

Table 20 Reportable Events

Code	Category	Description
1	Vehicle breakdown en Route	The breakdown of the relevant vehicle en route where the event disrupts the provision of the relevant service for more than 30 minutes after the scheduled time for the provision of the relevant service and/or prevents the provision of the relevant service.
2	Vehicle accident en Route	Damage caused to the relevant vehicle which in the opinion of the Incident site supervisor, as defined by the Standard, the damage to the relevant vehicle exceeds \$2,000
3	Third party property damage en Route	Damage caused to property belonging to a third party which, in the opinion of the Incident site supervisor, the damage to the person's property exceeds \$2,000
4	Injury or death en Route	Personal injuries or death sustained while a relevant vehicle is en Route or stopped for persons and/or property to be loaded or unloaded. The level of injury is to be categorised: - Fatal - Serious (hospitalisation/medical treatment)
5	Medical emergency en Route	An event in which the en Route service is disrupted for any period of time where medical assistance has to be provided to either the Driver or Customer on the relevant vehicle.
6	Driver assault	An event that occurs en Route where a Driver of the relevant vehicle is subject to physical assault which includes: · Physical contact including spitting, · Serious verbal assault where violence is threatened, or · Where an object is thrown at the Driver, by any person/s.
7	Passenger assault	An event that occurs en Route where a Customer of the relevant vehicle is subject to physical assault which includes any physical contact including spitting, serious verbal assault where violence is threatened, or where an object is thrown at the Customer, by any person/s.
8	Vehicle assault/vandalism	An event that occurs en Route where a relevant vehicle is subject to vandalism/intentional damage by any person/s.
9	Theft	An event that occurs en Route where a Driver or Customer of the relevant vehicle is subject theft of personal or company property, by any person/s.
10	Terrorism	A Terrorist Act or terrorism, within the meaning of the <i>Police Powers and Responsibilities Act 2000</i> , section 211, involving the relevant vehicle or the Driver of, or a Customer in, the relevant vehicle.
11	Child left behind	Where a primary or high School Student is refused travel on a School or Urban Route bus due to insufficient funds or inappropriate behaviour outside the safe travel guidelines and code of conduct.
12	Use of chemical, explosive or weapon en Route	The use, or attempted use of, a chemical, explosive or weapon by a person in a way that involves the relevant vehicle or the Driver of, or Customer in, the relevant vehicle.
13	Fire in Contract Vehicle en Route	A fire in or on the outside of a relevant vehicle which is undertaking a scheduled service.
14	Unsafe road conditions	Unsafe road conditions which endanger the relevant vehicle or the Driver of, or Customer in, the relevant vehicle.
15	Inappropriate use of social media	Use of social media which brings a relevant Service Provider, vehicle or employee into question and could/has caused adverse media attention.
16	Approached by external media organisations (eg Channel 9 News)	A Service Provider is engaged by any media organisation requesting comment, footage or involvement on a relevant TransLink Service.
17	Potential media event on the Network	To notify TransLink when an event has occurred which could result in adverse media attention on the Service Provider, TransLink or the greater SEQ bus Network.
18	Delay	Trip is running late by 15 minutes or more.
19	Route diversion	Route is diverted via an alternative Route Alignment resulting in one or more bus Transit Stop(s) not being serviced.
20	Trip incomplete	Trip commenced but will not be completed.
21	Trip cut	Trip will not be operated at all.
22	Other	Any event that is none of the above categories