

**2019**

**THE LEGISLATIVE ASSEMBLY FOR THE  
AUSTRALIAN CAPITAL TERRITORY**

**Transport Action Plan Quarterly Update**

**Number 1**

**OCTOBER 2019**

**Mr Chris Steel MLA  
Minister for Transport**





**ACT**  
Government

# TRANSPORT ACTION PLAN

Quarterly Update

Number 1

TRANSPORT CANBERRA AND CITY  
SERVICES DIRECTORATE

OCTOBER 2019

## Executive summary

On 17 September 2019, the ACT Government released the Transport Action Plan aimed at improving reliability of its weekend bus services. The Plan was developed in acknowledgement that the reliability of weekend bus services operated by Transport Canberra was not meeting the expectations of Canberrans.

The ACT Government has committed to updating the Legislative Assembly and the community on a quarterly basis on progress toward weekend bus service reliability in accordance with the Plan.

The ACT Government recognised that the reliability of weekend bus services remains a concern for Canberrans. As such, the Government introduced an interim weekend timetable from 28 September, which has seen an increase in reliability for weekend services.

Date	Weekend bus service reliability	Target weekend bus service reliability
28-29 September 2019	99.8%	99.5%
2-4 October 2019	97.3%	99.5%
12-13 October 2019	99.8%	99.5%
19-20 October 2019	99.8% <sup>1</sup>	99.5%

In comparison, during the period from 1 July to 30 September 2019, the reliability of Transport Canberra’s weekend bus services was 87.3%.

This document is the first quarterly update under the Plan. The next quarterly update will be released in January 2020.

### 1.1 Definitions – status of actions

Term	Definition
<b>Not yet commenced</b>	An action has ‘not yet commenced’ when Transport Canberra is yet to begin work on the action.
<b>Commenced</b>	An action has ‘commenced’ when Transport Canberra has begun work on the action.
<b>On track</b>	An action is ‘on track’ when Transport Canberra has begun work on the action and is progressing as expected.

<sup>1</sup> Weekend bus service reliability data for the weekend of 19-20 October 2019 is preliminary and subject to data validation.



Term	Definition
<b>Ongoing</b>	An action is 'ongoing' when the action has been delivered, but requires ongoing management.
<b>Completed</b>	An action is 'completed' when the action has been delivered.

## Quarterly Update

Action	Status
<b>Action 1 Continuous recruitment of bus drivers</b>	<p><b>On track</b></p> <p>Transport Canberra ran a recruitment round for bus drivers from 11 July to 27 September 2019, with a total of 458 applications received.</p> <p>A further recruitment round will commence on 28 October 2019.</p>
<b>Action 2 Prioritise applicants interested in weekend work</b>	<p><b>On track</b></p> <p>As part of ongoing recruitment of bus drivers, Transport Canberra is giving priority to candidates who express an interest in working on weekends.</p>
<b>Action 3 Promoting NXTBUS for planning journeys on weekends</b>	<p><b>Ongoing</b></p> <p>Transport Canberra is continuing to promote NXTBUS as a tool for customers planning journeys on weekends through several different channels, including the Transport Canberra website, through social media and through customer service staff.</p>
<b>Action 4 – replace NXTBUS with new customer information systems and apps</b>	<p><b>Commenced</b></p> <p>The ACT Government is investigating options for a new ticketing system which will also provide a replacement of the current NXTBUS system with a new, modern real time passenger information system.</p> <p>Transport Canberra deployed customer service staff at key transport interchanges on weekends before and after the commencement of the interim weekend timetable to provide another source of information for customers.</p>
<b>Action 5 – workforce development plan</b>	<p><b>On track</b></p> <p>Transport Canberra is developing an updated workforce plan that reflects staffing requirements for delivering current services, as well as services planned for areas of population growth, a future bus depot at Woden and other future transport planning.</p>
<b>Action 6 – increased use of stand-by drivers</b>	<p><b>Complete</b></p> <p>Transport Canberra implemented an interim weekend timetable to immediately improve the reliability of weekend services from Saturday 28 September 2019.</p> <p>This timetable included shifts for stand-by drivers on Saturdays, Sundays and public holidays.</p>



Action	Status
<b>Action 7 – encourage more drivers on weekends</b>	<b>Commenced</b>  Transport Canberra is exploring options to encourage drivers to work on weekends.
<b>Action 8 – consultation on potential changes to conditions for Transport Canberra bus drivers</b>	<b>On track</b>  Planning for the next bus driver and other Transport Canberra operational staff Enterprise Agreement will commence from early 2020.
<b>Action 9 – implement an interim weekend timetable to immediately improve reliability</b>	<b>Complete</b>  Transport Canberra implemented an interim weekend timetable to immediately improve the reliability of weekend services from Saturday 28 September 2019.
<b>Action 10 – incrementally increase weekend services to meet the Network 19 plan</b>	<b>Not yet commenced</b>  Following the implementation of Action 8 and Action 3, as bus driver numbers increase, the ACT Government will review reliability data and increase the frequency of local services on weekends.