
	Metropolitan Railway Network Train Operating Protocol	
L1-XXX-XXX-XXX	Revision: 03	Effective from xx July 2011

Document Compilation and Approval

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Amendment Record

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1. Purpose and Scope


The purpose of this Protocol is to set out the rules and procedures to be followed in relation to the Access Provider's network for:

- 1.1. Producing the Metropolitan Master Working Timetable;
- 1.2. Producing the Metropolitan Current Working Timetable;
- 1.3. Exercising Daily Operational Control;


This Protocol has been developed to be consistent with the Essential Service Commission Network Management Rules and Capacity Use Rules.

2. Definition

Term	Description
Access Agreement	An agreement between an Operator and an Access Provider pursuant to which the Operator is given access to that Access Provider's network
Access Provider	Metro Trains Melbourne Pty Ltd – ACN 136 429 948
Addenda to the Metropolitan Master Working Timetable	In relation to an Access Provider's network, the addenda to the Metropolitan Master Working Timetable for that network, as amended or replaced by the Access Provider in accordance with the relevant Access Agreements
Business Day	A weekday on which trading banks are open for the transaction of banking business in Melbourne
Capacity Use Rules	The Commission Instrument titled "Victorian Rail Access Regime Capacity Use Rules"
Commission	The Victorian Essential Services Commission
Director	The Director of Public Transport designated under the Transport Act
Freight Train Path	An entitlement of a user to use a train path on a rail network of an Access Provider to provide freight services, which includes a Scheduled Train Path and other unscheduled Freight Train Path as specified otherwise
Infrastructure Lease	The lease titled "Infrastructure Lease – Train" between the Director, VicTrack and the Access Provider dated 31 August 2009, as

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Term	Description
	amended.
Law	Any statute, regulation, order, rule, subordinate legislation or other document enforceable under any statute, regulation, order, rule or subordinate legislation
Metropolitan Current Working Timetable	In relation to an Access Provider's network, the timetable maintained by the Access Provider that sets out all planned train movements on that network on a particular day
Metropolitan Master Working Timetable	In relation to an Access Provider's network, the timetable maintained by the Access Provider showing all Scheduled Train Paths for the Access Provider on that network, as amended from time to time by the Access Provider in accordance with the relevant Access Agreements
Network	<p>The land and infrastructure leased by the Access Provider under the Infrastructure Lease from time to time, including all rail track and support infrastructure, electrical infrastructure for traction and other power including overhead lines and lighting systems, signalling systems for regulating and control of traffic, communication systems for operational and administrative purposes including passenger information, bridges, culverts, pedestrian overpasses and underpasses, equipment relating to car parks and control centres for the control of power, signalling and traffic operations, but excluding:</p> <ul style="list-style-type: none"> (a) buildings (including stations, platforms, stops, advertising hoardings, sheds and shelters); (b) car parks; (c) terminals, storage and retrieval facilities; (d) workshops, locomotive depots and fuel points; and (e) private sidings <p>that are not leased to the Access Provider, but includes any infrastructure leased to the Access Provider which passes through, or is immediately adjacent to, any of the infrastructure or facilities referred to in paragraph (a) to (e) above</p>
Network Management Rules	The Commission Instrument titled "Victorian Rail Access Regime Network Management Rules"
Operational Control	The control exercised, or which may be exercised, by an Access Provider with regard to the management, continuity and safe-working of its network and all operational matters incidental to that control and includes procedures and requirements relating to train control, train movements, track restrictions, track occupations, safe-working practices, operating restrictions, emergency response procedures, notification of authorities, network restoration procedures, maintenance of its network, evacuation procedures and incident investigation procedures

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Term	Description
Operational Directions	The lawful instructions, directions and notifications from time to time issued by an Access Provider with regard to Operational Control on its network
Operator	The person seeking access to the network or (where relevant) a Third Party Operator
Operational Interface Procedures	The procedures that apply to operational interfaces on the network as published by the Access Provider from time to time
Rolling Stock	Any vehicle that operates on or uses a railway track including a locomotive, light inspection vehicle, road/rail vehicle, trolley, carriage, diesel multiple unit and wagon (but does not include a vehicle designed to operate both on and off a railway track when the vehicle is not operating on a railway track)
Scheduled Train Path	A Train Path that is set out in the Metropolitan Master Working Timetable
Services	Freight rail services or passenger rail services (as applicable)
Sprinter Train	A train comprising one or more self propelled vehicles coupled together known as the Sprinter
Timetable Change Date	A date nominated by an Access Provider as the date the next revisions to the Metropolitan Master Working Timetable for that Access Provider's network will be made
Train	One or more units of Rolling Stock coupled together, at least one of which is a locomotive or other self-propelled unit
Train Path	The particular time interval, including an entry time and day and an exit time and day, through which a train may travel over a segment of an Access Provider's network from an origin to a destination and may include stopping points
Transport Act	The Transport Act 1983 (Vic)
Unscheduled Train Path	A Train Path that is not a Scheduled Train Path
Variation	A variation, addition or deletion

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3. Responsibilities

The following persons (positions) from the Access Provider - Metro are held responsible for the execution and implementation of the Protocol.

3.1. Producing Metropolitan Master Working Timetable and Metropolitan Current Working Timetable:

- Manager, Timetables, or delegates,
- Manager, Access / Scheduling, or delegates,
- Network Planning and Development Manager

3.2. Exercising Daily Operational Control

- Manager, Service Performance (Metrol), or delegates,
- Current Operations Manager,

3.3. Scheduling Liaison Committee (Meeting)

- 3.3.1. A monthly scheduling liaison committee meeting (commonly know as the monthly protocol meeting) is held to jointly plan and manage the on-going development of the Metropolitan Master Working Timetables for the Access Provider's network.
- 3.3.2. Chairperson of the Committee is Access Provider's Manager, Timetables, or delegates,
- 3.3.3. Members of the Committee include representatives of each operator which operates on the Access Provider's network.

3.4. Producing Metropolitan Master Working Timetable

The roles of various parties involved in production of the Metropolitan Master Working Timetables are as follows:

3.4.1. Operators (must)

- 3.4.1.1. Provide details of train consist specifications as are reasonably required;
- 3.4.1.2. Comply with the process for production of Metropolitan Master Working Timetables outlined in this Protocol and the relevant Access Agreements.

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3.4.2. Access Provider (must)

3.4.2.1. Determine and notify the operating requirements in accordance with the Addenda to the Metropolitan Master Working Timetable, including:

- Train integrity;
- Communications requirements;
- Train speed limits;
- Train lengths;
- Wagon rated capacity;
- Axle load limits;
- Maximum loading gauge;
- Gradients;
- Authorised working.

3.4.2.2. Manage the process for production of its Metropolitan Master Working Timetable outlined in this Protocol and the relevant Access Agreements.

3.5. Producing Metropolitan Current Working Timetable

The roles of various parties involved in production of the Metropolitan Current Working Timetables are as follows:

3.5.1. Operators (must)

3.5.1.1. Ensure that their trains are programmed to run in accordance with the Metropolitan Current Working Timetable issued by the Access Provider;

3.5.1.2. Comply with the process for production of a Metropolitan Current Working Timetable outlined in this Protocol and the relevant Access Agreements.

3.5.2. Access Provider (must)

3.5.2.1. Provide affected Operators with details of the Track Occupations planned on their networks during the following three months;

3.5.2.2. Ensure that all relevant information is available to Operators at reasonable times prior to implementation;

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- 3.5.2.3. Comply with the process for production of a Metropolitan Current Working Timetable outlined in this Protocol and the relevant Access Agreements.
- 3.5.2.4. The Access Provider's Manager, Access / Scheduling is responsible for managing development of the Metropolitan Current Working Timetable for the Access Provider's network and will contact each Operator no later than 0900 hours three days prior to a day of operation to ascertain whether the Operator wishes to request any Variations to its Scheduled Train Paths for that day of operation.

4. Metropolitan Master Working Timetable

4.1. Process Overview

- 4.1.1. Preparation of a Metropolitan Master Working Timetable is an interactive process. Requests for Scheduled Train Paths from all Operators are combined with the information on an Access Provider's network and the rail infrastructure facilities to produce a draft Master Timetable for that network, which is then reviewed, agreed and approved in accordance with this Protocol.
- 4.1.2. At all times during this process the Access Provider will act in a manner consistent with the principle of passenger priority by giving priority to the provision of declared rail transport services to passenger service users over the provision of declared rail transport to other users.

4.2. Process Inputs

The inputs to the process for the production of the Metropolitan Master Working Timetable for an Access Provider's network are as follows:

- 4.2.1. The previous Metropolitan Master Working Timetable for that network;
- 4.2.2. Requests from the Access Provider to vary its own or an Operator's Scheduled Train Paths;
- 4.2.3. Requests from Operators to vary their own Scheduled Train Paths;
- 4.2.4. Variations to Scheduled Train Paths required by the Director;
- 4.2.5. Requests from Operators for alterations to train consist specifications;
- 4.2.6. The Addenda to the Metropolitan Master Working Timetable for that network.

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4.3. Agreed Variations

- 4.3.1. An Operator may submit a request for a Variation to its Scheduled Train Paths on the Access Provider's network in writing to the Access Provider's Manager, Timetables, not less than four months prior to the next Timetable Change Date unless arrangements for a shorter period have been agreed with the Manager, Timetables.
- 4.3.2. The Manager, Timetables will review the requested Variations to Scheduled Train Paths for conflicts within the relevant Metropolitan Master Working Timetable, for compliance with any relevant Access Agreement and the relevant Addenda to the Metropolitan Master Working Timetable and for any potential impacts it may have on the services of the Access Provider or other Operators.
- 4.3.3. The Manager, Timetables will liaise with the Access Provider's train operations division and any Operators who would be affected by proposed Variations to Scheduled Train Paths and detail any potential impact these Variations may have on their services.
- 4.3.4. Where a conflict occurs between the Access Provider and an Operator or Operators or between Operators, the Manager, Timetables will attempt (where possible) to resolve that conflict subject to section 4.1 of the Network Management Rules and Section 4.3 of the Capacity Use Rules (Resolving Conflicts with Respect to Freight Train Paths).
- 4.3.5. If agreement on a Variation is reached, the Access Provider will return the Operator's request for a Variation to Scheduled Train Paths for acknowledgement or further amendment (if necessary) and when completed the Operator or Access Provider's train operations division may re-submit its request for Variation for final consideration.
- 4.3.6. If the re-submitted request for Variation is accepted by the Manager, Timetables, the amendment will be incorporated into the relevant draft Metropolitan Master Working Timetable.
- 4.3.7. The Manager, Timetables will inform the Access Provider's train operations division and each Operator as soon as practicable whether their requested Variations to the Scheduled Train Paths have been agreed to and provide reasons as to why any requested Variations have not been agreed.

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- 4.3.8. The Access Provider's train operations division and each Operator will confirm that its Scheduled Train Paths entered in the draft Metropolitan Master Working Timetable are correct, complete and consistent with the relevant Addenda to the Metropolitan Master Working Timetable. If the Operator believes that the Scheduled Train Paths are not correct, complete or consistent, it must discuss the matter with the Access Provider's Manager, Timetables.

4.4. Other Variations

The Access Provider must incorporate into its Metropolitan Master Working Timetable any Variations to Scheduled Train Paths arising as a result of:

- 4.4.1. Variations made by the Access Provider to the Operator's Scheduled Train Paths pursuant to rights contained in the Operator's Access Agreement.
- 4.4.2. Variations required by the Director pursuant to section 10 of the Transport Act.
- 4.4.3. The Access Provider must give affected Operators as much notice as practicable of Variations of the type referred to in this paragraph (4)

4.5. Approval


- 4.5.1. Once the Access Provider has completed its draft Metropolitan Master Working Timetable, the Access Provider will submit it and the proposed date from which it is to be effective to the Director for approval and will retain evidence that it has been prepared in accordance with this Protocol and the relevant Access Agreements.
- 4.5.2. When the Director has approved an Access Provider's draft Metropolitan Master Working Timetable, the Access Provider will distribute a reasonable number of copies of it to all affected Operators as soon as practicable.

4.6. Outputs

The output is a Metropolitan Master Working Timetable.

4.7. Dispute Resolution

Where an Operator considers that a Metropolitan Master Working Timetable has not been developed in accordance with this Protocol or its Access Agreement, it may request the Manager, Timetables to elevate the issue to the Access Provider's Network Planning and Development Manager for resolution. If a conflict remains unresolved the conflict resolution procedure in the Operator's Access Agreement will be used to resolve the conflict.

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4.8. Delegation to Another Operator

Operators who wish to delegate responsibility for the formulation of their Metropolitan Master Working Timetable requirements to another Operator may do so provided that:

- 4.8.1. Notification of its delegation is made in writing and registered with the Network Planning and Development Manager together with any qualifications or restrictions that may be applicable;
- 4.8.2. The Operator acknowledges that it will continue to be bound by the obligations set out in its Access Agreement and will accept the Metropolitan Master Working Timetable as developed.

5. Metropolitan Current Working Timetable

5.1. Process Overview

- 5.1.1. A Metropolitan Current Working Timetable consists of Variations to the relevant Metropolitan Master Working Timetable for a given day, which are necessary to provide for approved Variations and other operational disruptions known about before the day of operation. These Variations, in conjunction with the relevant Metropolitan Master Working Timetable, form the Metropolitan Current Working Timetable.
- 5.1.2. At all times during the process the Access Provider will act in a manner consistent with the principle of passenger priority by giving priority to the provision of declared rail transport services to passenger service users over the provision of declared rail transport to other users.

5.2. Process Inputs

The inputs to the process for production of a Metropolitan Current Working Timetable for an Access Provider's network are:

- 5.2.1. The current version of the Metropolitan Master Working Timetable for that network;
- 5.2.2. Variations to Scheduled Train Paths required by the Access Provider in accordance with the relevant Access Agreements including those required for speed restrictions, track occupations, force majeure events and incidents;

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5.2.3. Requests from Operators for Variations to their Scheduled Train Paths including requests for ad hoc Train Paths;

5.2.4. The relevant Addenda to the Metropolitan Master Working Timetable.

5.3. Production - Ad Hoc Train Paths

5.3.1. An Operator may request an ad hoc Train Path on an Access Provider's network in accordance with the procedure set out in its Access Agreement.

5.3.2. The Access Provider will consider any request received from an Operator for an ad hoc Train Path in accordance with the Operator's Access Agreement.

5.4. Production - Agreed Variations to Scheduled Train Paths

5.4.1. An Access Provider's train operations division and all Operators may submit a request for a Variation to its Scheduled Train Paths on the relevant Access Provider's network in writing to the Access Provider's Manager, Access / Scheduling not later than 0900 hours three days prior to a day of operation. A special facsimile form will be provided to the Operators for this purpose.

5.4.2. The relevant Access Provider's Manager, Access / Scheduling will review the requested Variations to Scheduled Train Paths for conflicts with the Metropolitan Master Working Timetable, for compliance with any relevant Access Agreement and the relevant Access Agreement and the relevant Addenda to the Metropolitan Master Working Timetable for the Access Provider's network and for any potential impacts it may have on the services of the Access Provider or other Operators.

5.4.3. The relevant Access Provider's Manager, Access / Scheduling will liaise with the relevant Access Provider's train operations division and any Operators who would be affected by the proposed Variations to Scheduled Train Paths and detail any potential impact these Variations may have on their services.

5.4.4. The relevant Access Provider's Manager, Access / Scheduling will where necessary consult and seek the consent of the Access Provider's train operations division and Operators to amend any Variations requested by them to enable implementation without conflict with the Access Provider's train operations division or another Operator's services.

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- 5.4.5. Where the relevant Access Provider's train operations division or any Operator's request for a Variation to its Scheduled Train Paths conflicts with the request of another Operator or the Access Provider's train operations division, the Manager, Access / Scheduling will attempt to resolve that conflict firstly by attempting to negotiate alternative Train Paths around the conflict by a conference call to all persons potentially affected by the conflict (where practicable).
- 5.4.6. If agreement cannot be reached, the Access Provider's Manager, Access / Scheduling has absolute discretion, subject to any Access Agreement, for deciding which request for a Variation to Scheduled Train Paths it will approve (if any).
- 5.4.7. If agreement is reached around the conflict, the relevant Access Provider's Manager, Access / Scheduling will return the request for a Variation to Scheduled Train Paths for acknowledgement or further amendment (if necessary) and when completed the Operator or the Access Provider's train operations division may re-submit its request for Variation for final consideration.
- 5.4.8. If the re-submitted request for Variation is accepted by the relevant Access Provider's Manager, Access / Scheduling the amendment will be incorporated into the relevant draft Metropolitan Current Working Timetable.
- 5.4.9. The relevant Access Provider's Manager, Access / Scheduling will inform the Access Provider's train operations division and each Operator as soon as practicable whether or not their requested Variations to their Scheduled Train Paths are agreed by the Access Provider and provide reasons as to why any requested Variations have not been agreed. Where Variations have been approved the request for the Variation will be returned to the Operator for its records.
- 5.4.10. The relevant Access Provider's Manager, Access / Scheduling will then "close off" the relevant Metropolitan Current Working Timetable by transmitting the Variations to the Access Provider's train operations division and to each affected Operator by facsimile.

5.5. Outputs

The output is a Metropolitan Current Working Timetable including supporting details of the Variations which have been made to each Operator's Scheduled Train Paths.

5.6. Variations to a Metropolitan Current Working Timetable after "closing off"

- 5.6.1. It is sometimes necessary for an Access Provider to change a Metropolitan Current Working Timetable after it has been set, owing to unforeseen incidents, emergencies or disruptions. Operators may also require urgent changes owing to unforeseen circumstances or Operator requirements. In these events:

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- 5.6.2. The relevant Access Provider's Manager, Access / Scheduling or Manager, Service Performance (Metrol) or other senior official may contact the Operators up to 1630 hours on the day prior to operation with notification of Variations to their Scheduled Train Paths in accordance with any relevant Access Agreement.
- 5.6.3. The relevant Access Provider's train operations division or an Operator may contact the relevant Access Provider's Manager, Access / Scheduling up to 1500 hours prior to a day of operation to request Variations to its Scheduled Train Paths.
- 5.6.4. The relevant Access Provider's Service Planning Manger will use all reasonable endeavours to satisfy any requests made by the Access Provider's train operations division and Operators for late Variations to their Scheduled Train Paths.
- 5.6.5. If the relevant Access Provider's Manager, Access / Scheduling makes a Variation to an Operator's Scheduled Train Paths after the relevant Metropolitan Current Working Timetable has been set, the Access Provider's train operations division and all Operators affected will be given facsimile notification of the Variation on a special form designed for that purpose.

5.7. Delegation to another Operator

Operators who wish to delegate responsibility for the formulation of their Metropolitan Current Working Timetable requirements to another Operator may do so provided that:

- 5.7.1. Notification of its delegation is made in writing and registered with the Network Planning and Development Manager together with any qualifications or restrictions that may be applicable;
- 5.7.2. The Operator acknowledges that it will continue to be bound by the obligations set out in its Access Agreement and will accept the Metropolitan Current Working Timetable as developed.

5.8. Dispute Resolution

- 5.8.1. Where an Operator considers that a Metropolitan Current Working Timetable has not been developed in accordance with this Protocol or its Access Agreement, it may request the Manager, Access / Scheduling to elevate the issue to the Access Provider's Network Planning and Development Manager for resolution. If a conflict remains unresolved the conflict resolution procedure in the Operator's Access Agreement will be used to resolve the conflict.

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- 5.8.2. However, the appeal process in 5.8.1 will not be permitted to delay the setting of Metropolitan Current Working Timetable or to inconvenience other Operators and, subject to Part 4, section 6, the Manager, Access / Scheduling must set the relevant Metropolitan Current Working Timetable by the target time of one Business Day prior to the day of operation

6. Operational Control (METROL Working)

6.1. Process Overview

- 6.1.1. At all times during this process the Access Provider will act in a manner consistent with the principle of passenger priority by giving priority to the provision of declared rail transport services to passenger service users over the provision of declared rail transport to other users.
- 6.1.2. Each Access Provider's primary objective is to direct trains to operate in accordance with the relevant Metropolitan Current Working Timetable. However, events on the day may prevent this from happening as planned. Therefore a Metropolitan Current Working Timetable can be amended in accordance with this Protocol to minimise the impact of delays on the network without compromising safety.
- 6.1.3. Subject to the principles set out in this Protocol, any relevant Access Agreements and any other applicable agreements, Train Controllers who have been given the power to exercise Operational Control over any part of the network have an absolute discretion on a day to day basis to do so.
- 6.1.4. Conflicts over Train Paths can arise in the application of a Metropolitan Master Working Timetable and a Metropolitan Current Working Timetable owing to incidents, emergencies and other operational disruptions.

6.2. Inputs

Inputs to the process for Operational Control are:

- 6.2.1. The relevant Metropolitan Current Working Timetable;
- 6.2.2. Reports of incidents and events that will affect train running performance;
- 6.2.3. Requests by Operators for Variations to their Train Paths set out in the relevant Metropolitan Current Working Timetable.

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6.3. Roles and Responsibilities

The roles of the various parties involved in daily Operational Control are:

- 6.3.1. Operators will to the extent practicable present their trains in accordance with the Metropolitan Current Working Timetable.
- 6.3.2. Train Controllers will:
- To the extent practicable, consult with other Operators, but will be solely responsible for the issue of Operational Directions;
 - Have duly certified and authorised personnel undertake such Operational Control.

6.4. Operational Control Principles

- 6.4.1. Rule 1, must endeavour to have every train arrive at its destination in accordance with the relevant Metropolitan Current Working Timetable;
- 6.4.2. Rule 2, if the first priority cannot be achieved, must endeavour to minimise overall delays to passenger trains on a network without causing serious and unreasonable interference with any non-passenger trains;
- 6.4.3. Rule 3, provided doing so does not prevent the second priority being achieved, may (but need not) delay any train by four minutes or less to facilitate the continued progression of a non-passenger train on its existing Train Path where it may otherwise cause subsequent delays at another point within the specific network if it is delayed at the presentation point, resulting in a loss of its Train Path. The Train Controller may not so delay a passenger train if that Train is:
- Operated by V/Line Passenger Pty Ltd ACN 087 425 269 (or its permitted successors and assignees); and
 - Arriving at or departing from Richmond Station, North Melbourne Station or Jolimont Station between 0701 hours and 0930 hours; or
 - Arriving at or departing from Richmond Station, North Melbourne Station or Jolimont Station between 1501 hours and 1900hours.

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The following matrix sets out techniques for managing prioritisation of operational conflicts used by the Access Provider's Train Controllers

			Train A – Passenger Train		
			Train Running "On Time"	Train Running "Ahead"	Train Running "Late"
OBJECTIVE			"On Time" Exit	"On Time" Exit	1. Lose no more time 2. Makeup time
Train B – Non Passenger Train	Train Running "On Time"	"On Time" Exit	Scheduled interaction	Rule 1: pass to take priority	Rule 3: pass is to be advanced to its path at the expense of non-pass
	"On Time" Exit	Rule 1: pass to take priority	Rule 2: Non-pass to be brought back to its path	Rule 3: pass is to be advanced to its path at the expense of non-pass	
	1. Lose no more time 2. Makeup time	Rule 2: pass to remain on its path	Rule 2: pass to be brought back to its path	Rule 3: pass is to be advanced to its path at the expense of non-pass	

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6.5. Clearing Network Blockages and Failed Trains

The Metro Trains Emergency & Crisis Management Plan is applied for all network disruptions and all response and recovery activity is conducted in accordance with the Book of Rules and Operating Procedures [1994 as amended].

Metrol coordinates all activities with all stakeholders including other Train Operators on the Metro network. Coordination includes such things as operational directions to-

1. Make rolling stock available to enable a failed train to be moved clear of running lines to enable service resumption.
2. Network blockage situations that require train operators to make their own arrangements for detraining passengers and loading.
3. The provision of alternative transport when a network blockage requires the affected Train Operators to make such arrangements.

6.6. Access Agreement – Operator Specifications

Train Controllers must be advised of any operational responsibilities contained in any Access Agreements with specific Operators which they should consider when exercising Operational Control, to assist in the implementation of the above, as and when they arise.

6.7. Process Outputs

The outputs for the process for Operational Control are:

- 6.7.1. Operational Directions;
- 6.7.2. Reports of the train movements for the day;
- 6.7.3. Reports on any incidents during the day;
- 6.7.4. Records of train performance.
- 6.7.5. Train performance records cover punctuality, cancellations and causes of delays in accordance with the relevant Access Agreements and any other relevant agreements.

6.8. Communication

The communication protocols between the Access Provider, users and Operators are:

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- 6.8.1. Operational Directions are issued by Train Controllers to the Access Provider's and Operator's trains in accordance with the Access Provider's Communications Protocol;
- 6.8.2. The Access Provider's Train Controllers will, as soon as reasonably practicable, contact relevant Operators when the requirement arises consistent with the Essential Service Commission Network Management Rules, clause 5.1(b)(ii);
- 6.8.3. Where Operational Directions involve major changes resulting from an incident, communications will be in accordance with the relevant Emergency Response Plan (where applicable);
- 6.8.4. Each Operator must provide details to the Access Provider of its 24-hour communications link with the Access Provider;

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- 6.8.5. Each party must provide to the other party, and maintain as current, the name and full details of one or more persons who, together, are available at any time on any day for emergency contact by the other party;
- 6.8.6. Each Operator must submit a train manifest to the Access Provider in an agreed form, manner and timeframe as detailed by the Access Provider through the Operator's Access Agreement;
- 6.8.7. All Operational Directions from the Access Provider's Train Controllers to Operators must be recorded.

6.9. Exception Handling

- 6.9.1. It is expected that there may be changes to a Metropolitan Current Working Timetable, and Train Controllers will decide upon appropriate actions according to this Protocol and any applicable case studies;
- 6.9.2. Train Controllers will review this Protocol at intervals of not more than six months and immediately prior to any Metropolitan Master Working Timetable change to assess its appropriateness, and periodically compile case studies.

6.10. Issues Handling

Train Controllers will handle issues according to these guidelines:

- 6.10.1. Train running which varies from a Metropolitan Current Working Timetable (including early and late running as well as incidents) will be logged by Train Controllers as an event item in the Train Operations Performance System (TOPS) or replacement system;
- 6.10.2. The Access Provider's train operations division and an Operator may discuss situations and actions at any time with the Access Provider's Manager, Service Performance (Metrol), but the final decision concerning the appropriate conflict resolution or remedial action is the responsibility of the Manager, Service Performance (Metrol);
- 6.10.3. Train performance will be measured by comparing the actual time of operation of a service with the time scheduled for that service in the relevant Metropolitan Current Working Timetable, in accordance with any relevant Access Agreements;
- 6.10.4. Any disagreements on actions taken by Train Controllers in exercising Operational Control will be reviewed by the Access Provider's Current Operations Manager. Any relief will, subject to the relevant Access Agreements, be limited to:

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- 6.10.5. Making changes to the approved procedures for Operational Directions;
- 6.10.6. Documenting approved case studies for use by Train Controllers giving Operational Directions;
- 6.10.7. Applying agreed changes to future Operational Control decisions only.

7. Job Titles and Position Names

A reference to a position or title refers also to any replacement for that position or title or any person fulfilling substantially the same role.

8. References

To assist in the application of this Protocol, reference may be made to the following documents:

- 8.1. Metropolitan Railway Network Track Occupation Protocol;
- 8.2. Book Of Rules and Operating Procedures;
- 8.3. Addenda to the Metropolitan Master Working Timetable;
- 8.4. Metropolitan Master Working Timetable.

9. Documents

Records of meetings

10. Note

- 10.1. The version 1 of this protocol for Metro Trains Melbourne was agreed and approved by the Essential Services Commission on 17 March 2010.
- 10.2. This version 2 of the protocol updated the changes in responsibilities and the document is re-formatted to align with the Metro's new SQE documentation requirement.

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- 10.3. The review and amendment of this Protocol must align with the Access Arrangement Renewal carried out the Commercial Department with Essential Services Commission. Therefore, any future review / amendment on this Protocol internally must check and confirm with Commercial Department.

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