



Authorised for Publication

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Jon Stanhope MLA

CHIEF MINISTER

MINISTER FOR TRANSPORT MINISTER FOR TERRITORY AND MUNICIPAL SERVICES
MINISTER FOR BUSINESS AND ECONOMIC DEVELOPMENT MINISTER FOR LAND AND PROPERTY SERVICES
MINISTER FOR ABORIGINAL AND TORRES STRAIT ISLANDER AFFAIRS
MINISTER FOR THE ARTS AND HERITAGE



MEMBER FOR GINNINDERRA

Ms Mary Porter
Chair
Standing Committee on Planning, Public Works and Territory and Municipal Services
ACT Legislative Assembly
London Circuit
Canberra ACT 2601

Mary
Dear Ms Porter

Please find attached responses to Questions Taken on Notice from the Territory and Municipal Services Annual Report Hearing on 5 February 2010.

In relation to the query regarding the Majura Parkway Website, Roads ACT maintain the site. The site has been adjusted in terms of greenhouse gases to indicate "a reduction per vehicle".

Yours sincerely

Jon Stanhope MLA
Chief Minister

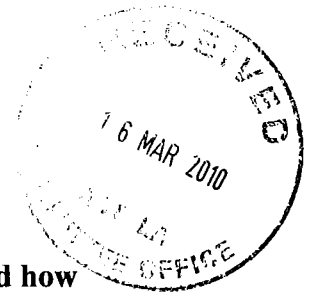
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ACT LEGISLATIVE ASSEMBLY

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**Standing Committee on Planning, Public Works and
Territory and Municipal Services
2008-09 Annual Report Estimates
Question Taken on Notice
5 February 2010
TAMS**



Question 1: What Heating and Cooling Regimes are in TAMS offices and how does ACT Property Group influence that?

The Department of Territory & Municipal Services (TAMS) occupies office accommodation in a number of buildings. In each of the buildings the management systems differ slightly. In general terms the heating and cooling regimes in TAMS occupied offices incorporate building management systems that allow for the efficient management of plant and equipment to provide appropriate office accommodation in accordance with accommodation standards relating to temperature and air quality. If fully automated building management systems are not available, a range of manual controls are available for staff and/or contractors to manage.

ACT Property Group influences the management of the heating and cooling regimes by coordinating planned and reactive maintenance for the plant and equipment, monitoring compliance with the relevant standards, monitoring and adjusting building management systems to address environmental performance, consulting with building occupants and the building owners if office accommodation is leased, and planning of capital works as part of the asset life cycle management of buildings, plant and equipment for owned assets.

Question 2: The cost per public service figure has reduced from 22m² to 16m². How is the better utilisation of space being achieved?

To clarify, the Director of ACT Property Group, Mr Ryan, was quoted in Hansard as saying that the rate had dropped from about 22m² to about 16.3m². Mr Ryan has since advised that the maximum rate over the last four years was 20.6m² measured in 2006-07. Further, the rate as at 31 December 2009 was 16.5m².

This reduction of 4.1m², was achieved through the delivery of the Whole of Government Accommodation Strategy which was announced in the Government's 2006-07 Budget. The most significant element of the strategy was the reduction in amount of accommodation being subleased from the private sector. In this regard, the Government's office portfolio was reduced by 12,500m² by the end of 2008, resulting in a 2.6m² reduction in the rate.

Question 3: When is the next public meeting regarding the proposed Southern Cemetery?

The community were invited to attend a community information meeting to discuss the proposed new southern cemetery at the Southern Cross Club Tuggeranong on Thursday, 25 February 2010 at 6:00 pm.

Question 4: What is the cost of the ACTION new Fleet Management Inventory Control System?

Funding identified in the annual report (\$0.100m) was for a feasibility study. However, within the \$0.100m, a feasibility study was able to be completed, the system installed (called Transport Integrated Management System – or TIMS), training rolled out and a successful pilot program run.

Question 5: Do you know whether Downer's package can mean that you can get tickets from another supplier or do you have to get it from their specific contactor or subcontractor?

To clarify, Tom Elliott, Executive Director of Transport and Infrastructure Division , was quoted in hansard as saying that the printing of tickets was a subcontract for Downer EDI.

Downer is supplying the ticketing system (hardware and software) which does not include the production of tickets.

The ACT Government undertook a separate tender process for the provision of tickets (smartcards) which will be provided by another supplier.

Question 6: What feedback was received in Canberra Connect in 2008-09 for each agency?

The Table below is a breakdown of feedback received categorised by agency. Data is compiled from customer feedback such as publications, service requests and suggestions.

Feedback Breakdown by Agency- 2008/2009 Financial Year

Agency	Total Feedback
ACT Health	39
ACT Legislative Assembly	23
ACT Planning and Land Authority	135
Chief Ministers Department - CMD	137
Department of Education and Training	30
Department of Justice and Community Safety	452
Department of Disability, Housing and Community Services	52
Department of Territory and Municipal Services	6236
Department of Treasury	70
ACT Auditor Generals Office-Public Authority	3
ActewAGL - Public Authority	69
CIT - Public Authority	2
Family Court - Non ACT Government	2
Rhodium - Public Authority	4
Unidentified Feedback	186
Total	7440

Feedback Breakdown		
by Topic: 2008- 2009 Financial year		
Topic	SubTopic	Total Items of Feedback Received
Transport, Road & Traffic	Abandoned Vehicles	29
Sports, Leisure, Parks & Forests	Access to Molonglo River	3
Education & Learning	ACT Government Graduate Opportunities	2
Employment	ACT Government Graduate Opportunities	4
Housing	ACT Government Housing Maintenance	2
Housing	ACT Government Housing Matters	11
Employment	ACT Government Recruitment	27
Education & Learning	ACT Libraries	16
Community and Family	ACT Libraries	9
City Services & Utilities	ACT Libraries	22
Transport, Road & Traffic	ACTION Buses	1967
Housing	Affordable Housing	12
Government	Affordable Housing	7
Emergency Services & Public Safety	Air Pollution	2
Environment & Heritage	Albert Hall	3
Community and Family	Alcohol & Drug Services	1
Health	Alcohol & Drugs	2
Emergency Services & Public Safety	Ambulance	12
Government	Audits	3
Law & Order	Australian Federal Police	5
Sports, Leisure, Parks & Forests	Barbeques	26
Transport, Road & Traffic	Bicycle Paths	293
Community and Family	Births, Deaths & Marriages	1
Sports, Leisure, Parks & Forests	Boating	5
Transport, Road & Traffic	Bridge/Overpass	16
City Services & Utilities	Bridge/Overpass	1
Government	Budget Papers	1
Land, Planning & Building	Building Services	13
Land, Planning & Building	Building, Elect & Plumbing Licence Enq	2
Emergency Services & Public Safety	Bushfire Information	10
Government	Bushfire Recovery	1
Emergency Services & Public Safety	Bushfires	13
Business	Business Assistance	13
Business	Business Names & Associations	3
Sports, Leisure, Parks & Forests	Camping	15
Government	Canberra Plan: Towards Our 2nd Century	39
City Services & Utilities	Change of Address	1
Land, Planning & Building	Change of Address	1
Government	Chief Minister	23
Community and Family	Child Protection	8
Community and Family	Childcare	4
Health	Childrens Health	3
Environment & Heritage	Climate Change	11
Arts, Culture & Tourism	Community Affairs	7
Health	Community Calendar for Women	1
Community and Family	Community Courses & Support Groups	3
Employment	Community Courses-Employment & Training	2
City Services & Utilities	Community Halls	2
City Services & Utilities	Consumer Affairs - Fair Trading	2
Law & Order	Consumer Affairs (Fair Trading)	2
Law & Order	Corrective Services	4
Education & Learning	Curriculum Programs	1
Sports, Leisure, Parks & Forests	Cycle Paths	34
Health	Dental	1
Land, Planning & Building	Development Applications	13
Community and Family	Disability Services	1
Health	Disability Services	3
Government	Discrimination	1
Pets & Wildlife	Dog Exercise Areas	72
Sports, Leisure, Parks & Forests	Dog Exercise Areas	8
Pets & Wildlife	Dog Problems	17
Pets & Wildlife	Dog Registration	16
Law & Order	Domestic Violence Information	1
Transport, Road & Traffic	Drivers Licences	155
Transport, Road & Traffic	Driveways	19
Government	Duties, Rates & Taxes	10
Government	Elections	1
City Services & Utilities	Electricity & Gas	22
Canberra Connect's Services to You	Email	28
Environment & Heritage	Environment Protection/Noise	102
Arts, Culture & Tourism	Exhibitions, Events & Festivals	12
Community and Family	Family Court	1
Law & Order	Family Court	1
Community and Family	Family Services	2
Transport, Road & Traffic	Faulty Parking Meters/Machines	3
Land, Planning & Building	Fencing	20
Emergency Services & Public Safety	Fires (Not Bushfires)	13
Emergency Services & Public Safety	Fireworks	21
Housing	First Home Owner Grant	3
Government	First Home Owners Grant	1
Sports, Leisure, Parks & Forests	Fishing	3
City Services & Utilities	Flags and Banners	3
Arts, Culture & Tourism	Floriade	2
Health	Food Sales	1

Topic	SubTopic	Total Items of Feedback Received
City Services & Utilities	Footpaths	96
Transport, Road & Traffic	Footpaths	121
Law & Order	Gambling, Lotteries & Racing	2
Business	Gambling, Lotteries, Raffles & Racing	3
City Services & Utilities	Garbage Bins	15
City Services & Utilities	Garbage Collection	29
City Services & Utilities	Graffiti	44
City Services & Utilities	Grass	27
Employment	Harassment & Bullying	3
Law & Order	Harassment & Bullying	2
Environment & Heritage	Hazardous/Dangerous Materials	20
Environment & Heritage	Heritage	74
Health	Home Help	1
Health	Hospitals (Canberra & Calvary)	5
Government	Human Rights	1
Law & Order	Human Rights	1
City Services & Utilities	Illegal Dumping	30
Transport, Road & Traffic	Infringements/Fines	50
Pets & Wildlife	Kangaroo	7
Environment & Heritage	Lakes/Ponds	33
City Services & Utilities	Lakes/Ponds	7
Land, Planning & Building	Land & Planning	66
Business	Legislation (not legal advice)	1
Law & Order	Legislation (Not Legal Advice)	5
Canberra Connect's Services to You	Letter	3
Business	Liquor Licences	3
City Services & Utilities	Litter	21
Environment & Heritage	Litter	16
Emergency Services & Public Safety	Litter	1
Sports, Leisure, Parks & Forests	Local Parks & Reserves	29
Law & Order	Magistrates Court	3
Government	Media Releases	1
Government	Members of ACT Legislative Assembly	3
Health	Mental Health	1
Environment & Heritage	Mexican Feathergrass	24
Health	Migrant Health	1
Government	Ministers of ACT Legislative Assembly	11
Arts, Culture & Tourism	Multicultural Affairs	6
Environment & Heritage	Namadgi National Park	16
Sports, Leisure, Parks & Forests	Namadgi National Park	5
Environment & Heritage	Nature Parks	17
Sports, Leisure, Parks & Forests	Nature Parks	70
City Services & Utilities	Naturestrips	63
Land, Planning & Building	No Value	1
No Value	No Value	3
Call Centre	No Value	1
No Value	No Value	2
Sports, Leisure, Parks & Forests	No Value	1
Business	Occupational Health & Safety	4
Emergency Services & Public Safety	Occupational Health & Safety	9
Community and Family	Older Persons Assistance	3
Health	Other	25
Canberra Connect's Services to You	Other	25
Law & Order	Other	15
Arts, Culture & Tourism	Other	25
Land, Planning & Building	Other	42
Business	Other	18
Housing	Other	20
Community and Family	Other	24
Sports, Leisure, Parks & Forests	Other	109
Employment	Other	14
City Services & Utilities	Other	57
Emergency Services & Public Safety	Other	23
Government	Other	47
Transport, Road & Traffic	Other	147
Education & Learning	Other	19
Environment & Heritage	Other	49
Pets & Wildlife	Other	30
Employment	Parking Areas	1
Transport, Road & Traffic	Parking Areas	119
Transport, Road & Traffic	Parking Vouchers	15
Business	Payments	2
Government	Payments	4
Sports, Leisure, Parks & Forests	Payments	1
Law & Order	Payments	1
Pets & Wildlife	Payments	1
Employment	Payments	2
Education & Learning	Payments	3
Transport, Road & Traffic	Payments	6
Land, Planning & Building	Payments	1
City Services & Utilities	Payments	7
Housing	Payments	2
Health	Payments	1
Canberra Connect's Services to You	Payments	12
Community and Family	Payments	1
Pets & Wildlife	Pests	41
Sports, Leisure, Parks & Forests	Pests	1
Pets & Wildlife	Pets	34

Topic	SubTopic	Total Items of Feedback Received
Environment & Heritage	Pine Forests	1
Sports, Leisure, Parks & Forests	Pine Forests	3
City Services & Utilities	Playgrounds	17
Emergency Services & Public Safety	Police	1
City Services & Utilities	Pot Holes	24
Law & Order	Prosecutions	3
Business	Public Holidays	8
City Services & Utilities	Public Toilets	5
Housing	Rates & Land Tax	11
Land, Planning & Building	Rates & Land Tax	18
City Services & Utilities	Recycling	23
Government	Reports	4
Sports, Leisure, Parks & Forests	River/Lake Access & Usage	22
Emergency Services & Public Safety	Road Safety	8
Transport, Road & Traffic	Road Safety	189
Transport, Road & Traffic	Roads	302
Education & Learning	School Enrolments	9
Health	Sharps (Needles)	1
Canberra Connect's Services to You	Shopfront	177
Canberra Connect's Services to You	Shopfront Closure	1
Education & Learning	Special Education	3
Transport, Road & Traffic	Speed Camera/Red Light Camera	12
Sports, Leisure, Parks & Forests	Sports & Recreation Grants/Funding	7
Sports, Leisure, Parks & Forests	Sports Grounds	74
Sports, Leisure, Parks & Forests	Sports News & Events	7
Transport, Road & Traffic	Statutory Authorities	1
Government	Statutory Authorities	1
Emergency Services & Public Safety	Storm/Floods	263
Environment & Heritage	Stormwater	1
City Services & Utilities	Stormwater Channels	18
Transport, Road & Traffic	Street Lights	189
Land, Planning & Building	Street Names	5
City Services & Utilities	Street Sweeping	18
Education & Learning	Student Support	5
City Services & Utilities	Suburban Parks	39
Health	Swine Flu (Influenza)	2
Employment	Teacher Recruitment	1
Education & Learning	Teacher Recruitment	2
Canberra Connect's Services to You	Telephone	17
Housing	Tenancy Rights	1
Government	Tendering & Contracts	3
Environment & Heritage	Think Water, ACT Water Strategy	1
Sports, Leisure, Parks & Forests	Tiddibinbilla Nature Reserve	4
Environment & Heritage	Tiddibinbilla Nature Reserve	31
City Services & Utilities	Tips	5
Arts, Culture & Tourism	Tourism	14
Transport, Road & Traffic	Traffic	22
Transport, Road & Traffic	Traffic & Road Signs	141
Transport, Road & Traffic	Traffic Lights	66
Employment	Training (CIT)	2
City Services & Utilities	Trees	114
Environment & Heritage	Trees - Removal on Private Land	51
Transport, Road & Traffic	Vehicle Registration	95
Canberra Connect's Services to You	Visit	6
Education & Learning	Vocational Education & Training	2
Environment & Heritage	Water	31
City Services & Utilities	Water & Sewerage	21
Emergency Services & Public Safety	Water Pollution	1
Emergency Services & Public Safety	Water Safety	1
Canberra Connect's Services to You	Website Matters - Insert the Webpage	81
Environment & Heritage	Weeds	14
Pets & Wildlife	Wildlife	80
Community and Family	Youth	1
Community and Family	Youth Assistance	1
Grand Total		7442

Question 7: What proportion of Emulsion Bitumen and Hot Bitumen is used when resealing roads in the ACT?

46% of the Roads ACT maintenance resealing programme for 2008-09, was completed using bitumen emulsion and 54% using hot bitumen products.