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OFFICE OF THE CHIEF EXECUTIVE

Mr Tony Shields
Advocacy Director
Pedal Power ACT Inc.
GPO Box 581
Canberra ACT 2601

Dear Mr Shields

I refer to your letter dated 21 August 2006 and received in the Chief Executive's office on 5 September 2006, providing feedback on ACTION's bike rack fitted buses, and expressing your organisation's concerns about the reliability of the services, and the under-reporting of statistics relating to the number of people using the bike rack facility.

Since the introduction of the bike rack trial in November 2005 ACTION has experienced some operational difficulties. I have been advised that in the current bus network there are a number of Intertown 300 series services that ACTION is unable to allocate bike rack buses due to bus type availability and scheduling demand. It is ACTION's aim to have every Intertown 300 series bus with bike racks on them and I am pleased to advise that all Intertown 300 series will be allocated with bike rack buses in ACTION's new Network 06, due to commence in December. This is due to additional new buses to ACTION's fleet and the reallocation of scheduled services from the north to south region. However, there will still be occasions where a service will not have a bike rack bus due to operational issues, such as servicing or breakdowns.

With regard to your concern of under-reporting of bike rack usage, bus drivers are required to radio through statistics when the bike racks are used. ACTION is also looking at monthly checks by Interchange staff. Your suggestion of obtaining usage by viewing footage from the intertown security cameras would have privacy implications. Security cameras at interchanges are used for safety and security issues only.

The bike rack trial is important to ACTION and TAMS. Because it is a trial ACTION has the opportunity to work through issues that emerge. I am very pleased to hear that overall, Pedal Power is a strong supporter of ACTION's Bike'n'Ride initiative.

Thank you for raising this matter with me.

Yours sincerely

Hamish McNulty
Acting Chief Executive

30 September 2006