



**LEGISLATIVE ASSEMBLY FOR THE AUSTRALIAN CAPITAL TERRITORY**

**STANDING COMMITTEE ON PLANNING, ENVIRONMENT  
AND TERRITORY AND MUNICIPAL SERVICES**

(Reference: [Annual and financial reports 2012-2013](#))

**Members:**

**MR M GENTLEMAN (Chair)**

**MR A COE (Deputy Chair)**

**MR A WALL**

**DR C BOURKE**

**TRANSCRIPT OF EVIDENCE**

**CANBERRA**

**WEDNESDAY, 6 NOVEMBER 2013**

**Secretary to the committee:**

**Ms M Morrison (Ph: 620 50136)**

**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**

**Territory and Municipal Services Directorate..... 118**

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*Amended 20 May 2013*

## **The committee met at 2.01 pm.**

Appearances:

Rattenbury, Mr Shane, Minister for Territory and Municipal Services, Minister for Corrections, Minister for Housing, Minister for Aboriginal and Torres Strait Islander Affairs and Minister for Ageing

Territory and Municipal Services Directorate

Byles, Mr Gary, Director-General

Peters, Mr Paul, Executive Director, Roads and Public Transport Division

Lawrence, Mr Michael, Project Director, NXTBUS, Roads and Public Transport Division

Roncon, Mr James, Director, ACTION, Roads and Public Transport Division

Gill, Mr Tony, Director, Roads ACT, Roads and Public Transport Division

**THE CHAIR:** Good afternoon everybody, and welcome to this public hearing of the Standing Committee on Planning, Environment and Territory and Municipal Services inquiry into annual and financial reports for 2012-13. On behalf of the committee I would like to thank the minister and the relevant directorate officials for attending today. Today the committee will be examining the Territory and Municipal Services Directorate annual report—in particular, the areas relating to ACTION and Roads ACT. Can I remind witnesses of the protections and obligations afforded by parliamentary privilege and draw your attention to the privilege statement that is before you on the table. Can you and your officials confirm for the record that you understand the privilege implications of the statement?

**Mr Rattenbury:** Yes.

**THE CHAIR:** Thank you. Can I remind you all that the proceedings are being recorded by Hansard for transcription purposes and webstreamed and broadcast live. Minister, before we proceed, would you like to make an opening statement?

**Mr Rattenbury:** No thank you, Mr Chair. We are happy to go straight to questions.

**THE CHAIR:** I will ask the first one. I witnessed that the Calwell park and ride is just about ready for opening.

**Mr Rattenbury:** Yes.

**THE CHAIR:** Can you tell us what you have planned for the opening and what stakeholders you have been talking to in regard to the park and ride?

**Mr Rattenbury:** Yes, the park and ride will open within the next week. The last few finishing touches are being put on it at the moment. I am determined to make sure it is actually ready for use when it is opened, as opposed to some other approach. Obviously, the Tuggeranong Community Council and—I am trying to think of what the right name for it is—the Calwell commercial operators group, for want of a better name—

**MR WALL:** Is it SETRA—the South East Tuggeranong Residents Association?

**Mr Rattenbury:** Maybe that is it. There are certainly some very active people in the Calwell shops who have talked to us on a regular basis about this. I think they have been very frustrated about the slow progress on it, and understandably so. Unfortunately, as members may recall, the contractor, Tread Lightly Earthmoving, did go into receivership last year, and that slowed down the progress on that work, regrettably. But we are now at a point where it is literally days from being finalised.

**THE CHAIR:** Questions, members?

**DR BOURKE:** Minister, if your MyWay card goes on the blink, you can get it fixed up at a Canberra Connect shop, but not in Civic. If you go to one of your agents, they will give you a replacement card but you have to pay \$2. If the card is faulty, you can get a free one if you are at a Canberra Connect shop, but there is no shop in Civic. What is the plan to do something about that, if anything?

**Mr Peters:** Dr Bourke, you would probably be aware that when we swapped over to the MyWay system we changed the way that public transport cards or tickets were made available to the community. They have now changed to recharge agents as well as being available at Canberra Connect shopfronts. Previously, they were available at the MyWay centres, but we reviewed that and worked out that the recharge agents were a better network for getting cards out to the community. You would be aware that there is a Canberra Connect facility in the Civic library. We did examine that, but, because of the space requirements and the capability within that, that was not really an option for use for that sort of thing. If people have faulty MyWay cards they attend a shopfront, buy a new one at the recharge agent or ring us up and we will deal with it over the phone.

In terms of the process for looking at how recharge agents are added to the networks, I think there are 26 of them around Canberra at the moment. A tender process was gone through to select those agents. It does cost us money to fit them out as recharge agents. We would be looking at reviewing that process. The tender is basically up mid next year and we will be looking at how we move forward from there.

**Mr Rattenbury:** On that last point, I have asked TAMS and ACTION to have a look at the issue of who becomes a recharge agent. I have received a number of representations in recent times from individual businesses across the city who would like to become recharge agents. My view is that, clearly, the more we can have, the better. We are looking at how we can deal with the cost structure of that—where we have businesses that want to participate, how we might get more on board. That would obviously be more convenient for the community. I have asked ACTION to have a look at how we might change our system on that.

**DR BOURKE:** I understand that it is a new system, minister, but at the moment, if you have a faulty MyWay card and you are in Civic, if you want to get it dealt with you have to go to Woden, Tuggeranong or Belconnen; you cannot get it fixed in Civic. Are there plans in the future to enable people to change over their faulty MyWay cards in Civic or is there something you can do on the telephone that will make it better?

**Mr Peters:** As I say, we have no plans at the moment to add another MyWay agent in Civic which would provide a facility to deal with that. The best option for people at the moment, if they have a faulty MyWay card and they cannot get to those other locations, is to give us a ring on 131710 and we will arrange to manage it that way. That is probably the easiest way for people to have that issue dealt with at the moment.

**MR WALL:** As a supplementary, minister, I have a couple of questions on the MyWay terminals. Is there a cost to any of the shop holders for the installation of the terminal?

**Mr Peters:** No. As you would be aware, in last year's budget there was \$100,000 allocated for us to add an additional 10 recharge agents to the network. The cost is essentially about \$10,000 for one of the recharge machines that you will see on the counters. There is a recurrent cost to us to pay agents' commission in terms of getting them to recharge the cards for us.

**MR WALL:** How is the commission structure paid back to the shop holders? Is it on a turnover basis?

**Mr Lawrence:** I am the NXTBUS project director at the moment, but I was involved with the MyWay rollout. Can I clarify what the question was?

**MR WALL:** The question is: how is the commission paid back to the retailer and how is it calculated? Is it at a set rate? Is it on the basis of turnover or—

**Mr Lawrence:** It is actually a five per cent fee upon the actual value that is added to the cards. So the system automatically calculates and then reimburses the territory the moneys that are owed each month.

**MR WALL:** So that is remitted each month?

**Mr Lawrence:** I believe so. Actually, no; it might be on a daily basis but it is reconciled on a monthly basis.

**THE CHAIR:** Are retailers able to advertise on the back of the MyWay card?

**Mr Lawrence:** It is possible that we could offer that, if required, in the future. We are still looking at what options there are. We initially did go down the path of looking at possible options for within government—for example, ACT Health and options for special bike-type riding facilities, those types of promotions, and how we might use those or incorporate those in moving forward with the MyWay card.

**MR COE:** I have a supplementary. In terms of awarding the contracts, it is fraught with risk, isn't it? It is a very complex issue, because you are, in effect, offering a cash stream to a business, which is very tricky. I do not envy the situation you are in by having to do it that way. Upon contract renewal, might it be that people lease the machines off the government and anyone can do it? Are there any licensing issues as to how near a machine can be to another operator et cetera?

**Mr Rattenbury:** These are the sorts of questions I have asked ACTION to have a look at. Without naming names, I have had someone recently approach me and say, “Look, we so want to be a MyWay outlet that we will pay you to give us the machine.” That is great from a government perspective, but we are in a situation where we have entered into contracts with a range of other people, and we have to think through the fairness of the system that is already in place and the people that have bid for it under that, versus people who are approaching us with other options.

That is what I am asking ACTION to look through at the moment, to go to some of the questions that you are posing, Mr Coe. Given that, essentially, as you framed it, somebody gets a stream out of it, why can’t there be two people in the same block, for example, if it is not costing them anything?

**MR COE:** Yes. I know there are some newsagents where it is not really about the income; it is more just the traffic that it generates.

**Mr Rattenbury:** That is the basis on which somebody has offered to pay us for one, because they see it as a business attraction for them.

**MR COE:** Yes.

**Mr Rattenbury:** The limit so far has been the cost to government, because the government has paid for them thus far.

**MR COE:** Yes. With the people that have machines at the moment, they do not own the machines; they are owned by the government still?

**Mr Lawrence:** That is correct, yes.

**MR COE:** And all of those contracts come up next year such that the machines could be returned to the government?

**Mr Lawrence:** My understanding is that the initial contracts that were rolled out do expire in around June next year. The ones we have just issued, I believe, expire in the following year.

**Mr Rattenbury:** We have got some batches.

**MR COE:** Ideally, would I be right in saying that it may well be that, in effect, machines get returned—albeit it might be notionally returned; they might physically stay where they are—but the new arrangement may well be that you pay a couple of hundred bucks a month or something like that?

**Mr Rattenbury:** They are exactly the questions I have asked ACTION to have a look at at the moment. I would like to see more outlets. If we can find a more innovative way to do it, and some businesses are coming forward with some good suggestions, it is a better outcome for the community.

**MR COE:** What I am getting at is this: will the people who have the current machines get any preferential treatment come the next round?

**Mr Peters:** It is an open tender process. The tender finishes and the contract runs out in June 2014. All things being equal and we went out to another tender, it would be the same, usual process, with no favourable—

**MR COE:** Sure. And the fact that they have been a merchant in the past will not be a factor in the tender?

**Mr Rattenbury:** It is an interesting question in the sense that if the customers have got used to going somewhere, it would be disruptive to change. At the same time it should be fair and open. As I say, we will have to weigh it up as we think through that next process.

**DR BOURKE:** What sort of businesses do you envisage would be having these machines in them, minister?

**Mr Rattenbury:** At the moment it tends to be newsagents, predominantly.

**Mr Lawrence:** I suppose the selection process is based upon initially the town centres, and then group centres which are outlined in transport for Canberra, which I believe is from the territory plan. We are going out to those different centres and have gone for submissions or tenders from those areas. As part of that process, we then look at whether or not you have got EFTPOS facilities, what sort of business you are operating, how close you are to the actual bus station, bus interchange or major bus station and what sort of business you are conducting and making sure it is appropriate and you have the appropriate facilities to handle the traffic.

**DR BOURKE:** What is an inappropriate business?

**Mr Lawrence:** You would normally see one that is, for example, as the minister mentioned, a newsagent. We would not want to be in the situation where we had some sort of a business that maybe would restrict or not encourage people to go and add value to their cards.

**DR BOURKE:** Such as a licensed premises?

**Mr Lawrence:** Correct.

**MR WALL:** I have a further supplementary that is probably best directed to you, Mr Lawrence. It relates to the businesses that have the MyWay recharge terminals. They collect, obviously, the total amount of the value of the recharge. How is that remitted back to ACTION?

**Mr Lawrence:** The total amount of money is actually given to MyWay; it is actually returned to MyWay. Basically, I suppose, the simplest way of doing it is that there is a total amount of money that is collected on behalf of the territory. We only take our 95 per cent and we leave the other five per cent with the merchant.

**MR WALL:** How is that remitted back to ACTION? Is that done on a daily basis?



**Mr Lawrence:** It is done electronically.

**MR WALL:** Electronically?

**Mr Lawrence:** Yes.

**MR WALL:** So if a consumer walks in, puts \$20 cash on their MyWay card, how does that cash then get returned back to ACTION?

**Mr Lawrence:** The cash actually goes into a central account, an ACTION account or a MyWay account. Then it is held as funds on the card.

**MR WALL:** So the shopkeeper deposits that cash into the MyWay account?

**Mr Lawrence:** It depends on—yes, the client's money then goes to the agent or a Canberra Connect shopfront. Then the agent or the Canberra Connect shopfront will actually transfer those funds through to that MyWay account each day.

**THE CHAIR:** Mr Wall, do you have a substantive question?

**MR WALL:** I have a couple of questions around accessibility and the ACTION fleet. How many buses currently are wheelchair accessible within the fleet?

**Mr Rattenbury:** I believe it is 241. Bear with us; we will check that for you.

**Mr Roncon:** We have approximately—55 per cent was the target, the DDA target by 30 December 2012. We are currently sitting at about 66 per cent. That is the figure currently.

**MR WALL:** One of the concerns that a number of constituents have relayed to me is that the timetabling does not always say whether a bus that is coming on a specific route is going to be accessible or not. Is that something that is being looked at or assessed for incorporation into the new timetabling?

**Mr Rattenbury:** There are two issues there: one is that historically individuals have been able to contact ACTION. If they travel at a particular time, we have been able to manipulate, I suppose, the supply of buses to try and meet individual needs. I have certainly had some representations in that regard. The other thing, of course, is the activating of NXTBUS. That will indicate whether a bus is wheelchair accessible and/or has a bike rack. So people will be able to get an electronic update of whether the next bus has those capabilities.

**MR WALL:** When is that technology expected to be available?

**Mr Rattenbury:** It is currently being tested and rolled out at the moment. We will see a progressive rollout over the next few months. There is a group of test users at the moment who are helping us make sure there are no bugs in the system. We will see a progressive rollout essentially from December over the couple of months after that.

**MR WALL:** So as far as accessing that, I am imagining, minister, that it is smart

phone app-type arrangement?

**Mr Rattenbury:** It is a whole range. You will be able to use smart phones, tablets and obviously a home-based computer if you want to check before you leave home. There is a text message service attached to it as well. There is a range of accessibility points. That is the work that is being ironed out at the moment to make sure that it is all working effectively.

At the moment, we have started to rollout the labels on bus stops. Each bus stop will have an individual identifying tag. At the moment, if you text that bus stop number, the service is live. But you will not get live feedback on where your bus is. You will get a timetable response at the moment. That system is all being sort of built upon.

**MR WALL:** Does that timetable response include details as to whether it is a bike accessible or wheelchair accessible bus?

**Mr Peters:** Mr Wall, if you go down to the city interchange, for instance, you will see that we have got two lime screens up there that basically say when the next buses are turning up at the interchange. If you look at the end of the screen, you will see that the symbols that come up against the route number will show a wheelchair symbol or a bicycle symbol. This will show whether that service is actually accessible for those facilities or not. That information will be available on the smart phone apps as well. That same information that you will see up there on the screen you will also pick up on your phone. It will say, for example, "Route 44, next service in three minutes," and it will have a symbol on it to indicate whether it is wheelchair or cycle accessible.

**Mr Roncon:** If I may, minister, if you do not mind?

**Mr Rattenbury:** Yes.

**Mr Roncon:** The only precursor there—because I know, Mr Wall, you may go and have a look at it straight after this—is that you will see a couple of lines there that will not show this. The ones that are showing whether they are wheelchair accessible or have a bike rack are actually the current buses that are working in real time as part of that progressive rollout that the minister mentioned. So the buses that have got the screens in them are actually logged into the system and working. The other information there that is not showing is the static timetable information, as the minister mentioned. That is the sort of text information that you get as well.

**MR WALL:** So what portion of the fleet has currently had that technology installed on it?

**Mr Peters:** We have fitted out about 90 buses to date.

**MR WALL:** And the fleet size is—

**Mr Roncon:** 428 in total, but 411 in service.

**MR COE:** Is new hardware required for the buses?

**Mr Peters:** Yes. I might ask Michael to come back up.

**Mr Lawrence:** Sorry, can I ask for the question again?

**MR COE:** Yes, the question was: what hardware is required on the buses to enable NXTBUS to function?

**Mr Lawrence:** Yes, on the buses, Mr Coe, what we have actually got is the driver console, the actual behind-the-scenes controller unit which sits basically behind or underneath the driver. We also then have an MFD—multi-function device—screen, which is placed up inside the bus, which will actually show the next three stops and then the final destination, and counting down in minutes to those. We have the speakers, which have been installed on some of the buses that do not have speakers already, which will actually announce the stops that are coming and the stop numbers for the visually impaired.

As a part of the driver console, we also have sat navigation for them and all the routes will actually be available to the drivers. They will get instructions. If you happen to have a driver who has not been on that route previously or who has not done it for some time, they will actually get that information from there.

**MR COE:** So lefts and rights will no longer be required?

**Mr Lawrence:** Correct.

**Mr Roncon:** They do prefer lefts and rights, Mr Coe.

**MR COE:** I am not surprised; not the way they are meant to be using it, though. So there must be umpteen devices on board buses now that transmit GPS signals—the radio, the ticketing system and now the NXTBUS system. Is that correct?

**Mr Lawrence:** Yes, there are a number of devices that do have that. What we have been able to do—the NXTBUS system actually has the latest GPS technology available. What we are doing is actually giving that feed to the MyWay system to improve the actual availability of stop information for the MyWay system.

**MR COE:** That was the next question: is NXTBUS completely synched in with the MyWay back end?

**Mr Lawrence:** It is not completely synched in, but what will happen is that when a bus driver logs into MyWay, all those shift details and the driver details will be put into NXTBUS automatically. NXTBUS will then automatically update the destination sign on the outside of the bus as well.

So the only thing that is really going back from NXTBUS to the MyWay system is actually the GPS feed. So they are not actually interlinked behind the scenes. There are two separate systems. The only thing that is going across from NXTBUS to MyWay is the GPS information, and from MyWay to NXTBUS, it is actually the shift and the driver information.

**MR COE:** In the back end of NXTBUS, you cannot type in “Stop 39806 in Richardson” and see how many people are getting on and off. In effect, you have actually got to get the coordinates from that stop and then punch that in to the MyWay system and then work it out that way? Is that how it works?

**Mr Lawrence:** No, what we will actually have is an interface into netBI, which is the reporting system that we currently have. It is currently linked to the MyWay system. You will get data from both systems. So we will get that improved information or data for reporting purposes and ultimately better planning of the types of vehicles and where we may need to go when we are looking at passenger data.

**MR COE:** When is that system going to be operational?

**Mr Lawrence:** The MyWay interface and the whole rollout process, as both the minister and Mr Peters mentioned, is a progressive process. We would hope to have that all up and running by June-July next year.

**DR BOURKE:** So on NXTBUS, when and how will people be able to track buses with their phones?

**Mr Lawrence:** Sorry, when?

**DR BOURKE:** When and how will people be able to track the bus with their phone?

**Mr Lawrence:** I suppose the basis for that is the internet. We will have that available through the ACTION and the transport websites. There will be a responsive website. If you go into your hand-held device, your iPhone, it will automatically fit to that page. You will have a map or you can type in your destination or your stop and you will be able to actually plan your journey using that facility. We are hoping that by December-January we should have the website delivered from the supplier so that we can actually start testing that function.

**DR BOURKE:** Do you see an app developer getting in there somewhere?

**Mr Lawrence:** As a part of the system we will actually provide a live data feed for app developers. What we have so far done is to actually give sample data to, I believe, the Digital Canberra Challenge, which is basically a competition that is running at the moment. We have given that out to developers and discussed with them how they might come up with suitable apps for use with the system.

**DR BOURKE:** And the response was?

**Mr Lawrence:** It was very, very encouraging. There are a lot of people out there who are very keen to assist. We actually did a search from a London site. Trapeze actually delivered that system over there as well. Just doing a Google search, there are over 300 apps that have been developed from exactly the same process that give out a live data feed to the community.

**THE CHAIR:** How can these communications systems provide a better and a safer environment for the passengers and drivers?

**Mr Lawrence:** I suppose the first one that comes to mind is that we will actually be able to—in initially designing the system we spoke with our colleagues at emergency services and asked them what they would like to see from the system. Obviously, they were after the exact locations of the vehicles if there happened to be an incident. But also they wanted to know how many people would be on board the vehicle so that they could send the necessary response teams to the location.

As a part of the process or the system, we are also installing automatic passenger-counting sensors above the doors, both front and rear. That information will be provided live every 15 seconds back to base so that in the unfortunate event of an accident, we can actually provide that information to the emergency services.

**Mr Peters:** In terms of passengers, instead of a passenger having to wait at a bus stop, if a bus is delayed and they are still waiting there, they will be able to check on their phone or on their computer before they leave work, leave home or whatever activity they are out and see, “That bus is going to be there in three minutes. I’ll wander down there now.” Or if it says that the bus is going to be there in 10 minutes, they may decide, “I’ll stay where I am. I’ll leave in six or seven minutes and then I’ll go down there.” They are not actually waiting at the stop, hopefully, for as long if they do not want to.

**MR COE:** Is it publicly accessible data? Is that actually sort of, in effect, the raw GPS coordinates, or is it ACTION’s calculation of how far away it is?

**Mr Lawrence:** No, it is actually the raw coordinates. We will give the information before it actually gets—we are giving the same information that we receive from the buses, yes.

**MR COE:** Before you manipulate it in any way?

**Mr Lawrence:** Yes. They can actually use that information similar to what we currently do with the stop information that we give out from MyWay. We actually have that information we give out to them. The developers use it in a very basic form for their apps now based upon the timetable information.

**Mr Peters:** I think the smarts in the system are actually to do with the algorithms for predicting when the bus will arrive. That is what we are paying for, essentially—those smarts.

**MR COE:** Yes. So that is a good segue to my question based on page 201, volume 2 with regard to some of those indicators. They are a tad bleak, to be fair with only one of them performing as per the target. What is the reason for all of them being pretty disappointing, especially the percentage of services operating on time being just 68 per cent?

**Mr Rattenbury:** Yes, I am happy to work through each of them. That is probably easier than doing them as a batch. When it comes to the on-time services, the issue is that that is based on the timetable that was written without the MyWay data. I am on a mental blank here, Paul; do jump in.

**Mr Peters:** Mr Coe, the advent of the MyWay system and the GPS unit on the bus gave us the capability to measure this in reality rather than by customer survey, which was how it was done previously. When we set the indicator we looked at what Perth had been doing as they were basically using essentially the same system as us. They set theirs at 85 per cent. I think our previous customer survey-type result was in the 90s, so when we set it without the benefit of actually having the data, we thought 85 per cent was probably a reasonable benchmark.

This indicator is based on about 5 million data points, so it is pretty rigorous and robust. It does not measure how buses are performing at every stop, but it measures at the key timing points the bus drivers use to make sure they are on schedule with their run, whether they are one minute early or four minutes late against that particular timing point. That timing point is usually at a major bus stop along their route. That is set in the timetable. We know which timing points are our worst, where we are missing them most of the time, and our big chance to fix that is when we redo the timetable in a new network, because we have to throw more shifts back open to adjust it so that we meet the real figures.

So it is based on real data at 68 per cent. We would be looking with the next round of network changes to improve that considerably on the basis that we can use factual information to set the timing points.

**MR COE:** But this was the same last year. You had the MyWay data in place last year.

**Mr Peters:** Yes.

**MR COE:** And last year's target was pretty ordinary as well. Given last year's one fell so far short as well, why did the target stay at 85 per cent if, in effect, it was unachievable?

**Mr Peters:** A reasonable question, Mr Coe.

**Mr Rattenbury:** Well, if we had dropped it, we would be sitting here getting the question, "Why did you drop the target?" I mean, it is one of those things, I think—

**MR COE:** What I am getting at is that there are clearly some serious issues with either the timetables or the buses. One way or another, it is passengers who are put out.

**Mr Rattenbury:** Yes. Mr Peters has just gone through the fact that we acknowledge that it is not working. The new network is under development now, and one of the key things is to make sure we come up with a realistic timetable using the MyWay data that now says it takes X minutes to get from A to B. The new timetable will reflect that more accurate information so people will get better timetable.

**MR COE:** But were there not timetable changes in this reporting period as well?

**Mr Rattenbury:** Some very minor ones. In developing a new network, I think it would have been unhelpful to redo the timetable in the middle of also trying to redo

the network. I guess I just have a view that it is better to do it in one go—do it properly, do it once.

**MR COE:** So what is the target going to be under the new network?

**Mr Peters:** We are currently designing the network now, Mr Coe, but I am sure we could provide you that advice after we have cemented the changes.

**Mr Rattenbury:** But it goes to where we sort of started this conversation. Mr Peters said 85 per cent was the benchmark in Perth. That is the kind of level we should be aiming for. If other networks can produce it, we should as well. I would rather do that than drop the percentage and be closer to it. I would rather have a stretched target out there and push to get a better outcome.

**MR COE:** So what about fare box recovery? The MyWay system has been in operation for a while. How can it be that that one has fallen short by 11 per cent?

**Mr Rattenbury:** The fare box recovery was, as it says in the annual report, 16 per cent, which was two per cent below the target. It was set assuming a fare box recovery, and the key issue was that we did not get the patronage so the fare revenue was not as high as was anticipated. There were not as many passengers.

**DR BOURKE:** Going back to the services operated on time, Mr Peters, you said that surveys of customer satisfaction indicated that your passengers thought 90 per cent of your services were on time. The actual result you are measuring is 68 per cent. What does that say about your customers?

**Mr Peters:** That they are wonderful, Dr Bourke.

**DR BOURKE:** I would be suggesting that your parameters of one minute early and four minutes late really do not meet your customers' expectations and that their expectations are somewhat different of what a bus that is not on time means.

**Mr Peters:** I think that is a reasonable comment. If we actually take the curve out to two minutes early and five minutes late, I think we are well in the realms of picking up most—

**DR BOURKE:** And then you might analyse that with what it means for your real GPS data and come back with some measures which actually accord with what the community thinks and not some somewhat arbitrary assignation of the bell.

**MR WALL:** The customer satisfaction of ACTION services is at 56 per cent, which is, again, well below the target of 85. In doing the survey, were there any areas that consumers identified as being the shortfalls or the reasons for the service not meeting their satisfaction?

**Mr Rattenbury:** Just in terms of the first part of your question—I will come to the second part in a moment—there was a change in the way TAMS undertook its customer satisfaction survey this year right across all areas in TAMS. This was the result of feedback from the Auditor-General. Previously there were categories of very

satisfied, satisfied, somewhat satisfied, and somewhat dissatisfied. The Auditor-General's feedback was that those "somewhat" categories were not an appropriate measure. It meant that people then had a choice simply of satisfied, dissatisfied or neither. So that has changed the results in a number of areas. For ACTION, though, if you conglomerate the dissatisfied answers, this year was, if I recall the numbers correctly, just a slight increase on last year.

**MR WALL:** Which was, minister?

**Mr Rattenbury:** Do we have those figures?

**Mr Peters:** If you look at people that were somewhat satisfied or very satisfied or satisfied, it was 53 per cent in 2011-12 and 56 per cent in 2012-13, which I think is the figure in the report. So the actual result is 56 per cent. The number of people that were somewhat dissatisfied, dissatisfied or very dissatisfied in 2011-12 was 22 per cent versus 25 per cent in 2012-13. So you would say that there were around two or three per cent more dissatisfieds, but that is balanced by the fact that three per cent were more satisfied, which is interesting.

**MR COE:** There are a lot of "somewhat" people out there.

**Mr Peters:** In terms of the question around what is it, it is about frequency of service, safety of service and convenience of service.

**MR WALL:** And how are the surveys carried out?

**Mr Peters:** A thousand people by phone.

**Mr Rattenbury:** Yes, random telephone survey of 1,000 Canberrans.

**MR WALL:** So it is potentially possible that of those 1,000 Canberrans that are being surveyed, a proportion of them would not even use ACTION services?

**Mr Rattenbury:** Correct. It is a whole-of-TAMS survey, so people get asked about their satisfaction with parks, roads, ACTION, a range of things.

**MR WALL:** Are the survey respondents asked if they utilise the service?

**Mr Byles:** Yes.

**MR WALL:** And how many of those surveyed use the service?

**Mr Byles:** The people that are questioned are asked if they use the bus service. That is part of the questionnaire design. I will have to get back to you with the answer to your second question, Mr Wall.

**MR WALL:** So you will take that on notice?

**Mr Byles:** Yes.



**MR COE:** Perhaps you could get us that figure and also what the result was for people who use ACTION.

**Mr Byles:** Sure.

**MR COE:** The other data is important, but that information is critical in terms of actually testing your client base rather than your potential client base.

**Mr Peters:** As part of the new network development, we ran some focus groups in each of the centres. In summary, the people that use our service are generally very happy with our service and the people that do not use it are unhappy. That is a fair enough summary.

**Mr Byles:** Or ambivalent.

**Mr Peters:** Yes, or ambivalent. And, again, they are most concerned about frequency of service and directness of service—so how long it takes to go from A and B—and the convenience.

**THE CHAIR:** I will move on to network 14 and ask how have you been doing your community consultation for the new network and what have been the findings over those consultations?

**Mr Rattenbury:** In general terms, Mr Gentleman, there was a range of processes. Starting early on, we invited people to just give us general feedback early. There was an early phase of asking, “What changes are you looking for,” through the focus groups Mr Peters referred to. Then we moved to a formal public consultation process with the draft network in late September. We had an extraordinary response it would be fair to say. ACTION received well over 2,000 individual pieces of feedback, and that was through written letters, emails, online forms, all of those sorts of thing. There were also eight to 10 events held at various places in libraries and at the interchanges where people could actually talk to the network planners. I went along to one of those sessions, and it would be fair to say that they were great sessions in the sense that people were literally able to talk to the guy who was designing the network and have a very detailed conversation about particular things.

As a result of that, the ACTION team are now looking at changes that can be made. The sorts of things that came up were the intent behind the network. There were three intents: increase frequency, get better connections and make the routes more direct. That goes to the earlier question about what were people’s concerns. Those were the things that people wanted and they were the drivers of the new network. One of the issues in trying to make the routes more direct was that some parts of the network were cut out to stop the bus looping around quite so much. Some of the key feedback we got in the consultation phase was around people concerned about changes and also some areas where connections were missed. A good example of that would be areas of Lyneham. There was no connector across to Dickson anymore in the way the network had been realigned. There are a lot of older residents in that part of Lyneham, and Dickson was their key shopping centre. They lost the means to get across the city as all the networks were running north-south and the east-west connection had been lost. So that is the style of thing that came out of the feedback.

**THE CHAIR:** So you will be making changes to the draft after the feedback?

**Mr Rattenbury:** Yes, there will be some changes. Not everybody's requests will be accommodated, obviously. In some areas there was really consistent feedback. It really comes down to matching the feedback with some of the practicalities of what can and cannot be fitted in.

**THE CHAIR:** And is the aim to increase patronage after this new network comes out?

**Mr Rattenbury:** Absolutely. That goes to some of the earlier questions. Part of it is to try and make a network for those that do not currently use it and provide them with options that are there. The new network will include buses from the new areas of Molonglo—so Wright and Coombs and there are new direct services—espresso-type services—out of Weston Creek, for example. So we are trying to provide people with options that do not currently exist to make it more attractive but also increase the frequency, because that is one of people's key complaints about the current network.

**DR BOURKE:** Regarding buses in Belconnen in my electorate, minister, has there been a time comparison of the bus route from the Belconnen interchange to the city before and after the new bus transit lanes were completed? Say between three years ago and now has there been a difference?

**Mr Peters:** I guess there are a couple of things, Dr Bourke. You would be aware that we are doing work in College Street at the moment to improve the priority for buses through there. We have not really measured it from go to whoa on the basis that, really, we need to understand what difference the works make at the end of the day. I guess the real focus of those improvements is about ensuring the consistency of the travel time between Belconnen and the city. If the bus has its own corridor to travel in then you can be more certain every day that "my trip from Belconnen into town is going to take me 20 minutes, or whatever it is going to take me, and I won't be held up because I know the bus has its own corridor and will get priority".

**DR BOURKE:** What about the results of the trial of the automated messaging system at Belconnen bus station? How have they come in?

**Mr Peters:** Is this for the security?

**Mr Roncon:** By and large, my understanding is that it has been quite successful. I am not right across the detail, so I might have to take that on notice and provide you with a response.

**DR BOURKE:** To be very specific, on your website you have got diversions to routes 318 and 319 through Kippax with services travelling via Moyes Crescent out of Kippax and via Starke Street and Luke Street into Kippax, and two bus stops on Starke Street are out of action during the upgrades to the Starke Street intersection. How do you advise clients of such changes?

**Mr Peters:** If we are aware—and James may step in here—of a service disruption we

will normally put that out via the ACTION Twitter feed in the morning, put a notice up on the website and usually advise Canberra Connect, depending on the severity of it.

**Mr Rattenbury:** But your question was more about a planned disruption?

**DR BOURKE:** Yes. This is something that you are actually working on through that area.

**Mr Peters:** If it is a public works notice—so if it is a road intersection improvement—usually we will let the community know through notices in the paper that those works are going on. We are always interested in how we get that information out to the public and doing that as well as we can.

**DR BOURKE:** So you do not have any ongoing notices available on buses or putting out stuff through social media or in other ways that you can communicate with your customers?

**Mr Peters:** Usually we do.

**Mr Roncon:** Certainly, Dr Bourke—obviously utilising the TAMS and ACTION websites and utilising the Twitter feeds from both of those businesses. The *Canberra Times*, for instance, follow the ACTION Twitter feed quite regularly and quite astutely. They often do a lot of that work for us and put information on their online system and on their website, and through the paper as well, just to provide that info. There are media releases through TAMS and all of the normal media channels that we would normally use. Depending on the size of the work, we can utilise buses from time to time in terms of notices or posters that sit behind the driver to advise people. That would usually be for a very large-scale job, not something that might just have an impact for a week or two or a month.

**THE CHAIR:** Mr Wall.

**MR WALL:** Minister, I just wanted to ask what preparatory work ACTION has undertaken as to the impact light rail is going to have on ACTION's business model.

**Mr Rattenbury:** I think the best way to answer that is that ACTION has been involved in the integration study that is currently taking place. That is the key piece of work that is being done at the moment.

The other thing I would say, though, is that the new network as it has been designed, in many ways, is starting to gear towards having light rail. If you look at the Gungahlin services, for example, the network is being designed in a way that brings people predominantly to the town centre. At the moment they can pick up a red rapid. In the future, they will be able to pick up light rail. I guess the other answer will be that when light rail does start, the development of it will lead to some substantial changes.

**MR WALL:** So that work is being undertaken by ACTION itself or is that being done by capital metro?

**Mr Peters:** Capital metro are leading the integration study, but we obviously provide them data around our patronage and timings and that sort of stuff.

**MR WALL:** What impact is the light rail going to have on the demands of the size of the fleet—patronage and those sorts of things?

**Mr Peters:** I guess one of the outcomes of the integration study is to look at exactly those types of issues.

**MR COE:** How is it that the new network prepares Canberrans for light rail?

**Mr Rattenbury:** You mean in terms of what I just said a few minutes ago?

**MR COE:** Yes.

**Mr Rattenbury:** All I meant was in the sense of the way it is being designed. The example I gave was that many of the Gungahlin services feed directly into the town centre. So that gears towards that kind of model where the buses will feed into the light rail spine when it comes.

**MR COE:** For instance, routes like the 251 and the 252 that go from Gungahlin suburbs—Nicholls, Ngunnawal et cetera—then go through the town centre and then onto the city and beyond, I think to Barton: are they going to operate?

**Mr Rattenbury:** That level of detail is not resolved at this point in time. We are four, five years away from light rail starting. At the moment we are focused on the current network.

**MR COE:** For instance, if the 200 is, in effect, going up and down the light rail corridor at present and it is going every 15 minutes, why is it that you would bring in an integrated service from Gungahlin suburbs down the light rail corridor and on to the parliamentary triangle if that service cannot operate with light rail if light rail is to be a success?

**Mr Rattenbury:** Well, clearly we will be looking to iron out those sorts of issues.

**MR COE:** But this one is being introduced.

**Mr Rattenbury:** What is being introduced?

**MR COE:** Isn't the 251 and the 252 being introduced now?

**Mr Peters:** I would need to look at the detail, Mr Coe. I do not have it off the top of my head.

**Mr Rattenbury:** I think we need to be practical about the fact that for the next four or five years—whatever it takes to finish building light rail—we have got a service to provide in the meantime. We are not going to preclude services at this point because light rail might have an impact on them later.

**MR COE:** Sure, but I just do not see how that ties in with what you said earlier—that the network changes prepare Canberrans for light rail.

**Mr Rattenbury:** I did not say it prepares it for them. I said it starts to create some of the framework that you will see in future. I was using that Gungahlin example specifically, because I think it does start to shape up in the way you might start to see some of it. That is not to say that everything right now is what it is going to look like in five years time.

**MR COE:** Is the 200 bus the most patronised bus in the network?

**Mr Peters:** Yes.

**MR COE:** Do you have any idea as to what proportion of people that board in the morning get off in the city as opposed to going through to Russell, the parliamentary triangle or Fyshwick?

**Mr Peters:** I think the answer is probably the majority of them get off at the city rather than continue through.

**MR COE:** Are you able to provide those statistics?

**Mr Peters:** Yes.

**Mr Rattenbury:** We will take it on notice and provide what can be provided.

**MR COE:** That is, of course, the light rail route. It would be interesting to know how many will be travelling the light rail route or how many—

**Mr Rattenbury:** I look forward to the press release that will come out when you receive that data back, Mr Coe.

**MR COE:** I will happily contribute to the debate. It is \$614 million we are spending.

**THE CHAIR:** We have Ms Berry visiting the committee, so I am going to cede my question to Ms Berry.

**MS BERRY:** Thank you, chair; thank you for giving me the opportunity to participate in the hearing today. My question is about network 14, specifically route No 45, which connects Dunlop to Charnwood. Under the new proposed network that route will not exist. If you live in Dunlop and want to get to Charnwood shops, you will have to switch buses at either Fraser or Kippax. I wondered whether that was being taken into consideration as part of the proposal and if you can give any light on route 45 being saved under this process.

**Mr Peters:** Thanks for that. We have received, obviously, a range of feedback about that service and many other services. We are currently examining what we can do to manage some of the feedback that we have got. We will finalise the network with the minister and government. I would expect that we would be able to provide feedback

about those changes, minister, in a month or so.

**MS BERRY:** Would that feedback include a positive outcome for route 45 for the residents of Dunlop and Charnwood?

**Mr Rattenbury:** It is not resolved yet. I think just before you came, Ms Berry, I was saying we had received—

**MS BERRY:** Over 2,000; yes, I did hear.

**Mr Rattenbury:** Yes, you were here. In that sense, there is a lot of work being done at the moment to filter all that out and see where there are particular hotspots of problems and which ones we can fix or which ones are a consequence of the changes.

**MS BERRY:** Just to confirm: in about a month's time you will be providing a report back on this?

**Mr Rattenbury:** Obviously I need to see the stuff come from ACTION and then I have undertaken to brief cabinet on the proposed new network. That is probably the right time frame.

**MS BERRY:** Thank you.

**THE CHAIR:** Dr Bourke.

**DR BOURKE:** I have also got a question about network 14, funnily enough. The changes to route 30, which runs through Kaleen and Giralang in my electorate, mean that part of the loop through Chuculba and Canopus Street in Giralang has now been removed—the bit that goes through Canopus Crescent which, by and large, is a significant older persons housing area. It has been diverted up through Chuculba Crescent. What was the rationale for that change? Was it a combination of MyWay data and actual usage vis-a-vis whether you can segregate out concession card holders who are using the buses at particular times as well? I am just curious as to how in that little suburb the route change has favoured Chuculba as opposed to Canopus, given the fact that your overall objective is to improve the route timing by removing part of the loop?

**Mr Peters:** Thanks, Dr Bourke. We have had very strong representations from the community about this issue as well. It will be one of the ones that we will be reviewing as part of the feedback that we have. The key principles behind looking at the network were, again, addressing those principles around frequency, directness and timing—the length of time that some of these routes take. They were really the principles behind why we have looked at the network design.

It is fair to say a proportion of the feedback that we have got is how do we manage elderly people that might need to walk further to access a more direct service and whether that is a reasonable requirement. That is part of the feedback that we have got. The principle was about trying to make the route more direct and shorter and more attractive for passengers to use. The trade-off is always that if you want to make it more direct then some people are going to have to walk a bit further to access it. If

you wind around all the suburbs to pick up all the community then these bus routes take a long time to get in, and that is not attractive for customers either.

**THE CHAIR:** Do you have a limit to the distance that people will have to walk? Is there a set cut-off to say, “You shouldn’t have to walk anymore than this distance”?

**Mr Peters:** Transport for Canberra sets out some draft policy guidelines around walking distances. Again, I think it is 600 metres.

**Mr Roncon:** It is 500 metres, but that is as how the crow flies.

**Mr Peters:** Yes. If it is a rail station, people seem to be prepared to walk a kilometre or so to access that quality of service. If it is a bus service, the 500 to 600 metre-type distance is about as far as people will walk to access that service. If it is further than that then they will probably find some other way to do it.

**DR BOURKE:** My question was really about the decision in the proposal to route through Chuculba instead of Canopus. I am just curious as to how that particular decision was made for that proposal.

**Mr Rattenbury:** I am happy to come back to you on notice with that one in the sense that the network plans will be able to give exactly the answer you are after, I think.

**MR COE:** If you could add to that question on notice, I am not sure how many older people might happen to live on Canopus Crescent. However, Canopus does have the primary school, the community centre, formerly the doctor’s surgery and also the shops. So it would be interesting to know what the criteria were.

**Mr Rattenbury:** I am happy to take that on notice. What I can say is that I have heard this particular street has had some discussion about it. I know it is one that network planners are having a look at because there has been some pretty specific feedback.

**MR COE:** And I think there are more services on Baldwin Drive.

**Mr Rattenbury:** The process now of trying to work with the feedback is an interesting one, because, of course, every change has a knock-on effect somewhere else in the network. So it is trying to get that balance. As for the one I described earlier through Lyneham, I think we are going to be able to fix it because that is a very specific and clear need for a particular community, and it is trying to balance it up. It is not just a numbers game but where do we get the maximum impact for the most number of people.

**DR BOURKE:** And my thinking there was: are there more bus users at the top end of Giralang or more bus users at the bottom end of Giralang, and did that make a difference?

**Mr Rattenbury:** Yes, I understand the question. That is why it would be better if we took it on notice, because there is data behind that that we will be able to give you.

**MR COE:** When will that network be released, the new network?

**Mr Rattenbury:** The revised network? I do not have an exact time at this stage.

**MR COE:** Ballpark?

**Mr Rattenbury:** Ms Berry asked me that question before. I think we are probably looking at about a month or so. That will not be the implementation point, but at least the design will be available and then implementation will be a little behind that.

**THE CHAIR:** Mr Wall.

**MR WALL:** No, I will defer to Mr Coe, if he has got another one.

**MR COE:** With regard to school services—and we have chatted in the past about what criteria are used to assess or what are the threshold issues for whether a school does get a service—I was wondering how that planning was going for John Paul College in Gungahlin.

**Mr Roncon:** We had some significant discussions not only with John Paul College—and that has been some targeted discussion around some feedback that we have had—but certainly right across the network in terms of all of the schools. There are about 100 school services provided each morning and 200 each afternoon. So it is a big part of the ACTION business.

But specifically with John Paul College, my latest understanding is that there has been some ongoing discussion with the school, with the principal, and both ACTION and the school have come to an agreement about the provision of service and where we are. And, largely, doing the new network provided us some opportunity to be able to reroute some buses and take care of that new school opening. So we think that we have got a pretty good outcome there. And certainly the school at this point seem to be reasonably happy with the outcome.

**MR COE:** And how are things going with the EBA negotiations?

**Mr Rattenbury:** There was, as you know, a meeting last Wednesday. My understanding is that there was a decisive vote in support of the EBA. That is for the ACTION-specific component. Then there is the core, the whole-of-government EBA. And that is being taken care of by Chief Minister's. That is not ready yet.

**MR COE:** So what are the improvements that ACTION management is going to see as a result of the new EBA?

**Mr Rattenbury:** We are now in a position to—

**Mr Peters:** I guess the enterprise agreement has not been finalised as yet, and the members need to vote on the whole agreement. We continually work to improve the business, both inside and outside the enterprise agreement process. And I guess the key focus for us at the moment is to put our new network in place and drive a better network for the customers that way.



**MR COE:** Are there any significant changes with regard to casuals or split shifts or loadings?

**Mr Peters:** We are not proposing any significant changes to those factors at this point.

**MR COE:** So, with that in mind, when you do the timetables for the new network, if they have not been done already, how much are you restricted by the current IR arrangements or are you pretty much in a position whereby you can redesign the network, knowing that the IR arrangements are flexible enough to take that into account?

**Mr Peters:** I guess we have designed the network and the shifts around the industrial environment that we have, as I guess do all places. They will know various arrangements around how long shifts are and how long breaks are and those sorts of things. We design our network to match those requirements.

**MR COE:** So what about late-night options, especially, say, Thursday, Friday, Saturday nights? Do the IR arrangements allow for such services?

**Mr Peters:** I guess one of the things that we are looking at in the network is how many people actually use our late-night services on particular nights. And it is fair to say that towards the back end of most evenings there are not a lot of people on these services, and that does provide us some ability to look at maybe trading some of those off for a better service during the day. Certainly, we have got flexibility around moving shifts around in that sense to deal with that sort of opportunity.

**MR COE:** So, by and large, are we going to see fewer services, perhaps, after 9 o'clock but more during peak hour?

**Mr Rattenbury:** That is one of the features of the new network, yes.

**MR COE:** And have the timetables all been developed yet?

**Mr Peters:** No. We have obviously drafted up what we think they might look like so that we make sure that we can deliver the network within the budget that we have got, but we have not finalised the shifts because we need to, obviously, finalise the network for government before we actually work out how it works and then can prepare shifts from that.

**MR COE:** And was much consideration given to bringing back the 333s or any of the 300s and doing away with the integrated 300s?

**Mr Peters:** There was certainly a lot of consideration, I guess, in the community around that sort of concept, around providing the intertown service. I guess our focus on the rapid routes is about providing a high-frequency service. The red rapid was five to eight minutes and blue was every five to seven minutes. Providing that frequency service means that if you do not get this one, you get the next one, and there is the view that the limited-stops service, which is essentially the intertown-type arrangement, is more attractive and the rapid does try to pick up that service. I guess if you look at the timings in reality, whilst there would be some benefit in running an

intertown from A as to B, it is not enough, in our view, to mean that you would not pick passengers up by the side of the road, if you have got a bus running past them.

**MR COE:** And what about the provision of, in effect, not limited stops but no stops, say, between Belconnen and the city? Regularly the 300s are full and you see them just go straight by people waiting on College Street or Haydon Drive or wherever. They are full. Can you, in effect, advertise that this is a city service only and, therefore, actually go the most direct route?

**Mr Peters:** Yes, you can, and it is one of the things, I guess, we have been considering but have not really made a decision on one way or the other. As I say, if you have got a bus running past people and it is not full, we should be stopping to pick them up.

**MR COE:** Yes, I understand that. But it is when the bus does come and it is full. I think that is when there is a bit of frustration. Whether that information can be recorded on NXTBUS would be interesting as well. That would, of course, be very valuable information for somebody waiting at a bus stop.

**THE CHAIR:** Members, we might just break.

**DR BOURKE:** I have got a supplementary.

**THE CHAIR:** Dr Bourke.

**DR BOURKE:** It is about the student transport program that Mr Coe was questioning you about previously. There is a program where students with their parent or guardian with a pensioner concession card or a healthcare card can get free weekday travel during school term. How is the program promoted and is it widely known?

**Mr Roncon:** I may have to take a bit of the detail of that on notice but, largely, as I understand it, that is actually a program run essentially out of JACS, the regulatory body. I am not right across the detail. We do have take-up around that but, as I say, the application process is not actually done through the ACTION business; it is done through the regulator.

**THE CHAIR:** We might just take a few minutes break while we transfer over to Roads ACT. We will be back at 3.15. Thank you, members.

**Meeting suspended from 3.10 to 3.18 pm.**

**THE CHAIR:** Welcome back to this planning, environment and territory and municipal services inquiry into annual reports. We are now looking at the TAMS Directorate, Roads ACT. Minister, welcome back. I remind witnesses who are coming to the table of the privileges statement. Minister?

**Mr Rattenbury:** Are we onto Roads ACT now?

**THE CHAIR:** Roads ACT, yes. Would you like to make an opening statement?

**Mr Rattenbury:** No; I am happy to go straight to questions, thank you.

**THE CHAIR:** I am interested in how the Majura parkway is progressing. Could you update the committee on those works.

**Mr Rattenbury:** Yes; certainly. Majura parkway, as you know, is the biggest project underway at the moment. There is a whole lot of work currently underway. That includes relocating services and power lines; earthworks, including retaining wall and drains; embankment and foundation works associated with the Molonglo River, so getting the bridge ready for that main high-profile overpass; installing girders for bridges over a number of creeks and crossover points further north, at Cherryburn and the Mount Majura vineyard, for example; and construction of an additional left-turn lane at the corner of Pialligo Avenue and Fairbairn Avenue for vehicles travelling eastbound and to the airport.

They are the specific details. I guess the macro answer to your question is that at this stage the project is proceeding as scheduled, and it is proceeding within the identified budget. So overall, it is good news. At this stage, we have not had a lot of weather delay. We had some weather delay in September—that has affected a number of projects—but that is all still within manageable time frames at this point.

**THE CHAIR:** Thank you. Dr Bourke.

**DR BOURKE:** Minister, I would like to talk a little about Gundaroo Drive.

**Mr Rattenbury:** Yes.

**DR BOURKE:** How pressing is the need for full duplication of Gundaroo Drive as the major east-west route through Gungahlin and connecting with Belconnen?

**Mr Gill:** Gundaroo Drive is one of the priority projects identified in Gungahlin for improvement. It carries in the order of 18,000 vehicles a day. There is a technical case to upgrade it, particularly the section from the town centre down to Gungahlin Drive—that is the key area—but also as it links to Barton Highway south of Crace. As part of last year's budget, we provided funding for the design of a duplication of Gundaroo Drive. That design is being finalised through a process at the moment. The construction funding would be subject to a future capital works bid. There is a demonstrated case to progress it, but obviously that needs to be considered against a whole range of competing priorities.

**DR BOURKE:** What sort of community consultation has been undertaken out there?

**Mr Gill:** There have been two forms of community consultation. There has been consultation directly with the community council. There has also been a series of focus groups to talk about some of the specific details, which has seen invited residents and business holders contribute to development and design.

**DR BOURKE:** Could you tell me a bit more about the focus groups and how people were invited to those?

**Mr Gill:** Basically TAMS advertised through the community notice board for people to be involved if they were interested in being involved in the focus group. A certain number of people replied. They were conducted in the Gungahlin lakes club, probably eight months ago now.

**DR BOURKE:** How were people selected to participate in the focus groups?

**Mr Gill:** We have tried to cover a range of people, with a range of sexes, age groups and different interests. It is a process of trying to get a balance.

**DR BOURKE:** What about people who applied to be part of those focus groups and were not selected but may have strong views?

**Mr Gill:** We tagged them. We did not seek their views separately.

**DR BOURKE:** Right.

**Mr Gill:** But they would have had the opportunity to attend a community council meeting and put forward their views at that point.

**DR BOURKE:** What further consultation will you be doing?

**Mr Gill:** As I say, at the moment we are at the stage where we have a viable design. For us to go to the next stages, such as development application and construction, there would be similar consultation through the community council.

**DR BOURKE:** What are your plans for the Barton Highway-Gundaroo Drive roundabout?

**Mr Gill:** That roundabout is probably the highest priority from our point of view in terms of improvements in the Gungahlin area. We have completed a design that would see that roundabout converted to a set of traffic lights—still in the form of a roundabout but with traffic lights controlling and providing some gaps as people enter the roundabout. That would address a safety concern. That intersection of Gundaroo, William Slim and the Barton Highway has been the highest ranked crash site in the ACT for the last 10 years. We would also address some public transport issues with buses trying to get out of Gundaroo Drive into the city and down to Belconnen. That has been problematic because of the congested nature of the intersection. There are also general traffic capacity issues, and there are issues from the point of view of pedestrians and cyclists using that intersection. The treatment we are talking about would seek to address those in an affordable manner.

**MR COE:** Would they be part-time signals?

**Mr Gill:** No; they would be full-time signals. The roundabout does not work, because there are no gaps.

**DR BOURKE:** But you are going to be getting increased traffic volume through that roundabout as a result of development around Gungahlin. And also, if you are duplicating Gundaroo Drive, that is going to presumably bring more cars in as they

are attracted to the duplicated road.

**Mr Gill:** In time, yes. But to fully answer Mr Coe's question, if you are providing a facility for people to cross the road and for cyclists to cross the road, it is more than just a facility to generate movements for general traffic; it is trying to cover a range of issues. For instance, in crossing Gundaroo Drive on a bike, you want to be able to have the facility to allow them safely to cross. If you are a pedestrian, you want to be able to cross the road safely. If there is a bus at the intersection, you want to be able to provide it with some priority. You cannot really do that on a part-time basis. If it was only trying to address general traffic issues, you could probably just do it in the morning and afternoon peak. It is a slightly different perspective.

**MR COE:** These are quite common in the UK, aren't they?

**Mr Gill:** They are very common, but they are also common on a full-time basis.

**DR BOURKE:** How well do they work over there?

**Mr Gill:** They work quite well. We have a few. In Canberra, we have got Isabella Drive roundabout, where there are some part-time signals. That is simply to provide gaps in the traffic; it is not trying to provide additional facilities such as bus priority or pedestrian or cycling improvements.

**MR COE:** What cycling improvements are required there?

**Mr Gill:** Sorry?

**MR COE:** I do not understand what cycling improvements would be required there?

**Mr Gill:** At the moment, there are really no facilities for on-road cycling through that roundabout.

**MR COE:** On road, true.

**Mr Gill:** Yes; there is nothing at the moment in terms of—if you are a cyclist, it would be difficult to go through that intersection safely.

**MR COE:** Yes, sure, but—

**Mr Rattenbury:** It would be fair to say that it is actually frightening, Tony; I have tried it.

**MR COE:** On road, that is right. But how do signals necessarily make that safer for a cyclist? A bike lane makes that safer, a designated space.

**Mr Gill:** There are off-road bike lanes basically north-south, but going east-west on Barton Highway, if you wanted to get across—

**MR COE:** I understand that, but I do not see how putting traffic lights necessarily makes it safer for a cyclist. Surely dedicated bitumen makes it safer for a cyclist.

**Mr Gill:** In terms of cyclists, for roads that have speed limits higher than 60 k, cyclists basically are encouraged to bypass roundabouts. In this particular case, they would be bypassed through—

**MR COE:** Right, so it is not actually on road; it would be, in effect, off road there.

**Mr Gill:** You would be coming off road, on road. It is trying to get them through. I suppose the point I am trying to make is that it is important, when you upgrade an intersection, that you look at the needs and safety requirements of a range of groups, not just general traffic.

**MR COE:** While we are in that neck of the woods, that off-road bike path that you are referring to is a stub that just sort of stops 500 metres or so up the Barton Highway. It just comes to a dead stop, like some of them do around Canberra. Minister, I wrote you a letter about this some time ago, and I think you said that you were doing some work. I think some work is being undertaken at the moment, but—

**Mr Rattenbury:** Yes. I drove past the other day, and there is work happening there.

**MR COE:** There is work, but it will stop just a couple of hundred metres further up. The stub is getting a bit longer, but it is still not going to anywhere in particular. I was just wondering whether it is the intention to actually continue that off-road bike path all the way to Gold Creek Village?

**Mr Gill:** It is the intention, yes.

**MR COE:** And that is going to happen?

**Mr Gill:** That is going to happen, yes.

**MR COE:** Under the current works, or is it future works?

**Mr Gill:** It is for future works. It will not be completed as part of this stage.

**MR COE:** So what is happening as part of this stage that they are currently building?

**Mr Gill:** I will take that on notice in terms of the detail. I know it is not intended to go the whole way to Gold Creek as part of this stage.

**MR COE:** It stops about 600 or 700 metres short, and what is happening out there means that it is now going to stop short 400 metres. That is nice, but—

**Mr Rattenbury:** Yes; I see your point. I was quite pleased, Mr Coe, when I drove past the other day. I thought of you and I thought you would be very happy.

**MR COE:** I have been driving by it regularly, thinking, “Look, we are getting closer.” But not yet—false hope.

**Mr Gill:** I will check that for you.

**MR WALL:** Whilst we are on the topic of incomplete bike paths, minister, if I could ask you—

**Mr Rattenbury:** We could spend all afternoon on bike paths in this city.

**MR WALL:** I am sure we could.

**Mr Rattenbury:** I have got a list myself, but please go ahead, Mr Wall.

**THE CHAIR:** They do come to a point where they stop.

**MR WALL:** It is still not entirely possible to circle Lake Tuggeranong on a completely sealed path. There is a section behind the KFC that is still gravel. Are there any plans to have that—

**Mr Rattenbury:** I was not aware that was the case.

**MR COE:** I think it is a reasonable detour there.

**Mr Rattenbury:** Some might argue that.

**Mr Gill:** I will take that question on notice.

**THE CHAIR:** Minister, I noticed that on the highlights page there was discussion of the completion of the Monaro Highway duplication in Fyshwick—Newcastle Street to Canberra Avenue.

**Mr Rattenbury:** Yes.

**THE CHAIR:** Can you tell us what those improvements have been able to bring for the traffic travelling on that route.

**Mr Gill:** That work was completed last September. It completed a duplication of about 1.6 kilometres of road that was previously single carriageway. It has seen good improvements to travel times or travel movements in those areas. It also includes a new bridge across Canberra Avenue that meets the current commercial standard requirements for heavy vehicles. That is it in essence. It is a federally funded project. It cost in the order of \$18.5 million. It completes an important link in that network. When that is considered in the context of the Majura parkway, Majura parkway will link the Federal Highway to the Monaro Highway, so you will have a good section of road the whole way down to Isabella Drive; it becomes single carriageway again down there.

**THE CHAIR:** Have you seen an increase in freight transport on that route since the completion?

**Mr Gill:** We have not measured that at this point in time. As part of the overall Majura parkway project, there is a commitment to monitor changes in freight traffic.

**THE CHAIR:** Thank you.

**MR WALL:** I have a further supplementary on the Monaro Highway, if I may. A little bit further south, Mr Gill, there is a section near Hume where the Monaro Highway duplicates over three lanes and then tapers back into two. A point a lot of constituents raise with me is: what is the purpose of that additional lane, ultimately to nowhere? Are there any plans to extend that to align with the bottom of Mugga Lane and turn that into a dedicated turning lane?

**Mr Gill:** I will take that on notice in terms of the detail.

**MR WALL:** Okay.

**DR BOURKE:** Minister, have you examined the need for median strip parking along Nellie Hamilton Avenue at Yerrabi Pond to accommodate access for business on the foreshore. I think there was a petition to the Assembly—or it might have been to the previous Assembly.

**MR COE:** Yes, the previous Assembly.

**Mr Rattenbury:** I do not recall that one. Tony, have we got anything on that?

**Mr Gill:** Yes. This is an item that has been raised in two ways. It has been raised previously by you, Dr Bourke; it has also been raised by the Gungahlin Community Council. Basically, the business operator of Curves fitness centre at Yerrabi Pond, a business that has generated a lot of customers, both morning and afternoon—to some extent, there is limited parking available for those patrons. At the moment, they park in the grassed median of Nellie Hamilton. We have undertaken a design of a project that would provide parking in the median. At this stage, it has not been identified as a priority within the directorate's overall program so it has not been presented to government for further funding.

**DR BOURKE:** Have you gone to community consultation about that yet?

**Mr Gill:** We have.

**DR BOURKE:** To determine what the residents that live along Nellie Hamilton think about it?

**Mr Gill:** We have done a level of consultation, but when you go out to consult with people, there are two aspects: you want to sort out the detail, but you want to be able to give them some indication of when the project might be able to be moved forward.

**DR BOURKE:** Right.

**Mr Gill:** Because of the fact that it is currently not a priority within the overall directorate's program, we have not undertaken full consultation to date. I have got no certainty about when it might get up or whether it will get up within the overall program.



**DR BOURKE:** Why is it not a priority?

**Mr Gill:** There are many competing priorities across the program; there has to be some trade-off.

**DR BOURKE:** Perhaps you could tell us a bit more about how the directorate assesses the priority of particular projects—what weighting it gives and the ways it does it.

**Mr Gill:** Maybe my colleagues Mr Byles or Mr Peters might assist in that.

**Mr Byles:** I am happy to answer that, Dr Bourke. That specific issue you raised is a priority, but it is a priority along with many other priorities. It just happens to be a lesser priority than the others. Everything is a priority. There is a fairly considered process of establishing a priority order to give to the minister for his final endorsement. The minister will make the decision based on his consideration. There is a range of issues we consider, not the least of which are some election commitments that have been given. We also look at the safety implications and a range of other criteria when establishing our priorities. Ultimately the minister will either endorse or disagree with those and they will progress accordingly.

**DR BOURKE:** Thank you.

**THE CHAIR:** Mr Wall.

**MR WALL:** Minister, an issue you may well be aware of is the campaign by the Fadden Primary School to have a bus shelter installed so some of the children down there no longer need to wait in the sun, particularly as we approach these warmer months. Has any progress been made on a bus shelter being made available to the school?

**Mr Peters:** We can take that on notice and get advice back to you. Normally bus shelters are installed in accordance with use. We will go out and survey, once we get a request from the community, as well as looking at our own data. Again, when the shelter gets rolled out depends on where it sits on the priority list. But we will come back to you with specifics.

**Mr Rattenbury:** I am not aware of that one, Mr Wall. No-one has actually raised that with me that I recall. I will check that as well.

**MR WALL:** I believe it is an issue Mr Coe's office has raised with you previously.

**Mr Rattenbury:** I will have to accept that; it just does not ring a bell.

**MR WALL:** That is all right. While we are in the vicinity of the Fadden Primary School, minister, I wrote to you earlier in the year about some footpath repairs that were required in the Fadden area, primarily on Bramston Street out the front of the primary school. Your letter indicated those repairs would be completed by August of this year. As recently as mid-last month the footpath repairs were still being completed. Why did those repairs seemingly take such an extended period of time,

often with extended periods of no work being done on site?

**Mr Rattenbury:** I will come to the specifics in a minute. As a general practice, when these issues are identified and it is agreed that repair work needs to be done, they are put into batches of contracts. I often send letters back to constituents saying, “Look, it’s on the list and it will go into this next batch of contracts.” So that is why something can take three, four, five months before the work gets done. That is the general answer. On the specific one, do we know—

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

**MR WALL:** The main concern with that one is that there was work being done opposite a primary school, the footpath was blocked off on both sides of the road and the only alternative was to access the road.

**Mr Rattenbury:** Right. So the work had got half done and not finished, is that what you are saying?

**MR WALL:** That is it. The existing pavement that had been uplifted by tree roots and the like was removed and a safety fence was erected. That is where work stalled for a number of months.

**Mr Rattenbury:** I can understand why you see that as unsatisfactory, yes.

**DR BOURKE:** Whilst we are still on footpaths, minister, page 34 of the annual report notes a dramatic increase in footpath maintenance over the previous year from 27,000 square metres to 38,000 square metres. That is a pretty big increase. Why was that?

**Mr Rattenbury:** Bear with us, we are just checking the page reference.

**DR BOURKE:** It is an outstanding result, you would have to agree, minister. I just want to know why.

**Mr Rattenbury:** It is an outstanding result and one I am sure the community is very happy about. We get a lot of requests either for new footpaths where there is not an existing one or upgrades of existing works along the lines we have just been discussing.

**Mr Gill:** There is no particular reason why; there is no specific program that has given footpath replacement a boost from that point of view. It is just part and parcel of the requests we got during that year which we responded to.

**Mr Rattenbury:** Although I would say that the parliamentary agreement of the previous term called for increased spending on cycling and pedestrian facilities, so it may have reflected that prioritisation as well.

**DR BOURKE:** It is certainly a concrete result.

**Mr Rattenbury:** It is, indeed, a concrete result.

**Mr Gill:** There is half a million dollars extra in the footpath program as a result of that parliamentary agreement. There is also an initial \$1.6 million available for cycle path improvements, but that does not necessarily show up in footpath maintenance. Other than some additional funding being available, there is no additional explanation.

**MR COE:** Would you, minister—you might have to defer to one of your colleagues—talk us through the asset acceptance tests that you do when capital works are undertaken, such as footpaths, roads, whatever the case may be?

**Mr Gill:** Are you talking about capital works or just routine maintenance?

**MR COE:** Both, I guess.

**Mr Gill:** It is true to say our resurfacing program is probably the biggest single investment in terms of road maintenance. We engage a superintendent to monitor the contract. There is a contract which specifies certain requirements. So the superintendent monitors that work at different stages throughout the contract and at the end of the contract. When the contractor has completed the work, they make an application for project completion. We assess that, or the superintendent on our behalf assesses that. If the work meets the contract requirement, it is signed off. If there are some defects, they are identified and those defects will be addressed at a later time within the 12-month period at the expense of the contractor.

**MR COE:** Are the acceptance tests always undertaken by a superintendent?

**Mr Gill:** For both the capital works program and for our maintenance programs, yes.

**MR COE:** There are no jobs whereby someone from the directorate—

**Mr Gill:** We have people that go out and do visual inspections, but in terms of the contractual arrangements we have in place, over 80 per cent of our maintenance works is actually contracted out along the lines I have talked about.

**MR COE:** Yes, but in terms of once a contractor builds a footpath or rebuilds a footpath, is something as small as that going to have the overall superintendent going to inspect it, or is that something where—

**Mr Gill:** We have our inspectors that basically will go out and check small works like that.

**MR COE:** Okay. So where is the line between in-house inspectors versus superintendents?

**Mr Gill:** Anything that is funded through the capital works program basically would have a superintendent associated with it. In terms of our maintenance program, the resurfacing program has a superintendent. The larger contracts have superintendents; the smaller contracts tend basically to be contracts we manage in-house.

**MR COE:** Some of those smaller jobs, perhaps like the footpath Mr Wall was

referring to, could be undertaken by a contractor that has an overall or a regional—

**Mr Gill:** As the minister mentioned, basically, our footpath contracts tend to be packages of work that are batched up. While, in isolation, that particular location is a small job, it is probably part of a larger contract that might have 50, 60 locations.

**MR COE:** Sure. And I guess, some of those are on demand as well. Could it be that the contract stipulates, say, 60 jobs, or could it be, “There are 30 jobs here, but we’ll be adding to the list as we go on demand”?

**Mr Gill:** No. We document work that will go out to construction and we will have a balance. There is always more demand than immediate supply. So we will basically have a contractor that goes out and we will have some additional projects ready to go if we get a good tender price, for instance. We will be able to fill that gap.

**MR COE:** Okay. So say a job has been packaged together with umpteen footpath repair works or construction, it is a superintendent’s role—

**Mr Gill:** On a project like that, the superintendent would inspect.

**MR COE:** Each individual site?

**Mr Gill:** Yes.

**MR COE:** And are you happy that that system is working?

**Mr Gill:** In general terms, we are happy. There are always exceptions, but, in general terms, we are satisfied.

**MR COE:** What interaction do you have with Shared Services about how that is undertaken? Shared Services do not necessarily have the eye for detail that someone from Roads ACT is going to have. So in terms of enforcing the superintendent’s role, what responsibility lies with Roads ACT and what lies within Shared Services?

**Mr Gill:** The actual superintendent would be engaged through Shared Services. Their role is to basically engage superintendents and/or contractors and manage those contracts. We work closely with Shared Services in that regard. We will have a project officer associated with any particular project.

**MR COE:** Would any of the superintendents also be working on similar jobs themselves in the ACT? Or is there a requirement that superintendents are not actually operating in that direct field?

**Mr Gill:** Just explain that.

**Mr Rattenbury:** Conflict of interest.

**Mr Gill:** Conflict of interest are you talking about? Are they the designers as well as the superintendents?

**MR COE:** “Conflict of interest” is perhaps a way of saying it, but more so in terms of could it be that someone working on a footpath job in northern suburbs is also the superintendent for a southern job?

**Mr Gill:** That is possible. In a small jurisdiction like the ACT, that would be possible, yes.

**MR COE:** And so those sorts of policy decisions, do they come out of the requirements that you put to Shared Services or are they only procurement guidelines that are developed within Shared Services?

**Mr Gill:** The letting of those work contracts would be governed by procurement requirements and would be, in general, through an open tender process. They would not be excluded.

**MR COE:** They would or would not?

**Mr Gill:** It would not exclude a consultant group or a superintendent securing a job in, say, Gungahlin or in Tuggeranong. The assessment would be whether or not they were suitable in terms of providing the types of services required and whether they provided the territory with value for money. I do not necessarily see the conflict, to be honest.

**MR COE:** I did not say there was a conflict.

**Mr Rattenbury:** No, I was not suggesting there was either. I think that is what I understood you were trying to—

**MR COE:** Sure. I am just trying to work out if, in effect, there are specialist firms that are superintendents?

**Mr Gill:** There are specialist firms. The short answer is that there are specialist firms, and if they meet the requirements—

**THE CHAIR:** Can I just remind members to direct their comments through the chair rather than have a conversation across the table.

**MR COE:** Sure.

**MR WALL:** How many instances in the last 12 months have there been where the superintendent or an appointed person has gone out to inspect works where rectification or remedial repairs have needed to be made under the warranty period?

**Mr Gill:** I would have to take that on notice, but there would be a number, yes.

**MR WALL:** Okay. Is there a specified time period which the contractor has from when the issue is identified to when the repairs—

**Mr Gill:** Typically with contracts there is a 12-month defects liability period within which the defects identified basically have to be addressed. And some money is held

on that basis.

**MR WALL:** From when an issue is identified, is there a time frame as to when it needs to be rectified?

**Mr Gill:** When the project is deemed to be complete or a practical certificate is issued, it is 12 months within which it has to be identified.

**MR WALL:** So the issue needs to be identified within 12 months of the completion certificate?

**Mr Gill:** No, before the completion certificate is issued, there is an inspection and defects are identified. They are not sufficient to not complete the project, but they need to be addressed within that 12-month period. The territory holds a retention bond during that period.

**THE CHAIR:** Minister, I am keen to get you down to Ashley Drive in Tuggeranong. Can you tell us how the duplication is going in Ashley Drive?

**Mr Rattenbury:** Yes. As I am sure you have noticed, Mr Gentleman, the works have started on Ashley Drive. I was down there the other day and saw that. Stage 1 construction started in September and it is due for completion in mid-2014. That is the broad answer. Are there any specifics you wanted to cover?

**THE CHAIR:** Yes, I will go to some specifics. I understand there is going to be ramp metering from Sternberg Crescent on to the eastern approach to Erindale Drive. How is that going to work?

**Mr Gill:** That is just through traffic signals basically. Traffic signals will stop traffic coming from Castleton Crescent and entering to Yamba Drive. So similar to the treatment at Isabella Drive-Athllon Drive at the moment. So not ramp meters, per se.

**THE CHAIR:** Yes. And the design works for the next stage are coming out shortly. Can you bring us up to date with when that is?

**Mr Rattenbury:** Yes, the stage 2 design is due for completion by the middle of next year—June 2014. Construction will be subject to further budget processes.

**THE CHAIR:** Yes. Thank you.

**MR WALL:** I have a supplementary on that one. What is the current budget for stage 1 of the Ashley Drive project?

**Mr Gill:** \$8 million, I believe.

**MR WALL:** There are proposed traffic calming measures for Fadden, Macarthur and Gowrie, which link in quite closely to where Ashley Drive is. Where is that project up to? Are they going to be done whilst Ashley Drive is being duplicated or will they be held off until after the works on Ashley Drive to measure what impact that has on traffic flow through those suburbs?

**Mr Gill:** The works you are talking about are on Coyne Street and Bugden Avenue—that general area?

**MR WALL:** Yes.

**Mr Gill:** Last year there were four studies undertaken in terms of local area traffic management, and that was one of them. Those studies have been completed. In the current year, there is funding of \$1 million. Half of that money is going to be used to complete the designs for the four areas that were progressed last year, and half a million dollars will be used for construction measures on two of those areas—Holt, and Namatjira Drive and Streeton Drive in Rivett. Those are the two that will be progressed this year. The work that you are talking about in Coyne Street and Bugden Avenue will be considered for inclusion in, I suppose, a future capital program.

**MR WALL:** I assume, Mr Gill, that the work on Clift Crescent and Heagney is also future—

**Mr Gill:** It is in that context, yes.

**DR BOURKE:** Minister, I have two questions which are very dear to the concerns of my Belconnen residents. Do we have an end date for the Parkes Way widening project? And there has been a whole program of west Belconnen intersection improvements. What was the rationale for doing them together, and what problems were they addressing?

**Mr Rattenbury:** Certainly, with Parkes Way, as members are probably aware, the inbound is now complete. I did have somebody raise with me in the last 24 hours—I have not even told this to TAMS yet—that there are some issues with the on-road cycling lane not being available yet, which I gather we might need to do some tidy-up work on. But for general traffic, inbound is now open, and the outbound is due for completion in December.

**DR BOURKE:** And west Belconnen?

**Mr Gill:** Could I clarify something? The dollars available for Ashley Drive in stage 1 are \$7 million, not \$8 million.

**MR WALL:** \$7 million?

**Mr Gill:** Yes, apologies for that. In relation to the west Belconnen intersections, two intersections have been improved in recent times—the intersection of Southern Cross Drive and Florey Drive, the provision of traffic lights, and, more recently, during the current year, the works at Starke Street and Southern Cross Drive. The primary driver of Starke Street-Southern Cross Drive was to enable large ACTION buses to get out of that intersection off Starke Street. Under the previous arrangement, it was difficult for them to safely manoeuvre out of that intersection. That has been the aspect against that particular project, because Kippax has been upgraded in terms of public transport facilities. To help the larger buses, the steer-tag buses, get out of that intersection, that intersection has been upgraded.

That work is complete to a point at the moment. The intersection will still be resurfaced. It is included in the resurfacing program, because the old lines were eradicated with a view that the intersection was going to be resurfaced and there was going to be fresh line marking placed on it. At the moment the line marking, while serviceable, can be improved.

**DR BOURKE:** Where are we up to with the bumps in Spofforth Street?

**Mr Rattenbury:** As you are probably aware, a decision has been taken to reduce the number of speed cushions, speed humps, from 11 sets to four. In addition there will be two sets of chicanes installed. I believe that is a balance that reflects the need to reduce the speed of the traffic on Spofforth Street. I am happy to go back over the studies which identified how many people were speeding, but we did have a significant speeding issue in Spofforth Street. Hearing the community feedback about the sense that there was overkill, I have worked with Roads ACT and I think we have come up with a solution that does retain a level of safety but probably does not have the overkill that the community felt was previously the case.

**MR COE:** That is in addition to the other works being done throughout the suburb; is that right?

**Mr Gill:** Yes—Trickett, Messenger and Beaurepaire.

**MR COE:** You said there is half a million dollars for design and half a million dollars for implementation for that site and the Weston Creek site—

**Mr Gill:** Yes, the Holt site and the Namatjira Drive site.

**MR COE:** What is the time line for undertaking design work and the time line for commencing and completing the remediation?

**Mr Gill:** The design work is currently underway at both the Holt site and the Weston site, the Namatjira Drive site. The construction tender will be called in January and the works will be completed by May next year.

**DR BOURKE:** What sort of feedback have you had from the community following this decision to reduce the number of speed humps and put some chicanes in?

**Mr Rattenbury:** I have not actually had a lot of direct feedback. There are some in the community who will never be satisfied until there is not a single speed hump on Spofforth Street. I think that probably reflects some history. Having regard to the fact that I have not had heaps of feedback from people, this is probably a fair outcome, in the sense of the point I was making earlier—that sort of balance between putting in some traffic calming but perhaps not as extensively as was originally put in place. I think it is now acknowledged that it was not the right outcome.

**DR BOURKE:** I have also had concerns raised with me about the installation of traffic calming around the Belconnen town centre and that the particular style of installation is unpleasant for some people. Have you had any feedback on that?



**Mr Rattenbury:** I get a lot of feedback on traffic calming. As I think I have said in the chamber before—forgive me if I am saying something I have already said—it is an incredibly divisive issue, traffic calming, in the sense that I receive a lot of letters from people asking for it outside their school, in their street, because of speeding traffic. There is probably an equal number of people who are vociferously opposed to it. It is a matter of trying to make sure we do it strategically.

With respect to the specific design features, I find it interesting, in the sense that some people say they find that some of those humps are uncomfortable to drive over. My personal experience is that it is not a problem. But I watch the way people drive over them and I can see why they have an uncomfortable time—the way some people drive over them. They go too fast, they put one wheel on and the other off and all sorts of things. I guess people will get used to them over time.

**DR BOURKE:** Are there alternative designs that can produce a less unpleasant shock?

**Mr Rattenbury:** I am sure there are. It also then becomes a function of cost. For example, a set of those small black speed cushions is in the vicinity of \$20,000.

**Mr Gill:** No, \$3,000.

**Mr Rattenbury:** \$3,000, sorry.

**Mr Gill:** The small ones?

**Mr Rattenbury:** Yes.

**Mr Gill:** The speed cushions?

**Mr Rattenbury:** Yes.

**Mr Gill:** Just two of them, say, would be about \$3,000.

**Mr Rattenbury:** Okay, I stand corrected. Whereas if you go for more of the platform style, which requires a more significant discussion, what are they worth?

**Mr Gill:** \$25,000, plus lighting, in some cases.

**Mr Rattenbury:** So it becomes a function of cost—how much you want to try and get done for the amount of money that is available.

**THE CHAIR:** Thank you, members. It is 4 o'clock. Just before we adjourn, I remind members that the committee has resolved that supplementary questions are to be lodged with the committee office within three business days of the hearing. The committee has also resolved that all responses to questions taken on notice and supplementary questions should be provided to the secretary by Monday, 16 December. This time we have said that that will be the cut-off point for all of our hearings. It gives you more time, if your hearings are early, to respond to those

questions. Thank you very much, minister and officials. The committee is now adjourned.

**The committee adjourned at 4 pm.**