



**LEGISLATIVE ASSEMBLY**  
FOR THE AUSTRALIAN CAPITAL TERRITORY



STANDING COMMITTEE ON PLANNING, ENVIRONMENT AND TERRITORY AND MUNICIPAL SERVICES

Mr Mick Gentleman MLA (Chair), Mr Alistair Coe MLA (Deputy Chair),  
Dr Chris Bourke MLA, Mr Andrew Wall MLA

**ANSWER TO QUESTION TAKEN ON NOTICE  
DURING PUBLIC HEARINGS**

Asked by Andrew Wall MLA and Alistair Coe MLA on 6 November 2013 : Territory and Municipal Services took on notice the following question(s):

Ref: Hansard Transcript 6 November 2013 pages 130-131

In relation to :

1. How many of those surveyed use the service [ACTION]?
2. What was the survey result for those people who use ACTION?

**Mr Rattenbury** : The answer to the Member's question is as follows:—

57% of those surveyed (570 out of 1000) in the ACTION Survey had used an ACTION bus in the last 12 months. Of these people, 56% were satisfied with the overall performance of the ACTION bus network. A further 19% were neither satisfied nor dissatisfied.

Approved for circulation to the Standing Committee on Planning, Environment and Territory and Municipal Services

Signature:

Date:

26/11/13

By the Minister for Territory and Municipal Services Shane Rattenbury MLA



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**ANSWER TO QUESTION TAKEN ON NOTICE**  
**DURING PUBLIC HEARINGS**

Asked by Chris Bourke MLA on 6 November 2013 : Territory and Municipal Services took on notice the following question(s):

Ref: Hansard Transcript 6 November 2013 pages 132

In relation to :

What about the results of the trial of the automated messaging system at Belconnen bus station?

Have they come in?

**Mr Rattenbury :** The answer to the Member's question is as follows:–

The automated message system broadcasts pre-recorded messages in conjunction with the trunk radio network (TRN) activated public address system at the Belconnen Community Bus Station. Both systems allow information to be provided to the public, although the automated messaging system operates via a time clock programmed at set times. These times are relatively frequent during the peaks (5-10 minutes) and reduce in the off-peak.

The objectives of the message system are to educate and remind passengers of their responsibilities when riding ACTION buses and to promote general safety and security whilst in the bus station. The script for the automated system is as follows:

“Welcome to the Belconnen Community Bus station. Your safety is important to us. Please allow other riders to exit the bus before boarding. Do not approach the bus once the bus doors close. Allow the bus to depart safely from the platform. For the comfort of other riders at this station, please refrain from smoking. CCTV surveillance systems are installed at all ACTION bus stations and on all ACTION buses.

Before you board –

Prepare your MyWay card and any concession ID. When paying cash, ACTION recommends using the exact cash fare or small note denominations. Food or drink cannot be consumed on board.

When riding ACTION –

Give up your seat to the elderly, expectant mothers or riders with mobility issues.

Thanks for riding ACTION. For information about ACTION services visit [action.act.gov.au](http://action.act.gov.au) or call 13 17 10.”

The trial of the automated system included evaluating criteria regarding the quality and reliability of the system and the effectiveness of the message. As a result of feedback received during the trial period, predominantly from residents in the vicinity of the station, a number of changes were made to the broadcast system. The main concerns were the level of noise produced by the system and its scheduled operation times. While sound readings indicated that the system was operating within acceptable limits, amendments were made to both the timing and sound level of the messages. Since making the system adjustments the contact officer has received no further negative feedback.

While the system is predominantly used to broadcast the scripted automatic messages, the system was recently utilised between 10am and 2pm on 30 October 2013 to broadcast messages advising passengers of the disruption to bus services. The system can also be utilised to broadcast safety alerts and to enable the orderly evacuation of the bus stations should the need arise. It can be controlled centrally by the ACTION communications centre, or announcements can be made by bus station staff utilising the TRN radio system.

ACTION passengers also receive information about service changes or topical issues through the ACTION website and twitter account. The twitter feed is updated daily from 7:30-9am to advise passengers of issues occurring during the peak period. The ACTION website is updated daily with service advisory notices.

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Dr Chris Bourke MLA, Mr Andrew Wall MLA

**ANSWER TO QUESTION TAKEN ON NOTICE**  
**DURING PUBLIC HEARINGS**

Asked by Alistair Coe MLA on 6 November 2013 : Territory and Municipal Services took on notice the following question(s):

Ref: Hansard Transcript 6 November 2013 pages 135

In relation to :

Do you have any idea as to what proportion of people that board in the morning get off in the city as opposed to going through to Russell, the parliamentary triangle or Fyshwick?

Are you able to provide those statistics?

**Mr Rattenbury** : The answer to the Member's question is as follows:—

For the month of October 2013 there were a total of 14,448 boardings on the AM peak route 200 that commences at the Gungahlin Market Place and runs through the City, on to Russell, the parliamentary triangle and terminates at Fyshwick.

11,692 or 81 per cent of all boardings occurred before the City Bus Station.

Of the 11,692 boardings

- 1,611 or 14 per cent of these passengers departed the route before reaching the City Bus Station;
- 7,389 or 63 per cent of these passengers departed the route at the City Bus Station; and
- 2,692 or 23 per cent of these passengers continued through the City Bus Station before departing the service.

Three AM peak 200 services terminate at the City Bus Station and have not been included in this analysis.

The analysis does not include passengers who paid cash fare. Boarding and alighting data is only available when a MyWay card is used. Of the data sample used for analysis, over 90 per cent of all boardings were conducted with a MyWay card.

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**ANSWER TO QUESTION TAKEN ON NOTICE**  
**DURING PUBLIC HEARINGS**

Asked by Chris Bourke MLA on 6 November 2013 : Territory and Municipal Services took on notice the following question(s):

Ref: Hansard Transcript 6 November 2013 pages 137

In relation to :

1. My question was really about the decision in the proposal to route through Chuculba instead of Canopus. I am just curious as to how that particular decision was made for that proposal.
2. If you could add to that question on notice, I am not sure how many older people might happen to live on Canopus Crescent. However, Canopus does have the primary school, the community centre, formerly the doctor's surgery and also the shops. So it would be interesting to know what the criteria were.

**Mr Rattenbury** : The answer to the Member's question is as follows:—

The proposal to direct route 30 along Chuculba Crescent in Giralang is an attempt to provide a straighter, more direct route through the suburb. Rather than looping back through Giralang, the amended route is designed to travel more directly to Belconnen along William Slim Drive.

The decision to use Chuculba Crescent over Canopus Crescent has been based on MyWay data that indicates more boardings along Chuculba Crescent than Canopus Crescent. In terms of coverage, Chuculba Crescent provides more even coverage of the suburb.

However, based on feedback from the community during consultation on Network 14, the proposal to use one street through Giralang is under review.

Approved for circulation to the Standing Committee on Planning, Environment and Territory and Municipal Services

Signature:

Date: 25/11/13

By the Minister for Territory and Municipal Services Shane Rattenbury MLA



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Dr Chris Bourke MLA, Mr Andrew Wall MLA

**ANSWER TO QUESTION TAKEN ON NOTICE  
DURING PUBLIC HEARINGS**

**Asked by Dr Chris Bourke MLA on 6 November 2013.**

Territory and Municipal Services took on notice the following question(s):

Ref: Hansard Transcript 6 November 2013 page 140

In relation to:

How is the student transport program promoted and is it widely known?

**Ms Gallagher:** The answer to the Member's question is as follows:—

Student transport program applications are provided to ACT schools. School principals are encouraged to provide applications to parents and students who may enquire about financial and or travel assistance.

The Centrelink publication 'A Guide to Concession Cards' also advises that state and territory governments offer a range of public transport related concessions and clients should contact those authorities to check entitlement. The contact for enquiries in the ACT is Canberra Connect on 13 22 81.

The student transport program is publicised through the ACT Government websites as listed below.

[http://www.assistance.act.gov.au/student/transport\\_and\\_registration/student\\_transport\\_program](http://www.assistance.act.gov.au/student/transport_and_registration/student_transport_program)

<http://www.rego.act.gov.au/aboutus/studenttransportprogram.htm>

[https://www.action.act.gov.au/school\\_services/student\\_transport\\_program](https://www.action.act.gov.au/school_services/student_transport_program)

[https://www.canberraconnect.act.gov.au/app/answers/detail/a\\_id/1246/~/student-transport-program](https://www.canberraconnect.act.gov.au/app/answers/detail/a_id/1246/~/student-transport-program)

<http://www.tams.act.gov.au/roads-transport/policies-reports/stp>

[http://www.transport.act.gov.au/catch\\_a\\_bus/myway/students](http://www.transport.act.gov.au/catch_a_bus/myway/students)

[http://www.act.gov.au/browse/topics/transport-roads-and-traffic/public-transport/student\\_transport\\_program](http://www.act.gov.au/browse/topics/transport-roads-and-traffic/public-transport/student_transport_program)

Approved for circulation to the Standing Committee on Planning, Environment and  
Territory and Municipal Services

Signature: *Katy Gallagher*

Date: 6.12.13

Katy Gallagher MLA, acting Minister for Territory and Municipal Services



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**ANSWER TO QUESTION TAKEN ON NOTICE  
DURING PUBLIC HEARINGS**

Asked by Alistair Coe MLA on 6 November 2013 : Territory and Municipal Services took on notice the following question(s):

Ref: Hansard Transcript 6 November 2013 pages 144

In relation to :

So what is happening as part of this stage that they are currently building? [Bike path that stops 500m up the Barton highway]

**Mr Rattenbury** : The answer to the Member's question is as follows:--

The section of compacted gravel shared path recently constructed alongside the Barton Highway is part of the Centenary trail project. The path links with Gold Creek Road via a new connection from the Barton Highway to Eddie Payne Close.

A project that will link the existing shared path on Curran Drive with the shared path on the Barton Highway will be progressed as part of the 2014/15 Walking and Cycling Infrastructure program. This will be achieved by providing improvements to paths along O'Hanlon Place and Gold Creek Road and by constructing a new off road path adjacent to the Barton Highway from Gold Creek road to the existing path near Ginninderra Creek.

Approved for circulation to the Standing Committee on Planning, Environment and Territory and Municipal Services

Signature:

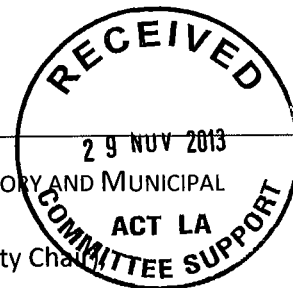
Date:

26/11/13

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**ANSWER TO QUESTION TAKEN ON NOTICE  
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Asked by Andrew Wall MLA on 6 November 2013 : Territory and Municipal Services took on notice the following question(s):

Ref: Hansard Transcript 6 November 2013 pages 145

In relation to :

It is still not entirely possible to circle Lake Tuggeranong on a completely sealed path. There is a section behind the KFC that is still gravel. Are there any plans to have that—

**Mr Rattenbury:** The answer to the Member's question is as follows:—

There is a 400m section of compacted gravel path on the lake foreshore alongside Reed Street travelling under the Soward Way Bridge. It was constructed at the time the town centre was first developed. This section of path has been identified to be sealed in the current cyclepath maintenance program with work expected to be undertaken by March 2014.

Approved for circulation to the Standing Committee on Planning, Environment and Territory and Municipal Services

Signature:

Date:

28/11/13

By the Minister for Territory and Municipal Services Shane Rattenbury MLA



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**ANSWER TO QUESTION TAKEN ON NOTICE  
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**Asked by Andrew Wall MLA on 6 November 2013: Territory and Municipal Services took on notice the following question(s):**

Ref: Hansard Transcript 6 November 2013 pages 146

In relation to :

Are there any plans to extend that [Monaro Highway] to align with the bottom of Mugga Lane and turn that into a dedicated turning lane?

**Mr Rattenbury:** The answer to the Member's question is as follows:—

The additional lane is included on the approach to the existing set of traffic signals at Sheppard Street. The extra lane allows for a more efficient set of timings at the traffic lights, allowing more vehicles to travel through the intersection in a shorter time period.

Improvements to the Monaro highway have been considered as part of the Hume West industrial estate, and are currently being considered in relation to proposed residential development across the border in NSW. The upgrade works are not currently included in the short term program of TAMS capital works.

Approved for circulation to the Standing Committee on Planning, Environment and Territory and Municipal Services

Signature:

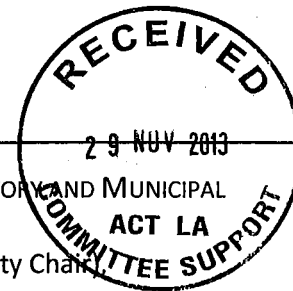
Date:

25/11/13

By the Minister for Territory and Municipal Services, Mr Shane Rattenbury MLA



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**ANSWER TO QUESTION TAKEN ON NOTICE**  
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Asked by Andrew Wall MLA on 6 November 2013: Territory and Municipal Services took on notice the following question(s):

Ref: Hansard Transcript 6 November 2013 pages 147

In relation to:

Has any progress been made on a bus shelter being made available to the school? [Fadden Primary School]

**Mr Rattenbury:** The answer to the Member's question is as follows:—

Following a request for a bus shelter to be located within school grounds representatives from TAMS (Roads ACT and Public Transport) met with the Principal of Fadden Primary School. At the meeting, the Principal was advised that TAMS does not install or maintain bus shelters which are located within school grounds. A discussion took place to identify options, one of which was for TAMS to provide an old concrete shelter from storage that the school could install and maintain.

Another possible option identified was for Fadden Primary School to erect a bus shelter similar to the awning of the adjacent childcare centre. TAMS provided additional advice on the erecting of a structure on public land.

No further correspondence or action by Fadden Primary School has taken place to date.

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Asked by Andrew Wall MLA on 6 November 2013 : Territory and Municipal Services took on notice the following question(s):

Ref: Hansard Transcript 6 November 2013 pages 147-148

In relation to :

Progress update on the footpath repairs that were required in the Fadden area, primarily on Bramston Street out the front of the primary school.

**Mr Rattenbury** : The answer to the Member's question is as follows:—

These works were programmed in the normal manner and a 6 month duration given for the repairs, however when the works adjacent to the bridge were started some asbestos casing with Telstra lines inside was identified.

This was identified as a potential hazard and the relevant procedure for asbestos removal came into effect and resulted in delays to the Bramston Street footpath. The Telstra cables were relocated and all the asbestos removed and the path repairs on the bridge are now completed.

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**ANSWER TO QUESTION TAKEN ON NOTICE  
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**Asked by Andrew Wall MLA on 6 November 2013: Territory and Municipal Services took on notice the following question(s):**

Ref: Hansard Transcript 6 November 2013 pages 151

How many instances in the last 12 months have there been where the superintendent or an appointed person has gone out to inspect works where rectification or remedial repairs have needed to be made under the warranty period?

**Shane Rattenbury MLA: The answer to the Member's question is as follows:—**

In the last twelve months there have been 32 cases where remedial road works have been identified as necessary by a superintendent or an officer from the Territory and Municipal Directorate based on an inspection of the work.

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