

Disposal Schedule for Functional Records of Public Transport Services

Disposal Authorisation No: 2494

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INTRODUCTION

Overview

Archives Legislation

The *Archives Act 1983* stipulates that State and local government organisations must not dispose of records of any type or format without the written approval of the State Archivist.

Disposal of records involves their destruction, their removal from custody of their creating agency, or their transfer to the Tasmanian Archive and Heritage Office.

Schedule elements and arrangement

The administrative functions covered by this schedule are arranged in alphabetical order as function headings. The activities performed under each function are listed in alphabetical order within each function.

- *Reference*

All function and activity headings and disposal classes are allocated a reference number. These reference numbers are used, in conjunction with the schedule number, to identify records in the Tasmanian Archive and Heritage Office disposal documentation. These numbers can also be used by agencies, in the same way, to indicate disposal authorisation in their records control systems, where the records have been registered in these systems.

- *Disposal Classes*

The groups of records that document, and are derived from, the performance of the functions and activities, are listed as disposal classes under each function/activity set.

It should be noted that Disposal Classes have been described in functional terms irrespective of the format or medium in which the records were created.

- *Status*

All disposal classes have either "PERMANENT" or "TEMPORARY" status. Records identified as "PERMANENT" are those that will be transferred to the Archives Office to be retained as State archives. "TEMPORARY" records are those that can be destroyed under the authority of this schedule.

- *Disposal action*

All temporary records identified in this schedule will have a disposal action which specifies the length of time for which the record must be retained, before it can be destroyed under this authorisation.

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Review of the schedule

It is the responsibility of agencies to monitor administrative, legal or regulatory changes which may result in the need to alter disposal class descriptions or disposal actions for records covered by this schedule.

When this occurs, this schedule should not be used to dispose of records and the State Archivist should be informed of the need to revise the schedule. If necessary, the procedures for the disposal of unscheduled records can be used in the interim.

Contacts

Any enquiries relating to this schedule should be directed to Tasmanian Archives and Heritage Office, 91 Murray Street Hobart, by email, or by phoning 03 6165 5581.

Authorisation

Authorisation

Under Section 20 (2) (b) of the Archives Act 1983, I hereby authorise 'relevant authorities' (as defined in Section 3 of that Act) to manage the disposal of the records described in this schedule in accordance with the procedures specified herein.

Ross Latham

State Archivist

Document Development History

Version	Date	Reason	Sections
1.0	07-06-2018	Initial release	All

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Interpretation

Definitions

Permanent records are those that will be transferred to the Tasmanian Archive and Heritage Office to be retained as State Archives. The *Archives Act 1983* establishes 25 years as the maximum required timeframe for the transfer of permanent records, unless an extension of time has been approved by the State Archivist.

Temporary records are those that can be destroyed under the authority of this schedule after a minimum retention period, or once certain requirements have been met.

Coverage

This schedule covers the functional records of public transport service (Metro Tasmania, known as Metro). Where there is cross-over with another schedule (for example, DS 43, Disposal Schedule for Transport Infrastructure and Services of Department of Infrastructure, energy and Resources) use this schedule.

This schedule does not cover **pre-1960** records. The disposal of those records should be managed according to the procedures for unscheduled records.

The *Disposal Schedule for Short-term Value Records - DA No. 2158* covers the disposal of short-term value records which are created by most agencies. These documents are usually of a trivial nature or of such short-term value that they do not support or contribute to the business functions of the agency.

Records not covered by these schedules, or other authorised disposal schedules, should be disposed of according to the current Tasmanian Archive and Heritage Office procedures for unscheduled records.

Preservation of records

Section 10 (1) (a) of the *Archives Act 1983* requires agencies to preserve records until they are dealt with under the Act. This places a statutory obligation on agencies to ensure that all records, regardless of format, remain accessible while they are in the custody of the agency.

Permanent Records

All disposal classes of records identified as having '**PERMANENT**' status in this schedule should be transferred to the Tasmanian Archive and Heritage Office 25 years after the date of creation. Agencies may make application to the Tasmanian Archive and Heritage Office for earlier transfer of particular groups of records, and the Tasmanian Archive and Heritage Office may also initiate an earlier transfer arrangement.

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Records for transfer should be arranged and described in accordance with any instruction provided by the Tasmanian Archive and Heritage Office.

Temporary Records

All records identified as having '**TEMPORARY**' status in this schedule will have a disposal action which is the authorised date for destruction. These disposal actions specify minimum retention periods. Temporary records can be kept as long as the agency wishes following expiration of the specified period, but the provisions of the *Archives Act 1983* regarding their proper care and custody will still apply to them.

Frequently the disposal actions will refer to 'after action completed' which means after completion of the transaction to which the records relate. The disposal action 'destroy when reference ceases' authorises the destruction of records when all business needs to refer to the records have ceased.

Destruction of records

The destruction method chosen for records authorised for destruction in this schedule, should be appropriate to the medium in which the record exists. It is the responsibility of the agency to ensure that the identified records are actually destroyed, and that this process is confidential and secure.

The following issues should be considered before destruction of any documents.

Right to Information

Right to Information legislation prescribe rights and processes for access to documents held by government agencies. If a request for access under the legislation has been lodged, all records relevant to the request, regardless of whether they are due for destruction, must be identified and preserved until action on the request and any subsequent reviews are completed.

Personal Information Protection

Personal Information Protection legislation provides appropriate safeguards for government agencies in collecting and handling individual's personal information, creating statutory obligations and a right to make a privacy complaint. If an application is in progress, all records relevant to the application must be identified and preserved until the action and any subsequent actions are completed.

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Other Investigations or inquiries

If an investigation or inquiry is in progress, all records relevant to the investigation or inquiry must be identified and preserved until the action and any subsequent actions are completed.

Records relating to indigenous people

Key recommendations of the *Bringing Them Home Report 1997* relate to the need for the identification, preservation, indexing, management and access to records relating to Indigenous individuals, families and/or communities in accordance with established privacy principles.

Records relating to indigenous families and communities or which document links between indigenous people and localities are not to be destroyed and should be the subject of consultation with the Tasmanian Archive and Heritage Office.

Native Title

If a native title claim is in progress, all documents relevant to the claim must be identified and preserved until the action and any subsequent actions are completed.

Registration of Destruction

Central to the accountability built into the disposal schedules is the requirement that agencies maintain a *Register of Records destroyed*. It is important to recognise that the formal evidential record of destruction is contained in this registration process. The register is to be made available to the State Archivist (or his nominee) on request.

The register must be clearly identified as the *Register of Records Destroyed* (under Section 20 (2) (b) of the *Archives Act 1983*) and should include the name of the agency. The register can be the same used for registering destructions authorised under other disposal schedules. A sample format indicating the required elements for the register and related procedures are available on the Government Information Strategy Unit website.

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Context

Background and Scope

Metro Tasmania (known as 'Metro') is a state-owned company established in February 1998. It has two shareholders - the Minister for Infrastructure and the Treasurer. It has an independent Board consisting of five Directors to provide strategic direction and governance.

Metro holds service contracts with the Secretary of the Department of State Growth for the provision of bus passenger transport services in the Hobart, Launceston and Burnie areas. It has central service depots at each location and several satellite yards for overnight storage of vehicles. It operates a fleet of over 200 buses and employs a workforce of nearly 500 across the three service locations.

Metro's predecessor for bus passenger transport services was the state authority, Metropolitan Transport Trust (established 1955).

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No	Function/Activity	Description	Status	Disposal Action
1	<p>State-owned Company Governance and Strategic Management</p>	<p>The function of governing a state-owned company to ensure:</p> <ul style="list-style-type: none"> • business is conducted efficiently and effectively • compliance with relevant legislation and contract obligations • reporting requirements are met • service targets, industry challenges and other environmental factors are met with a strategic response <p>Includes the preparation and submission of tenders to win and/or renew service contracts.</p> <p>See DA 2157 Disposal Schedule for Common Administrative Functions 01.00 COMMUNITY RELATIONS for records of establishing and maintaining the organisation's public profile etc.</p> <p>See DA 2157 Disposal Schedule for Common Administrative Functions 02.00 COMPENSATION for records of providing compensation to injured personnel or visitors injured on the agency's premises (including vehicles). Includes records of the rehabilitation of injured workers, and compensation for damaged property.</p>		

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State-owned Company Governance and Strategic Management

		<p>See DA 2157 Disposal Schedule for Common Administrative Functions 03.00 EQUIPMENT & STORES for records of the acquisition, supply, maintenance, repair and/or disposal of equipment and stores</p> <p>See DA 2157 Disposal Schedule for Common Administrative Functions 04.00 ESTABLISHMENT for records of establishing and changing the organisation structure through establishing and reviewing positions.</p> <p>See DA 2157 Disposal Schedule for Common Administrative Functions 05.00 FINANCIAL MANAGEMENT for records of the management of the organisation's financial resources. Includes accounting, planning, reporting and budgeting.</p> <p>See DA 2157 Disposal Schedule for Common Administrative Functions 07.00 GOVERNMENT RELATIONS for records of relations with government agencies and bodies not specified in the classes below</p> <p>See DA 2157 Disposal Schedule for Common Administrative Functions 08.00 INDUSTRIAL RELATIONS for records of the establishment of formal relations with the organisation's employees and their representatives</p> <p>See DA 2157 Disposal Schedule for Common Administrative Functions 09.00 INFORMATION</p>		
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No	Function/Activity	Description	Status	Disposal Action
<i>State-owned Company Governance and Strategic Management</i>				
		<p>MANAGEMENT for records of managing the organisation's information resources.</p> <p>See DA 2157 Disposal Schedule for Common Administrative Functions 10.00 LEGAL SERVICES for records of the provision of legal services to the organisation and for records that establish intellectual property ownership</p> <p>See DA 2157 Disposal Schedule for Common Administrative Functions 11.00 OCCUPATIONAL HEALTH & SAFETY for records of implementing and coordinating occupational health and safety and related legislation throughout the organisation</p> <p>See DA 2157 Disposal Schedule for Common Administrative Functions 12.00 PERSONNEL for records of the management of all employees in the organisation</p> <p>See DA 2157 Disposal Schedule for Common Administrative Functions 13.00 PROPERTY MANAGEMENT for records of managing the property owned and used by the organisation</p> <p>See DA 2157 Disposal Schedule for Common Administrative Functions 14.00 PUBLICATIONS for records of producing and issuing publications about the organisation and its services</p> <p>See DA 2157 Disposal Schedule for Common Administrative Functions 15.00 STAFF</p>		

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No	Function/Activity	Description	Status	Disposal Action
<i>State-owned Company Governance and Strategic Management</i>				
		<p>DEVELOPMENT for records of the development and training of employees to improve skills and abilities</p> <p>See DA 2157 Disposal Schedule for Common Administrative Functions 16.00 STRATEGIC MANAGEMENT for all records of strategic management activities not covered by the classes below</p> <p>See DA 2157 Disposal Schedule for Common Administrative Functions 17.00 TECHNOLOGY & TELECOMMUNICATIONS for records of the development, acquisition etc of technology and telecommunications to support organisational operations</p>		
1.1	Significant Records of Governance and Strategic Management	<p>Records of continuing value including:</p> <ul style="list-style-type: none"> • final copies of audit or compliance reports prepared or commissioned by the agency for presentation to Parliament, the Minister, or an external governing committee • audit, compliance, or accreditation testing results which create precedent, raise legal issues, or lead to policy or procedural change • source data and other business input to audit or compliance reports that is considered necessary to substantiate report findings • the conduct of Board or committee meetings, including the agenda, minutes, reports and 	Permanent	Retain as State Archives

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No	Function/Activity	Description	Status	Disposal Action
<i>State-owned Company Governance and Strategic Management</i>				
		<p>other papers tabled in a meeting for discussion/decision</p> <ul style="list-style-type: none"> • the appointment of members to the Board • approved corporate strategic plans, • approved corporate risk management plans, • approved plans for diversification and growth, • implementation plans for major service changes e.g. new or changed routes • submissions or results of consultation that result in significant changes to a corporate plan, or an implementation plan for major service changes 		
1.2	Long-term Records of Governance and Strategic Management	<p>Records of long term value including:</p> <ul style="list-style-type: none"> • data, reports, conclusions and outcomes of agency research • reports on emerging trends and recommendations for future services and/or infrastructure 	Temporary	Destroy 25 years after date project is completed.
1.3	Medium-term Records of Governance and	<p>Records of medium-term value documenting the governance and strategic management of the agency. Includes records of:</p>	Temporary	Destroy 15 years after date service ends.

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No	Function/Activity	Description	Status	Disposal Action
<i>State-owned Company Governance and Strategic Management</i>				
	Strategic Management	<ul style="list-style-type: none"> • the identification and examination of business opportunities which lead to service additions or changes • bids for services to be undertaken by the agency • the negotiation and signing of contracts with other parties to deliver services on their behalf • due diligence and other investigations into potential service partners • modelling and other evaluation processes • implementation and change management planning <p>Also includes the declaration or disclosure of interest by Board or committee members in matters before the Board/committee.</p>		
1.4	Short-term Records of Governance and Strategic Management	<p>Records of short-term value including:</p> <ul style="list-style-type: none"> • audit or compliance testing results which do not create precedent, raise legal issues, or lead to policy or procedural change 	Temporary	Destroy 7 years after action completed.

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No	Function/Activity	Description	Status	Disposal Action
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State-owned Company Governance and Strategic Management

		<ul style="list-style-type: none"> • source data and other business input to audit or compliance reports that is not considered necessary to substantiate report findings • quality management reviews, assessments and recommendations • implementation plans and supporting documentation to address issues identified during audit and quality management assessments • records documenting the remuneration of Board members, including allowances, benefits, entitlements etc for work performed by Board members • meeting digests, summaries, or action reports arising from Board/committee meetings for dissemination within the agency • requests to use data owned by the agency • drafts of reports on emerging trends and recommendations for future services and/or infrastructure • source data compiled or authored by the agency 		
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No	Function/Activity	Description	Status	Disposal Action
<i>State-owned Company Governance and Strategic Management</i>				
		<p>Includes records documenting the examination of business opportunities which do not lead to service additions or changes.</p> <p>Also includes data, reports and other research products compiled or authored by external organisations that have been collected to assist in determining new trends, research directions, and/or refining strategic objectives for the agency.</p>		
1.5	Other Records of Governance and Strategic Management	<p>Other records that facilitate company governance and strategic management activities. Includes:</p> <ul style="list-style-type: none"> • meeting arrangements such as room and equipment bookings, catering, travel arrangements etc. • unsuccessful applications for Board membership • duplicate copies of Board/committee meeting papers • draft versions of significant plans • work unit or team plans • working papers used to develop plans 	Temporary	Destroy 2 years after action completed.

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Passenger Transport Services Management

		<ul style="list-style-type: none"> • comments and submissions from other areas of the agency • submissions or results of consultation which do not lead to a change in a corporate plan or implementation plan for major service changes 		
2	<p>Passenger Transport Services Management</p>	<p>The function of planning and managing the provision of public transport services for passengers.</p> <p>Includes:</p> <ul style="list-style-type: none"> • the design and delivery of service programs • planning routes, passenger pickup points and the placement of infrastructure • commissioning and decommissioning routes, including the construction and demolition of passenger pickup points and other route infrastructure, the placement and removal of signage etc. • timetabling of services, including temporary timetable changes e.g. during holiday periods, or in response to major traffic disruption such as road closure • fare pricing and ticket sales, including the management of concessions 		

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Passenger Transport Services Management

		<ul style="list-style-type: none"> • the management of service issues (such as faults and failures in vehicles, notifiable service incidents e.g. a particular service was full and was unable to collect passengers waiting at a pickup point, service delays etc.) • the management of investigations and responses to incidents occurring on a passenger service vehicle or at a passenger pickup point • the provision of chartered or contracted services, either regular (e.g. daily school bus run, or local tourist service) or one-off (e.g. event hire) • the provision of commuter services to reduce traffic congestion on the roads or passenger congestion during peak service times e.g. park and ride, free services for trips made before 7.00am • audit, accreditation and compliance processes • research and review processes to identify and solve current issues affecting passenger transport services (includes the collection of research data and reports of interest) <p>See DA 2157 Disposal Schedule for Common Administrative Functions 06.00 FLEET MANAGEMENT for records of the acquisition,</p>		
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Passenger Transport Services Management

		supply, maintenance, repair and/or disposal of vehicles		
2.1	Significant Records of Passenger Transport Services Management	<p>Records of continuing value, including:</p> <ul style="list-style-type: none"> • final approved new service program design records that seek to address issues with service delivery such as congestion on roads, or oversubscription to peak time services e.g. introduction of the Park and Ride scheme • summary of submissions received during a service program design or route planning project • detailed submissions from the public or stakeholders which significantly alter the scope, content and/or purpose of a service program or route review, including those which set precedent for the design of subsequent programs of route planning projects • final reports and recommendations arising from the review and evaluation of services and programs • final approved route plans, including maps and schematics • Ministerial and other Government agency approvals for the implementation of final 	Permanent	Retain as State Archives

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No	Function/Activity	Description	Status	Disposal Action
<i>Passenger Transport Services Management</i>				
		<p>approved route plans and new service programs</p> <ul style="list-style-type: none"> • records of service issues and incidents which set precedent, lead to policy change, or otherwise have a lasting impact on services and operations 		
2.2	<p>Medium-term Records of Passenger Transport Services Management</p>	<p>Records of medium-term value documenting:</p> <ul style="list-style-type: none"> • steering group records of detailed implementation or review planning of service programs and route planning projects, including implementation plans, project plans and reports, and steering group minutes and papers • draft route maps and schematics • general public or focus group survey designs and results • submissions received that provided information for consideration during the design or review of service programs or route planning projects that either agreed with the proposed outcome or did not significantly alter it 	Temporary	Destroy 20 years after action completed.

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No	Function/Activity	Description	Status	Disposal Action
<i>Passenger Transport Services Management</i>				
		<ul style="list-style-type: none"> • incidents occurring on a passenger vehicle or at a passenger collection point (bus stop or layover) • research and review processes to identify and solve current issues affecting passenger transport services 		
2.3	Short-term Records of Passenger Transport Services Management	<p>Records of short-term value documenting:</p> <ul style="list-style-type: none"> • applications for tickets or travel cards, including supporting documentation such as proof of name, address, age or concession status • applications for the replacement of lost tickets or travel cards or the refund of balance on tickets or travel cards no longer required • correspondence regarding orders and arrangements for tokens or other fare vouchers • construction or demolition activities associated with changes in routes, bus stops, bus lanes and/or signage 	Temporary	Destroy 7 years after action completed.

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No	Function/Activity	Description	Status	Disposal Action
<i>Passenger Transport Services Management</i>				
		<ul style="list-style-type: none"> • the process of determining and reviewing fare pricing, including the communication of any changes to customers • timetabling adjustments and reviews, the issue of new timetable information to all customer service points, and communication to bus drivers and other customer service personnel • service issues and their investigation and/or resolution • operational records to book, arrange and deliver charter or contract services, including records of contracts signed with commissioning organisations • audit, accreditation and compliance processes <p>Note: records of permission provided by applicants to confirm health card and/or other concession eligibility status with concession issuing agencies must be kept in accordance with retention requirements set by those agencies.</p>		
2.4	Other Records of Passenger Transport Services Management	<p>Other records including:</p> <ul style="list-style-type: none"> • notifications of a change in name, address and/or contact details 	Temporary	Destroy 1 year after administrative use ceases.

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Passenger Transport Services Management

		<ul style="list-style-type: none">• superseded drafts and working papers of service program or route planning project design, implementation, review and/or evaluation• submissions received that made no change to the design or delivery of a service program or route planning project		
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