.
Emergency	The actual or imminent occurrence of an event that in any way: <ul style="list-style-type: none">• endangers or threatens to endanger the safety or health of any person in Victoria• destroys or damages, or threatens to destroy or damage, any property in Victoria• endangers or threatens to endanger the environment or an element of the environment in Victoria.
Incident	An event, occurrence or set of circumstances that: <ul style="list-style-type: none">• has a definite duration• calls for human intervention• has a set of concluding conditions that can be defined• is or will be under the control of an individual who has the authority to make decisions about the means by which it will be brought to a resolution.
Level of assurance	<p>This is a measure of the confidence we have in our conclusions. The quality and quantity of evidence we obtain affects our level of assurance.</p> <p>We design our work programs with the information needs of our report users in mind. We consider if we need to provide them with reasonable assurance or if a lower level of assurance may be appropriate.</p>
Limited assurance	<p>We obtain less assurance when we rely primarily on an agency's representations and other evidence generated by that agency. However, we aim to have enough confidence in our conclusion for it to be meaningful. We call these types of engagements assurance reviews and typically express our opinions in negative terms. For example, 'nothing has come to our attention to indicate there is a problem.'</p> <p>See our assurance services fact sheet for more information.</p>
Planned disruption	A planned deviation from a PTO's master timetable that is reflected in the reference daily timetable submitted to the department.
Reasonable assurance	<p>We achieve reasonable assurance by obtaining and verifying direct evidence from a variety of internal and external sources about an agency's performance. This enables us to draw a conclusion against an objective with a high level of assurance. We call these performance audits.</p> <p>See our assurance services fact sheet for more information.</p>
Significant unplanned disruption	Significant and major incidents impacting the transport network that meet the department's thresholds for internal notification, monitoring and escalation for unplanned disruptions.
Support agency	Agencies who lead a dedicated functional area and provide services, personnel and materials to assist with control activities.
Unplanned disruption	An unplanned event affecting a timetabled service that means the PTO cannot achieve service delivery at a station or a stop.