



busway Incident Management Report

Date Printed: 5/07/2024
Printed by: NR [METRO UGL]

Initiated by: NR [BOC Operat
Assigned to:

Incident

Date of Incident: 2023-02-11 11:40 AM
Type: Hazard (Busway)
Details: CC - CIVIL - MSP - Gates Cracked Glass - City Side

Identifier: 23BNE000785B
Classification: Infrastructure

Officers Involved

Name: NR [BOC Operators]
Location From:

Notifications

Occurred	Logged	Source/Destination	In/Out	Contact	Contact Number
2023-02-11 11:39 AM	2023-02-11 11:40 AM	Busway Safety Officers	In		
CC -CIVIL - MSP Gates Cracked Glass. City Side					
2023-02-11 11:41 AM	2023-02-11 11:42 AM	Busway Safety Officers	In		
During a routine inspection BSO NR has identified a large series of cracks in the city side glass doors of the MSP gates.					
2023-02-11 11:42 AM	2023-02-11 11:42 AM	Busway Safety Officers	In		
Photos available in lauditor https://app.safetyculture.com/report/public/audit/44663dadf6e999045beedca1e5f11a109d9662fd990d9140ead55a88700ff106					
2023-02-11 11:42 AM	2023-02-11 11:42 AM	Bris Metro Transport Management Centre	Out	NR	
BMTMC Advised					

Signed: _____
Reporting Officer

Signed: _____
PBO



busway Incident Management Report

Date Printed:

5/07/2024

Initiated by:

NR

[BOC Operator]

Printed by:

NR

[METRO UGL

Assigned to:

Incident

Date of Incident:

2024-01-01 11:53 AM

Identifier:

24BNE000026B

Type:

Access

Classification:

Authorised

Details:

LONG TERM - MSP Portal Gate Faults - 2024

Officers Involved

Name

Location From

Released under IP - DTMR



Notifications

Occurred	Logged	Source/Destination	In/Out	Contact	Contact Number
2024-01-01 11:53 AM	2024-01-01 11:53 AM	Busway Console Operator	In		
LONG TERM - MSP Portal Gate Faults - 2024					
2024-01-19 6:21 AM	2024-01-19 6:23 AM	Busway Console Operator	In		
MSP - City side gate has been kicked or pushed out of its tracks. BSO [NR] unable to reset. TMC advised					
2024-01-24 3:43 PM	2024-01-24 3:49 PM	Busway Console Operator	In		
Whilst on BWP BSO [NR] has advised that the gates (like a pool gate) next to MSP are not locking - Roadtek was advised and they advised that this is fault is a UGL issue - TMC has been advised and will organise UGL to attend					
2024-03-08 1:21 PM	2024-03-08 1:22 PM	Busway Safety Officers	In		
Advised by NCC in City Side in fault, BSO [NR] has reset and the fault is still active. BSO [NR] has advised TMC and they will get UGL to attend					
2024-03-11 6:41 PM	2024-03-11 6:42 PM	Contractor	In		
UGL are at MSP gates City side now as the gates were unable to be reset by BSO [NR] earlier. The gates were locked open position.					
2024-04-09 5:00 PM	2024-04-09 5:01 PM	TFB Mobile	In		M2
City side gate stuck open. BSO [NR] to attend.					
2024-04-09 5:53 PM	2024-04-09 5:56 PM	Busway Safety Officers	In		M2
1713hrs - BSO [NR] advised city side portal gates are operational.					
2024-04-19 5:18 PM	2024-04-19 5:20 PM	Busway Facility Officer	In		
PSG guards report city side auto doors locked closed - BSO on route.					
2024-04-19 5:46 PM	2024-04-19 5:46 PM	Busway Console Operator	In		
Notified by BSO [NR] MSP Gates Reset.					



Signed: _____
Reporting Officer

Signed: _____
PBO

Released under IP - DTMR



busway Incident Management Report

Date Printed: 5/07/2024
Printed by: NR [METRO UGL]

Initiated by: NR [BOC Operators]
Assigned to:

Incident

Date of Incident: 2024-01-31 6:14 AM
Type: Hazard (Busway)
Details: MSP - CIVIL - City side glass door on gate glass smashed.

Identifier: 24BNE000443B
Classification: Infrastructure

Officers Involved

Name: NR [BOC Operators]
Location From:

Notifications

Occurred	Logged	Source/Destination	In/Out	Contact	Contact Number
2024-01-31 6:12 AM	2024-01-31 6:14 AM	Busway Safety Officers	In		
MSP - CIVIL - City side glass door on gate glass smashed.					
2024-01-31 6:15 AM	2024-01-31 6:17 AM	Busway Safety Officers	In		
BSO NR informs that the glass sliding door that is closest to the city side of the Melb st portal has had the glass smashed.					
2024-01-31 6:17 AM	2024-01-31 6:21 AM	Busway Safety Officers	In		
BSO NR has placed some tape over the damage and taken some photos.					

Signed: _____
Reporting Officer

Signed: _____
PBO

Equipment Fault 22SIT005800F**Event Metrics**

Time Logged:	15/09/2022 6:55AM	Initiated by:	NR [BMTMC Operators]
Start/Detected Time:	15/09/2022 6:53AM	Assigned To:	
Verified Time:		Assistance. Req.:	15/09/2022 6:54AM
Normal Flow:	15/09/2022 7:47AM	Assistance. Arr.:	15/09/2022 7:00AM
End Time:	15/09/2022 7:47AM	Completed By:	NR [BMTMC Operators]

Summary

Details: Hazard, Stuck open | Melbourne St, both directions , Portal Gates, South Brisbane | |

Asset Type: Bus Station

Asset Name:

Asset Number:

Region: Metropolitan

Category: Doors Stuck Open

Location

Location Type: Road

Road: MELBOURNE STREET

Direction: N/A

Suburb: SOUTH BRISBANE

Road Owner: Brisbane

Location Details:

Primary Camera:

Fault Details

Max. Response Time: 1 Week

Status: Completed

Paperwork Completed: No

Priority: Low

Attended: 15/09/2022

Fault Car

Fault Car Referred: No

Supervisor Referred: No

Referred Time:

Referred Time:

A/H: No

Repair Details

Technician Arrived:

System Conditions:

Cause of fault:

Work Done:

Cost: \$0.00

Tech. Departure Time:

Technician:

Other parties present:

Further Work Suggested:

A/H Callout Ref:

Notified Officer:

Normal Operation Resumed:

Referred to Other

Contact:

Ref:

Time:

Further Works

Further Works Order: No

Completed Time:

Additional Info

Blockage Type: Unknown

Diversion Required: No

Delay Expectation: Unknown Traffic Impact

Lateral Position: Unknown

Weather: Unknown

Lanes Blocked

1 2 3 4 5 6

Total:

Opp. Link Affected: No

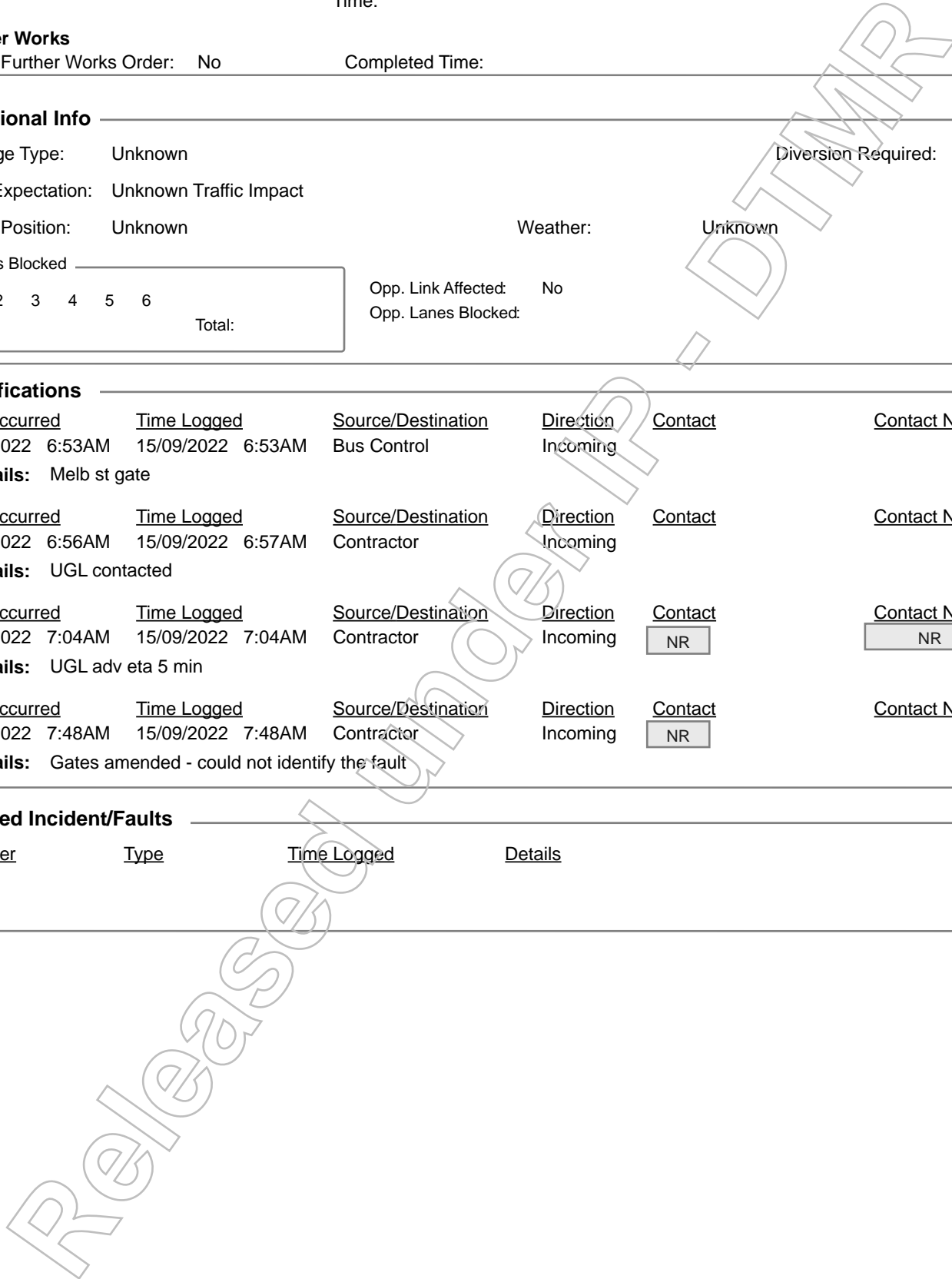
Opp. Lanes Blocked:

Notifications

<u>Time Occurred</u>	<u>Time Logged</u>	<u>Source/Destination</u>	<u>Direction</u>	<u>Contact</u>	<u>Contact Number</u>
15/09/2022 6:53AM	15/09/2022 6:53AM	Bus Control	Incoming		
Details: Melb st gate					
15/09/2022 6:56AM	15/09/2022 6:57AM	Contractor	Incoming		
Details: UGL contacted					
15/09/2022 7:04AM	15/09/2022 7:04AM	Contractor	Incoming	NR	NR
Details: UGL adv eta 5 min					
15/09/2022 7:48AM	15/09/2022 7:48AM	Contractor	Incoming	NR	
Details: Gates amended - could not identify the fault					

Linked Incident/Faults

<u>Identifier</u>	<u>Type</u>	<u>Time Logged</u>	<u>Details</u>
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Equipment Fault 22SIT005849F**Event Metrics**

Time Logged:	18/09/2022 6:26AM	Initiated by:	NR	[BMTMC Operators]
Start/Detected Time:	18/09/2022 6:26AM	Assigned To:	NR	[BMTMC Operators]
Verified Time:	18/09/2022 6:30AM	Assistance. Req.:	18/09/2022 6:30AM	
Normal Flow:	18/09/2022 7:50AM	Assistance. Arr.:	18/09/2022 7:50AM	
End Time:	18/09/2022 7:50AM	Completed By:	NR	[BMTMC Operators]

Summary

Details: Melbourne St Portal Gates not closing properly
UGL paged awaiting call back at the request of Busways.

Region: Metropolitan

Asset Type: Other

Category: System Not Working

Asset Name:

Asset Number:

Location

Location Type: Road

Road: MELBOURNE STREET

Direction: N/A

Suburb: SOUTH BRISBANE

Road Owner: Brisbane

Location Details: Pedestrian portal gates not closing properly

Primary Camera:

Fault Details

Max. Response Time: 1 Week

Paperwork Completed: No

Attended: 18/09/2022

Status: Completed

Priority: Low

Fault Car

Fault Car Referred: No Referred Time: 18/09/2022 6:30 AM A/H: No

Supervisor Referred: Yes Referred Time: 18/09/2022 6:30 AM

Repair Details

Technician Arrived: A/H Callout Ref:

System Conditions:

Cause of fault:

Work Done:

Cost: \$0.00

Notified Officer:

Tech. Departure Time:

Normal Operation

Resumed:

Technician:

Other parties present:

Further Work Suggested:

Referred to Other

Contact:

Ref:

Time:

Further Works

Further Works Order: No

Completed Time:

Additional Info

Blockage Type: Unknown

Diversion Required: No

Delay Expectation: Unknown Traffic Impact

Lateral Position: Unknown

Weather: Unknown

Lanes Blocked

1 2 3 4 5 6

Total:

Opp. Link Affected: No

Opp. Lanes Blocked:

Notifications

<u>Time Occurred</u>	<u>Time Logged</u>	<u>Source/Destination</u>	<u>Direction</u>	<u>Contact</u>	<u>Contact Number</u>
18/09/2022 6:25AM	18/09/2022 6:26AM	Congestion	Incoming		
Details: Melbourne St Portal					
18/09/2022 6:35AM	18/09/2022 6:35AM	Congestion	Incoming	NR	
Details: UGL proceeding					
18/09/2022 7:50AM	18/09/2022 7:50AM	Congestion	Incoming	NR	
Details: UGL HAVE FIXED THE GATES					

Linked Incident/Faults

<u>Identifier</u>	<u>Type</u>	<u>Time Logged</u>	<u>Details</u>
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Equipment Fault 22SIT006089F**Event Metrics**

Time Logged: 3/10/2022 12:47PM

Initiated by: [NR] [BMTMC Operators]

Start/Detected Time: 3/10/2022 12:46PM

Assigned To: [NR] [BMTMC Operators]

Verified Time:

Assistance. Req.:

Normal Flow:

Assistance. Arr.:

End Time: 27/11/2022 6:06PM

Completed By: [NR] [BMTMC Operators]

Summary

Details: Melbourne St Bus Portal Ped western gate stuck closed
UGL contacted and attending at the request of Busways.

Region: Metropolitan

Asset Type: Other

Category: System Not Working

Asset Name:

Asset Number:

Location

Location Type: Road

Road: MELBOURNE STREET

Direction: N/A

Suburb: SOUTH BRISBANE

Road Owner: Brisbane

Location Details:

Primary Camera:

Fault Details

Max. Response Time: 1 Week

Paperwork Completed: No

Attended: 27/11/2022

Status: Completed

Priority: Low

Fault Car

Fault Car Referred: Yes Referred Time: 3/10/2022 12:47 PM A/H: No

Supervisor Referred: No Referred Time: 3/10/2022 12:47 PM

Repair Details

Technician Arrived:

A/H Callout Ref:

System Conditions:

Cause of fault:

Work Done:

Cost: \$0.00

Notified Officer:

Tech. Departure Time:

Normal Operation

Resumed:

Technician:

Other parties present:

Further Work Suggested:

Referred to Other

Contact:

Ref:

Time:

Further Works

Further Works Order: No

Completed Time:

Additional Info

Blockage Type: Unknown

Diversion Required: No

Delay Expectation: Unknown Traffic Impact

Lateral Position: Unknown

Weather: Unknown

Lanes Blocked

1 2 3 4 5 6

Total:

Opp. Link Affected: No

Opp. Lanes Blocked:

Notifications

<u>Time Occurred</u>	<u>Time Logged</u>	<u>Source/Destination</u>	<u>Direction</u>	<u>Contact</u>	<u>Contact Number</u>
3/10/2022 12:45PM	3/10/2022 12:46PM	System Alert	Incoming		

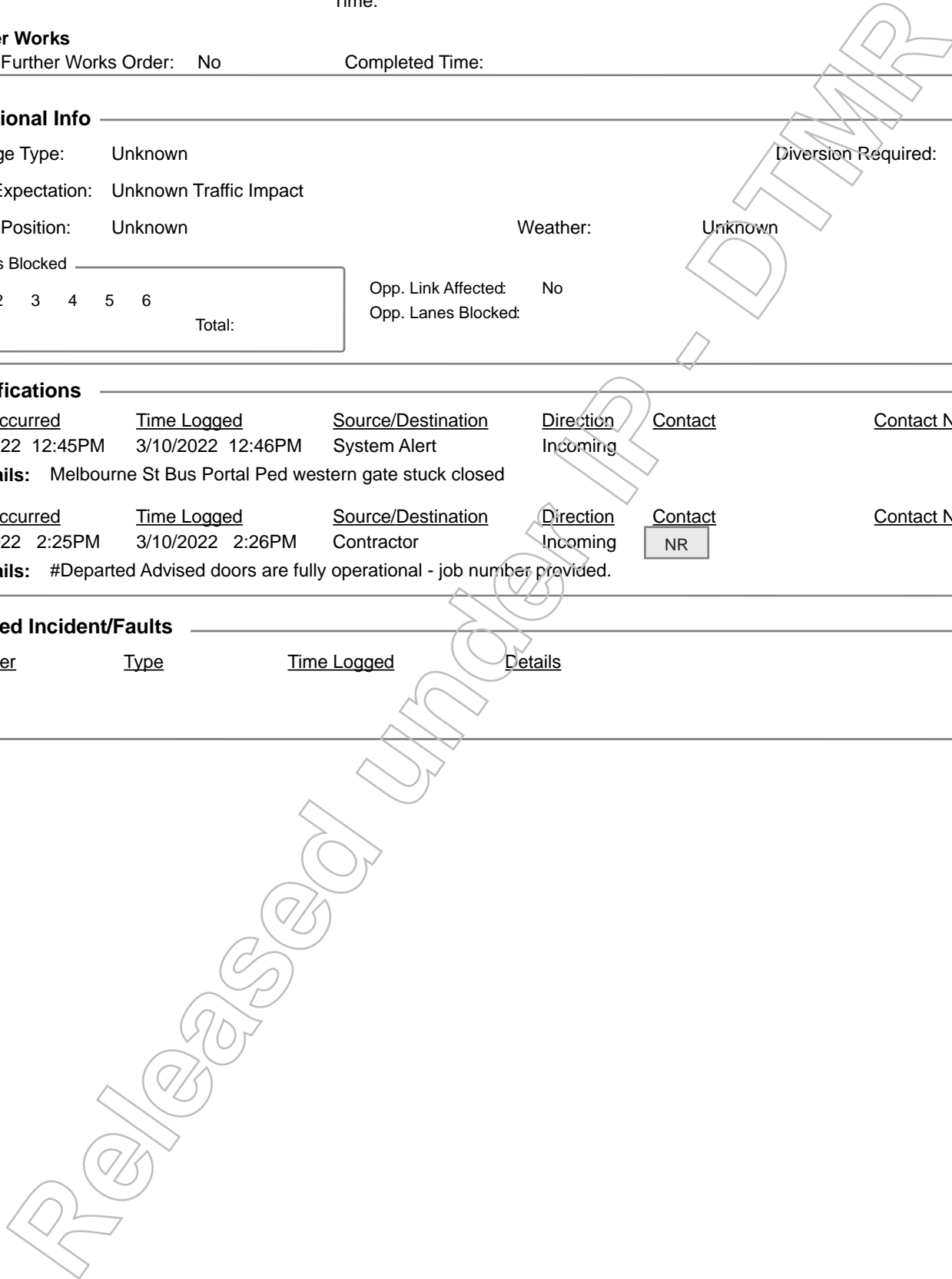
Details: Melbourne St Bus Portal Ped western gate stuck closed

<u>Time Occurred</u>	<u>Time Logged</u>	<u>Source/Destination</u>	<u>Direction</u>	<u>Contact</u>	<u>Contact Number</u>
3/10/2022 2:25PM	3/10/2022 2:26PM	Contractor	Incoming	NR	

Details: #Departed Advised doors are fully operational - job number provided.

Linked Incident/Faults

<u>Identifier</u>	<u>Type</u>	<u>Time Logged</u>	<u>Details</u>
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Equipment Fault 22SIT006096F**Event Metrics**

Time Logged:	4/10/2022 9:45AM	Initiated by:	NR [BMTMC Operators]
Start/Detected Time:	4/10/2022 9:45AM	Assigned To:	METRO Lighting&Signals Faults [Metro]
Verified Time:	4/10/2022 9:46AM	Assistance. Req.:	4/10/2022 9:48AM
Normal Flow:		Assistance. Arr.:	
End Time:	10/11/2022 2:43PM	Completed By:	NR [RoadTek]

Summary

Details: Melbourne St Portal West End Side Door is Stuck open. Busway Aware - UGL proceeding.

Asset Type:	Other	Region:	Metropolitan
Asset Name:		Category:	System Not Working
Asset Number:			

Location

Location Type: Road
 Road: MELBOURNE STREET
 Direction: N/A
 Suburb: SOUTH BRISBANE
 Road Owner: Brisbane

Location Details:
 Primary Camera:

Fault Details

Max. Response Time:	1 Week	Paperwork Completed:	No	Attended:	10/11/2022
Status:	Completed	Priority:	Low		

Fault Car

Fault Car Referred:	Yes	Referred Time:	4/10/2022 9:46 AM	A/H:	No
Supervisor Referred:	No	Referred Time:			

Repair Details

Technician Arrived:		A/H Callout Ref:	
System Conditions:			
Cause of fault:			
Work Done:	UGL maintained		
Cost:	\$0.00	Notified Officer:	
Tech. Departure Time:		Normal Operation Resumed:	
Technician:			
Other parties present:			
Further Work Suggested:			

Referred to Other

Contact:

Ref:

Time:

Further Works

Further Works Order: No

Completed Time:

Additional Info

Blockage Type: Unknown

Diversion Required: No

Delay Expectation: Unknown Traffic Impact

Lateral Position: Unknown

Weather: Unknown

Lanes Blocked

1 2 3 4 5 6

Total:

Opp. Link Affected: No

Opp. Lanes Blocked:

Notifications

<u>Time Occurred</u>	<u>Time Logged</u>	<u>Source/Destination</u>	<u>Direction</u>	<u>Contact</u>	<u>Contact Number</u>
4/10/2022 9:43AM	4/10/2022 9:45AM	Contractor	Incoming		

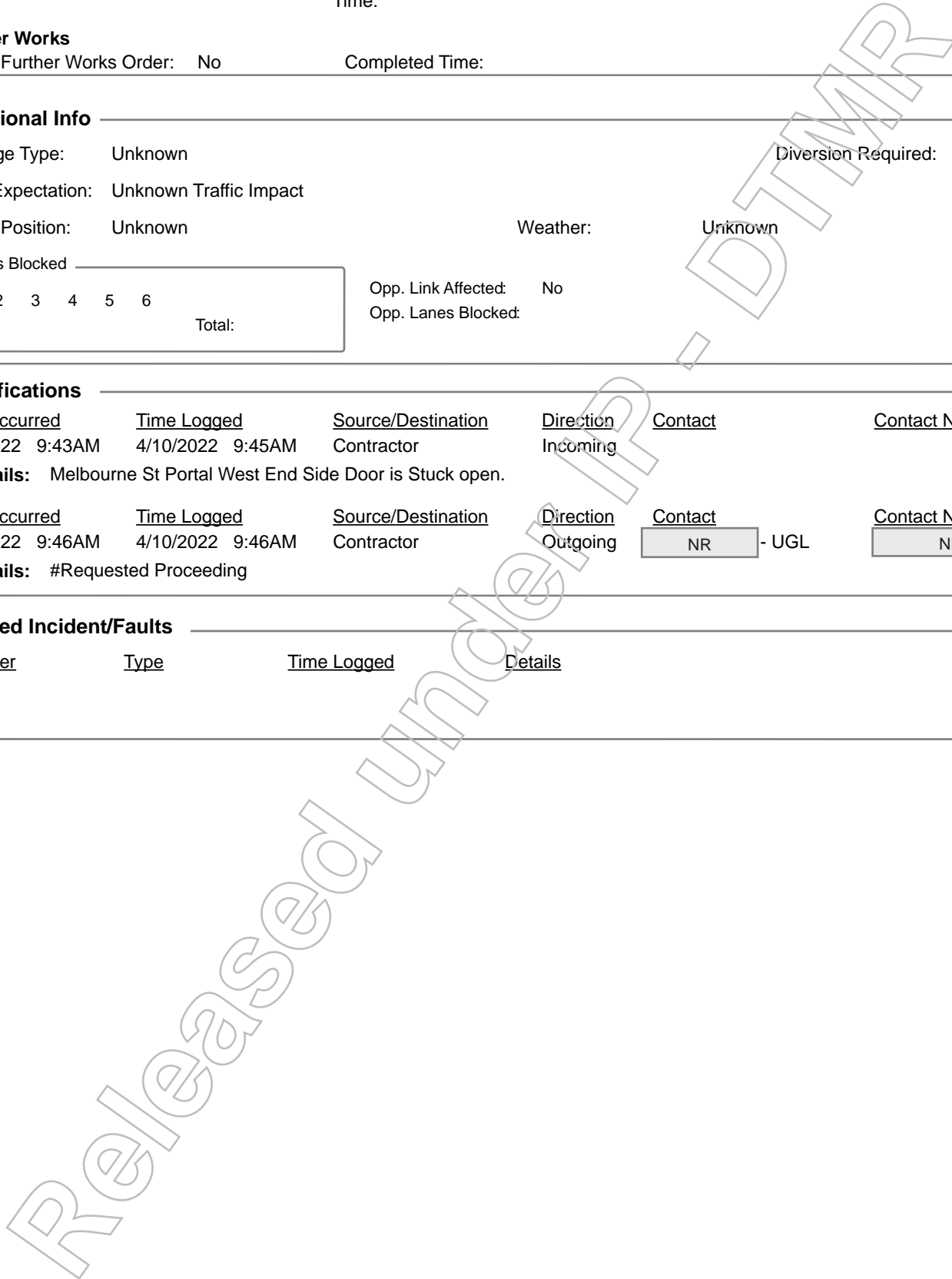
Details: Melbourne St Portal West End Side Door is Stuck open.

<u>Time Occurred</u>	<u>Time Logged</u>	<u>Source/Destination</u>	<u>Direction</u>	<u>Contact</u>	<u>Contact Number</u>
4/10/2022 9:46AM	4/10/2022 9:46AM	Contractor	Outgoing	NR - UGL	NR

Details: #Requested Proceeding

Linked Incident/Faults

<u>Identifier</u>	<u>Type</u>	<u>Time Logged</u>	<u>Details</u>
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Equipment Fault 22SIT006153F**Event Metrics**

Time Logged:	6/10/2022 6:21PM	Initiated by:	NR [BMTMC Admins]
Start/Detected Time:	6/10/2022 6:14PM	Assigned To:	NR [BMTMC Admins]
Verified Time:		Assistance. Req.:	6/10/2022 6:21PM
Normal Flow:		Assistance. Arr.:	
End Time:	27/11/2022 6:06PM	Completed By:	NR [BMTMC Operators]

Summary

Details: Melbourne St portal gates stuck closed on western side

Region: Metropolitan

Asset Type: Other Category: Other

Asset Name:

Asset Number:

Location

Location Type: Road

Road: MELBOURNE STREET

Direction: N/A

Suburb: SOUTH BRISBANE

Road Owner: Brisbane

Location Details:

Primary Camera:

Fault Details

Max. Response Time: 1 Week Paperwork Completed: No Attended: 27/11/2022

Status: Completed Priority: Low

Fault Car

Fault Car Referred: Yes Referred Time: 6/10/2022 6:21 PM A/H: No

Supervisor Referred: No Referred Time:

Repair Details

Technician Arrived: A/H Callout Ref:

System Conditions:

Cause of fault:

Work Done:

Cost: \$0.00 Notified Officer:

Tech. Departure Time: Normal Operation Resumed:

Technician:

Other parties present:

Further Work Suggested:

Referred to Other

Contact:

Ref:

Time:

Further Works

Further Works Order: No

Completed Time:

Additional Info

Blockage Type: Unknown

Diversion Required: No

Delay Expectation: Unknown Traffic Impact

Lateral Position: Unknown

Weather: Unknown

Lanes Blocked

1 2 3 4 5 6

Total:

Opp. Link Affected: No

Opp. Lanes Blocked:

Notifications

<u>Time Occurred</u>	<u>Time Logged</u>	<u>Source/Destination</u>	<u>Direction</u>	<u>Contact</u>	<u>Contact Number</u>
6/10/2022 6:10PM	6/10/2022 6:14PM	Busways	Incoming		

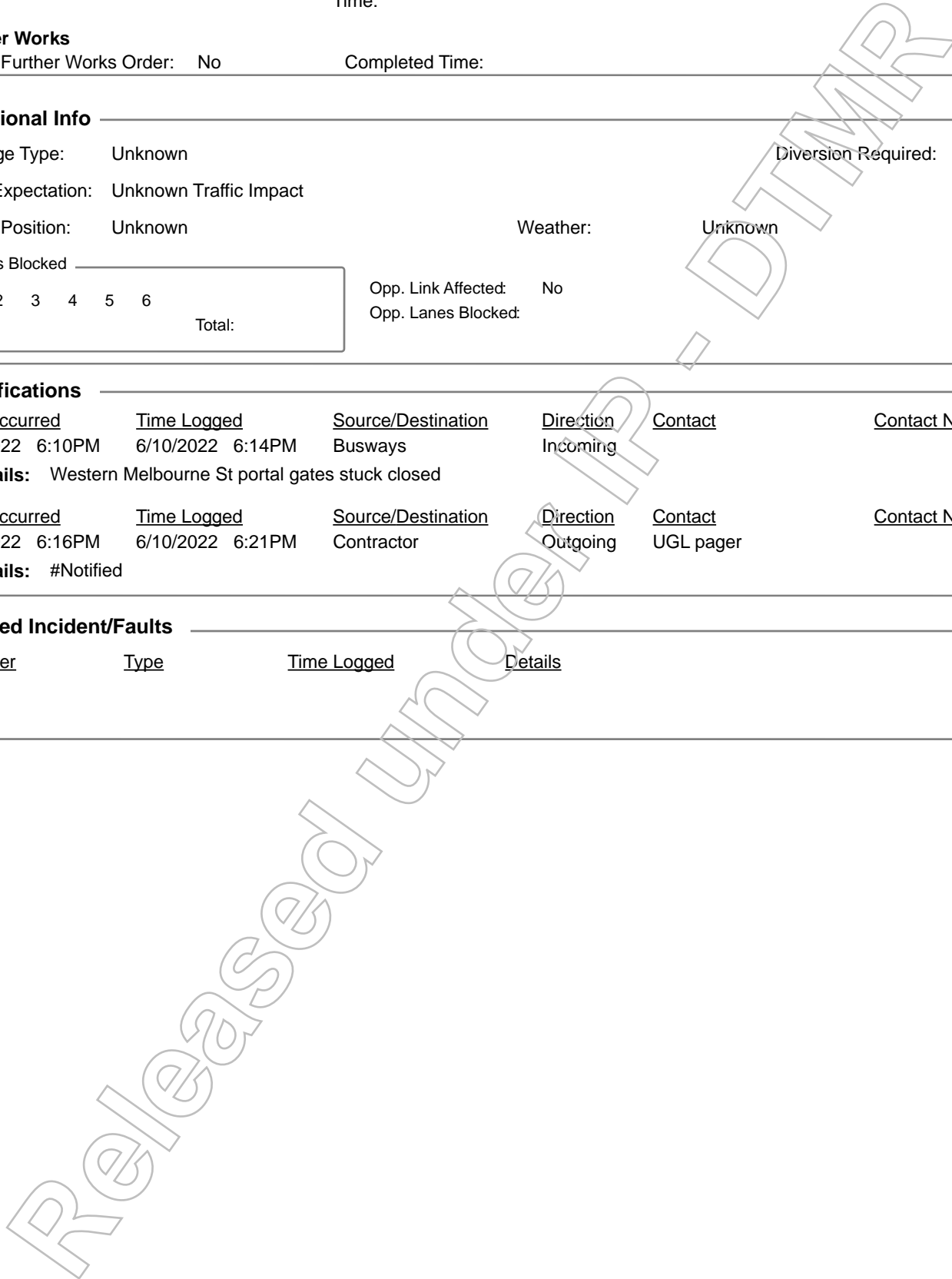
Details: Western Melbourne St portal gates stuck closed

<u>Time Occurred</u>	<u>Time Logged</u>	<u>Source/Destination</u>	<u>Direction</u>	<u>Contact</u>	<u>Contact Number</u>
6/10/2022 6:16PM	6/10/2022 6:21PM	Contractor	Outgoing	UGL pager	

Details: #Notified

Linked Incident/Faults

<u>Identifier</u>	<u>Type</u>	<u>Time Logged</u>	<u>Details</u>
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Equipment Fault 22SIT006204F**Event Metrics**

Time Logged:	10/10/2022 6:05AM	Initiated by:	NR [BMTMC Admins]
Start/Detected Time:	10/10/2022 6:04AM	Assigned To:	
Verified Time:	10/10/2022 6:04AM	Assistance. Req.:	10/10/2022 6:04AM
Normal Flow:	10/10/2022 7:00AM	Assistance. Arr.:	10/10/2022 7:00AM
End Time:	10/10/2022 7:00AM	Completed By:	NR [BMTMC Admins]

Summary

Details: Melbourne Street Busway Portal Gates faulty - unable to be fixed by BSO

Region: Metropolitan

Asset Type: Other

Category: Other

Asset Name:

Asset Number:

Location

Location Type: Road

Road: MELBOURNE STREET

Direction: N/A

Suburb: SOUTH BRISBANE

Road Owner: Brisbane

Location Details:

Primary Camera:

Fault Details

Max. Response Time: 1 Week Paperwork Completed: No Attended: 10/10/2022

Status: Completed Priority: Low

Fault Car

Fault Car Referred:	Yes	Referred Time:	10/10/2022 6:13 AM	A/H:	No
Supervisor Referred:	No	Referred Time:			

Repair Details

Technician Arrived: A/H Callout Ref:

System Conditions:

Cause of fault:

Work Done:

Cost: \$0.00

Notified Officer:

Tech. Departure Time:

Normal Operation

Resumed:

Technician:

Other parties present:

Further Work Suggested:

Referred to Other

Contact:

Ref:

Time:

Further Works

Further Works Order: No

Completed Time:

Additional Info

Blockage Type: Unknown

Diversion Required: No

Delay Expectation: Unknown Traffic Impact

Lateral Position: Unknown

Weather: Unknown

Lanes Blocked

1 2 3 4 5 6

Total:

Opp. Link Affected: No

Opp. Lanes Blocked:

Notifications

<u>Time Occurred</u>	<u>Time Logged</u>	<u>Source/Destination</u>	<u>Direction</u>	<u>Contact</u>	<u>Contact Number</u>
10/10/2022 6:03AM	10/10/2022 6:04AM	Busways	Incoming		

Details: Melbourne Street Busway Portal Gates faulty - unable to be fixed by BSC

<u>Time Occurred</u>	<u>Time Logged</u>	<u>Source/Destination</u>	<u>Direction</u>	<u>Contact</u>	<u>Contact Number</u>
10/10/2022 6:13AM	10/10/2022 6:15AM	Contractor	Outgoing	Pager Service	NR

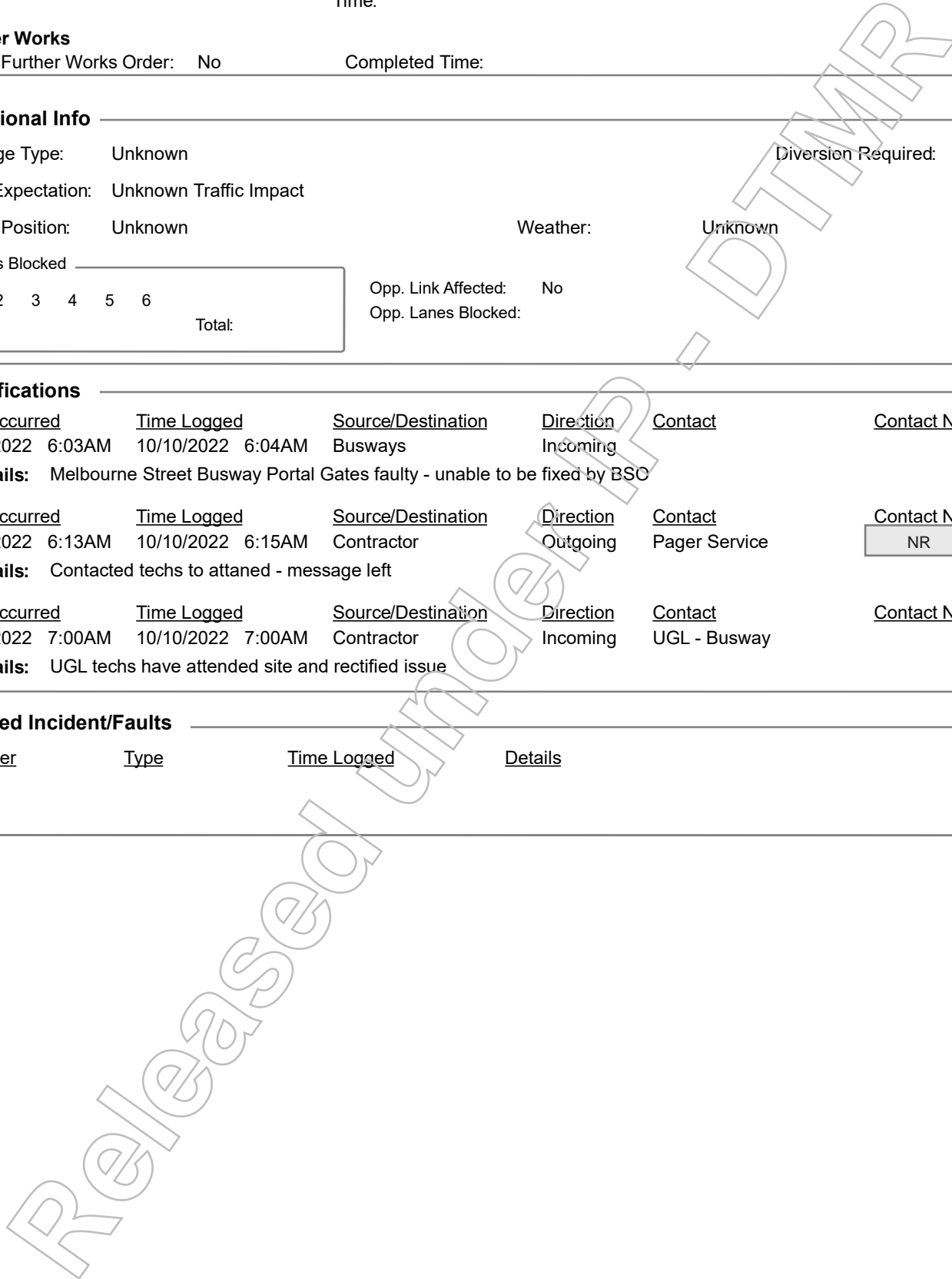
Details: Contacted techs to attend - message left

<u>Time Occurred</u>	<u>Time Logged</u>	<u>Source/Destination</u>	<u>Direction</u>	<u>Contact</u>	<u>Contact Number</u>
10/10/2022 7:00AM	10/10/2022 7:00AM	Contractor	Incoming	UGL - Busway	

Details: UGL techs have attended site and rectified issue

Linked Incident/Faults

<u>Identifier</u>	<u>Type</u>	<u>Time Logged</u>	<u>Details</u>
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Equipment Fault 22SIT006248F

Event Metrics

Time Logged: 12/10/2022 7:44AM
 Start/Detected Time: 12/10/2022 7:43AM
 Verified Time: 12/10/2022 7:43AM
 Normal Flow:
 End Time: 27/11/2022 6:05PM

Initiated by: [NR] [BMTMC Operators]
 Assigned To: [NR] [BMTMC Operators]
 Assistance. Req.: 12/10/2022 7:43AM
 Assistance. Arr.:
 Completed By: [NR] [BMTMC Operators]

Summary

Details: Melbourne Street Portal gates require cleaning.

Region: Metropolitan

Asset Type: Other

Category: Road Furniture

Asset Name:

Asset Number:

Location

Location Type: Road

Road: MELBOURNE STREET

Direction: N/A

Suburb: SOUTH BRISBANE

Road Owner: Brisbane

Location Details: Busway Portal

Primary Camera:

Fault Details

Max. Response Time: 1 Week

Paperwork Completed: No

Attended: 27/11/2022

Status: Completed

Priority: Low

Fault Car

Fault Car Referred: No

Referred Time:

A/H: No

Supervisor Referred: Yes

Referred Time: 12/10/2022 7:44 AM

Repair Details

Technician Arrived:

A/H Callout Ref:

System Conditions:

Cause of fault:

Work Done:

Cost: \$0.00

Notified Officer:

Tech. Departure Time:

Normal Operation

Resumed:

Technician:

Other parties present:

Further Work Suggested:

Referred to Other

Contact:

Ref:

Time:

Further Works

Further Works Order: No

Completed Time:

Additional Info

Blockage Type: Unknown

Diversion Required: No

Delay Expectation: Unknown Traffic Impact

Lateral Position: Unknown

Weather: Unknown

Lanes Blocked

1 2 3 4 5 6

Total:

Opp. Link Affected: No

Opp. Lanes Blocked:

Notifications

<u>Time Occurred</u>	<u>Time Logged</u>	<u>Source/Destination</u>	<u>Direction</u>	<u>Contact</u>	<u>Contact Number</u>
12/10/2022 7:41AM	12/10/2022 7:43AM	Busways	Incoming	NR	

Details: Melbourne Street Portal gates require cleaning.

<u>Time Occurred</u>	<u>Time Logged</u>	<u>Source/Destination</u>	<u>Direction</u>	<u>Contact</u>	<u>Contact Number</u>
12/10/2022 7:45AM	12/10/2022 7:46AM	Contractor	Outgoing	UGL	

Details: Work order sent

Linked Incident/Faults

<u>Identifier</u>	<u>Type</u>	<u>Time Logged</u>	<u>Details</u>
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Released under DTMR

Equipment Fault 22SIT006321F**Event Metrics**

Time Logged:	15/10/2022 6:29PM	Initiated by:	NR [BMTMC Operators]
Start/Detected Time:	15/10/2022 6:28PM	Assigned To:	
Verified Time:	15/10/2022 6:28PM	Assistance. Req.:	15/10/2022 6:28PM
Normal Flow:	15/10/2022 7:55PM	Assistance. Arr.:	15/10/2022 7:55PM
End Time:	15/10/2022 7:55PM	Completed By:	NR [BMTMC Operators]

Summary

Details: Melbourne St Portal gate is off it's hinges.

Asset Type:	Other	Region:	Metropolitan
Asset Name:		Category:	System Not Working
Asset Number:			

Location

Location Type: Road
 Road: MELBOURNE STREET
 Direction: N/A
 Suburb: SOUTH BRISBANE
 Road Owner: Brisbane

Location Details:
 Primary Camera:

Fault Details

Max. Response Time:	1 Week	Paperwork Completed:	No	Attended:	15/10/2022
Status:	Completed	Priority:	Low		

Fault Car

Fault Car Referred:	Yes	Referred Time:	15/10/2022 6:28 PM	A/H:	No
Supervisor Referred:	Yes	Referred Time:	15/10/2022 6:28 PM		

Repair Details

Technician Arrived:		A/H Callout Ref:	
System Conditions:	Faulty		
Cause of fault:			
Work Done:			
Cost:	\$0.00	Notified Officer:	
Tech. Departure Time:		Normal Operation Resumed:	
Technician:			
Other parties present:			
Further Work Suggested:			

Referred to Other

Contact:

Ref:

Time:

Further Works

Further Works Order: No

Completed Time:

Additional Info

Blockage Type: Unknown

Diversion Required: No

Delay Expectation: Unknown Traffic Impact

Lateral Position: Unknown

Weather: Unknown

Lanes Blocked

1 2 3 4 5 6

Total:

Opp. Link Affected: No

Opp. Lanes Blocked:

Notifications

<u>Time Occurred</u>	<u>Time Logged</u>	<u>Source/Destination</u>	<u>Direction</u>	<u>Contact</u>	<u>Contact Number</u>
15/10/2022 6:25PM	15/10/2022 6:28PM	Busways	Incoming		

Details: Melbourne St Portal gate is off it's hinges.

Linked Incident/Faults

<u>Identifier</u>	<u>Type</u>	<u>Time Logged</u>	<u>Details</u>

Released under DTMR

Equipment Fault 22SIT006424F**Event Metrics**

Time Logged:	21/10/2022 11:29AM	Initiated by:	NR [BMTMC Operators]
Start/Detected Time:	21/10/2022 11:27AM	Assigned To:	NR [BMTMC Operators]
Verified Time:	21/10/2022 11:28AM	Assistance. Req.:	21/10/2022 11:28AM
Normal Flow:		Assistance. Arr.:	
End Time:	4/11/2022 1:49AM	Completed By:	NR [BMTMC Operators]

Summary

Details:	Melbourne St Portal gates stuck closed (west End side)		
Asset Type:	Other	Region:	Metropolitan
Asset Name:		Category:	Other
Asset Number:			

Location

Location Type:	Road
Road:	MELBOURNE STREET
Direction:	N/A
Suburb:	SOUTH BRISBANE
Road Owner:	Brisbane
Location Details:	Busway Portal
Primary Camera:	

Fault Details

Max. Response Time:	1 Week	Paperwork Completed:	No	Attended:	4/11/2022
Status:	Completed	Priority:	Low		

Fault Car

Fault Car Referred:	Yes	Referred Time:	21/10/2022 11:31 AM	A/H:	No
Supervisor Referred:	Yes	Referred Time:	21/10/2022 11:36 AM		

Repair Details

Technician Arrived:		A/H Callout Ref:	
System Conditions:			
Cause of fault:			
Work Done:			
Cost:	\$0.00	Notified Officer:	
Tech. Departure Time:		Normal Operation Resumed:	
Technician:			
Other parties present:			
Further Work Suggested:			

Referred to Other

Contact:

Ref: _____ Time: _____

Further Works

Further Works Order: No Completed Time: _____

Additional Info

Blockage Type: Unknown Diversion Required: No

Delay Expectation: Unknown Traffic Impact

Lateral Position: Unknown Weather: Unknown

Lanes Blocked

1	2	3	4	5	6	Total:
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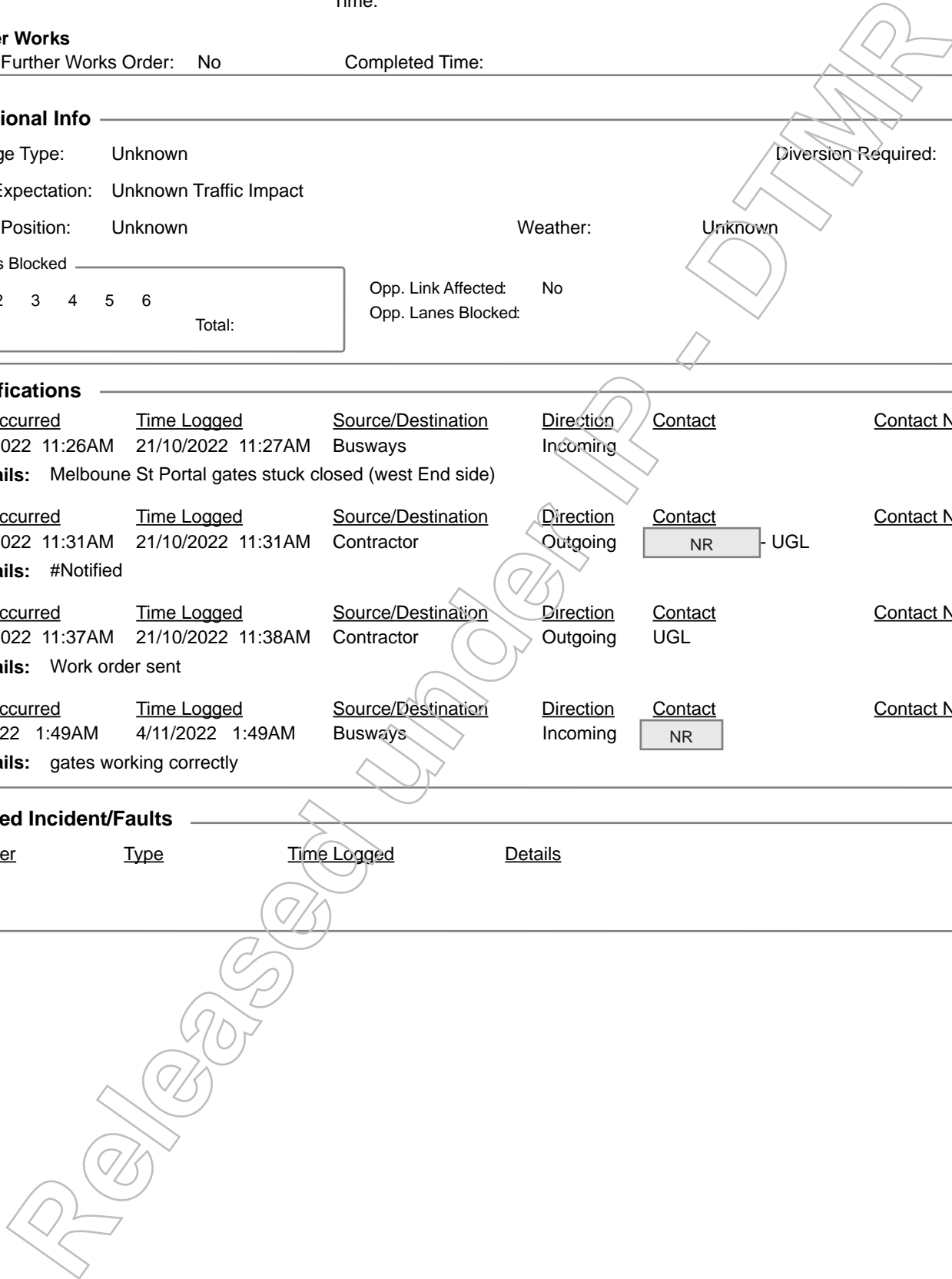
Opp. Link Affected: No
Opp. Lanes Blocked:

Notifications

Time Occurred	Time Logged	Source/Destination	Direction	Contact	Contact Number
21/10/2022 11:26AM	21/10/2022 11:27AM	Busways	Incoming		
Details: Melbourne St Portal gates stuck closed (west End side)					
21/10/2022 11:31AM	21/10/2022 11:31AM	Contractor	Outgoing	NR - UGL	
Details: #Notified					
21/10/2022 11:37AM	21/10/2022 11:38AM	Contractor	Outgoing	UGL	
Details: Work order sent					
4/11/2022 1:49AM	4/11/2022 1:49AM	Busways	Incoming	NR	
Details: gates working correctly					

Linked Incident/Faults

Identifier	Type	Time Logged	Details
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Equipment Fault 22SIT006598F**Event Metrics**

Time Logged:	29/10/2022 7:00AM	Initiated by:	NR [BMTMC Operators]
Start/Detected Time:	29/10/2022 6:58AM	Assigned To:	NR [BMTMC Operators]
Verified Time:	29/10/2022 6:59AM	Assistance. Req.:	29/10/2022 6:59AM
Normal Flow:	29/10/2022 8:28AM	Assistance. Arr.:	29/10/2022 8:28AM
End Time:	29/10/2022 8:28AM	Completed By:	NR [BMTMC Operators]

Summary

Details: Melbourne St portal gates not opening - Melbourne St & South East Busway South Brisbane.

Asset Type:	Other	Region:	Metropolitan
Asset Name:		Category:	System Not Working
Asset Number:			

Location

Location Type: Road
 Road: MELBOURNE STREET
 Direction: N/A
 Suburb: SOUTH BRISBANE
 Road Owner: Brisbane

Location Details:
 Primary Camera:

Fault Details

Max. Response Time:	1 Week	Paperwork Completed:	No	Attended:	29/10/2022
Status:	Completed	Priority:	Low		

Fault Car

Fault Car Referred:	Yes	Referred Time:	29/10/2022 6:59 AM	A/H:	No
Supervisor Referred:	No	Referred Time:			

Repair Details

Technician Arrived:		A/H Callout Ref:	
System Conditions:			
Cause of fault:			
Work Done:			
Cost:	\$0.00	Notified Officer:	
Tech. Departure Time:		Normal Operation Resumed:	
Technician:			
Other parties present:			
Further Work Suggested:			

Referred to Other
 Contact:
 Ref: Time:
Further Works
 Further Works Order: No Completed Time:

Additional Info
 Blockage Type: Unknown Diversion Required: No
 Delay Expectation: Unknown Traffic Impact
 Lateral Position: Unknown Weather: Unknown
 Lanes Blocked

1	2	3	4	5	6	Total:
---	---	---	---	---	---	--------

 Opp. Link Affected: No
 Opp. Lanes Blocked:

Notifications

Time Occurred	Time Logged	Source/Destination	Direction	Contact	Contact Number
29/10/2022 6:58AM	29/10/2022 6:58AM	Busways	Incoming	Translink	
Details: Melbourne St portal gates not opening					
29/10/2022 7:01AM	29/10/2022 7:01AM	Electrical	Outgoing	UGL	
Details: #Notified					
29/10/2022 7:11AM	29/10/2022 7:11AM	Contractor	Incoming	UGL	
Details: #Proceeding					
29/10/2022 8:28AM	29/10/2022 8:28AM	Contractor	Incoming	UGL - NR	
Details: Gates have been reset and tracks cleaned.					
29/10/2022 8:29AM	29/10/2022 8:29AM	Busways	Outgoing	Translink	
Details: #Notified - fault fixed by UGL					
29/10/2022 12:28PM	29/10/2022 12:29PM	Civil/Maintenance	Outgoing	UGL	
Details: #Requested via pager					
29/10/2022 12:31PM	29/10/2022 12:31PM	Civil/Maintenance	Incoming	UGL	
Details: #Notified					

Linked Incident/Faults

Identifier	Type	Time Logged	Details
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Equipment Fault 22SIT006629F**Event Metrics**

Time Logged: 31/10/2022 7:19AM
 Start/Detected Time: 31/10/2022 7:16AM
 Verified Time:
 Normal Flow: 4/11/2022 1:42AM
 End Time: 4/11/2022 1:42AM

Initiated by: [BMTMC Operators]
 Assigned To: NR [BMTMC Operators]
 Assistance. Req.: 31/10/2022 7:17AM
 Assistance. Arr.:
 Completed By: NR [BMTMC Operators]

Summary

Details: Melbourne Street Portal gates West End Side in fault

Region: Metropolitan

Asset Type: Other

Category: System Not Working

Asset Name:

Asset Number:

Location

Location Type: Road

Road: MELBOURNE STREET

Direction: N/A

Suburb: SOUTH BRISBANE

Road Owner: Brisbane

Location Details:

Primary Camera:

Fault Details

Max. Response Time: 1 Week

Paperwork Completed: No

Attended: 4/11/2022

Status: Completed

Priority: Low

Fault Car

Fault Car Referred: Yes

Referred Time: 31/10/2022 7:17 AM

A/H: No

Supervisor Referred: No

Referred Time:

Repair Details

Technician Arrived:

A/H Callout Ref:

System Conditions:

Cause of fault:

Work Done:

Cost: \$0.00

Notified Officer:

Tech. Departure Time:

Normal Operation

Resumed:

Technician:

Other parties present:

Further Work Suggested:

Referred to Other

Contact:

Ref:

Time:

Further Works

Further Works Order: No

Completed Time:

Additional Info

Blockage Type: Unknown

Diversion Required: No

Delay Expectation: Unknown Traffic Impact

Lateral Position: Unknown

Weather: Unknown

Lanes Blocked

1 2 3 4 5 6

Total:

Opp. Link Affected: No

Opp. Lanes Blocked:

Notifications

<u>Time Occurred</u>	<u>Time Logged</u>	<u>Source/Destination</u>	<u>Direction</u>	<u>Contact</u>	<u>Contact Number</u>
31/10/2022 7:12AM	31/10/2022 7:16AM	Bus Control	Incoming		

Details: Melbourne Street Portal gates WEst End Side

<u>Time Occurred</u>	<u>Time Logged</u>	<u>Source/Destination</u>	<u>Direction</u>	<u>Contact</u>	<u>Contact Number</u>
31/10/2022 7:21AM	31/10/2022 7:21AM	Contractor	Outgoing	NR UGL Pager Service	

Details: #Requested Proceeding

<u>Time Occurred</u>	<u>Time Logged</u>	<u>Source/Destination</u>	<u>Direction</u>	<u>Contact</u>	<u>Contact Number</u>
31/10/2022 7:33AM	31/10/2022 7:33AM	Contractor	Incoming	NR	NR

Details: UGL proceeding

<u>Time Occurred</u>	<u>Time Logged</u>	<u>Source/Destination</u>	<u>Direction</u>	<u>Contact</u>	<u>Contact Number</u>
4/11/2022 1:42AM	4/11/2022 1:42AM	Busways	Incoming	NR	

Details: gates are working correctly

Linked Incident/Faults

<u>Identifier</u>	<u>Type</u>	<u>Time Logged</u>	<u>Details</u>
22SIT006915F	Fault	11/11/2022 6:51PM	Melbourne Street Portal gates West End Side in fault
22SIT007114F	Fault	23/11/2022 7:09PM	Melbourne Street Portal gates stuck open West End Side

Equipment Fault 22SIT006915F**Event Metrics**

Time Logged:	11/11/2022 6:51PM	Initiated by:	NR [BMTMC Operators]
Start/Detected Time:	11/11/2022 6:50PM	Assigned To:	
Verified Time:	11/11/2022 6:50PM	Assistance. Req.:	11/11/2022 6:50PM
Normal Flow:	11/11/2022 8:26PM	Assistance. Arr.:	11/11/2022 8:26PM
End Time:	11/11/2022 8:26PM	Completed By:	NR [BMTMC Operators]

Summary

Details: Melbourne Street Portal gates West End Side in fault

Region: Metropolitan

Asset Type: Other Category: Other

Asset Name:

Asset Number:

Location

Location Type: Road

Road: MELBOURNE STREET

Direction: N/A

Suburb: SOUTH BRISBANE

Road Owner: Brisbane

Location Details:

Primary Camera:

Fault Details

Max. Response Time: 1 Week Paperwork Completed: No Attended:

Status: Completed Priority: Low

Fault Car

Fault Car Referred: No Referred Time: A/H: No

Supervisor Referred: No Referred Time:

Repair Details

Technician Arrived: A/H Callout Ref:

System Conditions:

Cause of fault:

Work Done:

Cost: \$0.00 Notified Officer:

Tech. Departure Time: Normal Operation Resumed:

Technician:

Other parties present:

Further Work Suggested:

Referred to Other

Contact:

Ref:

Time:

Further Works

Further Works Order: No

Completed Time:

Additional Info

Blockage Type: Unknown

Diversion Required: No

Delay Expectation: Unknown Traffic Impact

Lateral Position: Unknown

Weather: Unknown

Lanes Blocked

1 2 3 4 5 6

Total:

Opp. Link Affected: No

Opp. Lanes Blocked:

Notifications

<u>Time Occurred</u>	<u>Time Logged</u>	<u>Source/Destination</u>	<u>Direction</u>	<u>Contact</u>	<u>Contact Number</u>
11/11/2022 6:53PM	11/11/2022 6:53PM	Other	Outgoing		

Details: #Notified pager service

<u>Time Occurred</u>	<u>Time Logged</u>	<u>Source/Destination</u>	<u>Direction</u>	<u>Contact</u>	<u>Contact Number</u>
11/11/2022 7:00PM	11/11/2022 7:07PM	Contractor	Incoming	NR	NR

Details: #Proceeding

<u>Time Occurred</u>	<u>Time Logged</u>	<u>Source/Destination</u>	<u>Direction</u>	<u>Contact</u>	<u>Contact Number</u>
11/11/2022 8:07PM	11/11/2022 8:08PM	Contractor	Incoming	UGL	

Details: Has done what he can for tonight, gate is out of alignment, will need to escalate for further repairs.

<u>Time Occurred</u>	<u>Time Logged</u>	<u>Source/Destination</u>	<u>Direction</u>	<u>Contact</u>	<u>Contact Number</u>
11/11/2022 8:26PM	11/11/2022 8:26PM	Contractor	Incoming	UGL	

Details: #Departed, temporary fix has been put in place until Monday.

Linked Incident/Faults

<u>Identifier</u>	<u>Type</u>	<u>Time Logged</u>	<u>Details</u>
22SIT006629F	Fault	31/10/2022 7:19AM	Melbourne Street Portal gates West End Side in fault
22SIT007114F	Fault	23/11/2022 7:09PM	Melbourne Street Portal gates stuck open West End Side

Equipment Fault 22SIT007114F**Event Metrics**

Time Logged:	23/11/2022 7:09PM	Initiated by:	NR [BMTMC Operators]
Start/Detected Time:	23/11/2022 7:08PM	Assigned To:	
Verified Time:	23/11/2022 7:09PM	Assistance. Req.:	23/11/2022 7:09PM
Normal Flow:	23/11/2022 8:50PM	Assistance. Arr.:	23/11/2022 8:50PM
End Time:	23/11/2022 8:50PM	Completed By:	NR [BMTMC Operators]

Summary

Details: Melbourne Street Portal gates stuck open West End Side

Region: Metropolitan

Asset Type: Other

Category: Other

Asset Name:

Asset Number:

Location

Location Type: Road

Road: MELBOURNE STREET

Direction: N/A

Suburb: SOUTH BRISBANE

Road Owner: Brisbane

Location Details: Melbourne Street Pedestrian Gates

Primary Camera:

Fault Details

Max. Response Time: 1 Week Paperwork Completed: No Attended: 23/11/2022

Status: Completed Priority: Low

Fault Car

Fault Car Referred: No Referred Time: A/H: No
 Supervisor Referred: Yes Referred Time: 23/11/2022 7:09 PM

Repair Details

Technician Arrived: A/H Callout Ref:

System Conditions:

Cause of fault:

Work Done:

Cost: \$0.00

Notified Officer:

Tech. Departure Time:

Normal Operation

Resumed:

Technician:

Other parties present:

Further Work Suggested:

Referred to Other

Contact:

Ref:

Time:

Further Works

Further Works Order: No

Completed Time:

Additional Info

Blockage Type: Unknown

Diversion Required: No

Delay Expectation: Unknown Traffic Impact

Lateral Position: Unknown

Weather: Unknown

Lanes Blocked

1 2 3 4 5 6

Total:

Opp. Link Affected: No

Opp. Lanes Blocked:

Notifications

Time Occurred	Time Logged	Source/Destination	Direction	Contact	Contact Number
23/11/2022 7:09PM	23/11/2022 7:09PM	Bus Control	Incoming	NR	

Details: Melbourne St portal gates stuck open - West End side

Time Occurred	Time Logged	Source/Destination	Direction	Contact	Contact Number
23/11/2022 7:12PM	23/11/2022 7:12PM	Contractor	Outgoing	UGL - pager	NR

Details: #Notified

Time Occurred	Time Logged	Source/Destination	Direction	Contact	Contact Number
23/11/2022 7:16PM	23/11/2022 7:17PM	Contractor	Incoming	UGL	NR

Details: #Returned page, notified of issue and attending

Time Occurred	Time Logged	Source/Destination	Direction	Contact	Contact Number
23/11/2022 8:50PM	23/11/2022 8:50PM	Civil/Maintenance	Incoming	UGL	

Details: Portal gates now operational.

Linked Incident/Faults

Identifier	Type	Time Logged	Details
22SIT006629F	Fault	31/10/2022 7:19AM	Melbourne Street Portal gates West End Side in fault
22SIT006915F	Fault	11/11/2022 6:51PM	Melbourne Street Portal gates West End Side in fault

Equipment Fault 22SIT007237F**Event Metrics**

Time Logged:	30/11/2022 6:38AM	Initiated by:	NR [BMTMC Operators]
Start/Detected Time:	30/11/2022 6:37AM	Assigned To:	
Verified Time:	30/11/2022 6:37AM	Assistance. Req.:	30/11/2022 6:40AM
Normal Flow:	30/11/2022 12:21PM	Assistance. Arr.:	30/11/2022 7:00AM
End Time:	30/11/2022 12:21PM	Completed By:	NR [BMTMC Operators]

Summary

Details: UGL pager message left - Hazard, Door failed shut | Melbourne St, both directions LS, Bus portal, South Brisbane | No delays |

Asset Type: Other Region: Metropolitan
 Category: Other

Asset Name:
 Asset Number:

Location

Location Type: Road
 Road: MELBOURNE STREET

Direction: N/A
 Suburb: SOUTH BRISBANE
 Road Owner: Brisbane

Location Details: Bus portal glass doors
 Primary Camera:

Fault Details

Max. Response Time: 1 Week Paperwork Completed: No Attended: 30/11/2022
 Status: Completed Priority: Low

Fault Car

Fault Car Referred: Yes Referred Time: 30/11/2022 6:40 AM A/H: No
 Supervisor Referred: No Referred Time:

Repair Details

Technician Arrived: A/H Callout Ref:
 System Conditions:
 Cause of fault:
 Work Done:
 Cost: \$0.00 Notified Officer:
 Tech. Departure Time: Normal Operation Resumed:

Technician:
 Other parties present:
 Further Work Suggested:

Referred to Other

Contact:

Ref: Time:

Further Works

Further Works Order: No Completed Time:

Additional Info

Blockage Type: Unknown Diversion Required: No

Delay Expectation: Unknown Traffic Impact

Lateral Position: Unknown Weather: Unknown

Lanes Blocked	Opp. Link Affected: No														
<table style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 15%; text-align: center;">1</td> <td style="width: 15%; text-align: center;">2</td> <td style="width: 15%; text-align: center;">3</td> <td style="width: 15%; text-align: center;">4</td> <td style="width: 15%; text-align: center;">5</td> <td style="width: 15%; text-align: center;">6</td> <td style="width: 15%; text-align: right;">Total:</td> </tr> <tr> <td style="height: 20px;"></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> </tr> </table>	1	2	3	4	5	6	Total:								Opp. Lanes Blocked:
1	2	3	4	5	6	Total:									

Notifications

Time Occurred	Time Logged	Source/Destination	Direction	Contact	Contact Number
30/11/2022 6:37AM	30/11/2022 6:37AM	Bus Control	Incoming	in room	
Details: Hazard, Door failed shut Melbourne St, both directions LS, Bus portal, South Brisbane No delays					
30/11/2022 6:39AM	30/11/2022 6:40AM	Contractor	Outgoing	UGL	NR
Details: #Notified - pager					
30/11/2022 6:41AM	30/11/2022 6:41AM	CCTV	Incoming	3150	
Details: Unable to verify					
30/11/2022 6:49AM	30/11/2022 6:50AM	Contractor	Incoming	NR	NR
Details: UGL proceeding. Advised they will reset but it will probably fault again. Has requested quote for new gate					
30/11/2022 12:21PM	30/11/2022 12:21PM	Contractor	Incoming	NR	
Details: Doors operational					

Linked Incident/Faults

Identifier	Type	Time Logged	Details

Equipment Fault 22SIT007366F**Event Metrics**

Time Logged:	7/12/2022 7:23AM	Initiated by:	NR [BMTMC Operators]
Start/Detected Time:	7/12/2022 7:19AM	Assigned To:	NR [BMTMC Operators]
Verified Time:	7/12/2022 7:23AM	Assistance. Req.:	7/12/2022 7:19AM
Normal Flow:	7/12/2022 8:52AM	Assistance. Arr.:	7/12/2022 8:40AM
End Time:	7/12/2022 8:52AM	Completed By:	NR [BMTMC Operators]

Summary

Details: Melbourne St Portal At Busway South Brisbane - Doors Stuck Open, City Side

Region: Metropolitan

Asset Type: Other

Category: System Not Working

Asset Name:

Asset Number:

Location

Location Type: Road

Road: MELBOURNE STREET

Direction: N/A

Suburb: SOUTH BRISBANE

Road Owner: Brisbane

Location Details:

Primary Camera:

Fault Details

Max. Response Time: 1 Week

Paperwork Completed: No

Attended:

Status: Completed

Priority: Low

Fault Car

Fault Car Referred: Yes Referred Time: 7/12/2022 7:23 AM A/H: No

Supervisor Referred: No Referred Time:

Repair Details

Technician Arrived:

A/H Callout Ref:

System Conditions:

Cause of fault:

Work Done:

Cost: \$0.00

Notified Officer:

Tech. Departure Time:

Normal Operation

Resumed:

Technician:

Other parties present:

Further Work Suggested:

Referred to Other

Contact:

Ref: _____ Time: _____

Further Works

Further Works Order: No Completed Time: _____

Additional Info

Blockage Type: Unknown Diversion Required: No

Delay Expectation: Unknown Traffic Impact

Lateral Position: Unknown Weather: Unknown

Lanes Blocked						Opp. Link Affected: No Opp. Lanes Blocked:
1	2	3	4	5	6	
Total:						

Notifications

Time Occurred	Time Logged	Source/Destination	Direction	Contact	Contact Number
7/12/2022 7:18AM	7/12/2022 7:19AM	TMR	Incoming	Busways	
Details: Melbourne St Portal Doors Stuck Open, City Side					
7/12/2022 7:23AM	7/12/2022 7:23AM	Contractor	Outgoing	NR	ICB UGL Pager NR
Details: #Notified of Doors Stuck open - City side					
7/12/2022 7:39AM	7/12/2022 7:40AM	Contractor	Incoming	UGL - Technician	NR
Details: Advised ETA will be 1 hour					
7/12/2022 7:42AM	7/12/2022 7:46AM	Busways	Outgoing	In the Room	
Details: #Notified of 1 hour ETA for technician					
7/12/2022 8:52AM	7/12/2022 8:52AM	Contractor	Incoming		
Details: Job complete					

Linked Incident/Faults

Identifier	Type	Time Logged	Details

Equipment Fault 22SIT007438F

Event Metrics

Time Logged: 9/12/2022 11:48AM
Start/Detected Time: 9/12/2022 11:48AM
Verified Time:
Normal Flow:
End Time: 9/12/2022 3:05PM

Initiated by: [NR] BMTMC Admins]
Assigned To: [NR] BMTMC Admins]
Assistance. Req.:
Assistance. Arr.:
Completed By: [NR] [BMTMC Operators]

Summary

Details: Western end Melbourne St gate stuck open

Asset Type: Other Region: Metropolitan
Asset Name: Category: Other
Asset Number:

Location

Location Type: Road
Road: MELBOURNE STREET
Direction: N/A
Suburb: SOUTH BRISBANE
Road Owner: Brisbane

Location Details:
Primary Camera:

Fault Details

Max. Response Time: 1 Week Paperwork Completed: No Attended: 7/01/2023
Status: Completed Priority: Low

Fault Car

Fault Car Referred: No Referred Time: A/H: No
Supervisor Referred: No Referred Time:

Repair Details

Technician Arrived: A/H Callout Ref:
System Conditions:
Cause of fault:
Work Done:
Cost: \$0.00 Notified Officer:
Tech. Departure Time: Normal Operation Resumed:
Technician:
Other parties present:
Further Work Suggested:

Referred to Other

Contact:

Ref:

Time:

Further Works

Further Works Order: No

Completed Time:

Additional Info

Blockage Type: Unknown

Diversion Required: No

Delay Expectation: Unknown Traffic Impact

Lateral Position: Unknown

Weather: Unknown

Lanes Blocked

1 2 3 4 5 6

Total:

Opp. Link Affected: No

Opp. Lanes Blocked:

Notifications

<u>Time Occurred</u>	<u>Time Logged</u>	<u>Source/Destination</u>	<u>Direction</u>	<u>Contact</u>	<u>Contact Number</u>
9/12/2022 11:47AM	9/12/2022 11:48AM	Busways	incoming		

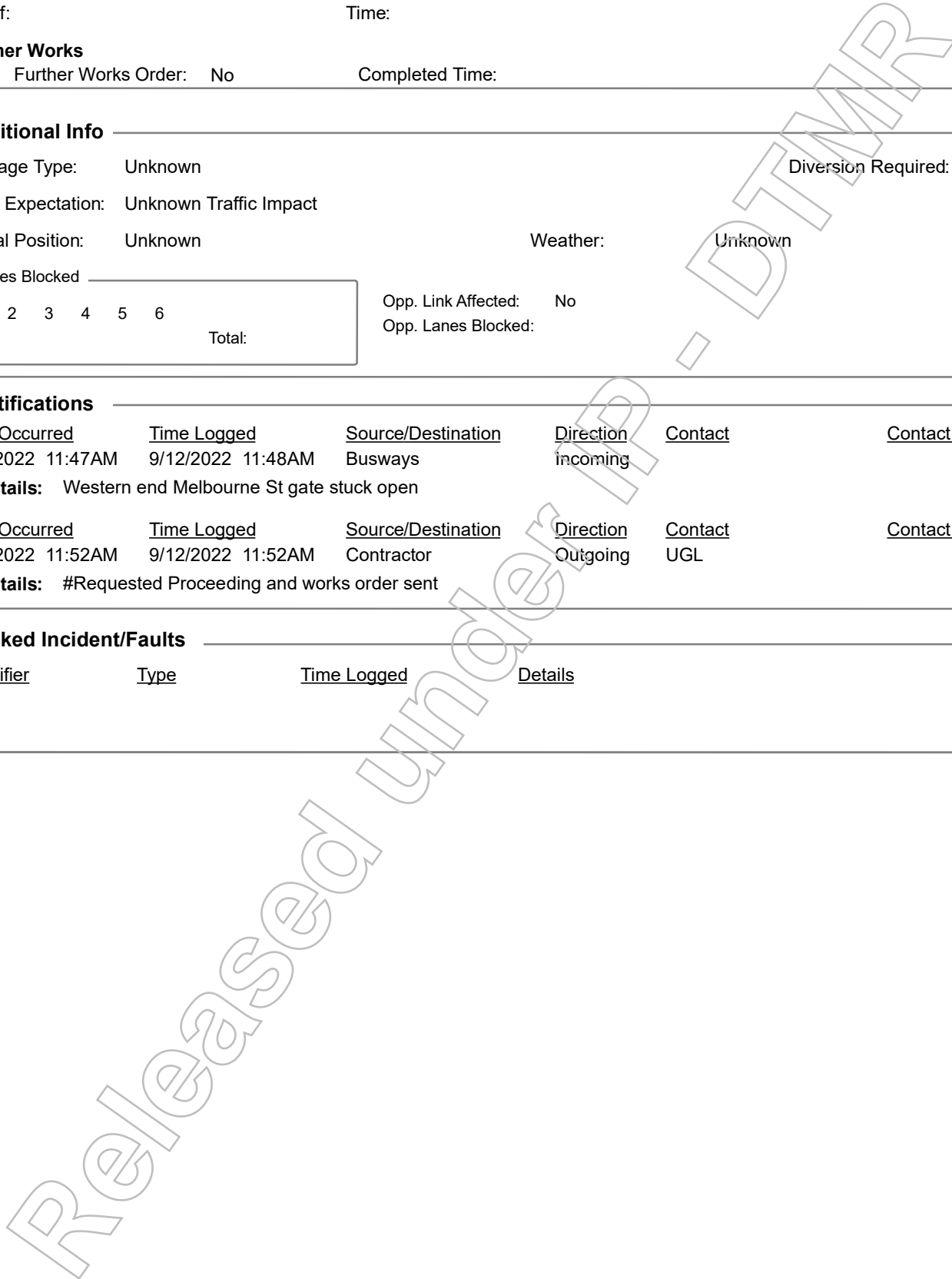
Details: Western end Melbourne St gate stuck open

<u>Time Occurred</u>	<u>Time Logged</u>	<u>Source/Destination</u>	<u>Direction</u>	<u>Contact</u>	<u>Contact Number</u>
9/12/2022 11:52AM	9/12/2022 11:52AM	Contractor	Outgoing	UGL	

Details: #Requested Proceeding and works order sent

Linked Incident/Faults

<u>Identifier</u>	<u>Type</u>	<u>Time Logged</u>	<u>Details</u>
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Equipment Fault 22SIT007444F

Event Metrics

Time Logged:	9/12/2022 5:16PM	Initiated by:	<input type="text" value="NR"/> [BMTMC Operators]
Start/Detected Time:	9/12/2022 5:14PM	Assigned To:	<input type="text" value="NR"/> [BMTMC Operators]
Verified Time:	9/12/2022 5:15PM	Assistance. Req.:	9/12/2022 5:15PM
Normal Flow:		Assistance. Arr.:	
End Time:	9/12/2022 7:04PM	Completed By:	<input type="text" value="NR"/> [BMTMC Operators]

Summary

Details: Melbourne Street Portal Pedestrian Gates - Failed, open at West End end.

Region: Metropolitan

Asset Type: Other Category: System Not Working

Asset Name:

Asset Number:

Location

Location Type: Road

Road: MELBOURNE STREET

Direction: Southbound

Suburb: SOUTH BRISBANE

Road Owner: Brisbane

Location Details: at SE Busway Portal

Primary Camera:

Fault Details

Max. Response Time: 1 Week Paperwork Completed: No Attended: 7/01/2023

Status: Completed Priority: Low

Fault Car

Fault Car Referred: No Referred Time: A/H: No

Supervisor Referred: Yes Referred Time: 9/12/2022 5:16 PM

Repair Details

Technician Arrived: A/H Callout Ref:

System Conditions:

Cause of fault:

Work Done:

Cost: \$0.00 Notified Officer:

Tech. Departure Time: Normal Operation Resumed:

Technician:

Other parties present:

Further Work Suggested:

Referred to Other

Contact:

Ref:

Time:

Further Works

Further Works Order: No

Completed Time:

Additional Info

Blockage Type: Unknown

Diversion Required: No

Delay Expectation: Unknown Traffic Impact

Lateral Position: Unknown

Weather: Unknown

Lanes Blocked

1 2 3 4 5 6

Total:

Opp. Link Affected: No

Opp. Lanes Blocked:

Notifications

<u>Time Occurred</u>	<u>Time Logged</u>	<u>Source/Destination</u>	<u>Direction</u>	<u>Contact</u>	<u>Contact Number</u>
9/12/2022 4:20PM	9/12/2022 5:14PM	Busways	incoming	BSO	

Details: Melbourne Street Portal Pedestrian Gates - Failed, open at West End end.

<u>Time Occurred</u>	<u>Time Logged</u>	<u>Source/Destination</u>	<u>Direction</u>	<u>Contact</u>	<u>Contact Number</u>
9/12/2022 5:23PM	9/12/2022 5:23PM	Contractor	Outgoing		

Details: UGL Pager #Notified

Linked Incident/Faults

<u>Identifier</u>	<u>Type</u>	<u>Time Logged</u>	<u>Details</u>
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Equipment Fault 22SIT007460F

Event Metrics

Time Logged: 11/12/2022 9:44AM
Start/Detected Time: 11/12/2022 9:41AM
Verified Time:
Normal Flow:
End Time: 11/12/2022 3:03PM

Initiated by: [BMTMC Operators]
Assigned To: [BMTMC Operators]
Assistance. Req.: 11/12/2022 9:41AM
Assistance. Arr.:
Completed By: [BMTMC Operators]

Summary

Details: Melbourne Street Portal Pedestrian Gates - Failed, open at West End end.
Region: Metropolitan
Asset Type: Other
Category: System Not Working
Asset Name:
Asset Number:

Location

Location Type: Road
Road: MELBOURNE STREET
Direction: N/A
Suburb: SOUTH BRISBANE
Road Owner: Brisbane
Location Details:
Primary Camera:

Fault Details

Max. Response Time: 1 Week
Status: Completed
Paperwork Completed: No
Priority: Low
Attended:

Fault Car

Fault Car Referred: Yes Referred Time: 11/12/2022 9:41 AM A/H: No
Supervisor Referred: No Referred Time:

Repair Details

Technician Arrived:
System Conditions:
Cause of fault:
Work Done:
Cost: \$0.00
Tech. Departure Time:
A/H Callout Ref:
Notified Officer:
Normal Operation Resumed:
Technician:
Other parties present:
Further Work Suggested:

Referred to Other

Contact:

Ref:

Time:

Further Works

Further Works Order: No

Completed Time:

Additional Info

Blockage Type: Unknown

Diversion Required: No

Delay Expectation: Unknown Traffic Impact

Lateral Position: Unknown

Weather: Unknown

Lanes Blocked

1 2 3 4 5 6

Total:

Opp. Link Affected: No

Opp. Lanes Blocked:

Notifications

<u>Time Occurred</u>	<u>Time Logged</u>	<u>Source/Destination</u>	<u>Direction</u>	<u>Contact</u>	<u>Contact Number</u>
11/12/2022 9:40AM	11/12/2022 9:41AM	Bus Control	incoming		

Details: Melbourne Street Portal Pedestrian Gates - Failed, open at West End end.

<u>Time Occurred</u>	<u>Time Logged</u>	<u>Source/Destination</u>	<u>Direction</u>	<u>Contact</u>	<u>Contact Number</u>
11/12/2022 9:43AM	11/12/2022 9:44AM	Congestion	Outgoing	NR	

Details: Pager Service contacted

<u>Time Occurred</u>	<u>Time Logged</u>	<u>Source/Destination</u>	<u>Direction</u>	<u>Contact</u>	<u>Contact Number</u>
11/12/2022 9:47AM	11/12/2022 9:48AM	Contractor	Incoming	UGL	NR

Details: #Proceeding

Linked Incident/Faults

<u>Identifier</u>	<u>Type</u>	<u>Time Logged</u>	<u>Details</u>
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Equipment Fault 23SIT000190F

Event Metrics

Time Logged: 7/01/2023 12:52PM
Start/Detected Time: 7/01/2023 11:57AM
Verified Time: 7/01/2023 12:50PM
Normal Flow: 7/01/2023 2:55PM
End Time: 7/01/2023 2:55PM

Initiated by: [BMTMC Operators]
Assigned To: [BMTMC Operators]
Assistance. Req.: 7/01/2023 12:57PM
Assistance. Arr.: 7/01/2023 1:57PM
Completed By: [BMTMC Operators]

Summary

Details: Melbourne St Portal - City side gates - Elderly person injured hand (caught in closing gate) - investigate closing speed of gate
Region: Metropolitan
Asset Type: Other
Category: Other
Asset Name:
Asset Number:

Location

Location Type: Road
Road: MELBOURNE STREET
Direction: N/A
Suburb: SOUTH BRISBANE
Road Owner: Brisbane
Location Details: City side gate
Primary Camera:

Fault Details

Max. Response Time: 1 Week
Status: Completed
Paperwork Completed: No
Priority: Low
Attended:

Fault Car

Fault Car Referred: No
Supervisor Referred: No
Referred Time:
A/H: No

Repair Details

Technician Arrived:
System Conditions:
Cause of fault:
Work Done:
Cost: \$0.00
Tech. Departure Time:
A/H Callout Ref:
Notified Officer:
Normal Operation Resumed:
Technician:
Other parties present:
Further Work Suggested:

Referred to Other

Contact:

Ref: _____ Time: _____

Further Works

Further Works Order: No Completed Time: _____

Additional Info

Blockage Type: Unknown Diversion Required: No

Delay Expectation: Unknown Traffic Impact

Lateral Position: Unknown Weather: Unknown

Lanes Blocked

1	2	3	4	5	6	Total:
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Opp. Link Affected: No
Opp. Lanes Blocked: _____

Notifications

Time Occurred	Time Logged	Source/Destination	Direction	Contact	Contact Number
7/01/2023 12:47PM	7/01/2023 12:48PM	Busways	Incoming		
Details: Melbourne St Portal - Cityside gates - Elderly person injured hand (caught in closing gate)					
7/01/2023 12:54PM	7/01/2023 12:54PM	Civil/Maintenance	Outgoing		
Details: #Notified UGL Pager					
7/01/2023 12:57PM	7/01/2023 12:58PM	Civil/Maintenance	Incoming	NR - UGL	
Details: #Advised of incident, they will follow up with Busways					
7/01/2023 1:57PM	7/01/2023 1:59PM	Contractor	Incoming	UGL	NR
Details: #Arrived, will investigate					
7/01/2023 2:51PM	7/01/2023 2:55PM	Civil/Maintenance	Incoming	NR - UGL	
Details: Has slowed down the door closing speed to 5 seconds. The door brakes come on if a foot or something large is caught, but a hand or finger may still get trapped. UGL will ensure timings are reset to the slower speed whenever the door itself is reset					

Linked Incident/Faults

Identifier	Type	Time Logged	Details
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Equipment Fault 23SIT000296F

Event Metrics

Time Logged: 12/01/2023 5:49AM
Start/Detected Time: 12/01/2023 5:48AM
Verified Time: 12/01/2023 5:49AM
Normal Flow:
End Time: 9/11/2023 12:00PM

Initiated by: [BMTMC Admins]
Assigned To: [BMTMC Admins]
Assistance. Req.: 12/01/2023 5:49AM
Assistance. Arr.:
Completed By: [BMTMC]

Summary

Details: Melbourne Street Portal gates not working

Region: Metropolitan
Asset Type: Intersection/Traffic Signal
Category: Failed
Asset Name: Melbourne St & Set Busway & Hope St
Asset Number: B0782/CTLR

Location

Location Type: Road
Road: MELBOURNE STREET
Direction: N/A
Suburb: SOUTH BRISBANE
Road Owner: Brisbane

Location Details: Melbourne St & Set Busway & Hope St
Primary Camera:

Fault Details

Max. Response Time: 1 Week
Status: Completed
Paperwork Completed: No
Priority: Low
Attended: 9/11/2023

Fault Car

Fault Car Referred: Yes Referred Time: 12/01/2023 5:51 AM A/H: No
Supervisor Referred: No Referred Time:

Repair Details

Technician Arrived:
System Conditions:
Cause of fault:
Work Done:
Cost: \$0.00
Tech. Departure Time:
A/H Callout Ref:
Notified Officer:
Normal Operation Resumed:
Technician:
Other parties present:
Further Work Suggested:

Referred to Other

Contact:

Ref:

Time:

Further Works

Further Works Order: No

Completed Time:

Additional Info

Blockage Type: Unknown

Diversion Required: No

Delay Expectation: Unknown Traffic Impact

Lateral Position: Unknown

Weather: Unknown

Lanes Blocked

1 2 3 4 5 6

Total:

Opp. Link Affected: No

Opp. Lanes Blocked:

Notifications

<u>Time Occurred</u>	<u>Time Logged</u>	<u>Source/Destination</u>	<u>Direction</u>	<u>Contact</u>	<u>Contact Number</u>
12/01/2023 5:47AM	12/01/2023 5:48AM	Busways	incoming		

Details: Melbourne Street Portal gates not working

<u>Time Occurred</u>	<u>Time Logged</u>	<u>Source/Destination</u>	<u>Direction</u>	<u>Contact</u>	<u>Contact Number</u>
12/01/2023 5:51AM	12/01/2023 5:52AM	Contractor	Outgoing	United Group	

Details: Contacted message service

Linked Incident/Faults

<u>Identifier</u>	<u>Type</u>	<u>Time Logged</u>	<u>Details</u>
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Released under R-DTMR

Equipment Fault 23SIT001119F

Event Metrics

Time Logged: 19/02/2023 5:50PM
Start/Detected Time: 19/02/2023 5:48PM
Verified Time: 19/02/2023 5:50PM
Normal Flow: 20/02/2023 9:11AM
End Time: 20/02/2023 9:11AM

Initiated by: NR [BMTMC Operators]
Assigned To:
Assistance. Req.: 19/02/2023 5:50PM
Assistance. Arr.: 20/02/2023 9:11AM
Completed By: NR [BMTMC Operators]

Summary

Details: Melbourne St portal West End doors staying open.
UGL Attended Broken bracket and burnt out motor which can not be replaced at this stage.

Region: Metropolitan

Asset Type: Other

Category: Other

Asset Name:

Asset Number:

Location

Location Type: Road
Road: MELBOURNE STREET
Direction: N/A
Suburb: SOUTH BRISBANE
Road Owner: Brisbane

Location Details:

Primary Camera:

Fault Details

Max. Response Time: 1 Week Paperwork Completed: No Attended: 20/02/2023
Status: Completed Priority: Low

Fault Car

Fault Car Referred: No Referred Time: A/H: No
Supervisor Referred: No Referred Time:

Repair Details

Technician Arrived: A/H Callout Ref:
System Conditions:
Cause of fault:
Work Done:
Cost: \$0.00 Notified Officer:
Tech. Departure Time: Normal Operation Resumed:
Technician:
Other parties present:
Further Work Suggested:

Referred to Other

Contact:

Ref: _____ Time: _____

Further Works

Further Works Order: No Completed Time: _____

Additional Info

Blockage Type: Unknown Diversion Required: No

Delay Expectation: Unknown Traffic Impact

Lateral Position: Unknown Weather: Unknown

Lanes Blocked					
1	2	3	4	5	6
					Total:

Opp. Link Affected: No
Opp. Lanes Blocked:

Notifications

Time Occurred	Time Logged	Source/Destination	Direction	Contact	Contact Number
19/02/2023 5:47PM	19/02/2023 5:48PM	Busways	Incoming		
Details: Melbourne St portal West End doors staying open					
19/02/2023 5:50PM	19/02/2023 5:50PM	Contractor	Incoming		
Details: UGL - left message with pager service					
19/02/2023 8:16PM	19/02/2023 8:16PM	Contractor	Incoming	UGL	
Details: UGL Attended Broken bracket and burnt out motor which can not be replaced at this stage. Busways have been advised					
20/02/2023 7:21AM	20/02/2023 7:22AM	Contractor	Incoming	NR	NR
Details: #Arrived UGL					
20/02/2023 9:12AM	20/02/2023 9:13AM	Contractor	Incoming	NR	
Details: #Departed found cables severed, Reconnected, back to normal ops					

Linked Incident/Faults

Identifier	Type	Time Logged	Details

Equipment Fault 23SIT001252F

Event Metrics

Time Logged:	26/02/2023 5:56AM	Initiated by:	<input type="text" value="NR"/> [BMTMC Operators]
Start/Detected Time:	26/02/2023 5:56AM	Assigned To:	
Verified Time:	26/02/2023 5:56AM	Assistance. Req.:	26/02/2023 5:56AM
Normal Flow:		Assistance. Arr.:	
End Time:	26/02/2023 8:12AM	Completed By:	<input type="text" value="NR"/> [BMTMC Operators]

Summary

Details: Melbourne St portal doors. West End side glass doors wont open. Also the magnetic gate has been damaged and will not lock.

Asset Type: Other Region: Metropolitan
 Category: Other

Asset Name:
 Asset Number:

Location

Location Type: Road
 Road: MELBOURNE STREET

Direction: N/A
 Suburb: SOUTH BRISBANE
 Road Owner: Brisbane

Location Details:
 Primary Camera:

Fault Details

Max. Response Time: 1 Week Paperwork Completed: No Attended: 26/02/2023
 Status: Completed Priority: Low

Fault Car

Fault Car Referred: No Referred Time: A/H: No
 Supervisor Referred: No Referred Time:

Repair Details

Technician Arrived: A/H Callout Ref:
 System Conditions:
 Cause of fault:
 Work Done:
 Cost: \$0.00 Notified Officer:
 Tech. Departure Time: Normal Operation Resumed:
 Technician:
 Other parties present:
 Further Work Suggested:

Referred to Other

Contact:

Ref: _____ Time: _____

Further Works

Further Works Order: No Completed Time: _____

Additional Info

Blockage Type: Unknown Diversion Required: No

Delay Expectation: Unknown Traffic Impact

Lateral Position: Unknown Weather: Unknown

Lanes Blocked

1	2	3	4	5	6	Total:
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Opp. Link Affected: No
Opp. Lanes Blocked: _____

Notifications

Time Occurred	Time Logged	Source/Destination	Direction	Contact	Contact Number
26/02/2023 5:37AM	26/02/2023 5:56AM	Bus Control	Incoming		
Details: Melbourne St portal doors. West End side glass doors wont open. Also the magnetic gate has been damaged and will not lock.					
Time Occurred	Time Logged	Source/Destination	Direction	Contact	Contact Number
26/02/2023 5:58AM	26/02/2023 5:58AM	Contractor	Incoming		
Details: #Notified via pager					
Time Occurred	Time Logged	Source/Destination	Direction	Contact	Contact Number
26/02/2023 6:01AM	26/02/2023 6:02AM	Congestion	Incoming	NR	
Details: Called in for details and proceeding					
Time Occurred	Time Logged	Source/Destination	Direction	Contact	Contact Number
26/02/2023 8:08AM	26/02/2023 8:12AM	Contractor	Incoming	UGL	
Details: Both glass doors fixed. The magnet gate also repaired but the gate fixing to the ground will need attention as it is barely holding. Will put in a works order					

Linked Incident/Faults

Identifier	Type	Time Logged	Details

Equipment Fault 23SIT001593F

Event Metrics

Time Logged:	15/03/2023 1:27PM	Initiated by:	NR [BMTMC Operators]
Start/Detected Time:	15/03/2023 1:27PM	Assigned To:	
Verified Time:	15/03/2023 1:27PM	Assistance. Req.:	15/03/2023 1:27PM
Normal Flow:	15/03/2023 4:02PM	Assistance. Arr.:	15/03/2023 4:02PM
End Time:	15/03/2023 4:02PM	Completed By:	NR [BMTMC Operators]

Summary

Details: Melbourne St Portal Fault - City side gate appears to have no power, can open and close manually but not automatically

Asset Type: Other Region: Metropolitan
 Category: Other

Asset Name:
 Asset Number:

Location

Location Type: Road
 Road: MELBOURNE STREET

Direction: N/A
 Suburb: SOUTH BRISBANE
 Road Owner: Brisbane

Location Details: Melbourne St Gatea
 Primary Camera:

Fault Details

Max. Response Time: 1 Week Paperwork Completed: No Attended: 15/03/2023
 Status: Completed Priority: Low

Fault Car

Fault Car Referred: No Referred Time: A/H: No
 Supervisor Referred: Yes Referred Time: 15/03/2023 1:27 PM

Repair Details

Technician Arrived: A/H Callout Ref:
 System Conditions:
 Cause of fault:
 Work Done:
 Cost: \$0.00 Notified Officer:
 Tech. Departure Time: Normal Operation Resumed:
 Technician:
 Other parties present:
 Further Work Suggested:

Referred to Other

Contact:

Ref:

Time:

Further Works

Further Works Order: No

Completed Time:

Additional Info

Blockage Type: Unknown

Diversion Required: No

Delay Expectation: Unknown Traffic Impact

Lateral Position: Unknown

Weather: Unknown

Lanes Blocked

1 2 3 4 5 6

Total:

Opp. Link Affected: No

Opp. Lanes Blocked:

Notifications

<u>Time Occurred</u>	<u>Time Logged</u>	<u>Source/Destination</u>	<u>Direction</u>	<u>Contact</u>	<u>Contact Number</u>
15/03/2023 1:26PM	15/03/2023 1:27PM	Busways	Incoming		

Details: Melbourne St Portal Fault - City side gate appears to have no power, can open and close manually but not automatically

<u>Time Occurred</u>	<u>Time Logged</u>	<u>Source/Destination</u>	<u>Direction</u>	<u>Contact</u>	<u>Contact Number</u>
15/03/2023 1:27PM	15/03/2023 1:29PM	Contractor	Outgoing	UGL - NR	

Details: Left message

<u>Time Occurred</u>	<u>Time Logged</u>	<u>Source/Destination</u>	<u>Direction</u>	<u>Contact</u>	<u>Contact Number</u>
15/03/2023 1:36PM	15/03/2023 1:36PM	Other	Outgoing	UGL - NR	

Details: #Notified

<u>Time Occurred</u>	<u>Time Logged</u>	<u>Source/Destination</u>	<u>Direction</u>	<u>Contact</u>	<u>Contact Number</u>
15/03/2023 4:02PM	15/03/2023 4:02PM	Contractor	Incoming		

Details: #Departed

Linked Incident/Faults

<u>Identifier</u>	<u>Type</u>	<u>Time Logged</u>	<u>Details</u>
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Equipment Fault 23SIT002354F

Event Metrics

Time Logged: 28/04/2023 1:44PM
Start/Detected Time: 28/04/2023 1:44PM
Verified Time: 28/04/2023 1:47PM
Normal Flow:
End Time: 31/01/2024 8:20AM

Initiated by: [BMTMC Operators]
Assigned To: [BMTMC Operators]
Assistance. Req.: 28/04/2023 1:47PM
Assistance. Arr.:
Completed By: [BMTMC Admins]

Summary

Details: BUSWAYS: Faulty Melbourne St Portal Metal Gate. Magnetic latch not closing correctly - South Brisbane | No delays
Asset Type: Other
Asset Name:
Asset Number:
Region: Metropolitan
Category: Other

Location

Location Type: Road
Road: MELBOURNE STREET
Direction:
Suburb: SOUTH BRISBANE
Road Owner: Brisbane
Location Details:
Primary Camera:

Fault Details

Max. Response Time: 2 Hours
Status: Completed
Paperwork Completed: No
Priority: Low
Attended: 31/01/2024

Fault Car

Fault Car Referred: Yes Referred Time: 28/04/2023 1:49 PM A/H: No
Supervisor Referred: Yes Referred Time: 28/04/2023 1:49 PM

Repair Details

Technician Arrived:
System Conditions:
Cause of fault:
Work Done:
Cost: \$0.00
Tech. Departure Time:
Notified Officer:
Normal Operation Resumed:
Technician:
Other parties present:
Further Work Suggested:

Referred to Other

Contact:

Ref:

Time:

Further Works

Further Works Order: No

Completed Time:

Additional Info

Blockage Type: Unknown

Diversion Required: No

Delay Expectation: Unknown Traffic Impact

Lateral Position: Unknown

Weather: Unknown

Lanes Blocked

1 2 3 4 5 6

Total:

Opp. Link Affected: No

Opp. Lanes Blocked:

Notifications

Time Occurred	Time Logged	Source/Destination	Direction	Contact	Contact Number
28/04/2023 1:44PM	28/04/2023 1:44PM	Busways	Incoming	BUSWAYS	

Details: BUSWAYS: Faulty Melbourne St Portal Gate. Magnetic latch not closing properly - South Brisbane | No delays |

Time Occurred	Time Logged	Source/Destination	Direction	Contact	Contact Number
28/04/2023 1:49PM	28/04/2023 1:49PM	Contractor	Outgoing	UGL NR	

Details: #Notified

Time Occurred	Time Logged	Source/Destination	Direction	Contact	Contact Number
28/04/2023 2:05PM	28/04/2023 2:05PM	Contractor	Incoming	UGL	

Details: UGL contractor called to request more information - advised what I was told by TL Busways

Linked Incident/Faults

Identifier	Type	Time Logged	Details
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Equipment Fault 23SIT003710F

Event Metrics

Time Logged: 5/07/2023 10:14AM
Start/Detected Time: 5/07/2023 10:13AM
Verified Time: 5/07/2023 10:14AM
Normal Flow:
End Time: 6/07/2023 11:07AM

Initiated by: NR [BMTMC Operators]
Assigned To:
Assistance. Req.: 5/07/2023 10:14AM
Assistance. Arr.:
Completed By: NR [BMTMC Operators]

Summary

Details: Melbourne st portal failed UGL attending

Asset Type: Other

Region: Metropolitan

Category: Other

Asset Name:

Asset Number:

Location

Location Type: Road
Road: MELBOURNE STREET
Direction:
Suburb: SOUTH BRISBANE
Road Owner: Brisbane

Location Details:

Primary Camera:

Fault Details

Max. Response Time: 1 Week Paperwork Completed: No Attended: 6/07/2023
Status: Completed Priority: Low

Fault Car

Fault Car Referred: No Referred Time: A/H: No
Supervisor Referred: No Referred Time:

Repair Details

Technician Arrived: A/H Callout Ref:
System Conditions:
Cause of fault:
Work Done:
Cost: \$0.00 Notified Officer:
Tech. Departure Time: Normal Operation Resumed:
Technician:
Other parties present:
Further Work Suggested:

Referred to Other

Contact:

Ref:

Time:

Further Works

Further Works Order: No

Completed Time:

Additional Info

Blockage Type: Unknown

Diversion Required: No

Delay Expectation: Unknown Traffic Impact

Lateral Position: Unknown

Weather: Unknown

Lanes Blocked

1 2 3 4 5 6

Total:

Opp. Link Affected: No

Opp. Lanes Blocked:

Notifications

<u>Time Occurred</u>	<u>Time Logged</u>	<u>Source/Destination</u>	<u>Direction</u>	<u>Contact</u>	<u>Contact Number</u>
5/07/2023 10:12AM	5/07/2023 10:13AM	Bus Control	incoming		

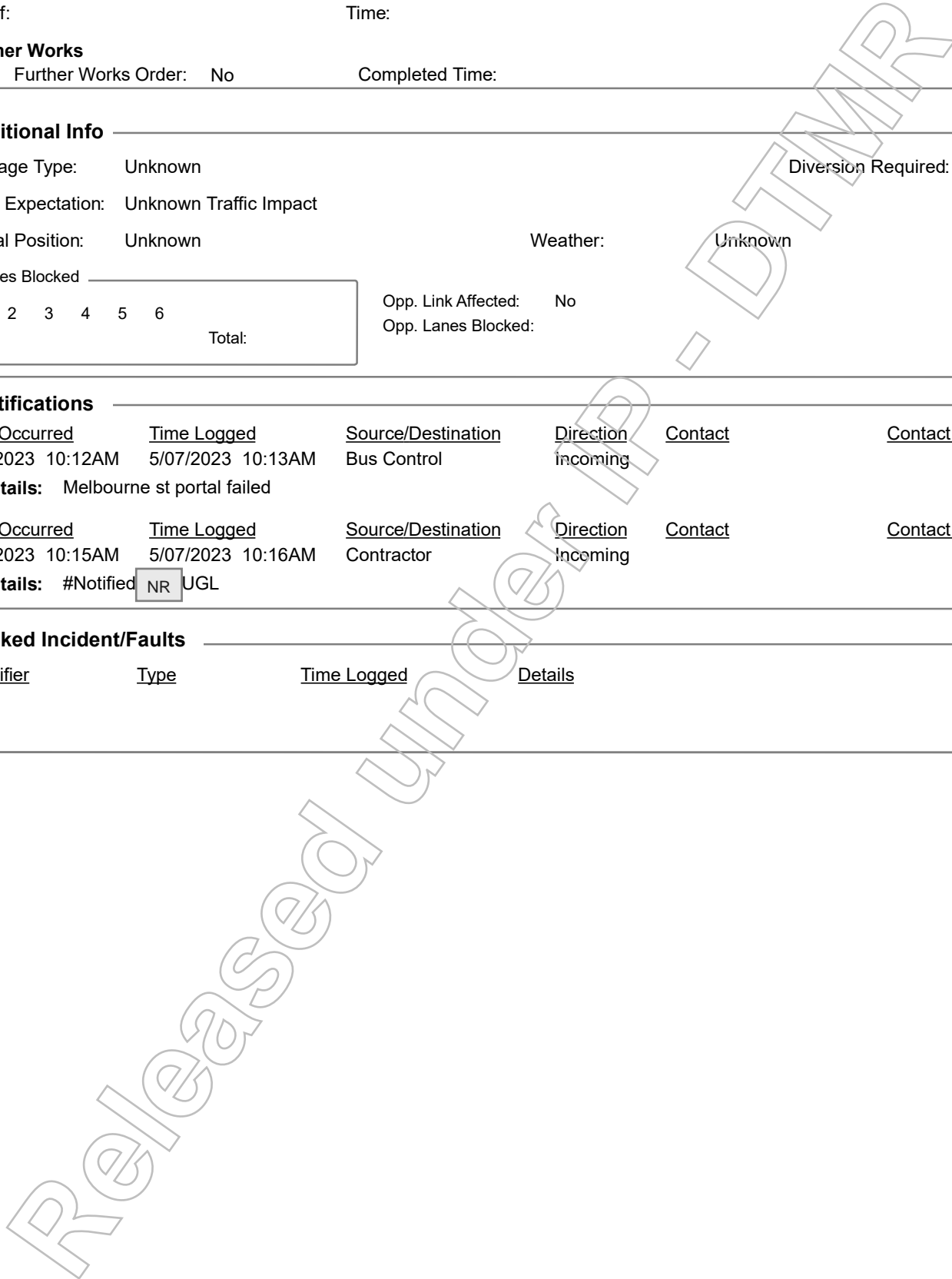
Details: Melbourne st portal failed

<u>Time Occurred</u>	<u>Time Logged</u>	<u>Source/Destination</u>	<u>Direction</u>	<u>Contact</u>	<u>Contact Number</u>
5/07/2023 10:15AM	5/07/2023 10:16AM	Contractor	incoming		

Details: #Notified UGL

Linked Incident/Faults

<u>Identifier</u>	<u>Type</u>	<u>Time Logged</u>	<u>Details</u>
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Equipment Fault 23SIT004071F

Event Metrics

Time Logged: 26/07/2023 10:55AM
Start/Detected Time: 26/07/2023 10:54AM
Verified Time:
Normal Flow: 3/08/2023 8:59AM
End Time: 3/08/2023 8:59AM

Initiated by: [NR] BMTMC Admins]
Assigned To: [NR] BMTMC Admins]
Assistance. Req.: 26/07/2023 10:55AM
Assistance. Arr.:
Completed By: [NR] [BMTMC Operators]

Summary

Details: Western pedestrian gate Melbourne St not working

Region: Metropolitan

Asset Type: Other

Category: Other

Asset Name:

Asset Number:

Location

Location Type: Road
Road: MELBOURNE STREET
Direction: N/A
Suburb: SOUTH BRISBANE
Road Owner: Brisbane

Location Details: Pedestrian Gates

Primary Camera:

Fault Details

Max. Response Time: 1 Week Paperwork Completed: No Attended: 3/08/2023
Status: Completed Priority: Low

Fault Car

Fault Car Referred: Yes Referred Time: 26/07/2023 10:55 AM A/H: No
Supervisor Referred: No Referred Time:

Repair Details

Technician Arrived: A/H Callout Ref:
System Conditions:
Cause of fault:
Work Done:
Cost: \$0.00 Notified Officer:
Tech. Departure Time: Normal Operation Resumed:
Technician:
Other parties present:
Further Work Suggested:

Referred to Other

Contact:

Ref: _____ Time: _____

Further Works

Further Works Order: No Completed Time: _____

Additional Info

Blockage Type: Unknown Diversion Required: No

Delay Expectation: Unknown Traffic Impact

Lateral Position: Unknown Weather: Unknown

Lanes Blocked					
1	2	3	4	5	6
					Total:

Opp. Link Affected: No
Opp. Lanes Blocked:

Notifications

Time Occurred	Time Logged	Source/Destination	Direction	Contact	Contact Number
26/07/2023 10:54AM	26/07/2023 10:54AM	Busways	Incoming		
Details: Western pedestrian gate Melbourne St not working					
26/07/2023 10:59AM	26/07/2023 11:01AM	Contractor	Outgoing	UGL	
Details: #Notified					
2/08/2023 3:27PM	2/08/2023 3:29PM	Contractor	Outgoing	UGL	
Details: Fault Identified. Lower track. Re-attending site prior to 6am 3/8/23 for repairs					
3/08/2023 6:57AM	3/08/2023 6:58AM	Contractor	Incoming	UGL	
Details: on site doing repairs					
3/08/2023 8:57AM	3/08/2023 8:59AM	Contractor	Incoming	NR UGL	
Details: UIDE REPLACED - FAULT CLOSED FULLY OPERATIONAL					

Linked Incident/Faults

Identifier	Type	Time Logged	Details

Equipment Fault 23SIT004099F

Event Metrics

Time Logged:	28/07/2023 3:30AM	Initiated by:	NR [BMTMC Operators]
Start/Detected Time:	28/07/2023 3:29AM	Assigned To:	NR [BMTMC Operators]
Verified Time:	28/07/2023 3:30AM	Assistance. Req.:	28/07/2023 3:30AM
Normal Flow:	28/07/2023 8:03AM	Assistance. Arr.:	28/07/2023 8:01AM
End Time:	28/07/2023 8:03AM	Completed By:	NR [BMTMC Operators]

Summary

Details: Melbourne Street Portal door faulty. West End side. UGL attending.

Region: Metropolitan

Asset Type: Other

Category: Other

Asset Name:

Asset Number:

Location

Location Type: Road

Road: MELBOURNE STREET

Direction: N/A

Suburb: SOUTH BRISBANE

Road Owner: Brisbane

Location Details:

Primary Camera:

Fault Details

Max. Response Time: 1 Week Paperwork Completed: No Attended: 28/07/2023

Status: Completed Priority: Low

Fault Car

Fault Car Referred:	Yes	Referred Time:	28/07/2023 3:30 AM	A/H:	No
Supervisor Referred:	Yes	Referred Time:	28/07/2023 3:30 AM		

Repair Details

Technician Arrived: A/H Callout Ref:

System Conditions: Door faulty

Cause of fault: Advised the Door has been restored - there was a little bit of rubber getting snagged which was the issue.

Work Done: NR advised also they will head back at a later date to do more work on the door

Cost: \$0.00

Notified Officer:

Tech. Departure Time:

Normal Operation

Resumed:

Technician:

Other parties present:

Further Work Suggested:

Referred to Other

Contact:

Ref:

Time:

Further Works

Further Works Order: No

Completed Time:

Additional Info

Blockage Type: Unknown

Diversion Required: No

Delay Expectation: Unknown Traffic Impact

Lateral Position: Unknown

Weather: Unknown

Lanes Blocked

1 2 3 4 5 6

Total:

Opp. Link Affected: No

Opp. Lanes Blocked:

Notifications

Time Occurred	Time Logged	Source/Destination	Direction	Contact	Contact Number
28/07/2023 3:29AM	28/07/2023 3:29AM	Contractor	Incoming	Translink	NR
Details: Door					
28/07/2023 3:31AM	28/07/2023 3:32AM	Contractor	Outgoing	UGL	
Details: #Requested Proceeding					
28/07/2023 3:35AM	28/07/2023 3:35AM	Contractor	Incoming	NR UGL	
Details: #Proceeding					
28/07/2023 4:53AM	28/07/2023 4:56AM	Contractor	Incoming	NR UGL.	
Details: Unable to repair the door. Will pass to the day crew. Notified Busways as to leaving door open or closed.					
28/07/2023 7:59AM	28/07/2023 8:01AM	Contractor	Incoming	NR	NR
Details: Advised the Door has been restored - there was a little bit of rubber getting snagged which was the issue.					

Linked Incident/Faults

Identifier	Type	Time Logged	Details
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Bank Busway Station Inspection

Inspected on / 11 Feb 2023

NR

NR

Complete

22 / 23 (95.65%)

Items

0

Actions

Inspected

Inspected on

11 Feb

Person carrying out station inspection

NR

Station Checked

Released under IP - DIMR



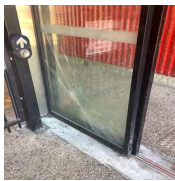
Audit	21 / 22 (95.46%)				
Lighting Operational and in the correct state for the time of day	Yes				
Road Surface Checked	Safe				
Drainage Checked	Clear				
Line Marking Checked	Serviceable				
Signage Checked	Serviceable				
Vegetation Checked	Neat				
Fencing / Guard Rail / Safety Rail	Serviceable				
Any additional comments					
Upload Photos					
Hand sanitiser undamaged and operational	N/A				
Lighting operational and in the correct state for the time of the day	Yes				
Platform Surface including Tactile's Checked	Safe				
Seating Checked	Safe				
AVVM's Checked	Operational				
Station Signage including Advertising Checked	Serviceable				
Safety Railing / Fencing	Serviceable				
Stairs - Non Slip Edges / Tactiles	Serviceable				
Vending Machines Checked	N/A				
Glass in tact and in place	No				
					
Photo 1	Photo 2	Photo 3	Photo 4	Photo 5	Photo 6



Photo 7



Photo 8



Photo 9



Photo 10



Photo 11

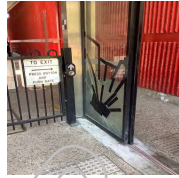


Photo 12

Is the water fountain working and without leaks?

N/A.

PIDs Operational

Yes

Is there any Graffiti

No

Were you able to remove the Graffiti - If no Graffiti please select N/A

N/A

Additional comments

Upload Additional Photos

Lifts

3 / 3 (100%)

Aircon Checked

Operational

Lighting Checked

Operational

Is Lift Operational?

Yes

Lift Ephone Checks are done on the following days;
Monday (RBWH - WG), Tuesday (EB1, EB2 & SEB), Wednesday (FED - KB)

Ephones Checked

N/A

Additional comments

Upload Additional Photos

Bike Lockers

Does this station have bike lockers?

No

Public Toilets

Is there a public toilet at this station?

No

Drivers Facility

Is there a drivers facility at this station?

No

Plant Rooms

Is it Friday, Plant Room Day?

No

Released under IP - DTMR

Media summary



Photo 1



Photo 2



Photo 3



Photo 4



Photo 5



Photo 6



Photo 7



Photo 8

Released Under



Photo 9



Photo 10



Photo 11



Photo 12

Assignment	Site	Job ID	Subject	Customer	Updated	Status	Unread Correspondence	BMTMC SIMS
NR	Melbourne St Tunnel	COR-0018302-001	MST Door Glass broken RHS door city side	Department of Transport & Main Roads	2024-06-21 4:10 AM	Completed	YES	
	Melbourne St Tunnel	COR-0018302	MST Door Glass broken RHS door city side	Department of Transport & Main Roads	2024-06-14 1:17 PM	Closed	NO	
	Melbourne St Tunnel	COR-0018305	MST - BTMC pedestrian gate, West end side.	Department of Transport & Main Roads	2024-03-12 5:22 PM	Closed	YES	
	Roadway Melb Str to BCEC	COR-0018401	MELBOURNE ST AUTO DOORS OPERATING SLOWLY SIMS No 1093	Department of Transport & Main Roads	2024-02-23 10:55 AM	Closed	NO	1093
	Melbourne St Tunnel	COR-0018174	SIMS 2873 MST gate not closing	Department of Transport & Main Roads	2024-02-20 1:15 PM	Closed	YES	2873
	Melbourne St Tunnel	COR-0018216	MST Gate - Sims 2873 - Not closing or locking	Department of Transport & Main Roads	2024-02-02 4:16 PM	Closed	YES	2873
	Melbourne St Tunnel	COR-0017800	MST - Auto doors track cleaning and inspection.	Department of Transport & Main Roads	2023-12-15 11:18 AM	Closed	YES	
	Cultural Centre Busway Station	COR-0017417	Call Out MST - Auto doors	Department of Transport & Main Roads	2023-12-04 12:51 PM	Closed	YES	
	Melbourne St Tunnel	COR-0016774	MST - Auto Doors - west end replace floor guides on	Department of Transport & Main Roads	2023-08-14 10:15 AM	Closed	YES	
	Melbourne St Tunnel	COR-0016755	sims 4071F MST portal gate not opening	Department of Transport & Main Roads	2023-08-07 3:59 PM	Closed	YES	4071F
	Melbourne St Tunnel	COR-0016028	SIMS 2354 MS pedestrian portal gate magnet not working	Department of Transport & Main Roads	2023-05-08 11:23 AM	Closed	YES	2354
	Melbourne St Tunnel	COR-0015682	SIMS 19 MST city portal gates not working	Department of Transport & Main Roads	2023-03-31 3:23 PM	Closed	YES	19
	Melbourne St Tunnel	COR-0015679	SIMS 1593 MST city gate no power	Department of Transport & Main Roads	2023-03-29 10:36 AM	Closed	YES	1593
	Melbourne St Tunnel	COR-0015489	Call out - MST Gates faulty	Department of Transport & Main Roads	2023-03-28 6:22 PM	Closed	YES	
	Melbourne St Tunnel	COR-0015327	MST - Auto Doors - Replace fixed pane on city side	Department of Transport & Main Roads	2023-03-14 11:08 AM	Closed	YES	
	Roadway Melb Str to BCEC	COR-0015307	Call out Melbourne St auto doors Broken glass	Department of Transport & Main Roads	2023-02-27 3:52 PM	Closed	YES	
	Roadway Melb Str to BCEC	COR-0015307	Call out Melbourne St auto doors Broken glass	Department of Transport & Main Roads	2023-02-22 3:52 PM	Closed	YES	
	Melbourne St Tunnel	COR-0015018	MST Gates refurbishments	Department of Transport & Main Roads	2023-02-20 8:09 AM	Closed	YES	
	Melbourne St Tunnel	COR-0015014	MST auto doors - confirm operation and replace broken glass	Department of Transport & Main Roads	2023-02-13 2:01 PM	Closed	YES	
	Melbourne St Tunnel	COR-0015014	MST auto doors - confirm operation and replace broken glass	Department of Transport & Main Roads	2023-02-13 2:01 PM	Closed	YES	
	Melbourne St Tunnel	COR-0014961-001	Callout - MST auto doors - doors closing too fast	Department of Transport & Main Roads	2023-01-24 3:38 PM	Closed	YES	
	Melbourne St Tunnel	COR-0015009	Melb St Auto Doors - City side fault	Department of Transport & Main Roads	2023-01-16 1:50 PM	Closed	YES	
	Melbourne St Tunnel	COR-0014961	Callout - MST auto doors - doors closing too fast	Department of Transport & Main Roads	2023-01-09 10:24 AM	Closed	NO	
	Melbourne St Tunnel	COR-0014331	SIMS 6488 MST ped gates west end failed at open	Department of Transport & Main Roads	2022-10-25 4:13 PM	Closed	YES	6488
	Melbourne St Tunnel	COR-0014055	CALL OUT, MST portal gate not locking	Department of Transport & Main Roads	2022-09-26 10:14 AM	Closed	YES	
	Melbourne St Tunnel	COR-0013735	Call out - MST - auto door gate broken	Department of Transport & Main Roads	2022-08-19 2:40 PM	Closed	YES	
	Melbourne St Tunnel	COR-0013559	VAR SIMS 5155 CALL OUT MST Auto Door glass smashed	Department of Transport & Main Roads	2022-08-04 1:51 PM	Closed	YES	5155
	Melbourne St Tunnel	COR-0011717	MST - [DW, OMT] - Auto door non river side - gate needs repairs	Department of Transport & Main Roads	2022-05-09 7:59 AM	Closed	YES	
	Melbourne St Tunnel	COR-0012131	Flood Damaged MST Auto Doors	Department of Transport & Main Roads	2022-03-02 5:43 AM	Closed	NO	
	Melbourne St Tunnel	COR-0010087	MST City side broken glass SIMS-32492	Department of Transport & Main Roads	2021-07-28 3:23 PM	Closed	YES	32492
	Melbourne St Tunnel	COR-0009394	CALLOUT - Melb St Gate Damaged/Faulty SIMS 2861F	Department of Transport & Main Roads	2021-05-17 7:19 AM	Closed	YES	2861F
	Melbourne St Tunnel	COR-0008320-001	SIMS-0078 MST Gate Loose Fencing	Department of Transport & Main Roads	2021-02-26 3:24 PM	Cancelled	YES	78
	Melbourne St Tunnel	COR-0008320	SIMS-0078 MST Gate Loose Fencing	Department of Transport & Main Roads	2021-01-07 12:21 PM	Closed	YES	78
	Melbourne St Tunnel	COR-0007601	SIMS 5671F MST Door Glass broken city side x 2	Department of Transport & Main Roads	2020-10-15 8:57 AM	Closed	YES	5671F
	Melbourne St Tunnel	COR-0006570	MST DW-SP-PR auto door south cracked glass, pics attached SIMS-3977F	Department of Transport & Main Roads	2020-07-17 5:56 PM	Closed	YES	3977F
	Melbourne St Tunnel	COR-0006090	Melbourne st auto doors. graffiti vandalism - SIMS 20509	Department of Transport & Main Roads	2020-05-12 11:18 AM	Closed	YES	20509
	Melbourne St Tunnel	COR-0005629-001	Repairs MST auto doors sims 13399	Department of Transport & Main Roads	2020-03-27 8:59 AM	Closed	YES	13399
	Melbourne St Tunnel	COR-0004059	MST auto doors battery replacement city and west end side	Department of Transport & Main Roads	2019-10-28 3:54 PM	Closed	YES	
	Melbourne St Tunnel	COR-0003422	call out MST auto doors damaged	Department of Transport & Main Roads	2019-08-05 6:53 AM	Closed	YES	
	Melbourne St Tunnel	COR-0000508	Melbourne st Auto Doors Southern door not working	Department of Transport & Main Roads	2018-11-05 10:14 AM	Closed	YES	

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