

2020

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

**Response to Assembly Resolution of 14 August 2019
Transport Action Plan Quarterly Update – Number 3**

**Presented by
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Minister for Transport
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ACT
Government

TRANSPORT ACTION PLAN

Quarterly Update

Number 3

TRANSPORT CANBERRA AND CITY
SERVICES

MAY 2020

Executive summary

On 17 September 2019, the ACT Government released the Transport Action Plan (The Plan) aimed at improving reliability of its weekend bus services. The Plan was developed to acknowledge and resolve that the reliability of Transport Canberra weekend bus services 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.

Under the plan, Transport Canberra implemented an interim weekend timetable to immediately improve the reliability of weekend services from Saturday 28 September 2019.

This has led to a sustained improvement in the reliability of weekend bus services. In the third quarter of 2019-20 (1 January to 31 March 2020), Transport Canberra delivered 99.9% of all timetabled bus services on weekends and public holidays.

In February, the ACT Government announced a number of changes to the public transport network which included increasing the frequency of local buses on weekends- <https://www.transport.act.gov.au/news/news-and-events-items/february-2020/updated-bus-timetable-coming-soon>.

As Canberrans are experiencing significant changes to daily routines as a result of COVID-19, the focus is on trying to maintain services as far as possible and not creating confusion during this time by changing the bus timetable. As a result, planned improvements to the network have been postponed.

Transport Canberra will continue to operate the current bus and light rail timetable for the time being, with contingencies prepared should there be a need to reduce services due to COVID-19. The Network 19 update will be implemented at an appropriate time in the future.

The ACT Government remains committed to delivering the actions set out in this plan and will continue to report quarterly to the Legislative Assembly on its progress. With the onset of COVID-19 some key projects and activities, including planned increases to the frequency of bus services on weekends, have been deferred.

This document is the third quarterly update under the Plan. Due to changes in sitting days for the Legislative Assembly this year, the next quarterly update is expected to be tabled in August 2020.



I.1 Definitions – status of actions

Term	Definition
Not yet commenced	An action has ‘not yet commenced’ when Transport Canberra is yet to begin work on the action.
Commenced	An action has ‘commenced’ when Transport Canberra has begun work on the action.
On Hold	An action is ‘on hold’ while Transport Canberra responds to the current public health emergency.
On track	An action is ‘on track’ when Transport Canberra has begun work on the action and is progressing as expected.
Ongoing	An action is ‘ongoing’ when the action has been delivered but requires ongoing management.
Completed	An action is ‘completed’ when the action has been delivered.

Quarterly Update

Action	Status
<p>Action 1 Continuous recruitment of bus drivers</p>	<p>Ongoing</p> <p>Transport Canberra commenced a 12-month recruitment round on 28 October 2019 which is due to close 27 October 2020. The four-week driver training course commences every three weeks to achieve the number of drivers required to support the Network19 changes and a return to higher levels of weekend services.</p> <p>From 29 April 2019, when Network 19 was introduced, to 9 April 2020 Transport Canberra recruited 112 bus drivers (89 part-time and 23 casual).</p> <p>Due to the current public health emergency (COVID-19), the driver recruitment and training program activities have been reduced to ensure social distancing measures can be upheld. Transport Canberra will be able to return to normal recruitment levels quickly once social distancing measures are lifted.</p>
<p>Action 2 Prioritise applicants interested in weekend work</p>	<p>Ongoing</p> <p>Transport Canberra is prioritising candidates who express an interest in working on weekends.</p>
<p>Action 3 Promoting NXTBUS for planning journeys on weekends</p>	<p>Ongoing</p> <p>Transport Canberra is continuing to communicate 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>
<p>Action 4 – replace NXTBUS with new customer information systems and apps</p>	<p>On track</p> <p>The Government has announced that a new ticketing system will be designed to provide Canberra’s public transport users with convenient and flexible payment methods and real time travel information. This system will replace the current MyWay ticketing system and real time information system, which are now outdated.</p> <p>The procurement and development of the new ticketing system, including new customer information systems and apps, continues to be progressed.</p>
<p>Action 5 – workforce development plan</p>	<p>Ongoing</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. The workforce plan is being adjusted currently to take into consideration the potential impacts of measures to address COVID-19.</p>



Action	Status
Action 6 – increased use of stand-by drivers	Complete Transport Canberra implemented an interim weekend timetable to immediately improve the reliability of weekend services from Saturday 28 September 2019. This timetable included shifts for stand-by drivers on Saturdays, Sundays and public holidays. These drivers were often utilised before COVID-19 and have proved to be an important tool in increasing weekend bus reliability.
Action 7 – encourage more drivers on weekends	Ongoing Transport Canberra has introduced improvements to the process for bus drivers to choose to work weekends, with weekend duties allocated to bus drivers earlier. Under this new process, a working draft of the weekend roster is presented to drivers two weeks prior to the weekend to be worked. Rostered drivers may elect not to work, and drivers who are not rostered may express interest in working at this time. In the following weeks, any driver is able to choose any remaining weekend work, to ensure that drivers are rostered for every service. This means that drivers are rostered to work on weekends up to two weeks ahead of time. Historical practice was to offer weekend work to drivers each week for that weekend (that is, up to six days ahead of time).
Action 8 – consultation on potential changes to conditions for Transport Canberra bus drivers	On track Planning for the next bus driver and other Transport Canberra operational staff enterprise agreement will commence in 2020 in conjunction with the broader ACT public service approach to the development of enterprise agreements.
Action 9 – implement an interim weekend timetable to immediately improve reliability	Complete Transport Canberra implemented an interim weekend timetable to immediately improve the reliability of weekend services from Saturday 28 September 2019. This has led to a sustained improvement in the reliability of weekend bus services. In the third quarter of 2019-20 (1 January to 31 March 2020), Transport Canberra delivered 99.9% of all timetabled bus services on weekends and public holidays.
Action 10 – incrementally increase weekend services to meet the Network 19 plan	On hold The first increase to weekends services was planned in the updated timetable due to commence on 28 April 2020. Due to the current COVID19 public health emergency these network changes have been postponed. The current weekend and public holidays timetables will remain in place for the time being, as far as possible. The Government is committed to implementing these planned improvements in the future, at an appropriate time.