



Jon Stanhope MLA

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MEMBER FOR GINNINDERRA

Mr Zed Seselja MLA
Chair
Select Committee on Estimates 2009-10
ACT Legislative Assembly
GPO Box 1020
Canberra ACT 2601



Dear Mr Seselja

Thank you for your letter dated 5 June 2009 seeking clarification on evidence provided to the Committee by Mr Tom Elliott on 27 May 2009 regarding ACTION's timeliness target.

The previous measurement for this indicator was reviewed by the Auditor-General in its management comments about ACTION's 2007/8 Statement of Performance. The Auditor-General considered that measuring timeliness of services by recording the time that buses left the depot was inappropriate.

Subsequently, ACTION agreed to change the methodology of measuring timeliness in 2008/09 using a survey approach, noting that the implementation of the new ticketing system in 2010/11 would provide the technology for better and more accurate recording and measurement of timeliness. ACTION proposed to use the Department's satisfaction survey as a measurement methodology. Within this survey, there is a question relating to whether customers are satisfied with the timeliness of ACTION's services.

As a new method for measuring timeliness was intended to be applied in 2008/09, ACTION and the Department agreed to amend the result of timeliness to 83%. In retrospect, it would have been more appropriate to leave the previous 99.8% figure and measure against that and report the result.

In 2009/10 ACTION is proposing to undertake an additional on-bus survey of a percentage of route services, manually checking whether buses are running according to the published timetable. ACTION provides approximately 780,000 separate services each year. ACTION proposes to survey 1% of all services provided to the community at different times of the day, covering all routes at some level in 2009/10.

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In the Estimates Hearing Mr Elliott indicated that the new measure (83%) and the measurement methodology was 'an Auditor-General's figure.' I am advised that this is an inaccurate statement as the Department and ACTION determined the new figure and the methodology to be used. Mr Elliott will be formally advising the Committee of this error.

Thank you for raising this matter with me.

Yours sincerely

A handwritten signature in black ink, appearing to read 'Jon Stanhope', written in a cursive style.

Jon Stanhope MLA
Minister for Transport

15 JUN 2009