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1. PURPOSE and SCOPE OF PROTOCOL

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

This Protocol sets out the rules and procedures to be followed in relation to the Access Provider's Network:

1. Producing the Metropolitan Master Working Timetable;
2. Producing the Metropolitan Current Working Timetable; and
3. Exercising daily Operational Control.

This Protocol has been developed consistent with the Commission's Network Management Rules and the Capacity Use Rules.

2. RESPONSIBILITIES

General Manager – Operations Services, Service Planning Manager, Service Support Manager, Train Control Manager

2.1 Defined Responsibilities

Access Provider

Service Planning Manager (Chairperson) along with representatives of each Operator which operates on the Access Provider's Network, are members of a Scheduling Liaison Committee that meets monthly to jointly plan and manage the ongoing development of the Metropolitan Master Working Timetables for the Access Provider's Network.

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

(a) Operators will:

- (i) provide details of Train consist specifications as are reasonably required; and
- (ii) comply with the process for the production of Metropolitan Master Working Timetables outlined in this Protocol and the relevant Access Agreements.

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(b) **Access Provider will:**

- (i) determine and notify the operating requirements in accordance with its 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; and
 - authorised working; and
- (ii) manage the process for the production of its Metropolitan Master Working Timetable outlined in this Protocol and the relevant Access Agreements.

2.1.2 The Access Provider's Service Planning Manager:

Is responsible for managing the 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 before a day of operation to ascertain whether the Operator wishes to request any Variations to its Scheduled Train Paths for that day of operation.

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

(a) **Operators will:**

- (i) ensure that their Trains are programmed to run in accordance with the Metropolitan Current Working Timetable distributed by the Access Provider; and
- (ii) follow the process for the production of a Metropolitan Current Working Timetable outlined in this Protocol and the relevant Access Agreements.

(b) **Each Access Provider will:**

- (i) provide affected Operators with details of the Track Occupations planned on their Networks over the next three months;
- (ii) ensure all relevant information is available to Operators within reasonable lead times; and

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- (iii) comply with the process for the production of a Metropolitan Current Working Timetable outlined in this Protocol and the relevant Access Agreements.

2.2 DEFINITIONS

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 - 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 week day 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 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, and includes a scheduled train path and another freight train path.

Infrastructure Lease - The lease titled "Infrastructure Lease - Train" between the Director, VRTC and the Access Provider dated 31 August 2009, as 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 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.

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Network - 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 carparks and control centres for the control of power, signalling and traffic operations, but excluding:

- (a) buildings (including stations, platforms, stops, advertising hoardings, sheds and shelters);
- (b) car parks;
- (c) terminals, storage and receival facilities;
- (d) workshops, locomotive depots and fuel points; and
- (e) private sidings 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 paragraphs (a) to (e) above.

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.

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.

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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 consist comprising one or more self propelled vehicles coupled together.

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.

3. PROCEDURE:

3.1 METROPOLITAN MASTER WORKING TIMETABLE

3.1.1 Overview of Process

Under this 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 Metropolitan Master Working Timetable for that Network, which is then reviewed, agreed and approved in accordance with this Protocol.

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.

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3.1.2 Inputs to Process

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

- (a) the previous Metropolitan Master Working Timetable for that Network;
- (b) requests from the Access Provider to vary its own or an Operator's Scheduled Train Paths;
- (c) requests from Operators to vary their own Scheduled Train Paths;
- (d) Variations to Scheduled Train Paths required by the Director;
- (e) requests from Operators for alterations to Train consist specifications;
and
- (f) the Addenda to the Metropolitan Master Working Timetable for that Network;

3.1.3 Production of Metropolitan Master Working Timetables

(a) Agreed Variations

- (i) 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 Service Planning Manager, with a four month lead time prior to the next Timetable Change Date unless prior arrangements for a shorter lead time have been agreed with the Service Planning Manager.
- (ii) The Service Planning Manager 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.
- (iii) The Service Planning Manager 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.
- (iv) Where a conflict occurs between the Access Provider and an Operator or Operators or between Operators, the Service Planning Manager will attempt (where possible) to resolve that conflict subject to section 4.1 of the Network Management Rules and

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section 4.3 of the Capacity Use Rules (Resolving Conflicts with Respect to Freight Train Paths).

- (v) If agreement on a Variation is reached, the Access Provider will return the Operator's request for a Variation to Scheduled Train Paths for acknowledgment 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.
- (vi) If the re-submitted request for Variation is accepted by the Service Planning Manager; the amendment will be incorporated into the relevant draft Metropolitan Master Working Timetable.
- (vii) The, Service Planning Manager will inform the Access Provider's train operations division and each Operator as soon as practicable whether their requested Variations to their Scheduled Train Paths have been agreed to and provide reasons as to why any requested Variations have not been agreed.
- (viii) 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 the Scheduled Train Paths are not correct, complete or consistent, it must discuss the matter with the Access Provider's Service Planning Manager.

(b) **Other Variations**

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

- (i) Variations made by the Access Provider to the Operator's Scheduled Train Paths pursuant to rights contained in the Operator's Access Agreement; and
- (ii) Variations required by the Director pursuant to section 10 of the Transport Act.

The Access Provider must give affected Operators as much notice as practicable of Variations of the type referred to in this paragraph (b).

(c) **Approval of a Metropolitan Master Working Timetable**

- (i) 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 or the Secretary for approval and will retain evidence that it has been

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prepared in accordance with this Protocol and the relevant Access Agreements.

- (ii) When the Director or the Secretary 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.

3.1.4 Output of Process

The output is a Metropolitan Master Working Timetable.

3.1.5 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 Service Planning Manager to elevate the issue to the Access Provider's Network 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.

3.1.6 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:

- (i) notification of its delegation is made in writing and registered with , Network Planning Team Leader together with any qualifications or restrictions that may be applicable; and
- (ii) The Operator acknowledges 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.

3.2. METROPOLITAN CURRENT WORKING TIMETABLE

3.2.1 Overview of Process

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.

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.

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3.2.2 Inputs to Process

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

- (a) the current version of the Metropolitan Master Working Timetable for that Network;
- (b) 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 major events and incidents;
- (c) requests from Operators for Variations to their Scheduled Train Paths including requests for ad hoc Train Paths; and
- (d) The relevant Addenda to the Metropolitan Master Working Timetable;

3.2.3 Production of Metropolitan Current Working Timetables for the Access Provider's Network

(a) Ad Hoc Train Paths

- (i) 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.
- (ii) The Access Provider will consider any request received by an Operator for an ad hoc Train Path in accordance with the Operator's Access Agreement.

(b) Agreed Variations to Scheduled Train Paths

- (i) 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, Service Planning Manager no later than 0900 hours three days before a day of operation. A special facsimile form will be provided to the operators for this purpose.
- (ii) The relevant Access Provider's, Service Planning Manager 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.
- (iii) The relevant Access Provider's, Service Planning Manager will liaise with the relevant Access Provider's train operations division

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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.

- (iv) The relevant Access Provider's, Service Planning Manager 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.
- (v) 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 Service Planning Manager 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).
- (vi) If agreement is unable to be reached, the Access Providers Service Planning Manager has absolute discretion, subject to any Access Agreement, for deciding which request for a Variation to Scheduled Train Paths it will approve (if any).
- (vii) If agreement is reached around the conflict, the relevant Access Provider's, Service Planning Manager will return the request for a Variation to Scheduled Train Paths for acknowledgment 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.
- (viii) If the re-submitted request for Variation is accepted by the relevant Access Provider's, Service Planning Manager the amendment will be incorporated into the relevant draft Metropolitan Current Working Timetable.
- (ix) The relevant Access Provider's, Service Planning Manager 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.
- (x) The relevant Access Provider's, Service Planning Manager will then "close off" the relevant Metropolitan Current Working Timetable by transmitting the Variations to the Access Provider's

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train operations division and to each affected Operator by facsimile.

3.2.4 Outputs of Process

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.

3.2.5 Variations to a Metropolitan Current Working Timetable after it has been closed off

Due to the dynamic nature of Train operations, it is sometimes necessary for an Access Provider to change a Metropolitan Current Working Timetable after it has been set due to unforeseen Incidents, emergencies or disruptions. Operators may also require urgent changes due to unforeseen circumstances or Operator requirements. In this event the following process will apply:

- (a) The relevant Access Provider's, Service Planning Manager or the Network Manager, Train Operations may contact the Operators up to 1630 hours before a day of operation with notification of Variations to their Scheduled Train Paths in accordance with any relevant Access Agreement.
- (b) The relevant Access Provider's train operations division or an Operator may contact the relevant Access Provider's Service Planning Manager up to 1500 hours before a day of operation to request Variations to its Scheduled Train Paths.
- (c) The relevant Access Provider's Service Planning Manager 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.
- (d) If the relevant Access Provider's Service Planning Manager 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 written facsimile notification of the Variation on a special form designed for that purpose.

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3.2.6 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:

- (a) notification of its delegation is made in writing and registered with the relevant Access Provider's Service Planning Manager together with any qualifications or restrictions that may be applicable; and
- (b) the Operator acknowledges it will continue to be bound by the obligations set out in its Access Agreement and will accept the Country Daily Train Plan as developed.

3.2.7 Dispute Resolution

- (a) 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 relevant Access Provider's Service Planning Manager to elevate the issue to the Access Provider's Network Manager for resolution.
- (b) However, the appeal process in paragraph (a) will not be permitted to delay setting of a Metropolitan Current Working Timetable or to inconvenience other Operators and, subject to clause 4.6, the Service Planning Manager must set the relevant Metropolitan Current Working Timetable by the target time of one Business Day in advance of the day of operation.

3.3 OPERATIONAL CONTROL

3.3.1 Overview of Process

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.

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.

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 a Network have an absolute discretion on a day to day basis to do so. Conflicts over Train Paths can arise in the application of a Metropolitan

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Master Working Timetable and a Metropolitan Current Working Timetable due to emergencies, Incidents and other operational disruptions.

3.3.2 Inputs to the Process

The following are inputs to the process for Operational Control:

- (a) the relevant Metropolitan Current Working Timetable;
- (b) reports of incidents and events that will affect Train running performance; and
- (c) requests by Operators for Variations to their Train Paths set out in the relevant Metropolitan Current Working Timetable.

3.3.3 Roles and Responsibilities

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

- (a) Operators will to the extent provided present their Trains in accordance with the Metropolitan Current Working Timetable.
- (b) The Train Controllers will:
 - (i) to the extent practicable, consult with the Operators, but will be solely responsible for the issue of Operational Directions; and
 - (ii) have duly certified and authorised personnel undertake such Operational Control.

3.3.4 Operational Control Principles

In exercising Operational Control, Train Controllers:

- (a) Firstly, must endeavour to have every Train arrive at its destination in accordance with the relevant Metropolitan Current Working Timetable;
- (b) Secondly, 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;
- (c) Thirdly, provided doing so does not prevent the second priority being achieved, must allow an express passenger Train to retain its existing Train Path provided doing so will not delay any other Train by more than four minutes (and the Train Controller may delay any other Train by four minutes or less for this purpose);
- (d) Fourthly, provided doing so does not prevent the second or third priorities being achieved, the Train Controller may (but need not) delay

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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 the passenger Train has been delayed pursuant to the third priority or is a passenger Train:

- (i) arriving or departing from Richmond Station, North Melbourne Station or Jolimont Station between 0701 hours and 0930 hours; or
- (ii) arriving or departing Richmond Station or North Melbourne Station between 1501 hours and 1900 hours.

The matrix set out below is provided to the Access Provider's Train Controllers to manage prioritisation of operational conflicts.

Matrix for Managing Operational Conflict

		Train A – Current Status				
		Train A	Train Running "On Time"	Train Running "Ahead"	Train Running "Late"	
		Train B	OBJECTIVE	"On Time" Exit	"On Time" Exit	1. Lose no more time 2. Make up time 3. Hold the gain
		Train Running "On Time"	"On Time" Exit	Scheduled Cross	A or B Rule 2	B Rule 3
Train B – Current Status	Train Running "Ahead"	"On Time" Exit	A or B Rule 2	A or B Rule 2	B Rule 3	
	Train Running "Late"	1. Lose no more time 2. Make up time 3. Hold the gain	A Rule 1	A Rule 1	A or B Rule 4	

Rules

1. Train B may be given preference, conditional on Train A still meeting its "On Time" Objective.
2. Both Trains must meet their "On Time" Objective.
3. Train A may be given preference, conditional on Train B still meeting its "On Time" Objective.

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4. Priority given to the Train where actual performance indicates it will lose the least time, or no more time and could even make up time and hold the gain.

3.3.5 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.

3.3.6 Outputs of the Process

The outputs of the process for Operational Control are:

- (a) Operational Directions;
- (b) reports of the Train movements for the day;
- (c) reports on any Incidents during the day; and
- (d) records of Train performance details covering punctuality, cancellations and causes of delays in accordance with the relevant Access Agreements and any other agreements.

3.4 Communications

The following details the communication protocols between the Access Provider, users and Train Operators:

- (a) Operational Directions are issued by Train Controllers to the Access Provider's and Operator's Trains in accordance with the Access Provider's document Communications Protocol;
- (b) The Access Provider's Train Controllers must, as soon as reasonably practicable, contact relevant Operators when the requirement arises consistent with the Network Management Rules, clause 5.1(b)(iii);
- (c) Where Operational Directions involve major changes resulting from an Incident, communications must be in accordance with the relevant Emergency Response Plan (where applicable).
- (d) Each Operator must provide details to the Access Provider of its 24 hour communications link with the Access Provider;
- (e) 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.
- (f) 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; and

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- (g) All Operational Directions from the Access Provider's Train Controllers to Train Operators must be recorded.

3.5. REVIEW PROCESS

3.5.1 Exception Handling

Exception handling for Train Controllers will be as follows:

- (a) it is expected that there may be changes to a Metropolitan Current Working Timetable and Train Controllers will decide actions according to this Protocol and the applicable case study references; and
- (b) Train Controllers will undertake an ongoing task of reviewing this Protocol and compiling case study references.

3.5.2 Issues Handling

Issue handling for Train Controllers will be as follows:

- (a) 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 or any replacement system;
- (b) On a day to day basis the Access Provider's train operations division and an Operator may discuss situations and actions with the Manager Strategic Planning and Performance, however the final decision concerning the appropriate conflict resolution or remedial action is the responsibility of Manager Strategic Planning and Performance;
- (c) Train performance will be measured by comparing the actual time of operation of a Service against the time scheduled for that Service in the relevant Metropolitan Current Working Timetable, in accordance with any relevant Access Agreements; and
- (d) Any disagreements on actions taken on the day by Train Controllers in exercising Operational Control will be reviewed by the Manager Strategic Planning and Performance, however any relief will, subject to the relevant Access Agreements, be limited to the following:
 - (i) Making changes to the approved procedures for Operational Directions;
 - (ii) Documenting approved case study references for use by Train Controllers giving Operational Directions; and
 - (iii) Agreed changes will only apply to future Operational Control decisions.

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4. DOCUMENTS

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

- (a) Communications Protocol
- (b) Track Occupation Protocol
- (c) Development Of Working Timetables Procedures
- (d) Production Of Timetable Document Procedures
- (e) Development Of Special Timetable For Track Maintenance Occupation
- (f) Development of Special Events Timetable Procedures
- (g) Metrol Restoring Timetable Procedures
- (h) Procedures For Obtaining An Absolute Occupation Of The Running Line
- (i) Signallers Activities In The Event Of Minor Delays Or Disruptions Procedures
- (j) Book Of Rules And Operating Procedures [Individually managed]
- (k) Addenda to the Metropolitan Master Working Timetable
- (l) Metropolitan Master Working, Timetable [Uncontrolled]
- (m) Trains Division's V/Line Passenger Connection at Pakenham
- (n) Operational Interface Procedures
- (o) Metropolitan Track Occupation Protocol
- (p) Train Control Service Agreements
- (q) Signalling & Control Agreements