

# Video transcript: Managing Disruptions Affecting Victoria's Public Transport Network

## Some background

One million people use Victoria's public transport network every day.

Public transport operators deliver Victoria's public train, tram and bus services. They do this under contract with the Department of Transport and Planning (or the department).

## About this audit

We did this audit to see if transport bodies and public transport operators are minimising the impact of network disruptions on passengers.

Disruptions can be planned, such as level crossing removals, or unplanned, such as signalling faults or emergencies.

## What we concluded

We found transport bodies and public transport operators have minimised the impact of disruptions. But the department hasn't met all its obligations.

We made 3 key findings.

## Key finding 1

Transport bodies and public transport operators have a sound framework for managing unplanned disruptions and emergencies.

But the department's procedures and escalation criteria aren't always consistent.

## Key finding 2

Public transport operators have effectively responded to unplanned disruptions and emergencies.

But the department hasn't always provided support in line with its emergency obligations.

### **Key finding 3**

Public transport operators, transport bodies and contractors working on Big Build projects do effectively schedule and manage planned disruptions to minimise the impact on passengers.

For example, they plan work outside of peak travel times.

### **What we recommended**

We made one recommendation to the department about reviewing why it has not met its obligations during emergencies and updating policies and procedures.

### **More information**

For more information, or to read our full report, go to [audit.vic.gov.au](http://audit.vic.gov.au).