



**LEGISLATIVE ASSEMBLY FOR THE AUSTRALIAN CAPITAL TERRITORY**

**STANDING COMMITTEE ON PLANNING, PUBLIC WORKS AND  
TERRITORY AND MUNICIPAL SERVICES**

(Reference: [Annual and financial reports 2010-2011](#))

**Members:**

**MS M PORTER (The Chair)**  
**MS C LE COUTEUR (The Deputy Chair)**  
**MR A COE**

**TRANSCRIPT OF EVIDENCE**

**CANBERRA**

**TUESDAY, 8 NOVEMBER 2011**

**Secretary to the committee:**  
**Ms V Strkalj (Ph: 6205 0435)**

**By authority of the Legislative Assembly for the Australian Capital Territory**

Submissions, answers to questions on notice and other documents, including requests for clarification of the transcript of evidence, relevant to this inquiry that have been authorised for publication by the committee may be obtained from the Legislative Assembly website.

## APPEARANCES

<b>Environment and Sustainable Development Directorate.....</b>	<b>50</b>
<b>Territory and Municipal Services Directorate.....</b>	<b>50</b>

## **Privilege statement**

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*Amended 9 August 2011*

**The committee met at 9.32 am.**

Appearances:

Corbell, Mr Simon, Attorney-General, Minister for the Environment and Sustainable Development, Minister for Territory and Municipal Services and Minister for Police and Emergency Services

Environment and Sustainable Development Directorate  
Ponton, Mr Ben, Acting Deputy Director-General, Planning Policy  
Traves, Mr Alan, Executive Director, Policy  
Zatschler, Mr Gerhard, Manager, Heritage  
Kugathas, Mr Kuga, Acting Senior Manager, Transport Planning and Projects

Territory and Municipal Services Directorate  
Byles, Mr Gary, Director-General  
Peters, Mr Paul, Executive Director, Roads and Public Transport  
Roncon, Mr James, Director, ACTION  
Lawrence, Mr Michael, Senior Manager, Public Transport Systems

**THE CHAIR:** Good morning, minister, and good morning, officials. Thank you very much for appearing before us today for the public hearing of the Standing Committee on Planning, Public Works and Territory Municipal Services inquiry into annual and financial reports 2010-11. You are obviously familiar with the privileges card. I am sure you are okay with that, but if you could just indicate that.

**Mr Corbell:** Yes, thank you, Madam Chair.

**THE CHAIR:** Thank you. We are going to deal with Heritage first, minister, if that is okay with you?

**Mr Corbell:** Yes.

**THE CHAIR:** Would you like to make some opening remarks, minister?

**Mr Corbell:** Good morning, Madam Chair; good morning, members of the committee. I do not intend to make an opening statement, but can I tender the apologies of my director-general, Mr Papps. Regrettably, he is unwell today and unable to attend. However, Mr Ponton and Ms Farnsworth will do their best to fill his shoes in particular.

**THE CHAIR:** Welcome, Mr Ponton and Ms Farnsworth, and pass on our regards to Mr Papps, I hope he is better soon.

**Mr Corbell:** So do we.

**THE CHAIR:** I am sure you do. We will go straight to Heritage questions.

**MS LE COUTEUR:** Thank you, Madam Chair. The review of the Heritage Act, the Marshall report, had 111 recommendations. It was tabled in September 2010, and we

are still waiting for a government response. Page 239 of the report indicates that a response would be available in late 2011. Can you tell me what is happening with this, it now being late 2011?

**Mr Corbell:** The government is currently considering the details of the Marshall report. The former heritage minister, Mr Stanhope, indicated to his then department that this was a matter that should be dealt with by the incoming minister—which is me—and that is what we are doing. We are currently expecting advice from the heritage unit later this year in relation to the proposed government response, and we anticipate that revised legislation will be brought forward mid-2012.

**MS LE COUTEUR:** There will be legislation in 2012 but a response by the end of this year?

**Mr Corbell:** No, I did not say that.

**MS LE COUTEUR:** Sorry, I did not hear you properly.

**Mr Corbell:** I said the government will be considering its response later this year.

**MS LE COUTEUR:** When are people not in government likely to get the results from the response and considerations?

**Mr Corbell:** That is yet to be determined.

**MS LE COUTEUR:** Before or after the legislation?

**Mr Corbell:** Obviously before or at the same time that the legislation is introduced, but that is yet to be determined.

**MS LE COUTEUR:** At some stage in 2012, possibly?

**Mr Corbell:** Like I said, Ms Le Couteur, the date is yet to be determined.

**THE CHAIR:** Thank you, minister. I note that page 240 of the annual report mentions the Canberra tracks program. I have received very positive feedback about this program from many of my constituents. In fact, every time I have the information on my mobile office table I run out, so that is great. People really like to learn more about our heritage. I note the annual report advises that an additional 27 signs relating to Canberra tracks were erected during the period. Will this program continue to be rolled out, minister?

**Mr Corbell:** I might ask if one of my officials can answer that question.

**Mr Traves:** The Canberra tracks will continue to roll out. There is still money left from that additional funding which will be rolled out this year through our capital works staff office within the heritage unit. That will continue, and, yes, you are right, it is a very popular program.

**THE CHAIR:** In which areas are the additional 27 signs?

**Mr Traves:** I would have to get back to you on that.

**THE CHAIR:** Could we take that on notice?

**Mr Traves:** Yes, we could.

**THE CHAIR:** Thank you.

**MR COE:** A question regarding the status of Manuka Oval: would you please advise where that is at and what it actually means for any development plans?

**Mr Corbell:** Mr Coe, as you would be aware, the Manuka Circle precinct, including Manuka Oval, has been identified for its heritage values. I should say that it includes the site of the Canberra Services Club, at which there are a couple of remnant chimney structures there now.

It has been proposed that there will be a master plan developed for the entire Manuka Circle precinct for presentation to the Heritage Council so as to facilitate the improvements to Manuka Oval that the managers of Manuka Oval are obviously keen to deliver in terms of its role as an important sporting facility, but at the same time, ensure that that is done consistent with the heritage values of the site.

**MR COE:** So what does that mean in terms of time frame and in terms of the actual oval? Is it pretty much just going to be preserving it as is? Does the heritage listing mean that those stands have to remain exactly as is?

**Mr Corbell:** I might seek some advice from Gerhard Zatschler. He may be able to assist.

**Mr Zatschler:** In relation to the Manuka Oval listing, the full registration went through at the 20 October meeting of the Heritage Council. We are in the appeals process at the moment. Two weeks ago I attended a workshop coordinated by Territory Venues and Events not just for the oval but for the entire precinct, incorporating the pool, the services club and also the old jazz school that is there. It is all part of the heritage precinct. A workshop was held to look at the planning issues, and we were looking at developing a master plan for the precinct. The intention was that a presentation to the Heritage Council would happen some time this month in terms of the directions.

In terms of the stands, that is not an issue. The Heritage Council has indicated that work can proceed on those in terms of the upgrades and equally with the lights. There may be a problem if they decide to put a rectangular field in there rather than an oval, but that is not going to be the case given that that is going to be the heartland of cricket and AFL in the ACT, so that will continue on. The Heritage Council has given an undertaking to work with the proponents to ensure a positive outcome in terms of maintaining the heritage values and continuing the social use and ongoing use of that precinct into the future.

**MR COE:** Some traders in Manuka, particularly restaurateurs, have spoken to me and

they are very keen to see Manuka Oval upgraded and to see the additional business that is likely to bring to traders in the area. Are you able to put a time frame on this entire process from the heritage end and what traders can expect?

**Mr Corbell:** That would be the responsibility of Territory Venues and Events; they are the custodians of the site, particularly the oval itself. They would need to outline to you their expectations around time frames for their project.

The Heritage Council's role is to ensure that any development proposals are consistent with the heritage values of the site. Mr Zatschler has outlined to you what the general considerations of the council will be in that regard in that the stands themselves are not worthy of heritage attention. Obviously the broader curtilage of the oval, the caretaker's cottage and so on are important and they have been recognised in the values of the site. They will need to be taken account of in whatever plan Territory Venues and Events puts forward. Your question is probably best directed to Territory Venues and Events as the managers and owners of the site.

**MR COE:** Thank you.

**MS LE COUTEUR:** You said you are doing a master plan for the whole precinct. What impact is that going to have on the rebuilding of the Canberra Services Club?

**Mr Zatschler:** I just want to clarify that we are not developing the master plan. Territory Venues and Events have commissioned a master plan for the precinct. They are working with all of the lessees in the area, and attending the workshop were representatives from the Canberra Services Club. They want to take an integrated approach. They do not want to deal with each of the sites separately. They value it as a heritage precinct. So they are looking at opportunities of working together.

I spoke with representatives of the services club and, again, they are keen to work with Territory Venues and Events to get the possible result out of that. Where that is heading in terms of what building will proceed is unclear at the moment, but they are looking for opportunities.

**MS LE COUTEUR:** So Territory Venues and Events are the landholders/landowners for that?

**Mr Zatschler:** For the oval, not for the Canberra Services Club, That is a separate lease. The jazz school has a separate lease and so does the Manuka pool, but because they have all been listed on the heritage register, they want to take an integrated approach to the precinct rather than dealing with the issues one by one.

**MS LE COUTEUR:** So why is Territory Venues and Events doing the master plan rather than you guys when it is a heritage area? I am not quite understanding this.

**Mr Corbell:** Planning and development proposals for the site are the responsibility of the owners of the site. The Heritage Council does not own the site. That is why.

**MS LE COUTEUR:** I am aware of that, but Territory Venues and Events are the owners of only one site.

**Mr Corbell:** They are obviously the dominant owner in terms of owning the dominant facility. There are other associated facilities which are also owned by the territory, and then there is one site which is privately leased to the Canberra Services Club. Obviously, the fact that the services club building has been destroyed means that the heritage values of that site are different now from what they were previously.

Nevertheless, it is desirable, given that all these sites sit within the Manuka Circle precinct, that there is an integrated response, because any redevelopment on the Canberra Services Club site should be in sympathy with the overall heritage context of the adjacent properties. I think it is sensible and pleasing that the private owners of the Canberra Services Club are collaborating with the other owners in the precinct in terms of the ultimate development outcome.

**MS LE COUTEUR:** So Territory Venues and Events are only doing it because they are the biggest bit of the ACT government?

**Mr Corbell:** Yes, they are effectively the—

**MS LE COUTEUR:** They are not the obvious people to do it, and my question was why it was them.

**Mr Corbell:** I think they are the obvious people because they own Manuka Oval, and that is the dominant site. Everything in Manuka Circle is about the relationship with Manuka Oval, basically.

**THE CHAIR:** Minister, thanks for that. On page 241, it makes mention of the blacksmith's workshop and work that is being undertaken or money that has been allocated to undertake work on the blacksmith's workshop in Ginninderra. I was wondering if you could advise the committee how this work has been progressing, particularly with regard to a draft heritage agreement with Gold Creek Country Club.

**Mr Corbell:** I understand the works at Ginninderra blacksmith's workshop are complete. The government funded a range of works on the site to improve the overall quality of the heritage site. Mr Zatschler might be able to add some further details on that.

**Mr Zatschler:** The physical works have been completed out there in terms of making it waterproof. There are still some ongoing projects that need to happen. Part of it is the restoration of the bellows that were in there; we have entered an agreement with Canberra university to undertake that restoration work. We are also in the process of exploring the opportunity for an archaeological excavation. The fragments that have been found there include a glass fragment that looks as though it has been used as an Aboriginal artefact, perhaps 150 years ago. So we are looking at doing some excavations out there to better interpret the site. The signage has gone in. In terms of the agreement with the golf club, the heritage agreement still needs to be finalised, but there has been a good understanding between all parties. They have allowed the work to proceed in good faith and they are quite happy with what has been happening out there. The relationship is good.

**THE CHAIR:** Thank you very much. Mr Coe?

**MR COE:** Thank you. The saga of the former Flynn primary school site continues. I understand that that is still before the Supreme Court. I understand that the John Flynn Community Group has recently written to the minister regarding whether the proposed development does comply with ACT heritage guidelines. Could you please give an update on the situation—also with regard to the concerns raised by the community group in that letter.

**Mr Zatschler:** There are just two issues on that. One is that the Supreme Court hearing is scheduled for early February—I think 5 and 6 February. That will determine whether or not the place is heritage listed. As it stands at the moment, there is no heritage listing on the place, so the works that are happening there do not necessarily need to be referred to the Heritage Council for advice.

However, I am pretty sure that earlier this year, possibly in March or April, the proposed works for the site for the childcare centres was referred to the Heritage Council for consideration to see whether, in the event that it were listed, those works would compromise the listings. The council advice was that it did not and the works could proceed. The council provided advice to the department of community services and housing and also to ACTPLA, confirming that the fit-out works required would comply if the place were listed.

I understand that housing and community services have engaged Enrico Taglietti, the original architect, to provide input into those works and have also engaged heritage architect Peter Freeman to coordinate those works. So in terms of dealing with the perceived heritage issues in a sensitive manner, that has been happening and I understand that the works are on track to be completed by the end of the year for opening early next year.

**MR COE:** So you are happy, from a heritage point of view, that having all the works going ahead before the Supreme Court meets in early February is prudent?

**Mr Zatschler:** Council is satisfied that the heritage values were not compromised. Given the sensitivities of the issues at that point in time and the desire for the works to be completed, the task force considered those issues to make sure that they were comfortable with what was planned.

**MR COE:** So the council is supportive of the works.

**Mr Zatschler:** Yes—of the ones that were put forward to us at the time. If there have been any changes to that, I do not know. At the time when the draft DA was put to council, they were comfortable that that did not impact on potential heritage values.

**Mr Corbell:** The Community Services Directorate has approached this site as though it was listed, even though it is not, and it has voluntarily submitted its DAs to the Heritage Council for their comment and asked the Heritage Council to assess those as if the place was heritage listed. In addition, the Community Services Directorate engaged Mr Peter Freeman, who was the expert witness for the applicants, the John Flynn group, in their ACAT appeal, to ensure that the heritage issues associated with

the site were properly considered.

**MS LE COUTEUR:** How does the substantial demolition of 13 Bass Garden in Griffith, which is located within the Blandfordia 5 garden city heritage precinct, fit with Blandfordia 5 garden city heritage precinct heritage regulations?

**Mr Zatschler:** Again, the development application that was received for that was forwarded to the Heritage Council task force, and guidelines for that precinct permit partial demolition. While it is not necessarily applicable, they are the guidelines that apply at this point in time. From a council perspective, obviously retention of a place is preferred, but if an applicant puts forward an application for renovation, that is considered in accordance with the guidelines, and council considered that.

**MS LE COUTEUR:** Have you considered looking at the guidelines, given that there was not a lot left of that building?

**Mr Zatschler:** Certainly the council has considered a review—having a look at those, to modify those. But it has not happened.

**MS LE COUTEUR:** You said you considered it. Is that consideration ongoing or have you considered and decided not to? What is the status of the considerations?

**Mr Zatschler:** In light of the media attention and the practicalities, the council considered that a periodic review of the guidelines would not be a bad thing.

**MS LE COUTEUR:** So are you undertaking a periodic review of them?

**Mr Zatschler:** Not at this point.

**MS LE COUTEUR:** Are you going to?

**Mr Zatschler:** I envisage that we would be looking at those guidelines, yes.

**MS LE COUTEUR:** Do you have any idea when that would be?

**Mr Zatschler:** No.

**MR COE:** Constituents have contacted my office to express concern about some renovations or extensions which have been put onto heritage listed homes, or at least partly heritage listed homes, in Kingston, in particular constructions that are perhaps add-ons to a building out the back, in the backyard, but are still very clearly visible from the street and certainly clearly visible to neighbouring properties. Would someone please give me an idea of what decision-making process is entered into when such DAs are submitted and whether, whilst the actual building itself may well be preserved or substantially preserved, you can have an extension which is not consistent with the character of that listing?

**Mr Corbell:** It would depend on the individual circumstances of the site, Mr Coe. It would depend on where the building is located, what heritage controls are in place and what those heritage controls require. Then those matters would be considered by the

Heritage Council in a referral once a development application is lodged. Without knowing the specifics of the site, it is not really possible to provide further comment.

**MR COE:** I understand that. However, with a development application which does not change or make any alterations to the actual property itself—is that likely to even go before the council or could something like that go underneath the radar?

**Mr Corbell:** If there were not going to be any changes to the property itself?

**MR COE:** If it was like an extension—an extension or a renovation.

**Mr Corbell:** Again it would depend on what the heritage guidelines state in relation to extension or addition to an existing property.

**MR COE:** Generally speaking, if a block and section does have some heritage control on it, does that by default mean that any DA on that property has to go to the Heritage Council?

**Mr Corbell:** Yes.

**MR COE:** That means, presumably, that the Heritage Council has given the green light to any renovation or extension in the ACT which is on a residential block that has a heritage listing?

**Mr Corbell:** If the works are considered to be development under the Planning and Development Act, yes.

**MR COE:** Thank you for that.

**THE CHAIR:** Minister, on page 323 of the report, it mentions the annual heritage festival and funds that were allocated to that festival. I was wondering if we could have an update on how the community responded to the festival and the participation rate. Could we have some information about that.

**Mr Corbell:** The festival was held in April this year; attendance climbed from 7,000 to 21,000—compared to the previous year. This year there were 115 events and activities put on by 72 different groups of individuals. Most events were free, 33 specifically aimed at children. The theme of the festival was design—so emphasising that particular element in our community.

This was the first festival to include new events from the surrounding regions. The intent was to try and broaden it into a regional focus on heritage issues. That included the local government areas of Palerang, Tumut and Yass, which was great to see. And for the first time we saw participants from the community engaged in the festival, including the Diamant Hotel, Strathnairn arts, the Rolls-Royce Owners Club of Australia, Cooleman Ridge Park Care Group, the Southwell Family Society, Engineers Australia, Friends of the Albert Hall and the Canberra Bushwalking Club.

This was a very successful event. A debrief and thankyou function for event organisers was held in May this year. That was sponsored by the Hyatt. Feedback was

taken at that time to help form plans for next year's event. Next year's festival will be held on 14 to 29 April, with a call for registration of events having been made already. Funding for next year's festival of \$56,000 comes from the community participation element of the ACT Heritage grants fund.

**THE CHAIR:** That sounds like an extremely successful festival. You may not have the information, because it would be a bit hard to track, but I was wondering what cross-fertilisation happened between those events that happened outside the border, bringing people to the ACT. Obviously some of us from the ACT would have visited those events, but probably we do not have any figures to measure that.

**Mr Corbell:** Yes, it is a bit hard to measure.

**THE CHAIR:** It would be interesting to know. It is 10 o'clock; we have had half an hour of questions.

**MS LE COUTEUR:** I do have questions on notice.

**THE CHAIR:** You have questions on notice, yes. We will put those questions on notice and have them to you, minister, within five days.

**Mr Corbell:** Thank you.

**THE CHAIR:** We will conclude this part of the hearing and go to transport planning. I thank the officials that have just joined us. We might start with a question from Ms Le Couteur.

**MS LE COUTEUR:** I will start with a question which I tried with the previous go on TAMS; hopefully we are in the right place. The transport for Canberra plan sets modal shift targets for 2006, the same targets you used in 2004. Why weren't these updated because of the 40 per cent greenhouse gas reduction target, and have you done any modelling about different modal shift relating to different emission reduction scenarios?

**Mr Corbell:** I think I answered that question in the previous hearing.

**MS LE COUTEUR:** You said to come back later—that was your answer—so here I am.

**Mr Corbell:** I would refer you to my previous answer. Just because the overall greenhouse gas reduction target for the territory is a 40 per cent reduction on 1990 levels by the year 2020 does not mean that you simply extrapolate 40 per cent down to every different element of emissions reduction. Different areas of abatement will deliver different levels of abatement. Some will be more cost efficient and effective to deliver than others. You will get greater yields in one sector over another. In viewing the entire emissions abatement task, you have to look at all sectors from which emissions come and make an assessment about the most appropriate mix of responses to deliver the emissions abatement required to meet the target. It is not a straight apportionment of 40 per cent to each sector; that does not make any sense and it is not a rational way to go about it.

In relation to the modal split targets that were identified, the modal split targets are consistent with our understanding of the potential that can be achieved and in terms of improving the delivery of public transport services, and are consistent with modal split targets in other jurisdictions in that they are at the higher end of what can be achieved across the board.

**MS LE COUTEUR:** Given that you do not think that we will achieve 40 per cent in the transport sector—I think that is what you said—where are we going to achieve the additional savings?

**Mr Corbell:** You are asking a question about broader greenhouse gas reduction policy. As you would be aware, the government is finalising action plan 2 to weathering the change, which will outline in detail the specific pathways available to us to achieve emissions reduction in the transport sector, the stationary energy sector and others. As you would also be aware, the government has indicated that will be released before the end of this calendar year.

**THE CHAIR:** In line with the issue of greenhouse gases, I note on page 11 of the report it talks about the release of the transport plan for Canberra as one of the major priorities to be pursued in 2011-12. Obviously we know you have released it for public consultation. I was wondering how it treats the issue of light rail.

**Mr Corbell:** Transport for Canberra recognises that first and foremost there is a need to provide a high frequency inter-town public transport corridor connecting all the key centres of the ACT and that it needs to be served at frequencies of 15 minutes or less. Currently we deliver frequencies of around seven to 10 minutes, depending on the particular time of day, so there is very high frequency along that transport line.

Transport for Canberra leaves open options in relation to what technology should be used to deliver higher carrying capacity and further improvements in frequency into the future. It certainly foreshadows there is the potential to use either bus rapid transit or light rail technologies to deliver those further improvements. As members are probably aware, the government is currently looking closely at opportunities to improve the delivery of transport in some key corridors, starting with Northbourne Avenue. A very detailed body of work is currently underway to look at options for either bus rapid transit type solutions or light rail solutions for the Gungahlin to city corridor, and particularly along Northbourne Avenue. The Chief Minister set that as a priority for her new government and there will be an update on that work and options presented for that work at the end of this year.

**MR COE:** With regard to the modal share targets which Ms Le Couteur just discussed, there are some pretty precise daily targets with walking, cycling and public transport. That is broken down into what seem to be very precise targets again for the yearly figures. I was just wondering how they actually came about—targets such as 444 with the walking, cycling 647 and public transport 1,306. They are fairly precise. I am wondering what the methodology was.

**Mr Corbell:** That would be based on our transport modelling that is undertaken within the directorate and the use of transport planning models. I might ask Mr Ponton

if he can assist further on that.

**Mr Ponton:** As the minister said, there has been modelling undertaken in the lead-up to the release of the transport for Canberra policy. That work has been continuing for the last few years. As well as modelling, it looks at information from the Bureau of Statistics in terms of understanding people's habits and then looking at what other jurisdictions are aiming for and achieving in relation to those modal splits. I might ask Mr Kugathas, who has been involved in the modelling, to talk more about that.

**Mr Kugathas:** We are maintaining multi-modal transport modelling. What we have available is current population and employment levels and also projections over the years 2021 to 2031, based on ABS projection, as well as how Canberra grows and the planning policies of the ACT government.

Essentially, what we are talking about is that in the future we want to achieve more modal shift towards things like public transport. At the same time, the employment levels also will increase, so the target to be set will need to be translated into the actual numbers of the future. So this has been the consideration. Again, they are targets and if you achieve or exceed the target, basically you will be doing well. We will monitor on an ongoing basis and see where the gaps are and we will put forward initiatives to see that the gaps can be filled.

**Mr Corbell:** I think it is very valuable for us to be able to, in detail, quantify what gains we need to achieve in terms of the annual increases we would expect to see in public transport patronage, cycling journeys and walking journeys. Having that sort of number on it allows us to measure year by year how we are going. The difficulty with the data around this is that there is only one dataset that gives us an overall picture, and that is the journeys to work question in the census. Obviously that data only comes out every five years. So it is very difficult to measure performance in the intervening years.

But with this type of target setting, we can now draw on other datasets we have available to us. For example, MyWay data will give us a very accurate picture of public transport patronage. Increasing the use of counts for cycling and walking, particularly into locations like the city centre or indeed into the town centres as well, are the types of actions we can now take to get a much more accurate picture of how we are tracking on a year by year basis against these targets.

**MR COE:** What changes do you envisage are going to be put in place by the government to get an additional 444 people walking?

**Mr Corbell:** That will occur from a range of responses. Firstly, it will occur as a result of improvements in walking infrastructure. Improving the safety and improving the presentation of walking infrastructure will encourage some people to choose walking as a journey if they are in close proximity to their destination.

So improvements in walking infrastructure, actions such as lighting, addressing problems around landscape which may present dangers or hazards to people that make them feel unsafe—those types of measures can all assist, as well as identifying missing links in walking infrastructure and providing more direct connections or

improvements in connections and the quality of walking infrastructure. That is one range of measures which the government can undertake and which it is undertaking through our investments in the walking and cycling network. Those improvements do encourage more people to consider walking for some journeys.

The second is where people physically live and their proximity to destinations. So whether it is proximity to their work destination, proximity to their retail shopping destination or other services or cultural activities, having more people living in close proximity to where those destinations are will encourage them to choose walking for some of their journeys. We are seeing increasing consolidation of residential accommodation in the city centre and in our town centres. That will only continue as the city continues to grow. That is indeed the strategy outlined in the draft planning strategy. We expect that, with further increases in residential accommodation close to centres, more people will choose walking for some of their journeys.

**MR COE:** I agree that such infrastructure improvements might help to encourage more people to walk. However, given you have this target of 444 people per year in the plan, I was wondering why there seemed to be very little in the plan that actually addresses the walking side of active travel.

**Mr Corbell:** Walking is a relatively simple measure to undertake. I would not say that the plan does not deal with that question, but this is fundamentally about doing the measures that I have just outlined. It is about improving walking infrastructure and improving the capacity to encourage that. If you look at the active travel table on page 61, it outlines a range of measures and their time frames, most of which, in relation to active travel, are identified within the two-year time frame. That is measures such as encouraging active travel to school, encouraging more school students and their parents in particular to consider journeys to school, investigating new types of transport infrastructure, including shared spaces, the use of segregated lanes, priority at intersections, options for electric bicycles, public cycle parking facilities—

**MR COE:** There is a lot about cycling, and I understand that, but there is very little in here that actually addresses how you are going to get the 444 people walking.

**Mr Corbell:** It is important to remember that cyclists and pedestrians tend to share the same infrastructure, or large amounts of it, particularly the path network.

**MR COE:** That may be so, but I think it is going to annoy a lot of cyclists if you have got people walking down the side of Northbourne Avenue.

**Mr Corbell:** There is no doubt that cyclists and pedestrians do use the same path infrastructure.

**MR COE:** But surely the strategy for getting more people to cycle is a distinctly different strategy to getting more people to walk to work. To that end I am just curious as to why there is very little in this report, other than a target of 444 people and a mention of active travel virtually throughout, that actually addresses how you are going to get an additional nine people per week walking to work.

**Mr Corbell:** Again, Mr Coe, I just do not agree with your assertion. Look at the table

on page 61. There is the proposal to—

**MR COE:** Which number there do you think best addresses walking to work?

**THE CHAIR:** Mr Coe, do not interrupt the minister.

**Mr Corbell:** establish a task force to promote and develop physical activity and its health, wellbeing, economic, environmental and transport benefits. So there is an education task to convince Canberrans that there are direct personal health benefits from choosing more active travel choices, whether that is walking or cycling. Of course, it is important to remember that walking and cycling are not mutually exclusive. People who cycle inevitably will end up doing more walking as part of that transport as well.

**MR COE:** So do they get included in that 444?

**THE CHAIR:** Mr Coe, I will not ask you again; please do not interrupt.

**Mr Corbell:** For example, people might choose to use bike and ride. So they will ride their bike for part of their journey and then park their bike at one of the new bike-and-ride facilities that the government is building. We have already built facilities in Melrose Drive in Lyons, one is being constructed in Mawson, and a number on the north side of Canberra, in Belconnen town centre and in Gungahlin. So people may choose to bike and ride and then complete, for example, the last leg of their journey from their bus, depending on where they work, on foot.

The important thing is about building flexibility into the transport infrastructure and recognising that our choices should be skewed around providing the amenity and the facility so that people are more active in the way they move about the city and that they can either walk or cycle.

**MR COE:** For someone, as you just said, who was biking and riding—perhaps Mr Kugathas could answer this—are they going to be counted as both cycling and walking? If they were to cycle to a bus, put their bike on the bus and then walk, are they going to be counted two or three times? If bike and ride is one of the strategies then what is the strategy for just walkers—the people that are going to come up as that 444 per year?

**Mr Corbell:** Again I draw your attention to the measures outlined. Measure 22, measure 21, measure 20, measure 19, measure 18 and measure 17 all deal with walking infrastructure.

**MS BRESNAN:** Following on from Mr Coe, with the modal shift targets, you talked about the formula that has been used there. Was future government investment factored into that as well? I am not sure if you mentioned that it was.

**Mr Kugathas:** Yes, future infrastructure and future investment have been factored into that. Also, in transport for Canberra, you will have noticed there are some specific initiatives outlined in public transport—frequency and infrastructure support, and the characteristics that need to be achieved. These are being transferred into that

quantitative format. That has been the basis for the future estimates, as well as the cost-benefit analysis we have presented to the government.

**MS BRESNAN:** On walking, there was the Make Walking Count benchmarking work that was done. The transport plan mentions that benchmarking survey. Part of the survey was to ask people what they thought about future investment. About 80 per cent of people thought there should be increased investment in public transport and walking and cycling facilities. How has that been factored in? You have had those public results coming through. What is the attitude of the government to that particular survey and the results that have come out through that?

**Mr Kugathas:** That survey, Walk 21, along with a comprehensive survey in 2010, gave us the idea in terms of the extensiveness of investment in different modes. That has been our basis for identification of the extent of initiatives. In the last budget, 2011-12, and the previous budget we put forward a three-year forward program for public transport, under “transport for Canberra” as a heading. That extensive public transport program is based on the expectation from the public that more investment needs to be done in public transport.

Similarly, with the cycling infrastructure, we have undertaken one extensive exercise using Cardno to look into the whole cycle network and to see how that can be connected—a cycle path at the end. That forms the basis of developing the cycling infrastructure. Currently we will be taking a master plan approach in terms of how the commuter cycleways can be doubled up so that cycling will be a viable alternative for commuter cycling, because the targets have been established specifically for commuter cycling and the survey also indicates that there needs to be a particular focus on commuter cycling.

We are currently initiating a commuter cycling master plan. We are working on the scoping of the project and we will undertake the plan in the same way that we have done for the public transport plan. That will form a basis for our short, medium and long-term infrastructure plan as far as cycling is concerned.

**MS BRESNAN:** I think that the full results or the report from that Make Walking Count survey was due in August. It said “final quarter” in the annual report. Do we know when that is going to be released? If it is not, is it possible to get a copy of the full results from that survey? I appreciate that we have what has been mentioned in the transport for Canberra plan. But in order to get a full picture about that government investment that you are talking about, how it is actually informing that process and how the public is being taken into account, it would actually be good to see the full results from that survey. August has already passed. I am wondering when we can expect to see it.

**Mr Kugathas:** Once we have the report—what we have to keep in mind is that that is a benchmarking report. Essentially, that will give some useful information. At the same time, the information would be limited in some ways. Once we have received that report, we will get the government’s consideration in terms of—

**MS BRESNAN:** So the date then—it has got in the annual report that the final report is to be released in the third quarter. The third quarter has passed. I appreciate what

you say; it is only benchmarking, but it has been quoted in the transport for Canberra plan; so it obviously has had some sort of formative process. It would be useful to actually see what the report said. The transport for Canberra plan is out now and we have not seen the results yet.

**Mr Ponton:** I am just confirming with my colleague when the report will be available. Can I take it on notice, please?

**MS BRESNAN:** That would be good, thank you.

**THE CHAIR:** So you will take that one on notice—the results of that?

**MS BRESNAN:** Thank you.

**THE CHAIR:** I wanted to go back to the issue of the transitways and the rapid transport that you were talking about before, minister. On page 227 mention is made of the Belconnen-to-city transitway, stage 1. There are obviously plans for other improvements as far as those kinds of infrastructure things are concerned. I was wondering about the identified park-and-ride facilities. What has been the outcome of that study that is mentioned there?

**Mr Corbell:** Park-and-ride facilities are currently being developed in a number of locations around the city. This is consistent with our assessment of the most appropriate locations for these. \$4.1 million has been allocated over four years to expand the park-and-ride network with the focus on the existing rapid corridors; so where we have high frequency services. Just under \$1 million was allocated for construction of new facilities at Flemington Road near EPIC, which is close to completion, Purdue Street, Belconnen and an expansion of the existing Mawson park-and-ride facility at the Southlands shopping centre.

Feasibility studies have been undertaken to assess the potential for further park-and-ride locations at the DFO in Fyshwick, Erindale centre, Cotter Road in the new Molonglo development, Kippax centre, College Street in Bruce and in Calwell. That study has recommended new facilities be constructed in 2011-12 in Pinnaroo Street near College Street in Bruce on the University of Canberra campus, Kirkpatrick Street near Cotter Road before the Molonglo development, and Moyes Crescent near Kippax for west Belconnen.

It has also recommended a trial expansion of the existing Calwell park-and-ride facility, with a modest expansion of that facility to meet the anticipated needs. DFO was found to be a very attractive option for the Canberra Avenue corridor. However, we have not been able to progress that site because of a lack of support from the owners of the site. That is the state of play. As I said, \$4.1 million has been allocated. That program is over four years. So there is funding available to deliver those new facilities each year.

**THE CHAIR:** And the transitways?

**Mr Corbell:** In relation to transitways, the focus is on the Belconnen-to-city corridor and a significant improvement in the Belconnen-to-city transitway. Dare I say it, the

Belconnen-to-city busway is currently being built. That busway involves the development of a dedicated roadway through the City West area from Marcus Clarke Street in the city through to Barry Drive.

The new ANU student accommodation building on the corner of Kingsley Street and Barry Drive incorporates an integrated bus station and dedicated right of way through that development site. There are also proposals to upgrade priority access for buses at the intersection of Kingsley Street and Barry Drive and the length of Barry Drive from Kingsley Street through to Clunies Ross Street behind the ANU. So those measures are funded and construction will commence this financial year on those improvements.

**MS LE COUTEUR:** Going back to the transport for Canberra plan, I would like to talk about the coverage of services. Why have we gone to a one-hour coverage service? Is that simply for budget reasons or is there some other reason?

**Mr Corbell:** It is important to stress that that is a minimum level of service delivery, one hour.

**MS LE COUTEUR:** Very much.

**Mr Corbell:** It is not intended—for example, through suburban environments where coverage services currently operate, we provide half-hour frequencies and there is no expectation to reduce that. Certainly, that would not be my position to do so, but it is designed to reflect the fact that there are a variety of service levels provided in some of those locations. Some receive less services than others; so smaller and more remote parts of the territory may receive only an hour frequency, particularly on weekends or late at night. It reflects the minimum standard, not the general standard that we would expect to be delivered for most areas for coverage of services.

**MS LE COUTEUR:** Did you do any looking at how much it would cost to move it all to half an hour rather than an hour?

**Mr Corbell:** We deliver—most coverage services operate at half-hour frequencies already.

**MR COE:** What about 15 minutes?

**MS LE COUTEUR:** Most do, but what about looking at making all of them half an hour?

**Mr Corbell:** What, seven days a week?

**MS LE COUTEUR:** That would be wonderful. It is actually very frustrating at the weekend.

**Mr Corbell:** Yes. Obviously, there are different service levels depending on demand at different times of the week. So weekend services, particularly late in the day, do travel at only hour frequencies and they do travel on different routes, reflecting the different staffing arrangements that are in place to provide services on weekends.

The government is currently undertaking a review of the network and is planning for a substantial redevelopment of the bus network with network 13. That work has now commenced. I have indicated to my officials, both in ESDD but also in TAMS, my expectation and the government's expectation that we need to make significant improvements in the way the network connects—that is, the way people are able to connect in a timely manner across the city so that the frequencies that are delivered, even if they are only half an hour, which is still a reasonable frequency—if people are able to connect in a timely fashion to complete their journey, we should be able to see improvements in patronage on those coverage services.

I think one of the real challenges and difficulties with public services is the time frames to connect to other services to complete journeys, particularly travelling from the frequent network to the coverage network, and the waiting times that people have to experience when they get off the higher frequency service and try to complete their journey safely home in the suburbs where they have to wait for the connection for an extended period of time.

You will see in transport for Canberra that the government is proposing, effectively, what I like to characterise as new service guarantees about how long people should have to expect to wait as a maximum in making those connections both from coverage to frequent and from frequent to coverage services. Those are designed to put some parameters that our network planners will have to take into account and include in their design of the new network because I think there is a real need to focus on the connectivity within the coverage service area and allow people to undertake their journeys in a more connected fashion with less waiting times.

**MR COE:** What makes it a guarantee opposed to just a promise? What does the consumer get if it does not happen as a guarantee?

**Mr Corbell:** The government is saying that it is prepared to be held accountable to these measures and is going to design its network on that basis. I think that the redesign of network 13 is a very important step in delivering the new transport services for our city. Transport for Canberra sets the broad strategic objectives but the actual service delivery is going to be greatly informed by how well we can deliver a better network on the ground, a better connected network with less waiting time as well as improvements in frequency and coverage. Network 13 is the key task to get right in getting those outcomes.

**MS BRESNAN:** Is that review different from the coverage services study? Are those two being done together because the coverage services study says that that was due in August. Is that review different from that or are they both coming out together?

**Mr Corbell:** Network 13 is the network planning exercise—

**MS BRESNAN:** Yes I understand that.

**Mr Corbell:** for the new network. Network 13 is the nitty-gritty—where the buses go.

**MS BRESNAN:** I understand that. I am just wondering—

**Mr Corbell:** What frequency we have, how they connect together so that we have less waiting time. That is the nitty-gritty. The coverage study is a higher order assessment but I will ask—

**MS BRESNAN:** And will that be coming out soon?

**Mr Kugathas:** The coverage study essentially is looking into the social inclusion aspect of it. It takes a bit of an objective approach in terms of identifying where the people of particular income groups are living, what kind of services they are getting and where the gaps are. That is essentially the theme of the coverage study.

**MS BRESNAN:** I do understand what the study is about. I am asking when that is going to come because if we are doing this review I imagine that would build into it. When will the coverage services study be due.

**Mr Corbell:** I do not think you should characterise it as a review. When we start to use different nomenclature it can get confusing. What we are talking about here is the design—a process to design the new network, network 13, which will be the new timetable for the whole city to be delivered in 2013.

**MS BRESNAN:** I understand that and perhaps I should have said “review” but I am just wondering when that is going to be due.

**Mr Corbell:** The coverage review—the coverage study—will inform the design of the new network.

**MS BRESNAN:** And that will be released shortly?

**Mr Kugathas:** The study has been completed and it will be put forward to the government for consideration.

**MS BRESNAN:** Thank you.

**MR COE:** Is that a cabinet decision?

**Mr Corbell:** What is that?

**MR COE:** Is that a cabinet decision or—

**Mr Corbell:** Is what a cabinet decision?

**MR COE:** You said that the study has been completed and put forward to the government. In what form do you mean by putting forward to the government?

**Mr Corbell:** To be provided to me as the minister in the first instance. Whether it goes to cabinet is a matter for me.

**MR COE:** Sure.

**THE CHAIR:** We will break for morning tea now. Have members got other transport planning questions?

**MR COE:** Yes.

**THE CHAIR:** We will have a few more transport planning questions when we come back and we will go on to ACTION after that. So we will reconvene in 15 minutes.

**Mr Corbell:** Sorry, Madam Chair, do you want officials from ESD to be present or only from TAMS?

**THE CHAIR:** Most of them are TAMS-type questions.

**Mr Corbell:** Transport planning questions need to go to ESDD. ACTION services obviously—

**THE CHAIR:** How many more questions have you got? Could these be put on notice so that we can go straight to ACTION when we return?

**MR COE:** I have got one that for the benefit of the department it might be easier if they answer here as opposed to taking it on notice.

**THE CHAIR:** Ask that now so we get that over and done with and then we can go straight to morning tea and let the officials go.

**MR COE:** In a way, the chairperson has identified the very issue that I have got—that is, the delineation between transport planning and transport and how ESD connects with TAMS and ACTION. Of course, there is a common minister, which makes it easier, and common ministerial staff in terms of the high level stuff. But on a daily basis when you are looking at data and looking at what is possible and developing things like network 13, how are you connecting with ACTION and TAMS to come up with an integrated strategy?

**Mr Corbell:** There are two points to make on that, Mr Coe. First of all, obviously it is desirable to have planning functions around both transport and land use sitting and working directly together. That is why the government has taken the decision about transport planning functions and land use planning functions—that is, the very close and really inseparable elements that they share should be together. So that is why transport planning has moved from TAMS into ESD.

In relation to coordination with service delivery, the division is around service delivery and the delivery of physical infrastructure on the ground. TAMS's responsibility is to deliver the services and to deliver to a significant extent the physical infrastructure on the ground based on the planning work undertaken by our transport and land use planners.

The coordination between the two is very close. I will give you an example: in relation to the Northbourne Avenue corridor work that is currently being undertaken, that has elements of transport planning, land use planning, service delivery functions and road management functions. So that is both TAMS and ESD. That is being

coordinated through a joint working group, a task force, that meets regularly. It is chaired by the director-general of ESD but it has representatives at a high level from TAMS, Roads ACT and ACTION. Yesterday, for example, I was at a workshop where we were looking at issues around development yields on Northbourne Avenue. That had representatives from ACTION, ACTPLA and other agencies from government such as Treasury, economic development and so on.

The government will use the mechanisms it normally uses to ensure coordination across government through working groups, task forces and so on. That is a regular, ongoing process. At an officer level, TAMS now holds some very valuable data, particularly MyWay data, which is very important to inform transport planning decisions, and there is a good flow of information between those two directorates.

**MR COE:** Do you have any new, permanent standing committees, in effect, that have been set up since one government has come into effect that create a regular forum?

**Mr Corbell:** There is a whole range of arrangements, but the most permanent and highest level one is the cabinet subcommittee which has been established where relevant ministers and officials meet to coordinate issues around urban development as a whole. That includes transport related matters. So the Chief Minister, the Minister for Economic Development and I meet regularly, and other ministers come—

**MR COE:** A subcommittee of three of the four.

**Mr Corbell:** Well, indeed, but it is a dedicated space of time where the focus is on the detailed discussion around coordination of urban development matters—whether that is land release, transport road planning, public transport service delivery or matters such as public housing redevelopment proposals and how those relate to transport questions, other land use planning questions and land release questions. There is a need to make sure there is an overarching, holistic look at a whole-of-government level.

**MR COE:** It is more so the officer level, for somebody who is at the very bottom.

**Mr Corbell:** That then flows down. Obviously, because there is a requirement for officials to report to their ministers and the ministers to report to the cabinet subcommittee on these exercises, those are reflected in the various administrative arrangements.

**MR COE:** Is there a forum or is there a culture whereby TAMS and ESD people at a grass roots level communicate, or do they all have to be fed right up to the top and then disseminate down?

**Mr Ponton:** Mr Coe, the short answer is yes. There are relationships that we had previously and we are continuing to build on. Of course, there is the strategic board that consists of all directors-general. In addition to that, we have both formal and informal groups that meet to ensure the flow of information. For example, at an informal level we have the executive director in TAMS. He is responsible for the network and meets regularly with me and also with the senior managers of the transport planning team just to talk through issues. Then on a project-by-project basis

we also have more formal structures in terms of steering committees and working groups. It certainly exists at both the officer level and the more senior level right through to, as the minister said, the urban development committee of cabinet.

**THE CHAIR:** Members, I ask that you put on notice other questions in this area and have them to the secretary in five days.

**Meeting adjourned from to 10.42 to 11.00 am.**

**THE CHAIR:** Minister and officials, welcome to this part of the inquiry into the ACTION annual report. I welcome Mr Byles to the table. You are familiar with the privileges card. You were not here when we went through that before. If you indicate your comfort with the privileges card, that is fine. That is the appropriate action.

**Mr Byles:** Thank you, Madam Chair.

**THE CHAIR:** Do you want to make any statement in relation to this particular area, minister?

**Mr Corbell:** No, thank you.

**THE CHAIR:** Mr Coe, do you have a first question that you want to ask?

**MR COE:** I do have some questions. Personally, I will ask about the MyWay ticketing system. The ticket system is well and truly up and running. There are still a number of questions about the technology and how it is being implemented. But, firstly, I understand that you have got increased functionality coming online very soon, perhaps in January. Are you able to tell me what new functionality is coming online then?

**Mr Corbell:** I will ask Mr Peters if he can answer the question, Mr Coe.

**MR COE:** Sure.

**Mr Peters:** Thank you for the question, Mr Coe. If I understand it, it is what new technology we have coming online in January and what that might do for us. One of the key advantages of having the MyWay system is that we will have better data around how people are actually using the public transport system in terms of where they are travelling from and to, how many people are getting on the bus at any particular one point, how heavily used particular bus stops are, whether people are transferring and how often they are transferring, and where people are coming to. At the moment, we are collecting all that data.

When people get on the bus and tag on and tag off, we are collecting all that data. It goes into a database. At the moment, we can only manually drill into that database. What we will be getting in about December is an interface system that will allow us to look into that data and interrogate it a lot better. That is probably the key thing that we are looking forward to.

**MR COE:** The reason I ask is that some time ago—I think it might even have been in

estimates—I asked about average journey lengths and that sort of information. The response was, “It is not available at the moment but it will be available in January.” Will this interface that you are talking about provide the ability to be able to extract that kind of data from the system?

**Mr Lawrence:** The system we are introducing is called netBI. The system is the same system that is being used over in Perth with the SmartRider system and interfacing with their system, which is the same as ours. The first stage of that will be to incorporate the tag on and tag off data as of early December; the second stage will be to actually incorporate the bus stop, or on-time running component, of it, where the system will actually link with our HASTUS system, which is a system that does all the scheduling and service details for ACTION.

**MR COE:** When will that second stage be available?

**Mr Lawrence:** We hope in the third quarter of next year, so by March next year.

**THE CHAIR:** What does the netBI system actually do?

**Mr Lawrence:** It is basically a reporting system that interfaces and gathers information from different databases. We are working on the interface with the MyWay system at the moment.

**THE CHAIR:** Minister, could you talk about how the actual system up to this point has been received by the community and what you think these new initiatives will do to inform transport policy? Before morning tea you were talking about how a lot of cooperation and collaboration happens between the service delivery and those that are getting the data. Obviously, this is important data for the future that we are going to be able to access. How has it been received so far and how will this inform transport policy going forward?

**Mr Corbell:** MyWay is a very important piece of infrastructure. Obviously, first and foremost, it provides convenience to customers, but it also gives us very valuable information on journeys. As Mr Coe was alluding to, it gives us the capacity to have up-to-date, contemporary information on where journeys are taking place in the network, where there is growth in the network and where there are particular demands in the network. This will allow us to plan our network on a much more reliable basis than we have ever been able to do before.

Previously, passenger counts have had to be manual, relying on drivers. Obviously, there is a bit of variability in that type of counting and recording, and that can present real challenges in terms of getting a reliable picture. MyWay delivers that reliability and that contemporary data which is so valuable for planning enhancements of services and improvements to bus stop infrastructure, because we understand where the demand is, when it is occurring and what needs to be done in response to that.

It is probably worth highlighting that, from my perspective and from the government’s perspective, MyWay has been rolled out very effectively. There have been some behavioural changes for people to work through and inevitably there have been some teething problems with people making the transfer from the old way of

paying for the bus through to MyWay.

But in comparison with other cities, there is no doubt that the ACT really has led the way. For example, in Sydney, the New South Wales government tried to develop the Tcard system. This resulted in a \$64 million write-off of the project and the termination of the project due to delays and disputes with the system developer. In Melbourne, many members would be familiar with the problems with myki, with extensive delays, a major budget blow-out and the need for the contract to be re-initiated and for two ticketing systems, Metcard and the new myki, to operate side by side because of those problems. So there were major problems in Melbourne. In Perth, there was a slightly larger project than in Canberra. It was a \$30 million project. There was a two-year delay due to card reader technology failures in the Perth SmartRider system.

We have had none of those issues here in the ACT. We have delivered this system well; people are embracing it and recognising the benefits and the convenience of the new system.

**THE CHAIR:** Thank you, minister. Ms Le Couteur.

**MS LE COUTEUR:** Can I ask a supplementary on MyWay? What percentage of people are tagging off?

**Mr Peters:** Thanks for the question. At the moment, about 97½ per cent of people are tagging off. Around 2½ per cent are not.

**MS LE COUTEUR:** Are you still proposing to introduce the penalty fees effect for non-tagging offenders?

**Mr Peters:** At the moment, in the transition period, there is no penalty for people who forget to tag off. That is in place until the end of December. We will be providing some advice to the minister around that question.

**MS LE COUTEUR:** I suggest that, with this current rate of compliance, you should not introduce the penalty fees for people who make mistakes.

**Mr Corbell:** I am not sure whether that follows. The fact is that you could get potentially a higher level of compliance once the penalty takes effect. You can potentially capture that last remaining percentage, a couple of per cent. I guess the risk is this. People are learning to tag off because they understand that they are going to have to tag off. If you tell them that there is no penalty if they do not tag off, you could see compliance drop. We have to have regard to those factors. As I said, the government has not taken a final decision on that, but at this point in time I think the government has been very clear that there is a period of grace for people to get used to it before the penalty charges apply.

**MR COE:** Do you agree that it might be a little bit heavy-handed to be penalising perhaps a school student for not tagging off when it is, after all, a single-mode, single-zone system?

**Mr Corbell:** It is very important for our data needs and understanding where demands are. All consumers benefit from having better data, and consumers will get better services by having good data that can help us inform services.

**MS LE COUTEUR:** Have you—

**THE CHAIR:** Excuse me, members. One at a time, please. Mr Coe.

**MR COE:** Thank you. For 10 years or so, the government has been spending \$70 million, \$80 million or \$90 million on public transport a year without this data. Suddenly you are getting a reasonably good selection of data and a pretty good sample size by anyone's account, yet you are saying that you absolutely need to have everybody swiping off to have the data integrity you need. I find it a bit odd that you have survived for such a long time without this data and suddenly you are desperate for it.

**Mr Corbell:** The fact is that we have not been able to plan the network as well as we would like and deliver the services where they are needed, because we have not had good data. Now we are getting good data, and part of that good data is the tag-off data.

I will give you an example. If we are able to understand where people are getting on and off, particularly during the peaks, and if there are particular points of demand in terms of people getting on and people getting off at particular locations, we can provide potentially more services during those particular peaks to service that need—to make sure that buses are not overcrowded, to make sure that people do have more frequency and reliability for those little segments of journey where there is clearly demand.

We are only going to get that if we know not only where people are getting on but where they are getting off. Data about getting off is not an optional data set, really; it is just as desirable as the data about where people get on. It has to be viewed in that context.

**MR COE:** I understand that, but you have still got a pretty good sample size, don't you?

**Mr Corbell:** I think I have answered your question, Mr Coe.

**THE CHAIR:** I think you have. Thank you.

**MS BRESNAN:** Can I do a follow-up?

**THE CHAIR:** After Ms Le Couteur is finished.

**MS BRESNAN:** This is a follow-up on MyWay.

**MS LE COUTEUR:** I am hoping to ask about MyWay too, but if—

**MS BRESNAN:** Okay; I am sorry.

**THE CHAIR:** Ms Le Couteur.

**MS LE COUTEUR:** Have you considered having some decent-sized signs for when you leave the bus? The MyWay thing is quite low; it is below eye level for most adults. Would it not make more sense to have a big sign that you cannot miss saying, “You are leaving; tag off”? Yes, we have trained ourselves to use it, but for an occasional user there is nothing to indicate to them that this is important. Most people would like to see the buses work better. Isn’t telling them why you want them to tag off—because it is going to make the bus service work better—the first place to start rather than using financial penalties?

**Mr Peters:** If the decision is taken to implement the default fare from 1 January, we will be rolling out additional promotion around the need to tag off over the next little while. We are certainly happy to consider that suggestion as part of that.

**MS LE COUTEUR:** Surely that would be the case even without the default fee?

**Mr Corbell:** It is worth making the point—

**MS LE COUTEUR:** If you are catching the bus, it is not obvious.

**Mr Corbell:** If you are an occasional user, you are probably more likely in any event to pay the cash fee—not exclusively, but you would think that occasional bus users, like people who are not commuting regularly, may be less likely to have a MyWay card and be more likely to pay a cash fare in any event.

**MR COE:** Is that \$4 a bit unreasonable for occasional users?

**Mr Corbell:** As I say, we will be looking at all of these issues as we come to the end of the period of grace and looking at the charge proposed and whether it should be applied and whether it should be applied at that level.

**THE CHAIR:** Ms Le Couteur, did you have another question?

**MS LE COUTEUR:** It was a question along those lines. Why can you not buy a MyWay card on the bus? You turn up to the bus. You have left your MyWay at home. Why do you have to buy the very expensive cash fare? It is also pretty bad for visitors.

**Mr Peters:** Thanks again, Ms Le Couteur. I guess one of the advantages of the MyWay system is that you have reduced the amount of cash handling that a driver needs to do because the cards are actually purchased off the bus, and it actually speeds up the service for patrons. I guess if we introduce a system where the driver actually has to sell a card on the bus, it slows the service up for other passengers. That is probably the main reason why that functionality is not in place here, nor in other smart card jurisdictions that I am aware of.

**THE CHAIR:** Ms Bresnan.

**MS BRESNAN:** Just on the penalty issue, if you were to do something like that, would you do it more like an incentive for people to actually tag off rather than

penalise the people who do not? People that do it get some sort of incentive in terms of the payment rather than people that are not tagging off. They still pay the same fare but they might not get the incentive. You are not actually disadvantaging people in terms of price.

**Mr Lawrence:** I suppose the way in which the system has been set up is that the discount is actually there if you tag off. That is the incentive for people. We also need to appreciate the fact that if you do not tag off a bus but then get onto a bus within your normal transfer period, the fare is not applied. The tag-off fare is not applied. So it is only for those people who, for example, were going home in the afternoon and they forgot to tag off that service. That then would be applied. So it is not in all situations when you tag off. It is only in a particular few.

If I might also point out in relation to the selling of the card on the buses, the MyWay system has been set up so that we can actually validate people's concession entitlements, whether they are students or whether they are pensioners, concession holders. So trying to purchase cards from drivers would be difficult because they cannot apply the actual concession entitlement. That person would then have that entitlement put on in a shopfront or at a MyWay centre, and that is there for every trip that they then undertake.

**THE CHAIR:** Minister, I presume this information that is being gathered through having the MyWay system will identify where there are peaks that we were not aware of before and we will be able to adjust those going forward into the—what did you call the new bus network?

**Mr Corbell:** Network 13.

**THE CHAIR:** Network 13, yes. And there may be some other peaks.

**Mr Corbell:** Yes, absolutely. It is all about ensuring that we have got as good an information base as possible to plan better services for people.

**THE CHAIR:** So we would imagine that we might identify some peaks that we had not identified before?

**Mr Corbell:** Absolutely.

**MR COE:** So people that are using a MyWay card are people that have obviously got the message to an extent in terms of new ticketing technology. People that are paying cash, by and large, are either occasional users or tourists who have not received the message one way or another, or they have refused the message to go and purchase a MyWay card. Therefore, the captive place to get these people onto a MyWay card, therefore to gather their data, therefore to, in effect, encourage them to ride a bus again, is actually on board a bus, because that is where they are presenting, for the only time, to the ACTION authority as it stands at the moment.

To that end, does it not make sense to try to make the most of that marketing opportunity and to give them a card on board, albeit at the \$2.52 adult fare and then give them a brochure at the same time saying: "Here is a brochure. Here is how you

can top it up. Here is how you can register for a concessional fare. Ride an ACTION bus again”? Is that not a great opportunity that is just being left begging?

**Mr Corbell:** I think Mr Peters has explained why there are constraints on issuing cards from the driver’s seat but it is the case, I think, if you have used public transport systems in other cities, it will routinely tell you that you can pay cash or you can get a pass or a card or a ticket for a day or a week or whatever it is, depending which city you are in. And public transport providers tend to point visitors and tourists in the right direction around where they need to go to get that.

Obviously on the first occasion, people might have to pay cash but yes, the driver would invariably tell them: “You can get a MyWay card. You can get it at an interchange. You can get it at shopfronts around the territory.” I do not know whether drivers have that information available. I certainly would be quite happy to look into that, because I think it is a reasonable suggestion. But it is not a big ask just to point people in the direction of saying, “This is where you can go and get a card, and there are a whole range of outlets where you can get one.”

**MR COE:** In spite of all the advertising, in spite of everything, these people have not got this message yet. That is why they are paying cash, especially occasional users that live in Canberra. Someone yesterday contacted my office to complain about a \$4 fare for the bus. That would have been a magnificent opportunity to give them a card and say: “Ride a bus again. It is cheaper this way. And here is all the information you need.”

**Mr Corbell:** Sure. It is a constant process of educating the community. It is still a relatively new system. And it will take some time for everyone in the community to get the message that that is inevitable.

**THE CHAIR:** Ms Bresnan, have you finished the questions in this area?

**MS BRESNAN:** Yes.

**THE CHAIR:** Ms Le Couteur, have you finished yours?

**MS LE COUTEUR:** I have finished with MyWay.

**THE CHAIR:** Do you want to ask your new question?

**MS LE COUTEUR:** Thank you very much.

**THE CHAIR:** Given that that came off the back of a supplementary.

**MS LE COUTEUR:** If you go to volume 2, page 188, you have got a table about the performance of ACTION. You start off with timeliness and you have a target of 83 per cent and only managed to get 75 per cent. Again, with customer satisfaction, you have a target of 85 but the actual result is only 76. So in both of these cases you have not quite made it. Can you tell us why? Why are you not achieving your targets and what are you doing to address them?

**Mr Peters:** Thanks for the question. I might give a broad outline and perhaps James can add detail as required. In terms of the timeliness indicator and the reason why we were down on last year, we had a number of service failures around February, March of this year. Essentially, that was due to inability to recruit enough drivers to actually put the buses on the road. Essentially, that led to the timeliness indicator not being met for those two months, which has dragged it down.

The customer satisfaction was a survey, and we assume that that drop in services at that time has been reflected in the customer survey and that is why that has been down. I guess we would point out that we are now back up to full recruitment with the drivers and our timeliness indicator at the moment—James is running it—is much better than that, I believe.

**MS LE COUTEUR:** Do you have an idea of what it is currently running at?

**Mr Roncon:** In terms of timeliness, as Mr Peters has referred to, the current measure is essentially on the customer surveys, and there were some inferences earlier in the year that dealt with that. Once we have what we are expecting as part of the new MyWay system—Mr Coe referred earlier to the improvements to that system or the upgrades to that system that will come in in January—we will have a much better idea about GPS technology and the MyWay system, about just exactly where we are at in terms of our timeliness. I really would not like to speculate on where I thought we might be at, but I would be confident that we would achieve our goals.

**MS LE COUTEUR:** I thought that prior to MyWay you were doing timeliness on the basis of leaving and getting back to the depots on time. Surely you still have that information? I just cannot believe that you have no idea whether your timeliness has managed to increase from 75 per cent, which is really not good enough.

**Mr Roncon:** I certainly agree.

**MS LE COUTEUR:** It just seems unbelievable you have to wait till January to have any idea what you are doing.

**Mr Roncon:** I guess all I can probably do is just reiterate the answer I gave before, and that is that the figures have been done around customer surveys, so very subjective, in the data collection model.

**MR COE:** So why isn't it called a perception of timeliness?

**Mr Corbell:** Sorry, that is the previous collection process.

**Mr Roncon:** Yes, the previous collection process. So this figure of 75 per cent and the target that was set of 83 per cent: the results are based on customer surveys.

**Mr Corbell:** And in future years they will be based on what?

**Mr Roncon:** Based on the MyWay GPS data, yes.

**MS LE COUTEUR:** I know that in the past you used to do timeliness on the basis of

actual times because I remember the Auditor-General having some issues with what you actually measured, but it still did relate to actual bus movements. Why are you now doing timeliness on the basis of perception rather than—

**Mr Corbell:** No, we are not.

**MS LE COUTEUR:** Sorry. I am confused—

**Mr Corbell:** I will ask Mr Byles to try and answer your question.

**Mr Byles:** My recollection, and I will stand corrected, is that previous accountability indicators on timeliness refer to when the buses actually left the depots.

**MS LE COUTEUR:** Yes, absolutely.

**Mr Byles:** It was not a true reflection of whether a bus was on time or not.

**MS LE COUTEUR:** True.

**Mr Byles:** So we set about looking at those timeliness indicators and consequently we have set out our target now at 85 per cent, as Mr Roncon has suggested. That is consistent with, for instance, what Perth has set their benchmark at, based on GPS data. A couple of other cities have higher benchmarks than that, but that is still based on customer surveys, so we are going towards setting it on evidence and data rather than customer surveys. Of course you realise that customer surveys can vary depending on their perception of whether or not the buses are providing a suitable service.

**MS LE COUTEUR:** Absolutely. So you are saying you will not know till January whether getting more staff has meant that you are actually now on time; have I got that correct?

**Mr Peters:** Yes, the ability to drill into the MyWay data and look at the GPS data in a sensible way rather than doing it manually will be in January and at that time we will be able to tell whether the bus is at the stop at the time it said it would be.

**MS LE COUTEUR:** Okay. One of the goals that you had listed in last year's annual report was to increase the number of people using ACTION buses. Do we have any way of knowing whether you have achieved this? I assume that is something you cannot definitely get from a MyWay card, because that does not identify people; it identifies cards.

**Mr Peters:** Thanks again for the question. The MyWay system—I may need to get Michael back up here—counts the people that get on the bus, so it includes cash and MyWay card customers, so it tells us how many people actually get on the bus. By using that measure we can get a patronage indicator.

**MS LE COUTEUR:** I hate to be pedantic but by number of people I was assuming that you were hoping that you were going to increase your penetration in the ACT population, whereas MyWay cards are a card; as I said, it gives you the number of

cards getting on. But I could have 20 cards. If I manage to lose my card, I might buy a new one rather than keep on going, or I could share my card.

**Mr Corbell:** Yes. It is about the number of trips. It is about the number of journeys. More journeys undertaken means more utilisation of the bus service. Whether it is the same person doing 10 journeys instead of one or whether it is 10 new people doing one journey each, it does not really matter. The fact is that it is a total increase in the number of trips being undertaken by public transport.

**MS LE COUTEUR:** It possibly matters; they are slightly different, but okay. Continuing on this table on page 188, the bottom figure, fare box recovery, you hoped for 21.8 per cent but it was 15.9 per cent. Was that largely due to the period, a couple of months, where basically it was free to travel on buses?

**Mr Corbell:** Yes.

**MS LE COUTEUR:** And so has this improved since MyWay was in?

**Mr Corbell:** We would expect this to improve as a result of the MyWay system, yes.

**THE CHAIR:** Minister, page 25, in the future directions on the bottom of the page in volume 1 it talks about implementing the real-time passenger information system over the next two years. I was wondering if you could provide more information about this.

**Mr Corbell:** Yes. The real-time information system is progressing. Currently documentation is being prepared to allow a tender process to commence for the procurement of the technological solution for real-time passenger information. The government has allocated \$12 million for this project, which will provide real-time arrival and departure information for passengers via digital displays located at high volume bus stops such as interchanges and other high volume stops, internet-based information, mobile phone or PDA-based or delivered information, touch screen displays and on-bus visual displays.

Real-time passenger information is all about improving perceptions fundamentally around reliability and journey planning so that passengers can plan their journeys with more certainty by being able to look up, say, from their desktop if they are in the office and they are wanting to plan when they can leave the office to get to the bus stop, get on the bus and when they are going to get home or when the bus is going to arrive to take them home. They can plan that with much more certainty, for example.

So real-time passenger information will assist us in improving reliability and perceptions of reliability and will also, we believe, have a flow-on effect in terms of patronage. Because people will feel more confident about their journey planning, there will be improvements in patronage. That has certainly been the experience in other jurisdictions where real-time information has been deployed.

In concert with that the government is also committed to the development of journey planner information, so not real-time information but journey planner information. That has now been delivered through the Google journey planner application, which is now available on the ACTION website or through Google itself through its journey

planner function. That has proven to be very popular and very effective in encouraging Canberrans to easily work out how they get from point A to point B, where their connections are and so on. It has proven to be a very valuable tool.

**THE CHAIR:** I had some questions asked once when I was in a seminar with older people who were looking forward to the implementation of this. What has the experience been with regard to older people using the system and people with disabilities, for instance?

**Mr Corbell:** Using real-time?

**THE CHAIR:** Yes, and the journey planner.

**Mr Peters:** The real-time system when it is in operation includes displays at bus stops so that if people are unfamiliar with getting online they will be able to look up and see—the same as you would at a train station—“next bus arriving at 7.06”. A functionality that we are also investigating at the moment is whether a bus that is coming along has disability access, is an accessible bus. Whilst eventually all our fleet will be, we are progressively moving towards those targets and at the moment not all our fleet has disabled access, so there would be an accessibility symbol on the display at the bus stop to let people know that the next bus that comes along is an accessible bus. The functionality that we are looking to introduce does cater for all passengers, not just targeted at a particular segment.

**Mr Corbell:** The important thing is that real-time information will be deployed through a range of platforms, so obviously if you are familiar with smart phones, if you are familiar with PDAs, if you are familiar with internet-based applications, you will be able to access the information that way. If you are not familiar with those types of applications and you are just fronting up at the bus stop, if it is a high volume stop you are going to have a very clear visual display which is going to tell you when the next bus arrives, how far away it is and so on. So it will depend obviously on the customer.

In the context of what Mr Peters was also mentioning about getting information about accessibility, we are hoping to deploy the same functionality for the bike rack installed buses so that people will be able to see on the real-time information whether or not the bus that is coming towards them is a bus with a bike rack fitted, which I think will help address some of the concerns some cyclists have raised about not all buses being able to be fitted with bike racks. This is particularly valuable on the inter-town—sorry, I am showing my age—services where people frequently want to get on and off with their bikes; they will know whether or not the bus coming towards them is installed with a bike rack.

**THE CHAIR:** Mr Coe.

**MR COE:** On that, when you said on 3 May 2005 that real-time bus information is a reality, what did you mean by that?

**Mr Corbell:** As you know, the government had appropriated a significant amount of money for the real-time project and it was on that basis I made the statement.

**MR COE:** And what happened to the money?

**Mr Corbell:** The government subsequently withdrew funding for that project because of problems associated with the ticketing system. Problems with the ticketing system had to be resolved before real-time information could be delivered.

**MR COE:** Will it not be that the GPS system which is used for the real-time information is actually based on the radio, not the ticketing system?

**Mr Corbell:** On the technical issues I would have to ask Mr Peters.

**Mr Peters:** Sorry, Mr Coe; I did not quite understand that.

**MR COE:** The GPS used for real-time information is actually based on the radio, not the ticketing system; is that correct?

**Mr Peters:** No. We are working out specifications for the system at the moment. One option would be cellular and the other option would be radio, so it is really a matter of what might be out there and what comes back.

**MR COE:** This whole system was put on hold in spite of this optimistic release which talks about LCD display screens at bus stops and interchanges and all the things that we have heard again, six years on. What is different in the actual system this time around compared to 2005 which is going to give this announcement any more hope than six years ago?

**Mr Corbell:** We are about to go to tender, Mr Coe.

**MR COE:** Does that mean that any other announcement that the government makes that does not go to tender is still a tentative announcement?

**Mr Corbell:** Only if you construe it that way, Mr Coe. The government has outlined very clearly what its intentions are in relation to this project. It has provided budget funding for this project. It has undertaken detailed scoping and analysis for the project, supported by a very experienced interdepartmental steering group to deliver this project, and we are both on time and on budget currently in relation to the delivery of the project, with documentation currently being finalised to go to tender on the project.

**MR COE:** So other than the tender bit, did all of that process happen prior to the last announcement in 2005?

**Mr Corbell:** I think the government took the view in 2005 that the project was not sufficiently scoped and should not proceed any further at that time.

**MR COE:** In which case, what has changed in the budget system within TAMS to give us any more hope that you are not going to make a flippant announcement that has not been scoped properly again?

**Mr Corbell:** I am disappointed that you take cheap shots on the delivery of such an

important piece of public transport infrastructure. This is essential for the delivery of good public transport services for the city and is something which Canberra commuters need and deserve.

To answer the specifics of your question, I would simply refer you to what I just said to you, which is that there is a very detailed scope that has been put together for this project, which is supported by a cross-government working group, that is focusing on making sure that all of the key questions have been addressed. The government has engaged expert outside advice on the development of the project and that has informed our decision making on the expected costs of the project. It gives the government the level of confidence it needs to ensure that this project can be delivered.

**MR COE:** Would you please take on notice a per financial year breakdown of how much has been spent on any aspect of developing a real-time system since 2001?

**Mr Corbell:** I will have to take advice as to whether or not it is feasible to provide you with that answer.

**THE CHAIR:** Thank you, minister.

**MR COE:** And, if so, will you provide that data as part of this question?

**Mr Corbell:** I will just refer you to my previous answer.

**THE CHAIR:** Thank you, minister. You will look into that and see whether that is possible.

**Mr Corbell:** I am not going to authorise the use of significant resources on a trawling exercise for Mr Coe. If it is possible to provide that advice in a concise manner, we will do so—but not if it is going to require a disproportionate application of resources over the last decade.

**MR COE:** I think trawling exercises are a legitimate process for an opposition.

**THE CHAIR:** Mr Coe!

**Mr Corbell:** Normally oppositions are a bit more focused and disciplined in their questioning.

**THE CHAIR:** Thank you, minister.

**MR COE:** Is that so? Usually governments deliver on what they promise.

**THE CHAIR:** Mr Coe! Thank you, minister. I think the *Hansard* record will clearly indicate what you are prepared to do and what you have undertaken to do. Ms Bresnan.

**MS BRESNAN:** My question is about disability compliance. Is it all right if I go to that issue?

**THE CHAIR:** Yes.

**MS BRESNAN:** I should have asked this question earlier, but back on page 188 of volume 2 and the table, one of the things it had there was the goal of disability compliance. I think it was 48.9 and the actual result was 43.7. I am just checking what the difference in that expectation was. I have got a couple of other questions about disability compliance—whether it was due to not having buses that were compliant delivered on time or what the actual issue was there.

**Mr Corbell:** I refer you to the explanatory note on page 189, Ms Bresnan, which I think gives you the summary of the circumstances. It was due to delays in the capitalisation of a number of compliant buses—that is, new buses—which were awaiting final payments at year end, so basically slight delays in the delivery and commissioning of new vehicles as part of the new vehicle purchasing arrangements.

**MS BRESNAN:** Basically, it was expected that they be delivered on time and that did not occur. Is that basically what that difference was? I did see the note there, but I was just wondering if that was—

**Mr Corbell:** That is right. It was just when they arrived. They arrived, effectively, slightly in the new financial year rather than by the end of the old financial year, which of course meant that we had to keep a larger than anticipated number of non-compliant buses in the fleet until those new buses could be commissioned.

**MS BRESNAN:** Just on that, we have had quite a few people contact us that have a disability and rely on buses. I know there have been a few issues, particularly around scheduling. I have heard from some people that they can get a bus out but they cannot get one back. I think there were some particular issues with route 3. I am just wondering whether those issues have been resolved so that there is a bit more reliability there. I take your point about the real-time, but until we get that, how are we actually addressing the issues that have occurred?

**Mr Corbell:** I think you have to look more closely at the particular circumstances you raise, Ms Bresnan. We will take the question on notice.

**MS BRESNAN:** I appreciate that. I have had a couple of people say that with the scheduling you can actually get a bus there but you cannot get one back, which kind of defeats the point.

**THE CHAIR:** I think the minister said he will take it on notice.

**MS BRESNAN:** Yes, thank you.

**Mr Corbell:** We do seek to provide a high level of reliability for certain routes—for example, routes that service the hospital. We do try and provide a high level of reliability in terms of DDA complaint vehicles for those routes. Again, we will need to take it on notice and get some further advice for you on that.

**MS BRESNAN:** In terms of being compliant with the act, is the fleet still on track to

meet the deadline which has been set by the federal compliance?

**Mr Corbell:** Yes, it is.

**MS BRESNAN:** So that is going along. We can expect that by—I cannot remember the date now—2024 or something?

**Mr Corbell:** Yes. Our fleet replacement strategy is based on compliance with the DDA national standards.

**THE CHAIR:** It says 2022.

**MS BRESNAN:** I could not remember if it was 22 or 24.

**THE CHAIR:** Ms Le Couteur?

**MS LE COUTEUR:** Thank you. I have a brief supplementary on real-time. Which bus stops will be privileged to get the real-time—all of them?

**Mr Corbell:** No, not all stops—high volume stops. The exact stops will need to be determined, but in general terms it will be the high volume stops where there are large levels of passenger movements, such as in bus stations or interchanges, and other major high volume stops that service, for example, office precinct locations, shopping centre locations and group centres. Those types of locations would generally be identified.

There may also be, dependent on what is put forward in tenders, a range of different display options. You might have a major display option and then you might have a more modest display. For example, I know that in places like Adelaide and Perth for lower volume stops you have a press button display. You can just press a button and get a very modest display about when the next bus is coming.

We do not expect all stops to have real-time information. That is not really feasible given the very large number of bus stops across the city. That is why real-time information is not just going to be delivered through visual display. The network information is going to be delivered through smart phone application. We will certainly look at whether we can deliver real-time also through smart phone application or other mobile device applications or internet-based options.

**MS LE COUTEUR:** Can I urge you to seriously look at the low volume ones, because the coverage stops? It is where you only get a bus once an hour that you really need it; whereas if they are coming every five minutes it does not matter.

**Mr Corbell:** It does matter. I accept it matters for everyone, but it is about trying to choose the most cost-effective option for the certain types of stops. Obviously you do not need a large, high quality LCD display at a low volume stop because of the number of people trying to read it and so on. There are about 3,000 bus stops across the city, so we have to be reasonable about where we allocate them.

**MR COE:** In effect, it would be fair to say that there are not going to be any, pretty

much, on non-arterial roads or on non-major bus stations?

**Mr Corbell:** That is yet to be determined based on the September outcomes and what providers are going to—

**MR COE:** Do you know how many in total you are looking at—how many screens or how many display points?

**Mr Peters:** It will just be part of the tender. We will ask for advice from suppliers as to how much these individual types of facilities are and match that against the budget.

**MS LE COUTEUR:** Do you have data on patronage from different parts of Canberra? This is possibly a question on notice.

**Mr Corbell:** What do you mean by different parts of Canberra—by district, by suburb?

**MS LE COUTEUR:** Yes, geographical parts of Canberra.

**Mr Corbell:** Sorry, by district, by suburb? What are you referring to?

**MS LE COUTEUR:** Either or both of those.

**THE CHAIR:** I think we need, Ms Le Couteur, to make it clear for—

**Mr Corbell:** We have data in terms of—

**MS LE COUTEUR:** Do you have data on a geographical basis, whether it be by district or by suburb? I would be interested in either of those.

**Mr Corbell:** We have data based on patronage on routes which could then be correlated to particular geographical locations—that is, route X serves X, Y and Z suburb, therefore this is the patronage we are getting from that suburb.

**MS LE COUTEUR:** How do you ensure that increased patronage is actually people moving away from car travel rather than people who used to walk or ride and are now using a bus, or is this not an issue?

**Mr Corbell:** Again, I come back to the discussion we were having before the break on how journeys to work are measured through the ABS question. That remains our main source of information about how people choose their journey to work mode. Whether they have shifted is not asked on an individual basis. Assumptions can be drawn based on data, but individual commuters are not asked that question in the ABS survey.

**MS LE COUTEUR:** Are you looking further at encouraging bus usage? I am particularly thinking of bus usage for workers. It has been mentioned a few times that the ACT government could offer bus tickets—MyWay these days—as part of their employment package and, conversely, the government could facilitate other employers offering bus travel as part of their employment package.

**Mr Corbell:** I think that is better a question asked of the Chief Minister's Directorate. They are responsible for whole-of-government wage bargaining outcomes, including associated entitlements. I understand that the possibility for, I think, salary sacrificing around public transport is included in the enterprise agreement for those staff members who wish to take advantage of that. That is obviously an individual decision by individual employees.

**MS LE COUTEUR:** Have you tried offering other—this is not just a question for the ACT workforce—employers some sort of deal which would make it easy for them to provide MyWay as part of their employment conditions, something to get people onto the buses?

**Mr Corbell:** That is not something we have specifically pursued, no.

**THE CHAIR:** Mr Coe?

**MR COE:** Regarding the ACTION workforce, you mentioned that earlier this year you had some problems in the network because of an inability to recruit. The profile of the ACTION workforce is one of an ageing demographic. To that end, surely in the next five to 10 years especially there is a good chance that ACTION is going to be confronted with some significant challenges in recruiting additional drivers or replacement drivers. What is the strategy for that? I saw an announcement that 12 new drivers had been employed, or something along those lines. If it was an achievement to say we have got 12 new drivers, how is it going to be when you have to, in effect, recruit hundreds of drivers in the space of five or 10 years?

**Mr Corbell:** I will ask Mr Roncon to assist.

**Mr Roncon:** Thanks, minister. Through you, Madam Chair, I think your question is best answered by saying that this year we have recruited about 80 drivers. I am not too sure where the figure of 12 comes from.

**MR COE:** A media release was put out saying—

**Mr Roncon:** Twelve might have been in the last round of bus training but we were certainly caught short at the beginning of the year in terms of driver numbers and going back to school. As I say, we have recruited 85 drivers this year. So we have actually got our established numbers back up above where they need to be and what we will continually be doing now is running training programs every, probably, five to six weeks that will just keep those numbers at an established level. Added to that—that is the operational nature of the business—I think in terms of being more strategic we are actually working on an ageing workforce strategy and we recognise that we do have an ageing workforce and that will come around very quickly in terms of people resigning and leaving the service.

We are working now on a policy and some strategies around just trying to work through that process and to ensure that we do not get caught short. For instance, I think if we just use the example of the planning that we are doing for network 13, obviously the key to that will be if there is to be any growth in buses, growth in staff

numbers, it is actually putting processes in place that see us recruit long before that network comes into play so that we do not get caught short as we did earlier this year.

**MR COE:** I understand that shifts are still assigned based on seniority. Is that correct?

**Mr Roncon:** Correct, yes.

**MR COE:** If that is so, when you employ new people and you are encouraging them to become an ACTION driver, trying to get them incorporated into the ACTION culture and trying to get them to really be part of a team, if shifts continue to be assigned based on seniority, surely these people are not getting, necessarily, preferred shifts at the moment and nor in the near future. So to that end it must be very tricky for you, given the IR arrangements, to actually provide a good working environment for the new recruits, based on the shifts that they are working.

**Mr Corbell:** It is challenging. That is an issue of concern to the government. We believe that there needs to be reform in that area, but these reforms have to be bargained on and there has to be give and take both from employers and employees on these questions. That is the approach I will be endeavouring to adopt.

**MR COE:** How is the voluntary roster working? That was, in effect, the headline achievement for the last round of IR negotiations. Has that provided the sweeping reforms necessary?

**Mr Corbell:** I do not think the government claimed it was going to be a sweeping reform. I think the government claimed that it was an incremental reform. I think that is exactly what we have achieved—an incremental reform that is improving our ability—

**MR COE:** They are very small increments.

**THE CHAIR:** Mr Coe!

**Mr Corbell:** I am not here to have a debate. I simply make the point that it is an important step forward in establishing a more cooperative relationship between management and the union on these important questions that impact on service delivery. I think it is a valuable and very positive step forward. I thank the union for their willingness to engage in this discussion and to deliver this outcome, which is having benefits. I will ask Mr Roncon if he can elaborate on what has been his experience to date.

**Mr Roncon:** Thank you, minister. I think it would be fair to say that ACTION is the sum of many moving parts, so it is not only voluntary weekends and that particular issue that would be necessarily the panacea to all its woes. Now that the driver establishment numbers are back up where they need to be and we have a rolling recruiting campaign, we do not have a problem filling weekend shifts anymore. The reliability around weekend services has improved. We have actually got waiting lists now of drivers that are putting their names forward on a voluntary basis to drive across weekends. That has been one of the positives to come out of this.

What we have started to do at ACTION over the last 15 months, essentially, is some benchmarking and some trend data so we can look back over 12, 15 or 18 months worth of data and see where we are headed. We have referred to some of the problems earlier in the year with service delivery. Probably over the last six months we have got a benchmark of 99½ per cent service delivery and we have achieved or exceeded that in each of the last five months. All of the measures that we have put in place around recruitment and numbers have steadily seen an increase in improvement in our ability to deliver services and, therefore, reliability back to the community.

**MR COE:** What is the number of drivers as a head count but also as FTE?

**Mr Roncon:** The number of drivers—approximately 650.

**MR COE:** And FTE—do you know?

**Mr Byles:** There are just under 1,900 in the directorate. Are you looking for a percentage of ACTION?

**MR COE:** Of FTE in ACTION drivers—not the entire operation but how many drivers. In effect, how many are full time and how many are part time and what is the total of FTE?

**Mr Byles:** We will have to break that down for you, Mr Coe.

**MR COE:** If you could that would be good, thank you.

**THE CHAIR:** So we will take that on notice, minister. Ms Bresnan?

**MS BRESNAN:** Just following up on that, there was some money in the previous budget to address staffing issues. I am just wondering if what you have already mentioned, Mr Roncon, was something that came under that funding in the budget, or was there something else out of that budget process that was done to address staffing issues?

**Mr Roncon:** When you say “staffing issues”, Ms Bresnan—

**MS BRESNAN:** There was money in the last budget. One of the things that had been identified was that—

**Mr Corbell:** Could you tell us which amount you are referring to?

**MS BRESNAN:** I am sorry, I have not got the exact amount here, but I know there was funding in the last budget. I remember that being listed as one of the key items to be addressed in the issues.

**Mr Corbell:** We will have to take that on notice.

**THE CHAIR:** You will take that one on notice.

**MS BRESNAN:** You just mentioned, Mr Roncon, the service delivery figure of

99 per cent. I note the table on page 24 of volume 1. I just wanted to check that service delivery outcome which lists that figure of 99 per cent. Is that the number of services that arrive on time? Is it the number of services that arrive some of the time or ones that arrive on time? What does that 99 per cent figure entail?

**Mr Roncon:** It is actually 99.8 for the month of September. Essentially, we schedule 3,060 services, or runs, a day—so it is delivering 99.8 per cent of those 3,060 services, as an example, for the month of September.

**MS BRESNAN:** So is the number of services delivered the ones that are arriving on time?

**Mr Corbell:** The amount of runs that occur.

**MS BRESNAN:** So it is just the amount of runs that occur?

**Mr Corbell:** Yes.

**MS BRESNAN:** Do you have any way of building other figures into the statistics you are keeping? I have heard that sometimes when buses become full they do not stop at some stops. How do you figure that into any of your statistics or record that so we can address that sort of issue?

**Mr Roncon:** That has been a bit of a problem. I suppose it depends on whether you look at it as a glass half full or a glass half empty. In some respects that—

**MS BRESNAN:** It does not help people trying to get to work.

**Mr Roncon:** It certainly does not. Certainly, we notice that out at Gungahlin, particularly on the 200 Red Rapid services between 7.30 and 8. There are three services that run within that period. They are often quite full. Sometimes you can get down two or three stops along Flemington Road—and I have experienced it myself—and it will be a bit of a problem to get onto that bus.

I think it was alluded to earlier that, by being able to utilise some of the MyWay data, we will be able to do that a lot better once we get that interface in January. We can add additional services at particular stops or start a particular bus route a stop later so we avoid that particular problem that you refer to. We have done that a couple of times. We have augmented a few services out of Gungahlin, for instance, just to alleviate that particular problem.

**MS BRESNAN:** Is it primarily Gungahlin? I have not got the figures off the top of my head now, but it has occurred in some other areas. In the absence of having MyWay data—obviously you will have that next year—how do address that problem in the meantime?

**Mr Roncon:** We obviously get the feedback from the customer and make an assessment. We obviously talk to the drivers of those particular services because they are always the best barometer of what is happening out in the field. Where it can be validated and justified and where we have got the capacity in the peaks to actually add

an additional service or augment a bus, we would do that. Where we can, we combine it with any data that we might be able to retrieve.

**MS BRESNAN:** Does it rely on drivers telling you that something like that has happened for it to be validated or is it people bringing forward complaints? How do you actually validate that that is happening?

**Mr Roncon:** I guess it is a combination. If we get a complaint or some feedback from a customer we will certainly contact the drivers that may have been driving that particular service or services around that time just to get some feedback and get a bit of a feel for what is happening out on the ground.

**THE CHAIR:** Ms Le Couteur?

**MS LE COUTEUR:** My question is about buses and safety and what happens particularly for standing customers if there is a stop and an accident. Whose liability is it? Is it ACTION's?

**Mr Corbell:** It would depend on the circumstances of the accident.

**MS LE COUTEUR:** Could you elaborate a little bit more than that?

**Mr Corbell:** No. There is no general rule. It would depend on the circumstances of the accident.

**MS LE COUTEUR:** So if you have an accident you would have to start by suing ACTION. If you are on the bus—

**THE CHAIR:** I do not think the minister said that.

**Mr Corbell:** I am not saying that. What I am saying to you, Ms Le Couteur, is that every accident is different. It will depend on the circumstances of the accident as to where liability for any injury lies.

**MS LE COUTEUR:** Okay. If you asked ACTION would they give you any information or—

**Mr Corbell:** About what?

**MS LE COUTEUR:** Sometimes buses stop suddenly and, particularly if they are standing up, people are injured. If I was injured in a bus, would ACTION give me any information or would they give me the response that you have just given me?

**Mr Corbell:** If people are contemplating legal action, that is normally dealt with through the relevant legal channels between the person involved and the government agency.

**MS LE COUTEUR:** I guess my question is: will people need to contemplate legal action? If I was injured in a car I have a good idea because there is a third-party system. Are there any established processes or is legal action the only thing I have

got?

**Mr Corbell:** Again it depends on the circumstances of the accident. If we are talking about a serious injury to someone, normally those matters are resolved through some sort of legal settlement, whether that involves a civil trial or whether it involves a settlement before a matter goes to court. Less serious matters can be dealt with less formally. It will depend on the circumstances.

**MR COE:** Going on from that, in terms of ACTION's relationship with the ACT Insurance Authority, when payouts are made by ACTION are those payouts usually made to the ACT Insurance Authority or to external providers, or does the ACT Insurance Authority make those payments to external insurance companies?

**Mr Corbell:** The territory has a series of insurance arrangements in place which are coordinated by the Insurance Authority. Where the ultimate cost attribution occurs will depend on the circumstances of the claim, who is ultimately held to be liable or who accepts liability. That may be the insurer of a third party. For example, if a bus collides with another vehicle and it is the fault of the other vehicle those matters would be matters to be resolved between the territory's insurers and the insurers of that third party. So it depends on the circumstances.

**MR COE:** Sure. Would you please take on notice how much ACTION has paid out for when ACTION are at fault insurance claims?

**Mr Corbell:** Yes. We can take that on notice.

**MR COE:** Thank you.

**THE CHAIR:** Ms Le Couteur, you have a specific question?

**MS LE COUTEUR:** Can I just clarify: is basically what you are saying that ACTION does not accept liability for accidents on buses?

**Mr Corbell:** No. That is explicitly not what I am saying. My answer is very clear: it depends on the circumstances of the accident as to who is liable.

**MS LE COUTEUR:** So people do not travel at their own risk?

**Mr Corbell:** ACTION has a duty of care in relation to the general safety of its customers and has to abide by the relevant legislative framework in terms of its operating authority which is granted under statute and the responsibilities it has in accordance with those authorities. But, as I say, Ms Le Couteur, there is no general simplistic rule that I can give you. The circumstances of the accident where injury to a customer occurs will dictate who is liable, who is responsible and what action to take in response in terms of compensation.

**THE CHAIR:** I could imagine, minister, that sometimes the accident may be caused by another vehicle running into the bus, or rock throwing that we have unfortunately seen in the past.

**Mr Corbell:** That is correct. Normally in these circumstances a claim would be made against the territory—that is, action against the territory—and then, depending on the circumstances, a claim may be made by the territory’s insurers against the insurers of the third party who is held to be liable for the accident or who admits liability for the accident. This is why I have to be very clear: it depends on the circumstances of the incident which results in the injury.

**MR COE:** I asked in a question on notice about the number of accidents. The accident and claims database seems to not have as much information that is searchable as some in the opposition would like. Can you tell me what information is searchable in the ACTION accident and claims database?

**Mr Roncon:** Minister, I would have to take that on notice. I just do not have that information to hand.

**Mr Corbell:** Sure.

**THE CHAIR:** That is fine. We will take that on notice. Ms Bresnan.

**MS BRESNAN:** On the major ACTION depots, in last year’s annual report it mentioned that there was going to be a comprehensive study of the two major depots to determine their most effective use. I am wondering whether that study has been completed and what the results were.

**Mr Roncon:** I am sorry; I missed the first part of the question.

**MS BRESNAN:** Last year’s annual report mentioned that there was going to be a study of the two major depots to look at what is going to be the best use of those assets into the future in terms of managing the assets. I was just wondering if that study has been completed and what the results were.

**Mr Roncon:** I would have to take it on notice. I think we are in the middle of it or we have just finished it. I need to clarify exactly where that is up to.

**MS BRESNAN:** So you will take that on notice; you are not sure at what stage it is at?

**Mr Roncon:** The results certainly have not been presented to the minister as yet.

**MS BRESNAN:** Thank you. So you will let us know when that is going to be?

**Mr Roncon:** Yes, certainly.

**THE CHAIR:** Ms Le Couteur, have you any more substantive questions?

**MS LE COUTEUR:** Yes.

**THE CHAIR:** Would you like to ask them?

**MS LE COUTEUR:** Thank you, Madam Chair. With the new 2012 services did that

reconfiguration involve making cuts in any particular services and, if so, what?

**Mr Peters:** Network 12 is really about expanding services into growth areas. We have done a couple of realignments around the Canberra Hospital reach to make more sense of that and provide better frequency on that particular corridor—I will get the detail of—but essentially it is new routes in Bonner and Forde, a new route, or a diversion of an existing route, in Crace, and into Casey.

**Mr Corbell:** It is a realignment of the service that services the ANU and the western part of the city. There are some improvements to services between Canberra Hospital and Woden. There is no reduction in services. There is the realignment of a small number of routes to better service demand and the introduction of new routes into those new suburban areas.

**MS LE COUTEUR:** Why didn't you look at some new routes in some of the older areas which are having problems? We have had quite a lot of complaints from Weston Creek residents that buses keep on going past, full. Tuggeranong is another area that is not well serviced.

**Mr Corbell:** The government's first priority is the delivery of public transport services into newly established residential areas where they do not currently exist.

**MS LE COUTEUR:** I agree that is the first; but couldn't you look at a second priority of existing areas that are not—

**Mr Corbell:** It is about funding that is available and where those resources should go first and foremost. Given the funding that was available in the most recent budget, the priority has been given to newly established residential areas.

**THE CHAIR:** I think, minister, you mentioned before that with the MyWay ticketing system and the new data that is going to become available you will be looking at those particular peaks that might exist and evaluating that.

**Mr Corbell:** That is right. The government has taken a deliberate decision not to have a major reorganisation of the network in 2012. Instead, what we are doing is simply supplementing a small number of existing services in terms of route, adding a number of new services to new urban areas, as well as extension of the Blue Rapid service through to Kippax. Those are the improvements in 2012. The government has taken the view that because of the lead times involved we should focus on a complete reorganisation of the network for 2013, which will allow us to look at issues around demand across the city. Rather than just incrementally add bits here and there, which just leads to an increasingly complex network to manage, we will reorganise it from the base up, focusing on areas of demand, improving reliability, improving frequency and improving connection times and waiting times across the city. That is really a 12-month exercise to do that network planning, which is what we are currently doing.

**MS LE COUTEUR:** Does that mean that 2013 is potentially changing the actual routes where they go?

**Mr Corbell:** Yes.

**THE CHAIR:** Ms Bresnan, did you have a supplementary?

**MS BRESNAN:** It was—

**Mr Corbell:** I expect Network 13 will be a significant reorganisation of the network to provide better frequency, better reliability, shorter waiting times and connection times and better coverage across the city.

**MS BRESNAN:** On the service you mentioned for Forde and Bonner, I was not able to find how frequent that service was. I am sorry if that information is there. How frequent will that service be?

**Mr Corbell:** We can provide that detail. We do not have it to hand. These are the services that will be introduced: route 55 will be introduced to service the suburbs of Forde and Bonner; the new route will travel to the Gungahlin town centre to provide a connection with services to the city and Belconnen, to get on to the Red Rapid—

**MS BRESNAN:** Yes. That was why I was interested in the frequency, because of how that would then help people link into the Redex service.

**Mr Corbell:** Yes. Route 51 will be extended to service Casey and route 58 will be extended to service Crace. Those are the services for new suburbs. I should indicate also that the government intends to deliver these new services in a way which provides an incentive for people to consider using them; to that end the government intends to move to provide a free service for these new routes in new suburban areas for a limited period of time, as an introduction.

**MR COE:** Is that for everyone or just people who get on in those suburbs?

**Mr Corbell:** The exact details will be worked out, but we expect it will be for people who are utilising the services in those suburbs. The exact details are yet to be clarified.

**MS BRESNAN:** And you will get back to us with the frequency?

**THE CHAIR:** Yes, the minister has undertaken to take that on notice.

**MS BRESNAN:** Thank you.

**THE CHAIR:** We are quite keen to look at how we can encourage people to think about public transport as a choice in new suburban areas. Allowing people to potentially use the service for free for an introductory period in these new areas of Gungahlin I think is a great opportunity for people to trial ACTION services and have some incentive to do so, to get them to think about whether those services are going to work for them.

**MS LE COUTEUR:** Is this encouragement going to extend to quicker introduction of bus services for new suburbs, because all the suburbs that you have mentioned have significant existing populations in them now.

**Mr Corbell:** The government has indicated its intention to provide bus services into new residential areas as soon as practicable and as soon as possible.

**MS LE COUTEUR:** Practicable and possible: do you have an idea of what you mean by that?

**Mr Corbell:** I know that this is a matter that you and I and previous ministers have discussed extensively. We are not going to run bus services through empty suburbs.

**MS LE COUTEUR:** Do you have anything more than that?

**THE CHAIR:** I think the minister was fairly clear.

**Mr Corbell:** These are fundamental matters for judgement about when it is practical to introduce new services into new residential areas. But we are not going to be running bus services through suburbs that do not have houses in them.

**MS LE COUTEUR:** What about suburbs that do have houses in them?

**Mr Corbell:** As soon as it is practicable to do so, Ms Le Couteur. I am not quite sure what else I can tell you.

**MS LE COUTEUR:** You probably actually have some guidelines about how many people before you start buses, or I assume you have some idea. You must have some process by which you make a decision.

**Mr Corbell:** The challenge of course is that suburbs commence occupation in time frames that may not directly align with when governments are making decisions about the appropriation for services for ACTION and the timing for the delivery of the services in terms of staffing and fleet availability. Other logistical factors have to be taken into account, but we endeavour to provide bus services into new residential areas as soon as we possibly can.

**THE CHAIR:** There are many variables, aren't there?

**Mr Corbell:** There are, yes.

**THE CHAIR:** Mr Coe, did you have another question?

**MR COE:** Yes. Thank you. Page 129 of volume 2 talks about the comparison to prior year and in particular the second dot point says that additional income was received because of an increase in special needs transport revenue of \$500,000 due to invoicing of the full cost of services to the Education and Training Directorate. When you say the full cost of service, does that mean that you are now charging the economic cost to the department of some services were not being invoiced previously?

**Mr Byles:** I can answer that. No; what it means is that the cost of providing the services was half a million dollars more than we were funded to provide. We have had ongoing discussions with the director of education in this regard and those conversations continue.

**MR COE:** So does that mean you are working on cost recovery with the DET people or with the DET delivery?

**Mr Byles:** What it means is that the option not to provide the service is not an option, so we continue to provide the service and we continue the conversations with the education directorate.

**MR COE:** Sure. So what was then charged before and what was the rationale for that?

**Mr Byles:** My understanding is it was based on the existing contract. There has been some movement in that contract. I do not have the specific details, but the cost to run the service was an extra half a million. We have to provide the service, we continue to provide the service, and that is a matter to be sorted out between my directorate and the education directorate.

**MR COE:** So what still needs to be negotiated if they are actually paying the full cost of service now?

**Mr Byles:** Sorry; could you repeat that?

**MR COE:** What needs to be negotiated going forward if they are now paying the full cost of service?

**Mr Byles:** All I need as the directorate is the funding to run the service and pay for the cost of service.

**MR COE:** Sorry, but you said that you were still in negotiations with the directorate.

**Mr Byles:** Yes.

**MR COE:** If they have already agreed to pay the full cost of service, what negotiations are taking place?

**Mr Byles:** Are you talking about the education directorate agreeing to pay the full cost of service?

**MR COE:** That is right.

**Mr Byles:** If they have agreed to pay that then there is not a problem in the future.

**MR COE:** So they have agreed to pay it in the future?

**Mr Byles:** You just said they did, Mr Coe, I thought—

**MR COE:** This report says “due to invoicing of the full cost of services provided to the Education and Training Directorate”. You also said that you were still in negotiations.

**Mr Byles:** Yes.

**MR COE:** I would like to know what is happening next year: are they going to be paying the full cost or are they going to go back to paying what they were paying—

**Mr Byles:** That is to be determined. It is still under discussion.

**MR COE:** Okay. So it is possible that they may go back to paying the limited amount or the not full cost of service and ACTION could be down \$500,000 once again?

**Mr Byles:** That is an option. A better option and the preferred outcome and the one that we are certainly pursuing is an agreement through Treasury to be funded for the full cost of service.

**MR COE:** Do you know whether the Education and Training Directorate have budgeted for that full cost?

**Mr Byles:** That is a matter you might direct to the director-general of that directorate.

**THE CHAIR:** Yes, that question is not for this hearing, Mr Coe.

**MR COE:** I am happy to do so.

**THE CHAIR:** Ms Le Couteur or Ms Bresnan?

**MS BRESNAN:** I have probably asked most of my questions.

**THE CHAIR:** Ms Bresnan is finished with her questions. Ms Le Couteur?

**MS LE COUTEUR:** Bike racks on buses—I understand there have been some issues with some of the new buses. Are all the replacement buses going to be able to accept bike racks?

**Mr Corbell:** No, not all replacement buses. As to the existing procurement of the Steer Tag vehicles, those vehicles would exceed the Australian standard, if a bike rack was fitted, in relation to their maximum permissible length. So it is not feasible to locate bike racks on those vehicles. The government is also currently completing its contractual arrangements in relation to the replacement of our articulated bus fleet. Obviously those vehicles are long as well, longer than Steer Tags, and equally they are not able to have bike racks fitted to them. But other vehicles are. As of 30 September, 280 of ACTION's buses were fitted with bike racks, which represents 65 per cent of the in-service fleet. That would be the highest percentage of any public transport provider in the country.

**MS LE COUTEUR:** My memory was that you were looking to get an exemption for Steer Tag buses from the Australian road rules so that you could have them. Did you pursue that and it was unsuccessful?

**Mr Peters:** Yes; they are not provided at this stage.

**MS BRESNAN:** When you say “at this stage”, that exemption is not going to occur at any stage?

**Mr Corbell:** That is a matter for the Road Transport Authority.

**MS BRESNAN:** Sure.

**Mr Corbell:** The Road Transport Authority grant the exemptions. I would have to seek some further advice on the reasons for their decision.

**MS BRESNAN:** That has an impact. I take your point about 66 per cent of the fleet of buses, but these are the new buses and they will not have bike racks on them.

**THE CHAIR:** Minister, are you saying you are happy to take that on notice?

**Mr Corbell:** I am. I should mention that we anticipate—and we are on track—that by 30 June next year we will have 350 buses fitted with bike racks, representing 81 per cent of the total vehicle fleet. So the only vehicles that will not be fitted with bike racks are Steer Tags and articulated buses.

**THE CHAIR:** I think that is the rest of our questions.

**MR COE:** No.

**THE CHAIR:** You have five minutes, Mr Coe.

**MR COE:** Thank you.

**THE CHAIR:** You do not have the whole five minutes, but you can ask a question.

**MR COE:** Sure. I am sure the minister can answer in five minutes. Page 184 of volume 2 talks about some negative findings from Dr Cooper, the Auditor-General. I was wondering whether you can give some background as to those negative findings.

**Mr Byles:** This is the Auditor-General’s report into ACTION services. There were 12 recommendations from the Auditor-General. As of today, 10 recommendations have been completed. My understanding is that two recommendations are yet to be completed. From memory, one was involved with MyWay and another one was involved with real-time passenger information. Perhaps Mr Peters can elaborate on it.

**Mr Peters:** Mr Coe, you were talking about page 184?

**MR COE:** That is correct, yes.

**Mr Peters:** Output 1?

**MR COE:** That is right.

**Mr Peters:** Whilst Mr Byles was quite correct in talking about the Auditor-General’s report, we have made very significant progress on those recommendations this year.

These really talk about the inability to measure patronage due to the failure of the ticketing machines earlier this year. That was why she had some concerns along those three measures. Essentially, we could not really report on those because we had no measuring system in place for those couple of months.

**Mr Byles:** That is my error, Mr Coe. I thought you were obviously addressing the Auditor-General's report. I apologise for giving you the correct information but to the wrong answer—or the wrong question, rather.

**MR COE:** That is okay.

**MS LE COUTEUR:** Can I just ask you some questions. The Woden bus interchange—there have been a number of safety concerns there, although I must admit I have never personally felt unsafe. What are you doing about that and what progress is there on the idea of a new bus interchange?

**Mr Peters:** That is possibly more a question for the ESD directorate. We have an ongoing coordination group with ESD where we look at upcoming projects and what we need to do to improve the look and feel and use of the public transport system. At the moment we have got design projects to look at Gungahlin and ANU west station and Dickson station as part of Northbourne. Upgrades to Woden and the city might be things that we look at in the next stage. We look to do day-to-day improvements around the look and feel and signage as we spend our funding through the year.

**Mr Corbell:** In relation to the future of the Woden bus interchange site, as you are probably aware, Ms Le Couteur, the government has previously flagged its intention to explore with the owners of the Woden shopping centre, Westfield, whether there is an opportunity to undertake a redevelopment and the delivery of a new bus station similar to the bus station facilities that have now been created at Belconnen on Lathlain Street. It will be a similar sort of partnership—not necessarily a similar design response, but a similar partnership—which will facilitate the delivery of new public transport infrastructure better integrated into the shopping and commercial centre of Woden.

That is a matter which is currently under exploration with Westfield. A number of these large projects have been impacted by a slowdown following the GFC over the last couple of years and, in particular, Westfield's appetite around investing in large scale upgrades at a time of low retail activity in Australia. But these are matters which are primarily driven by the Economic Development Directorate, because it is essentially a land release function, but in close coordination with the Environment and Sustainable Development Directorate and TAMS, because of the transport delivery aspects.

**MS LE COUTEUR:** So you are not aware of any immediate plans for that site?

**Mr Corbell:** No. No agreement has been entered into at this point in time with Westfield.

**MS LE COUTEUR:** You mentioned Gungahlin, that you are studying that. In the last seconds we have got, how are we going? What are your plans for Gungahlin? It is not

going to be an interchange, is it?

**Mr Corbell:** You would be aware, Ms Le Couteur, that there have been revisions to the proposals to revise the territory plan to deal with the Gungahlin town centre and to deal with where public transport stations and stops should be located within the Gungahlin town centre. This committee has reported on that variation and the government has—

**MS LE COUTEUR:** It has not even come to us.

**Mr Corbell:** I beg your pardon; no, it has not been referred to you. I stand corrected. I intend to determine that matter shortly in relation to what happens with that variation. We will use the outcomes of the planning studies in Gungahlin to determine the next steps in terms of improvements to public transport infrastructure.

**THE CHAIR:** Thank you. It being 12.30, we will put other questions on notice, members, and give those to the secretary within five days. We have made a decision to request that answers get back to us three weeks from the time of the hearing.

**Mr Corbell:** Three weeks from the time of the hearing or three weeks from when they are provided?

**THE CHAIR:** Just to be clear, three weeks from the time of receiving questions, obviously—otherwise you will lose a week and that would not be desirable. So three weeks from the time of receiving the questions. We have recorded the ones that you have agreed, minister, and we will wait for questions to come from members. Thank you very much, minister, and thank you very much, Mr Byles and your officials.

**The committee adjourned at 12.30 pm.**