



STANDING COMMITTEE ON PLANNING, TRANSPORT, AND CITY SERVICES
JO CLAY MLA (CHAIR), SUZANNE ORR MLA (DEPUTY CHAIR), MARK PARTON MLA

Inquiry into referred 2019–20 Annual and Financial Reports and Budget Estimates 2020-21
ANSWER TO QUESTION ON NOTICE

Asked by Mr Parton:

In relation to: Urban Forest and Lawson

1. In relation to Transport Canberra's bus network.

- a) On Wednesday 24 February 2021, how many separate ACTION buses were in service on Canberra's roads?
- b) On Wednesday 24 February 2021, how many separate bus drivers were at work?
- c) On Wednesday 24 February 2021, how many kilometres were clocked up by 'in service' buses on the ACTION Network?
- d) On Wednesday 24 February 2021, how many kilometres were 'dead runs' (i.e. where no passenger is travelling on the bus) on the ACTION Network?
- e) On Wednesday 20 February 2019, how many separate ACTION buses were in service on Canberra's roads?
- f) On Wednesday 20 February 2019, how many separate bus drivers were at work?
- g) On Wednesday 20 February 2019, how many kilometres were clocked up by 'in service' buses on the ACTION Network?
- h) On Wednesday 20 February 2019, how many kilometres were 'dead runs' (i.e. where no passenger is travelling on the bus) on the ACTION Network?
- i) What was the total salary/wages bill paid to Canberra's bus drivers in 2019-20?
- j) What was the total salary/wages bill paid to Canberra's bus drivers in 2018-19?
- k) What was the total salary/wages bill paid to Canberra's bus drivers in 2017-18?
- l) What was the maximum base salary for a full-time Canberra bus driver in 2019-20?
- m) What was the minimum base salary for a full-time Canberra bus driver in 2019-20?
- n) What was the maximum amount of overtime wages paid to a single bus driver in 2019-20?
- o) What was that specific bus driver's base salary?
- p) Are any of early 1990s vintage Renault buses still in service on the ACTION Bus Network? If yes, where, and how are they utilised?
- q) How many buses does the Government own, that weren't utilised at least one day per week on the ACTION Bus Network in 2018-19?
- r) How many buses does the Government own, that weren't utilised at least one day per week on the ACTION Bus Network in February 2020?
- s) How much diesel fuel was used by the ACTION Bus network in 2019-20 (dollar value and volume)?
- t) How many decommissioned buses are still owned by the ACT Government?



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2. In relation to Transport Canberra's light rail operation.

- a) In 2019-20 what was the total cost of maintenance on each of the individual 14 Light Rail Vehicles (LRVs)?
- b) In 2019-20 what was the total cost of maintenance on the entire Light Rail track? (Gungahlin Place to Alinga Street)?
- c) In 2019-20 were any of the 14 LRVs non-operational for more than one week at time because of any issue? If so, what were those instances and issues?
- d) How many LRV drivers are employed by the ACT Government?
- e) What percentage of the drivers are full-time?
- f) What percentage of the drivers are part-time?
- g) What percentage of the drivers are casual?

3. With regards to the Government's decision to provide free light rail and bus services on Christmas Day 2020.

- a) How is the decision to provide free travel on a particular day determined by Transport Canberra?
- b) How much fare revenue was foregone by providing free travel on Christmas Day 2020?
- c) Are there any further dates planned where free travel will be offered across the Network?

4. With regards to the Government's Park and Ride facilities.

- a) Does the Government have any specific plans to smooth the surface of the Fyshwick Park and Ride off Tom Price Street?
- b) Does the Government have any further plans to expand the number of Park and Ride facilities around Canberra?
- c) If so, where?
- d) Why is it necessary for a standard MyWay card holder to have at least \$90 credit on their card and \$40 for a concession holder, to be eligible to use a Park and Ride facility (as stated on the Transport Canberra website)?

5. With regards to the fact that on the Transport Canberra website when you search for bus timetables, the actual or estimated times are shown for specific stop along the route. That isn't the case for light rail. For light rail there is a frequency guide which states for example that on weekdays between 6 and 7am the frequency of trams is every 15 minutes.

- a) Why aren't the times listed for each stop of every service for light rail, like buses are?

6. With regards to Neuron and Beam e-scooters.

- a) Have there been any infringement notices issued for persons violating safety standards whilst using e-scooters?
- b) If yes, how many?
- c) How many have been issued for traveling above 15km/h on a footpath?



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- d) How many have been issued for using a mobile while operating an e-scooter?
- e) How many have been issued for not wearing a helmet?
- f) How many have been issued for operating an e-scooter while under the influence of alcohol?
- g) What police resources have been used to enforce the minimum safety standards?

7. With regards to ACTION's Strategic Objectives and Indicator results for 2019-20 (ref: Pages 6-12 of 20-21 Budget statement H)

The 2019-20 target for customer satisfaction with the ACTION Bus Network was 85 per cent. The actual result was 74 per cent for 2019.

- a) What is that shortfall due to?
- b) How is the satisfaction level measured?

On the Public Transport patronage indicator, the 2019-20 target was 19.9 million, but the actual was 17.6 million.

- a) What were the factors that contributed to that shortfall apart from the pandemic impact?

On the bus services operated to completion, the 2019-20 target was 99.5 per cent but the actual was 98.6 per cent.

- a) What was that shortfall due to?

On bus on time running, the 2019-20 actual was 73 per cent, the target was 75 per cent.

- a) What is that shortfall due to?

The bus operating cost per network kilometre was \$6.49 in 2019-20 but the target was \$5.88.

- a) What is that blowout in cost due to?

The 2019-20 target for the Government subsidy per bus passenger boarding was 72 per cent and the actual result was 73.8 per cent.

- a) Why has the subsidy percentage increased?

8. With regards to the Government's announced \$4.7 million commitment to construct an off-road shared path along Sulwood Drive, between Drakeford Drive and Athllon Drive.

- a) What exactly is planned for this project?
- b) Where will the path start and end?
- c) Where will the path be in relation to the road?
- d) What will it cost?
- e) where will it fit with regards to the complete network?



LEGISLATIVE ASSEMBLY
FOR THE AUSTRALIAN CAPITAL TERRITORY

QON No. 59

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9. With regards to the negligent driving infringement issued in relation to the collision between a car towing a trailer and a cyclist on Coulter Drive, Cook, that occurred on October 3 last year. The incident has received extensive coverage in the local media. The infringement attracted a \$393 fine and three demerit points.

- a) Is the Government considering increasing penalties off the back of the debate from that incident?
- b) Was the fine and demerit penalty sufficient for that circumstance?
- c) Does the TCCS directorate liaise with other arms of Government including the Police about penalty adjustment?

Chris Steel MLA: The answer to the Member's question is as follows:—

1. In relation to Transport Canberra's bus network.

- a) 393 buses were scheduled to deliver services.
- b) 691 shifts were allocated.
- c) 88,917kms.
- d) 24,797.18kms.
- e) 400 buses were scheduled to deliver services.
- f) 623 shifts were allocated.
- g) 80,039kms.
- h) 21,391 kms.
- i) \$74,764,006 (Note: Total expense exclude payroll tax paid by the Directorate; Total expense include leave entitlement which are allowed for the financial year but may not be paid to employee in the same year).
- j) \$68,337,022 (Note: Same as question i).
- k) \$64,273,356 (Note: Same as question i).
- l) Based on Transport Canberra Operations (ACTION) Enterprise Agreement 2018-2021, the composite rate for Bus Operator was \$76,496 from 13/06/2019, and it was \$77,368 from 12/12/2019.
- m) Based on Transport Canberra Operations (ACTION) Enterprise Agreement 2018-2021, the composite rate for Bus Operator in Training was \$68,960 from 13/06/2019, and it was \$69,746 from 12/12/2019.
- n) The maximum amount of overtime wages paid to a single bus driver in 2019-20 was \$58,304.
- o) Base Salary & wages for the above bus driver in 19-20 FY was \$76,162.
- p) As at 1 March 2021 there are 34 Renault PR100.2 buses in the Operational Fleet. These buses are utilised across the network performing route and school services as required. These buses are planned to be replaced with new buses as part of the upcoming procurement process.
- q) 0.
- r) 0.
- s) There were 10,484,975 litres of diesel fuel used by the bus fleet in 2019-20. The cost of this was \$12,064,284.92 (Ex GST).



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- t) Transport Canberra currently has 18 vehicles that are out of service. All vehicles are PR100.2 Renault rigid vehicles and are being retained solely for spare parts to service the remaining operational vehicles.

2. In relation to Transport Canberra's light rail operation.

- a) As part of the 20-year Project Agreement with the Territory, Canberra Metro is required to maintain the light rail vehicle fleet. The cost is included in the monthly availability payments to Canberra Metro and is not itemised for the Territory.
- b) As part of the 20-year Project Agreement with the Territory, Canberra Metro is required to maintain the light rail vehicle network and alignment. The cost is included in the monthly availability payments to Canberra Metro and is not itemised for the Territory.
- c) Yes, three light rail vehicles (LRV) were out of service at different times for more than one week between July and December of the 2019-20 period to repair accidental LRV damage caused by third party incidents. This did not impact performance as only 12 light rail vehicles are required at one time to operate the scheduled services.
- d) All light rail vehicle drivers are employed by Canberra Metro Operations (CMET).
- e) 91% of drivers are employed on a full-time basis.
- f) 9% of drivers are employed on a part-time basis.
- g) No LRV drivers employed on a casual basis.

3. With regards to the Government's decision to provide free light rail and bus services on Christmas Day 2020.

- a) The Road Transport (Public Passenger Services) Public Transport Fares Determination 2018 prescribes that travel on this day must be free.
- b) Transport Canberra does not record foregone fare revenue arising from Christmas Day free travel.
- c) Yes, Christmas Day 2021 and Christmas Days in the future.

4. With regards to the Government's Park and Ride facilities.

- a) The Fyshwick Park & Ride is currently surfaced with aggregate, which provides a cost-effective facility for customers to connect to public transport. Officers from TCCS will inspect the surface to ensure that it is free from defects and address any potholes or other defects.
- b) Yes.
- c) The Government is committed to helping Canberrans connect to the public transport network by constructing and expanding Park and Ride and Bike and Ride facilities in strategic locations, including at Well Station Drive.
- d) MyWay cards are reviewed at the time of application for recent travels and intention to travel. There are multiple ways for people to demonstrate an ongoing intention to travel. This can include having an established autoloading applied to the MyWay card, regardless of current value on the card, which covers the majority of regular users. If an autoloading is not applied, having a travel credit on a valid MyWay card at the time of application is further indication of the applicant's commitment/intention to travel on Transport Canberra



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services. A \$90 travel balance for a standard MyWay card, \$40 for a concession chosen as the threshold as it represents the average 3 monthly travel spend for a semi regular public transport user. You are only required to have this travel credit at the time of application which occurs every three months. \$0 credit is required for Seniors and Over 70 travellers MyWay cards. Applicants are able to include a note in their application to explain exceptional circumstances.

5. With regards to the fact that on the Transport Canberra website when you search for bus timetables, the actual or estimated times are shown for specific stop along the route. This is not the case for light rail. For light rail there is a frequency guide which states, for example, that on weekdays between 6 and 7am the frequency of trams is every 15 minutes.

- a) It is more efficient and accurate to show the light rail services as a frequency rather than a printed timetable. This is consistent with how service information is provided to customers for similar rail networks in other jurisdictions. The exact arrival and departure times for each light rail stop are available using Transport Canberra Journey Planner and other third-party applications such as Google Maps.

Additionally, each platform has real-time Passenger Information Displays (PIDs) which show when the next light rail service will service that platform. The PIDs are more accurate than printed timetables because they reflect any services changes, such as disruptions or additional special event services.

6. With regards to Neuron and Beam e-scooters.

- a) ACT Policing polices electric scooters and personal mobility devices as per the *Road Transport (Road Rules) Regulation 2017* and the *Road Transport (Alcohol and Drugs) Act 1977*. Between 1 September 2020 and 28 February 2021, ACT Policing issued Traffic Infringement Notices (TINs) and cautions for the following electric scooter offences under the *Road Transport (Road Rules) Regulations 2017*:
 - *Section 244HA* – Carrying a passenger in/on a personal mobility device
 - *Section 244H* – Person travelling in/on personal mobility device must wear bicycle helmet
 - *Section 244D* – Personal mobility device not to be used on the road if a footpath etc. is available
- b) ACT Policing has issued 32 TINs and 18 cautions between 1 September 2020 and 28 February 2021 for the above offences.
- c) 0.
- d) 0.
- e) ACT Policing has issued 27 TINs and 17 Cautions under section 244H of the *Road Transport (Road Rules) Regulations 2017* from 1 September 2020 to 28 February 2021.
- f) 0.
- g) Incorrect, illegal or unsafe use of e-scooters is policed by ACT Policing General Duties or Road Policing members as part of day-to-day police activities. All ACT Policing members are able to issue traffic infringement notices or provide cautions over the illegal use of e-scooters.



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7. With regards to ACTION's Strategic Objectives and Indicator results for 2019-20 (ref: Pages 6-12 of 20-21 Budget statement H). The 2019-20 target for customer satisfaction with the ACTION Bus Network was 85 per cent. The actual result was 74 per cent for 2019.

- a) The 2019-20 TCCS Customer Survey showed an increase in customer satisfaction from 68 per cent in 2018-19 to 74 per cent in 2019-20. This improved customer satisfaction followed the introduction of a new public transport network, Network 19 in April 2019. TCCS then monitored the operation of the new network, listened to community feedback and engaged with community groups on what further improvements could be made.

An updated network, taking into account this feedback, was planned to commence on 28 April 2020 but was delayed due to COVID-19. This network update was to respond to community feedback and provide 692 extra bus services each weekday – a 17.5% increase – and bring more direct routes, more frequent services and better connections.

As part of Canberra's recovery from COVID-19, the updated network was then rolled out on 18 July 2020 after the 2019-20 TCCS Customer survey was completed, along with a further update to weekend bus services on 10 October 2020. These network updates are expected to improve customer satisfaction.

- b) The satisfaction level is measured through a phone survey.

On the Public Transport patronage indicator, the 2019-20 target was 19.9 million, but the actual was 17.6 million.

- c) Patronage was on track to meet and possibly exceed the target. The actual YTD passenger boardings were 31% lower than the YTD target caused by fewer passengers using public transport during COVID-19 period as a result of health directions.

On the bus services operated to completion, the 2019-20 target was 99.5 per cent but the actual was 98.6 per cent.

- d) This result is within the range of tolerance for the accountability indicator target.

On bus on time running, the 2019-20 actual was 73 per cent, the target was 75 per cent.

- e) Due to changes in traffic conditions throughout the COVID-19 period, traffic congestion significantly fluctuated, which resulted in some buses not meeting their allocated schedules.

The bus operating cost per network kilometre was \$6.49 in 2019-20 but the target was \$5.88.

- f) There was a higher cost per network kilometre due to the higher number of staff employed for the new bus network and additional weekend bus services



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The 2019-20 target for the Government subsidy per bus passenger boarding was 72 per cent and the actual result was 73.8 per cent.

g) This target was affected by reduced patronage levels due to COVID-19 health directions.

8. With regards to the Government's announced \$4.7 million commitment to construct an off-road shared path along Sulwood Drive, between Drakeford Drive and Athllon Drive.

- a) The Government has committed to construct an off-road shared path along Sulwood Drive.
- b) The path will be built from Athllon Drive to Drakeford Drive.
- c) The detail design will determine the final alignment.
- d) The detail design will determine the final cost.
- e) The Sulwood Drive shared path will provide a key missing link between the Wanniasa group centre and Kambah Village shops. The path will connect to the existing City-Tuggeranong cycle route at Athllon Drive and the Belconnen-Tuggeranong cycle route at Drakeford Drive.

9. With regards to the negligent driving infringement issued in relation to the collision between a car towing a trailer and a cyclist on Coulter Drive, Cook, that occurred on October 3 last year. The incident has received extensive coverage in the local media. The infringement attracted a \$393 fine and three demerit points and was issued by ACT Police.

- a) There is an action item under the *ACT Road Safety Action Plan 2020-2023* to review the road transport penalties framework to ensure that the penalties are commensurate with the road safety risk associated with the unsafe behaviour and support behavioural change, including appropriate application of infringement notice penalties; demerit points; Court fines; licence suspensions or disqualifications; education programs; and imprisonment.

This holistic review will consider:

- current maximum penalties and how they are determined;
- whether the penalties are now representative of the seriousness of the offence and represent a hierarchy of offending behaviour;
- whether the existing infringement notice penalties are appropriate; and
- possible alternative or additional measures to address offending.

- b) The police are responsible for enforcing dangerous driving provisions and investigating reports of dangerous driving in the ACT.

It would be inappropriate for the Government to comment on decisions made on penalties in individual cases.

- c) Consultation with relevant internal and external stakeholders is undertaken when any reforms are made to existing road transport penalties / offences or new offences / penalties are introduced.



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Approved for circulation to the Standing Committee on Planning, Transport, and City Services

Signature:

A handwritten signature in blue ink, appearing to read "Chris Steel", is written over the "Signature:" label.

Date:

31/3/21

By the Minister for Transport and City Services, Chris Steel MLA