



**ACT**  
Government

Transport Canberra and  
City Services

## FREEDOM OF INFORMATION COVERSHEET

The following information is provided pursuant to section 28 of the *Freedom of Information Act 2016*.

FOI reference: TCCSFOI 21-023

Information to be published	Status
1. Access application	Published
2. Decision notice and schedule	Published
3. Documents	Published
4. Additional information identified	n/a
5. Fees	n/a
6. Processing time (in working days)	21 days
7. Decision made by Ombudsman	n/a
8. Additional information identified by Ombudsman	n/a
9. Decision made by ACAT	n/a
10. Additional information identified by ACAT	n/a





**ACT**  
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Transport Canberra and  
City Services



Dear 

**Freedom of information request:** Reference 21-023

I refer to your applications made under section 30 of the *Freedom of Information Act 2016* (the FOI Act) received by Transport Canberra and City Services (TCCS) on 6 March 2021, in which you sought access to:

*“briefing notes or documents prepared for Minister(s) and other witnesses, whether or not they appeared or were used, for the ACT Legislative Assembly Standing Committee Inquiries into Annual and Financial Reports 2019–2020 and Estimates 2020–2021”.*

I note that you amended your application on 9 March 2021 to include “final briefs only”.

#### **Authority**

I am an Information Officer appointed by the Director-General under section 18 of the FOI Act to deal with access applications made under Part 5 of the Act.

#### **Timeframes**

In accordance with section 40 of the Act, TCCS is required to provide a decision on your access application by 8 April 2021.

#### **Decision on access**

A search has now been completed and the following items were identified:

- Item 1 – Annual Papers prepared for the Chief Operating Officer (73 pages);
- Item 2 - Question Time Briefs that were updated and provided to the Minister for Transport Canberra and City Services and the Executives (including each witness) within TCCS for use at the hearings (154 pages);
- Item 3 - A briefing pack prepared for Minister Berry for the Hearings (11 pages);
- Item 4- Additional documents that had been prepared for Transport Canberra (6 pages)
- Item 5 - An additional document prepared by ACT NOWaste (9 pages).

I have included as **Attachment B** to this decision the schedule identifying these five items. The briefing packages at items 1, 2 and 3 include an index, and so, on this occasion, I have not provided a detailed schedule of each document.

I have refused access under section 35(1)(c) of the FOI Act to some of the information that you have requested. This is because it is contrary to the public interest to release. My access decision is detailed further in the following statement of reasons.

### **Statement of Reasons**

In reaching my access decision, I have taken the following into account:

- The FOI Act;
- The content of the documents that fall within the scope of your request; and
- The *Human Rights Act 2004*.

### **Schedule 1 Section 1.6 of the Act (Cabinet Information) Item 1 – Document 8 page 22**

My reasons for deciding not to grant access to components of this document are as follows:

- Contrary to the public interest information under schedule 1 section 1.6 of the Act (Cabinet Information)

In reviewing this document, I consider that it includes information which is contrary to the public interest under Schedule 1, Section 1.6 of the Act. The information was extracted from business cases that have been prepared for the consideration of Cabinet. As some of this information is not publicly known, release of this information would therefore impact the deliberative functions of Cabinet.

In reviewing these documents, I note the requirements of schedule 1 section 1.6(2) of the Act which states that the exemption for Cabinet Information does not apply to 'purely factual information' unless the disclosure of the information would involve the disclosure of a deliberation or decision of Cabinet and the fact of the deliberation or decision has not been officially published.

The term 'purely factual material' does not extend to factual material that is an integral part of the deliberative content and purpose of a document or is embedded in or intertwined with the deliberative content in such a manner that it is impractical to separate it from the other content.

Having reviewed the documents, I consider that some of the information within the documents identified is an integral part of future deliberations and decisions of Cabinet. I am satisfied that disclosure of such information contained in this document would be contrary to public interest pursuant to schedule 1 Section 1.6 of the Act.

### **Public Interest under Schedule 2 of the Act**

Section 17(1) of the Act sets out the test, to be applied to determine whether disclosure of information would be contrary to the public interest. These factors are found in subsection 17 (2) and Schedule 2 of the Act. I have also noted the irrelevant factors listed in section 17(2) and am satisfied that I have not considered any irrelevant factors in this case.

Taking into consideration the information contained in the documents found to be within scope of your request, I have identified that the following public interest factors are relevant to determine if release of the information contained within these documents is within the 'public interest':

**Factors favouring disclosure (Schedule 2.1)**

- (a)(i) promote open discussion of public affairs and enhance the government's accountability;
- (a)(ii) contribute to positive and informed debate on important issues or matters of public interest; and
- (a)(iv) ensure effective oversight of expenditure of public funds.

**Factors favouring nondisclosure (Schedule 2.2)**

- (a)(ii) prejudice the protection of an individual's right to privacy or any other right under the *Human Rights Act 2004*.

I consider that disclosing the contents of the information sought would significantly contribute to open discussion and informed debate on the matters contained in the briefs. The release of this information would help to create positive and informed debate on issues of importance to the public, including the expenditure of public funds.

I am satisfied that these are relevant considerations favouring disclosure in this case, and in the interests of enhancing transparency and accountability. I afford these factors significant weight.

**Personal Privacy - Items**

The factors I considered relevant in relation to favouring non-disclosure is where information might prejudice the protection of an individual's right to privacy. I have decided that names and contact details of third parties should not be released because the release could identify an individual and would prejudice their right to privacy under the *Human Rights Act 2004*.

I am satisfied that the factors in favour of release can still be met while protecting the personal information of individuals involved. I find the protection of this information outweighs disclosure.

**Charges**

Pursuant to *Freedom of Information (Fees) Determination 2018* processing charges are applicable for this request because the total number of pages to release to you exceeds the charging threshold of 50 pages. However, the charges have been waived in accordance with section 107(2)(e) of the Act.

**Disclosure log**

Under section 28 of the Act, TCCS maintains an online record of access applications called a disclosure log. Your original access application, my decision and documents released to you will be published on the TCCS disclosure from 3 days after the date of this decision.

Your personal contact details will not be published. You may view the TCCS' disclosure log at [http://www.tccs.act.gov.au/about-us/freedom\\_of\\_information](http://www.tccs.act.gov.au/about-us/freedom_of_information).

#### **Ombudsman review**

My decision on your access request is a reviewable decision as identified in Schedule 3 of the Act. You have the right to seek Ombudsman review of this outcome under section 73 of the Act within 20 working days from the day that my decision is published in TCCS' disclosure log or a longer period allowed by the Ombudsman.

If you wish to request a review of my decision, you may write to the Ombudsman at:

The ACT Ombudsman  
GPO Box 442  
CANBERRA ACT 2601

Via email: [actfoi@ombudsman.gov.au](mailto:actfoi@ombudsman.gov.au)

#### **ACT Civil and Administrative Tribunal (ACAT) review**

Under section 84 of the Act, if a decision is made under section 82(1) on an Ombudsman review, you may apply to the ACAT for review of the Ombudsman decision. Further information may be obtained from ACAT at:

ACT Civil and Administrative Tribunal  
Level 4, 1 Moore Street  
GPO Box 370  
CANBERRA CITY ACT 2601  
Telephone: (02) 6207 1740  
<http://www.act.act.gov.au/>

If you have any questions concerning the directorate's processing of your request, or would like further information, please contact the directorate's FOI Coordinator on 6205 5408 or email [tccs.foi@act.gov.au](mailto:tccs.foi@act.gov.au).

Yours sincerely



Cherie Hughes  
Information Officer

7 April 2021

## FREEDOM OF INFORMATION REQUEST SCHEDULE

Please be aware that under the *Freedom of Information Act 2016*, some of the information provided to you will be released to the public through the ACT Government's Open Access Scheme. The Open Access release status column of the table below indicates what documents are intended for release online through open access.

Personal information or business affairs information will not be made available under this policy. If you think the content of your request would contain such information, please inform the contact officer immediately.

Information about what is published on open access is available online at: [https://www.tccs.act.gov.au/about-us/freedom\\_of\\_information/disclosure-log](https://www.tccs.act.gov.au/about-us/freedom_of_information/disclosure-log)

File number		WHAT ARE THE PARAMETERS OF THE REQUEST				
FOI – 21-023		<i>briefing notes or documents prepared for Minister(s) and other witnesses, whether or not they appeared or were used, for the ACT Legislative Assembly Standing Committee Inquiries into Annual and Financial Reports 2019–2020 and Estimates 2020–2021”.</i>				
Ref No	No of Folios	Description	Date	Status	Reason for non-release or deferral	Open Access release status
1	73 pages	Item 1 – Annual Papers prepared for the Chief Operating Officer (73 pages)	Various	Partial access	Schedule 1 Section 1.6 of the Act (Cabinet Information)	Documents to be published
2	154 pages	Item 2 - Question Time Briefs that were updated and provided to the Minister for Transport Canberra and City Services and the Executives (including each witness) within TCCS for use at the hearings (154 pages)	Various	Partial access	Information Privacy Act 2014 Schedule 2, Section 2.2 (a)(ii) Prejudice the Protection of an Individual's Right to Privacy	

3	11 pages	Item 3 - A briefing pack prepared for Minister Berry for the Hearings (11 pages);  Item 4- Additional documents that had been prepared for Transport Canberra (6 pages)	Various	Full access	N/A	
4	6 Pages	Item 4- Additional documents that had been prepared for Transport Canberra (6 pages)	Various	Full access	N/A	
5	9 pages	Item 5 - An additional document prepared by ACT NOWaste (9 pages)	4 March 2021	Full access	N/A	

## **COO INFORMATION PAPERS**

1. HR overview
2. Bullying and harassment
3. Insecure taskforce
4. Employee Engagement Survey
5. Safety
6. Audit
7. Fraud prevention
8. Finance- Budget 2020-21 Budget Day Briefing Pack
9. Finance- Reprofiled (Stage 6) explanations
10. Fix My Street
11. CSRM
12. FOI
13. Procurement and secure local jobs
14. Working remotely
15. Sport and rec
16. COVID

**ISSUE:** Staffing profile (Annual Report p77)

## Key Information:

- Data included in this brief is as at 30 June 2020 for FY 2019-20.
- 2,130 TCCS employees = equates to 1,901 full time equivalent (FTE), up 3.2% (59 FTE) from 30 June 2019 (1,842)
  - 573 - City Services
  - 1,195 - Transport Canberra and Business Services
  - 118 - Chief Operating Officer Group
  - 15 - Office of the Director General

### *Under 30*

- The directorate employed 191 people under the age of 30 which equates to 8.9% of the workforce.
  - Of this, 139 [72.7%] were full time and 52 [27.2%] were part time
  - Of the 191, 21 [11%] were casuals, 127 [66.5%] were permanent and 43 [22.5%] were temporary
- The directorate has various programs that support employees under 30 including work experience, ASBAs, internships, apprenticeships, cadetships and traineeships (Traineeships and apprenticeships are tracked by P&C, all others are engaged directly through business units so there is no centralised data to break this down further).
- The directorate employed 4 graduates through the ACT Graduate Program. Of the 4, two graduates were under the age of 30 which constitutes 0.11% of the TCCS workforce.

### *Diversity profile*

- The directorate continue to implement diversity and employment strategies to increase the employment of Aboriginal and Torres Strait Islander peoples, people with a disability and explore opportunities to close the gender gap in areas where roles do not ordinarily attract women. The strategies focus on four key areas:
  - Leadership and planning
  - Attracting and recruiting a diverse workforce
  - Developing and retaining a diverse workforce
  - Improving workforce diversity
- The directorate has continued to see an increase in diversity in employees who identify with a disability, Aboriginal and Torres Strait Islander, and culturally linguistic. Headcount diversity profile consisted of:

	ATSI		Disability		NESB		Trainees and apprentices		Female TCCS	
<b>FY19/20</b>	61	2.9%	83	3.9%	414	19.4%	20	0.9%	529	24.8%
<b>FY18/19</b>	54	2.6%	72	3.5%	370	18%	20	1.0%	519	25.3%

Cleared as complete and accurate: 25/02/2021

Cleared by: Chief Operating Officer

Ext: 58316

Contact Officer name:

Petra Crowe

Ext: 53817

<b>FY17/18</b>	<b>44</b>	<b>2.3%</b>	<b>64</b>	<b>3.4%</b>	<b>330</b>	<b>17.3%</b>	<b>20</b>	<b>1.0%</b>	<b>465</b>	<b>24.4%</b>
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- Bus Operators remain male dominated with 676 males and 74 females.
- Executive profile:
  - 26 executives - 10 female and 16 male
    - 2 x Office of Director General
    - 7 x Chief Operating Officer Group
    - 9 x City Services
    - 8 x Transport Canberra and Business Services

### Separation rates

- 7.4% [2] Executive separation rate
- 5.6% whole of TCCS separation rate, compared to 6.4% for the ACTPS (State of Service Report).

12.2% recruitment rate (commencement rate - people recruited against the average headcount)

- 7.7% [3] Aboriginal and Torres Strait Islander
- 3.7% [13] Culturally and Linguistically Diverse
- 6.6% [4] Persons with Disability

### Gender diversity – as at 30 June 2020 (p83)

- 24.8% of the TCCS workforce was female, compared to 64.8% of the ACTPS workforce in FY2019/20.

Age Group	Female	Male	Total
<b>Under 25</b>	24	55	<b>79</b>
<b>25-34</b>	103	224	<b>327</b>
<b>35-44</b>	125	370	<b>495</b>
<b>45-54</b>	163	454	<b>618</b>
<b>55 and over</b>	114	497	<b>611</b>
<b>TCCS (inc Bus Operator)</b>	<b>529</b>	<b>1600</b>	<b>2130</b>
%	24.8%	75.1%	-
<b>Bus Operator</b>	<b>85</b>	<b>724</b>	<b>810</b>
%	10.5%	89.4%	-
<b>TCCS (ex Bus operator)</b>	<b>444</b>	<b>876</b>	<b>1320</b>
%	33.6%	66.4%	-

- Employment category (headcount) by gender (p83)

Employment Category	Female	Male	Total	% of Female Employees
<b>Casual</b>	32	75	107	<b>29.9%</b>
<b>Permanent Full-time</b>	318	1089	1407	<b>22.6%</b>
<b>Permanent Part-time</b>	113	297	411	<b>27.49%</b>

<b>Temporary Full-time</b>	47	127	174	<b>27.01%</b>
<b>Temporary Part-time</b>	19	12	31	<b>61.29%</b>
<b>TOTAL</b>	<b>529</b>	<b>1600</b>	<b>2130</b>	<b>24.84%</b>

- Contractors vs ACTPS employees

<b>Employment Category</b>	<b>Total</b>	<b>% of combined workforce</b>
<b>ACTPS</b>		
Casual	107	5%
Ongoing/permanent	1818	85%
Non-ongoing/temporart	205	10%
<b>ACTPS Total</b>	<b>2,130</b>	-
<b>Non-ACTPS</b>		
Labour Hire	96	100%
<b>COMBINED TOTAL</b>	<b>2,226</b>	

- Average years of service                      7.8                      9.5                      9.1

- Employment classification by gender (p83). Administrative officer positions represent the highest percentage of female (65%) with Bus Operators (10%) and General Service Officers (10%) the lowest.

Employment Category	Female	Male	Total	% of Female Employees
Administrative Officers	198	107	305	65%
Bus Operator	85	724	810	10%
Capital Linen Service Officers	26	28	54	48%
Executive Officers	10	16	26	38%
General Service Officers and Equivalent	51	438	489	10%
Professional Officers	21	39	60	35%
Rangers*	0	4	4	0%
Senior Officers	116	143	259	45%
Technical Officers	11	46	57	19%
Trainees and Apprentices	5	15	20	25%
Transport Officers	6	40	46	13%
<b>TOTAL</b>	<b>529</b>	<b>1600</b>	<b>2130</b>	<b>25%</b>

\* At the time of reporting, it has been noted that several rangers are classified as Administrative Officers, many of whom are female.

## Jobs for Canberrans

- **124** JfC recruits engaged by TCCS
- 
- **102** JfC recruits still engaged as at 3 March 2021.

Division	Section	Total
Chief Operating Officer	Organisational Development	5
	Safety and Wellbeing	1
City Operations	Asset Data Integration	4
	City Renewal Authority	8
	Place Management	32
	Road Maintenance	10
	Urban Treescapes	15
Territory and Business Services	ACT Heritage Library	3
	Birrigai Outdoor School	2
	Domestic Animal Services	2
	Libraries ACT	12
	Yarralumla Nursery	6
Transport Operations	Bus Operations	2
<b>Total</b>		<b>102</b>

## ISSUE: Bullying and harassment (couldn't locate in Annual Report – State of Service report)

### Talking points:

- 29 formal reports of bullying and harassment were received by TCCS in 2019-2020, representing an increase of 10 in comparison to 2018-19.
- The increase may reflect an improved reporting culture due to whole of directorate messaging and training raising greater awareness and promoting zero tolerance to bullying and harassment.
- Preliminary assessments were undertaken on all complaints received in accordance with Section H of the relevant agreement.
- Of the 29 complaints received, misconduct was found in 14 instances, with three of these resulting in admission statements by the respondent.
- Sanctions and a written admonishment were imposed in all cases where a finding of misconduct was made. The sanctions varied dependent upon the severity of the matter and included one or more of the following:
  - Reduction in classification
  - Temporary deferral of increment advancement
  - Termination
  - Resignation
  - Training
  - Counselling
- Those not proceeding to investigation were resolved using a number of strategies including admission statements, mediation, facilitated conversations and or counselling of staff for low level behaviours.
- New SES2 panel to review and recommend sanctions
- To ensure consistency of sanctions TCCS will have a misconduct delegate to make a finding in relation of misconduct, we will have a panel of SES Band 2 to discuss and agree on sanctions where misconduct has been found.
- The employee engagement survey identified the theme of bullying and harassment as a key topic for the Directorate to focus on as part of their action planning arising from the survey. This issue was found across a number of business units in the Directorate and will be a focus of the Executive Board.

### Key Information

- The table below outlines the number of Bullying and Harassment complaints, investigations and their outcome over the past three years.

Year	Number of complaints	Investigated	Outcome / misconduct found
2020-21	27	7	3

2019-20	29	12	14
2018-19	19	4	1
2017-18	26	15	3

Note: The first column is the number of complaints received however the number of outcomes will be affected by ones that rolled over from the previous year or were still ongoing at the change of financial year. The investigated will not match the outcome as if there is an admission we do not have an investigation.

- TCCS continues to actively promote its values and the principles of the Respect, Equity and Diversity (RED) Framework.
- RED Training is classified as CORE training, meaning that it is compulsory for all employees to attend.
- TCCS has a formal reporting system in place and managed the risk of bullying and harassment in accordance with the *Work Health and Safety Act 2011* and the ACT Public Service Respect, Equity and Diversity (RED) Framework.
- TCCS has a formal reporting system in place for the management of bullying and harassment that aligns to the *Public Sector Management Act 1994*, *Work Health and Safety Act 2011* and the ACT Public Service Respect, Equity and Diversity (RED) Framework.
- TCCS supports a network of trained RED Contact Officers to assist employees with RED-related concerns including the provision of information about responding to bullying or harassment issues.
- TCCS offers RED training for all employees. In addition, the principles and procedures outlined in the RED Framework are discussed at staff induction and are available on the TCCS Intranet.
- The TCCS RED Action Plan and Communications Strategy outline activities aimed at promoting a positive and respectful workplace culture. This includes routine reminders for staff about the principles of the RED Framework, procedures for responding to workplace bullying or harassment including the Open Door Protocol, and the role of RED Contact Officers.

**ISSUE: Insecure taskforce**

**Key Information**

- A joint union and Government taskforce has been established to address the use of casual and temporary employment, labour-hire and outsourced services.
- TCCS is committed to promoting permanent employment and job security and actively reviews work practices to minimise the use of insecure labour.
- TCCS has a range of Services Agreements in place to deliver services to the community and outcomes which support the Directorate to make Canberra attractive, safe and easy to move around, such as planting of trees, mowing supervising school crossings, Capital Linen and Yarralumla Nursery which involve a labour component.
- TCCS have undertaken a comprehensive review of all temporary and casual employees employed for a period greater than 12 months
  - 184 roles (engaged under the PSM Act to perform work for a short period on an irregular or non-systematic basis).
    - 78 temporary
    - 106 casual
  - 46 converted to permanent ACTPS
  - 138 not converted (Attachment A)
  - (data as at 16/09/2020).
- 70 (of 106) casual = bus drivers who do not have average hours per week or a pattern of engagement
  - Transport Canberra maintain a cohort of casual bus drivers to provide surge capacity, this aids in maintaining compliance with the National Driving Regulations. Furthermore, many casual drivers hold secondary employment which provides their primary source of income.
- 35 (of 106) casual = library officers (35)
  - Libraries ACT also require a cohort of casuals. This has been defined as intermittent work with 1 staff member working less than 18 hours per week, 4 working less than 14 hours and 7 staff working less than 9 hours.
- On 29 January 2021, Head of Service approved the conversion of **46 TCCS positions** to permanent ACTPS:

ACT NoWaste	2
City Presentation	23
Libraries ACT	19
Transport Canberra	2
<b>Total</b>	<b>46</b>

- Reasons for not converting all roles and or individuals includes:
  - subsequently secured a permanent positions
  - performance management concerns
  - position converted to permanent and recruitment undertaken during conversion process
  - offers to convert declined as a preference to retain temporary or casual status preferred by the individual
  - some casual positons are required for surge capacity and operational purposes
- Union consultation occurs where a temporary non-ongoing position is sought for greater than 12 months.

*Labour-hire – as at 30 June 2020*

- TCCS had **30 labour-hire workers** engaged through Contractor Central the WhoG Supplier:

TCCS Branch	30 June 2020
CHIEF FINANCE OFFICER	1
CHIEF INFORMATION OFFICE	3
CHIEF OPERATING OFFICER	1
PEOPLE AND CAPABILITY	1
ACT NOWASTE	5
CANBERRA CEMETERIES	4
CITY PRESENTATION	53
INFRASTRUCTURE DELIVERY	5
PLACE COORD & PLANNING	1
ROADS ACT	1
LIBRARIES ACT	18
TRANSPORT OPERATIONS	3
<b>Total</b>	<b>96</b>

- Capital Linen Service engage approximately 44 FTEs through service agreements with Programmed, Manpower and DFP Recruitment. This is to cover their surges and engagement through this method is seen as most efficient.
  - CLS doing review to consider other resourcing options
- The Insecure Taskforce will examine labour-hire conversion during 2021.



**ISSUE:**        **Employee Engagement Survey (reference in HR section)**

## Talking points:

- 2020 Employee Engagement Survey conducted in September 2020; response rate of 77%.
- Since the previous survey in 2017, TCCS has shifted positively from a culture of reaction (34%) to a consolidation (47%).
- 68% of TCCS employees identified TCCS as ‘a truly great place to work’.
- TCCS employees have a strong personal commitment to helping the people of Canberra receive excellent service, with a high result of 94%.

## Key Information

- TCCS undertook a comprehensive employee engagement survey in 2017.
- Check-in (pulse) survey in 2018.
- Second comprehensive survey in Sept 2020, delayed from early 2020 due to COVID.
- Provided in both digital and paper format to meet the diverse needs of the TCCS workforce.
- Best Practice Analytics were chosen as the provider to deliver the 2020 survey, based on their extensive experience in this field across the ACTPS (and wider Government).
- The total cost of the contract with Best Practice Analytics for the survey is **\$119,000** inclusive of GST, which includes the survey work conducted in 2020 and a further follow up pulse survey in 2021.

## Next steps

- Workshops have been performed, or are currently being conducted, across business areas to review the results, with action planning to be undertaken as the next step.
- Action plans underway and/or finalised; majority complete by early March 2020.
- Second pulse survey will be conducted in the second half of 2021.

**ISSUE: Workplace Incidents and Safety (Annual Report p75-76)**

**Talking points:**

- Ongoing commitment to the safety and wellbeing of staff within TCCS continues.
- Governance outlined on p75.
- Initiatives completed on p75
  - implemented the Take 5 program within the City Presentation branch to assist staff to identify and manage risks prior to undertaking work
  - actioned findings in response to the Comcare self-insurance audit (84% compliance)
  - launched the 2020-21 Safety Community of Practice with a focus on Mental Health and Wellbeing
  - developed and implemented a dedicated Safety and Wellbeing intranet presence in response to COVID-19
  - developed operational transition plans in response to COVID-19 and new working arrangements, including 480NBA
  - delivered over 30 sessions with employees focused on the implementation of SafetyNet
  - undertook a noise exposure survey for Domestic Animals Services and the City Presentation branch
  - implemented an air quality reporting program to support staff undertaking external work in response to the bush fires crisis
  - refined WHS reporting across the Directorate to inform the Executive Board and WHS Committees with clear, consistent, and concise WHS information
  - Flu vaccine, redesigned for COVID environment
  - Strong focus on mental health and wellbeing - 5 mindfulness sessions plus access to mindfulness online for all staff, promoted Mental Health Guru App, 4 mental health and wellbeing info session during Safe Work Month.
- 
- **Stats**
  - Zero recorded instances of failure to comply with a safety duty under Part 2 Division 2.2, 2.3 or 2.4 of the *Work Health and Safety Act 2011*.
  - Zero improvement, prohibition, enforceable undertaking or non-disturbance notices issued for the reporting period.
  - 939 reported workplace accidents or incidents across TCCS,
    - 30 required notification to WorkSafe ACT in accordance with the Act.
  - 2 main mechanism of injury categories - muscular stress (22%) and slips trips & falls (7%)
  - Psychological incidents account for 2% of accident incident reports.
  - Workers compensation

Cleared as complete and accurate: 10/02/2021

Cleared by:

Chief Operating Officer

Ext: 58316

Contact Officer name:

Anthony Wickens

Ext: 55107

- largest accepted claims in 2019-20 - muscular stress and slips (42%), trips & falls (15%)
  - Psychological claims (10%) of accepted claims.
- Target to reduce incidence rate of claims resulting in one or more weeks off by at least 30 percent
  - Achieved 5 out of past 6 years; including last 3 consecutive years.
  - Achieved in 2019 – 20; rate achieved 17.98 against target of 21.12.

## Key Information (Safety Initiatives)

- Development and implementation of the TCCS Work Health Safety Management System has been a primary focus over the last 2.5 years. **(COMPLETE)**
- The Work Health Safety Management System (WHSMS) is an integrated systematic approach to managing work health and safety, including organisational structures, accountabilities, guidelines, procedures and factsheets to achieve work health and safety objectives and to create an efficient recordable way of managing work health and safety. **(COMPLETE)**
- In August 2019 Comcare undertook an audit of the WHSMS which achieved **84% compliance** against the National Self Insurer WHS Audit Tool and actioned findings in response to non-conformances. **(IN PROGRESS)**
- Work carries on with implementation of the Safety Community of Practice to support roll out of the TCCS Occupational Violence Management Plan. **(IN PROGRESS)**
- TCCS developed and implemented a number of safety and wellbeing initiatives including promotion of National Safe Work Month in addition to wellbeing a part of everyday activities including managing fatigue, mental health awareness, nutrition, mindfulness and Mental Health Guru App and online training program. **(IN PROGRESS)**
- TCCS developed and implemented a dedicated Safety and Wellbeing intranet presence in response to COVID-19. **(COMPLETE)**
- TCCS delivered the employee annual Flu vaccination program, redesigned in response to the COVID-19 pandemic **(COMPLETE)**

**Table 1 – Workplace health and safety statistics in 2019-20**

<b>Lag indicators</b>	
Incidents notified to WorkSafe ACT	30
Notices received from WorkSafe ACT <ul style="list-style-type: none"> <li>- In the 20-21 period WorkSafe ACT issued 1 Prohibition Notice and 1 Improvement Notice to City Presentation associated with mowing operations.</li> <li>- These Notices were issued on 17 December 2020 and 21 January 2021.</li> </ul>	Nil

Cleared as complete and accurate: 10/02/2021  
 Cleared by: Chief Operating Officer Ext: 58316  
 Contact Officer name: Anthony Wickens Ext: 55107

Provisional Improvement Notices (PIN's) issued by HSR's - There have been no Provisional Improvement Notices issues by TCCS elected Health and Safety Representatives in last three years.	Nil
Total reported workplace incidents or accidents	939
Reported workplace incidents or accidents (with no injury or illness)	408
Accepted workers compensation claims	47
Total weeks lost from new claims	268.76
Average time off per work injury (weeks)	5.71
Average cost per accepted claim	\$12,439
Employees using the Employee Assistance Program (%)	1.5%

Cleared as complete and accurate: 10/02/2021

Cleared by: Chief Operating Officer

Ext: 58316

Contact Officer name:

Anthony Wickens

Ext: 55107

**ISSUE: Internal Audit (page 62)**

## Talking points:

- The internal audit function within TCCS is overseen by a Chief Audit Executive and administered by a designated TCCS Audit Manager.
- The Internal Audit Committee reports to the Director-General on the governance, risk and internal control environment.
- Activities are conducted in accordance with the TCCS Internal Audit Charter and the TCCS Audit Committee Charter.
- The Internal Audit Committee consists of five members (list on 63): an independent external chair, two independent members external to ACT Government, one member who is an ACT Government Executive level employee and one TCCS representative who is an Executive level employee.

## Key Information

- Stats
  - 9 internal audits (6 performance and 3 compliance audits) presented to the Internal Audit Committee in 2019-20.
  - 1 Auditor-General performance report was tabled in the Legislative Assembly relating to waste collection management.
  - 2 Auditor-General performance reports included content relating to the activities of TCCS including:
    - Transfer of workers' compensation arrangements from ComCare; and
    - 2018-19 Financial Audits Computer Information Systems.
  - 3 additional internal audits commenced within the reporting period.
- 9 internal audits finalised in 2019-20 and 1 AG performance report:

Type	Title	Recommendations Status
Performance (Internal)	<ul style="list-style-type: none"> <li>Light Rail Monthly Service Payment (2 Stage Audit)</li> </ul>	<ul style="list-style-type: none"> <li>10 recommendations identified.</li> <li>Recommendations 100% Complete.</li> </ul>
	<ul style="list-style-type: none"> <li>Domestic Animal Services Operations</li> </ul>	<ul style="list-style-type: none"> <li>71 recommendations split across 3 areas of priority.</li> <li>priority 1 – 18 identified – 4 remain open. Expected to be closed end of calendar year (or before).</li> <li>priority 2 – 30 identified – 12 remain open. Expected to be closed end of financial year (or before).</li> <li>priority 3 – 23 identified. Nil complete. Implementation of recommendations to be considered based on implementation of priority 1 and 2 recs.</li> </ul>
	<ul style="list-style-type: none"> <li>IAMS Replacement Project – Gate 4 Review</li> </ul>	<ul style="list-style-type: none"> <li>12 recommendations identified.</li> <li>Recommendations 100% Complete.</li> </ul>
	<ul style="list-style-type: none"> <li>Strategic Asset Management</li> </ul>	<ul style="list-style-type: none"> <li>2 recommendations identified.</li> <li>1 recommendation complete - 1 remains open. Expected to be closed end of calendar year (or before).</li> </ul>
	<ul style="list-style-type: none"> <li>Development Applications Management – Waste Code of practice</li> </ul>	<ul style="list-style-type: none"> <li>9 recommendations identified.</li> <li>Recommendations to be completed through the implemented through an action plan, with progress regularly reported.</li> </ul>
	<ul style="list-style-type: none"> <li>NoWaste - Material Recovery Facility Business Continuity and Contract Management</li> </ul>	<ul style="list-style-type: none"> <li>5 recommendations identified.</li> <li>Recommendations 100% Complete.</li> </ul>

Compliance (Internal)	<ul style="list-style-type: none"> <li>Staff cessations management</li> </ul>	<ul style="list-style-type: none"> <li>8 recommendations identified – 3 remain open.</li> <li>Expected to be closed end of calendar year (or before).</li> </ul>
	<ul style="list-style-type: none"> <li>Business Continuity Management</li> </ul>	<ul style="list-style-type: none"> <li>5 recommendations identified – 5 remain open and are progressing within anticipated timeframes.</li> <li>Expected to be closed end of calendar year (or before).</li> </ul>
	<ul style="list-style-type: none"> <li>Records management</li> </ul>	<ul style="list-style-type: none"> <li>6 recommendations identified – 6 remain open and are progressing within anticipated timeframes.</li> <li>Expected to be closed end of calendar year (or before).</li> </ul>
ACT Auditor-General (External)	<ul style="list-style-type: none"> <li>ACT NoWaste – Collections Management</li> </ul>	<ul style="list-style-type: none"> <li>6 recommendations identified – 6 remain open and are progressing within anticipated timeframes.</li> <li>Expected to be closed end of calendar year (or before).</li> </ul>

- 3 audits commenced in 2019-20:

Type	Title
Performance (Internal)	<ul style="list-style-type: none"> <li>Payroll – Payment of salaries and allowances</li> </ul>
Compliance (Internal)	<ul style="list-style-type: none"> <li>Assurance map refresh</li> <li>Ashes management follow up</li> </ul>

### Comparison between reporting years:

Category	2018/19 program	2019/20 program	Comments
Audits undertaken	13	9	Strategic Internal Audit Plan only. Excludes ACT Audit Office audits.

			Three additional reviews commenced within the reporting period.
Contracted provider	\$131,133.64	\$89,589.00	2019/20 costs based on audits completed in full within reporting period.
Audit services panel / other	\$50,767.20	\$95,728.00	2019/20 costs based on audits completed in full within reporting period.
Committee Membership expenditure	\$53,800.00	\$53,900.00	Variance due to change in audit chair and negotiated contract price; and difference between members attendance .
<b>Totals</b>	<b>\$235,700.84</b>	<b>\$239,217.00</b> (up \$3516.16) 1.5 % increase	<b>GST Inclusive</b>

- The TCCS Audit Program provides robust scrutiny on business improvement, and is significantly informed by risk management and better practice.
- The Committee also monitored audits conducted by the ACT Auditor-General and reviewed published reports.

#### **Audit Committee Membership**

- [REDACTED] (Chair) Independent Member (external)
- [REDACTED] Independent Member (external)
- [REDACTED] Independent Member (external)
- Moira Crowhurst ACT Government JACSD Executive
- Ian McGlinn Internal Member TCCS Executive

**ISSUE: Fraud prevention (Annual report page 59)**

**Talking points:**

- Fraud control
  - overseen by the TCCS Senior Executive Responsible for Business Integrity Risk (SERBIR).
  - Advisory panel supports – members listed in Annual Report.
  - monitored the TCCS Internal Audit Committee.
- TCCS Fraud and Corruption Plan updated in June 2020 following consultation with the newly established ACT Integrity Commission and the TCCS Internal Audit Committee.
- The Plan provides a framework aimed at enhancing integrity and reducing fraud related risk and is complemented by mandated training which educates staff the concepts of fraud and corruption, and provides clear reporting channels in line with their obligations under the Public Sector Management Act.
- The TCCS SERBIR meets with the Intergity Commissioner every six weeks and has provided copies of TCCS templates and factsheet materials.
- All staff messaging was disseminated from the SERBIR detailing fraud and corruption awareness during COVID, and additional messaging on gifts and benefits leading up to Christmas.

**Stats**

- 410 staff participated in the TCCS Fraud and Ethics Awareness training in 2019-20 of which 235 completed it via the eLearning module. (ref Table 1.)
- 3 were three cases of suspected fraudulent activity reported to the TCCS SERBIR in the 2019-20 period. All three cases were reviewed. Outcomes listed at (ref Table 2.)
- Number of reported incidents 2018

Financial Year	Incidents reported	Outcome
2018-19	10	All matters closed

2019-20	3	All matters closed
2020-21	4	<p>2 matters closed</p> <ul style="list-style-type: none"> <li>1 x allegation staff manipulated database information without authorisation – PA completed (no finding of misconduct)</li> <li>1 x allegation that two staff gained entitlement to salary and allowances they were not entitled to (accepted minor monetary gift (\$20) for private job) – Investigation completed with both staff members receiving a written admonishment, monetary fine equivalent to amount received and retraining in Fraud and Ethics.</li> </ul> <p>2 matters opened - currently with delegate</p>

- Details of cases can be taken on notice, noting that personal details will not be released and it may not be appropriate to release details of cases currently under investigation.

**Table 1.** Staff completed Fraud and Ethics Awareness Training

	Total	Face to Face	eLearning
<b>2018-19</b>	329	303	26 (eLearning module launched in early 2019)
<b>2019-20</b>	410	175	235

**Table 2.** Fraud Matters Investigated 2019-20

Allegation	Outcome
'Staff member misused time'	'No finding of misconduct or fraud was substantiated'

<p>It was alleged that a staff member was spending excessive amounts of time in a public carpark.</p>	<p>Staff member was parking vehicle in public car park while conducting inspections of surrounding TCCS managed land.</p>
<p><b>'Theft of a mobile phone'</b></p> <p>Allegation that a staff member found a mobile phone [REDACTED]. When approached by the owner of the phone, the staff member denied having the phone. The matter was reported to Area Supervisor who questioned the staff member and subsequently handed over the phone. The phone was then surrendered to ACT Police to contact the owner for collection.</p>	<p><b>'Allegation was substantiated,</b> staff member received a reduction in pay increment and written warning.'</p>
<p><b>'Unapproved disposal of scrap metal to third party'</b></p> <p>It was alleged that a third party was allowed to collect scrap metal which was being disposed from a TCCS site for their own benefit.</p>	<p><b>'No finding of misconduct,</b> disposal procedures updated and staff educated on the new process and their respective obligations.'</p> <p>standard operating procedures were developed to manage the correct disposal of scrap metal from sites and staff educated on the new process.</p>

Minister Steel  
Transport Canberra and City Services  
Directorate  
2020-21 Budget  
February 2021  
Briefing Pack

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## 2020-21 Budget (phase 2) Initiative Summary

TCCS Initiative #	Initiative name	Capital					Capital Provision					Expense (excluding depreciation)					Revenue / Offsets				
		2020-21	2021-22	2022-23	2023-24	Total	2020-21	2021-22	2022-23	2023-24	Total	2020-21	2021-22	2022-23	2023-24	Total	2020-21	2021-22	2022-23	2023-24	Total
E99	Parkes Way Early works	-	-	-	-	-	-	-	-	-	-	1,000	2,700	1,300	-	5,000	(500)	(1,350)	(650)	-	(2,500)
E105	Improving road safety through Mobile Detection Cameras (TCCS component only)	-	-	-	-	-	-	-	-	-	-	726	2,073	1,922	1,973	6,694	-	(6,311)	(7,762)	(5,570)	(19,643)
E107	Feasibility and design studies for community infrastructure and upgrades	-	-	-	-	-	-	-	-	-	-	2,520	-	-	-	2,520	-	-	-	-	-
CW01	John Gordon Drive and Molonglo River Bridge Crossing	3,000	60,000	60,000	51,200	174,200	-	(18,800)	(76,000)	(81,200)	(176,000)	-	-	-	-	-	(1,500)	(30,000)	(30,000)	(26,000)	(87,500)
CW100	Road Safety improvements	6,000	6,000	-	-	12,000	-	-	-	-	-	-	-	60	180	240	(3,000)	(3,000)	-	-	(6,000)
CW101	Monaro Highway Upgrade*	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
CW102	Ensuring uninterrupted power supply to traffic lights	250	250	250	150	900	-	-	-	-	-	-	-	3	7	10	(125)	(125)	(125)	(75)	(450)
CW103	Schools for our growing city – Kenny High School	1,000	5,000	5,000	-	11,000	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
CW104	Planning and design for a zero emissions bus network	500	300	-	-	800	-	NFP	NFP	-	NFP	-	-	-	-	-	-	-	-	-	-
CW106	Upgrading an intersection on Owen Dixon Drive	2,000	8,000	-	-	10,000	-	-	-	-	-	-	-	100	300	400	-	-	-	-	-
CW108	Local Roads and Community Infrastructure (TCCS component only)	715	2,660	-	-	3,375	-	-	-	-	-	5,170	2,730	7	33	7,940	(5,885)	(5,390)	-	-	(11,275)
CW109	Road Improvements for Canberra's south-west	-	-	-	-	-	-	4,000	10,000	10,000	24,000**	-	-	-	-	-	-	(2,000)	(5,000)	(5,000)	(12,000)**
E98	Fast tracking bulky waste collection services	-	-	-	-	-	-	-	-	-	-	(456)	240	(53)	(356)	(625)	-	-	-	-	-
HEA E01	COVID-19 Public Health Response	-	-	-	-	-	-	-	-	-	-	1,916	-	-	-	1,916	(841)	-	-	-	(841)

**Sensitive: Cabinet**

CMTEDD	Continuing Government Services – Compensating for loss of own-source revenue due to COVID-19	-	-	-	-	-	-	-	-	-	-	16,332	-	-	-	16,332	-	-	-	-	
CMTEDD COVID-19 Y	Phase 3 – Expansion of minor capital works projects	-	-	-	-	-	-	-	-	-	-	2,100	-	-	-	2,100	-	-	-	-	
	ACT Contribution – Bridge Renewal Programme	4,618	-	-	-	4,618	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
	ACT Contribution – Heavy Vehicle Safety and Productivity	1,883	-	-	-	1,883	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
	<b>Total</b>	<b>19,966</b>	<b>82,210</b>	<b>65,250</b>	<b>51,350</b>	<b>218,776</b>	<b>-</b>	<b>(14,800)</b>	<b>(66,000)</b>	<b>(71,200)</b>	<b>(152,000)</b>	<b>29,308</b>	<b>7,743</b>	<b>3,339</b>	<b>2,137</b>	<b>42,527</b>	<b>(11,851)</b>	<b>(48,176)</b>	<b>(43,537)</b>	<b>(36,645)</b>	<b>(140,209)</b>

\*This initiative established additional \$15.25 million in capital provision for 2024-25 which is required to match the Australian Government committed amount

\*\* Additional capital provision of \$76 million is sought in the forward years to match the Australian Government committed funding of \$50 million of which \$38 million is in the 2024-25 and forward years

## Parkes Way Early works (TCCS E99)

### Description: Parkes Way Early works

	2020-21 \$'000	2021-22 \$'000	2022-23 \$'000	2023-24 \$'000	Total \$'000
Expenses	1,000	2,700	1,300	0	5,000
<b>Net cost of services</b>	<b>1,000</b>	<b>2,700</b>	<b>1,300</b>	<b>0</b>	<b>5,000</b>

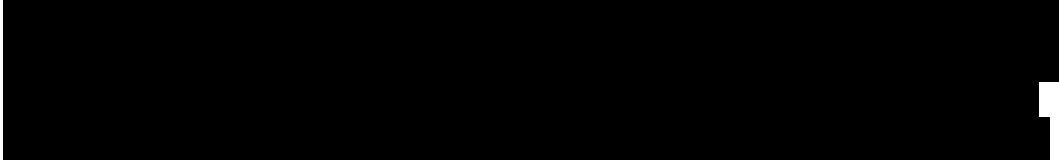
The Government will undertake a feasibility study and develop preliminary sketch plans for options to improve capacity and safety along Parkes Way. This study is being facilitated by a Commonwealth grant through the *National Partnership Agreement for Land and Transport Infrastructure Projects* which will cover 50 per cent of the cost.

### Component Breakdown

Financial Impacts Summary	2020-21 \$'000	2021-22 \$'000	2022-23 \$'000	2023-24 \$'000	Totals \$'000
<b>Expenses</b>					
Expenses	1,000	2,700	1,300	0	5,000
<b>Total Expenses</b>	<b>1,000</b>	<b>2,700</b>	<b>1,300</b>	<b>0</b>	<b>5,000</b>
<b>Offsets</b>					
Offset – Capital – (Commonwealth)	-500	-1,350	-650	0	-2,500
<b>Total Offsets</b>	<b>-500</b>	<b>-1,350</b>	<b>-650</b>	<b>0</b>	<b>-2,500</b>
<b>Net Capital</b>	<b>500</b>	<b>1,350</b>	<b>650</b>	<b>0</b>	<b>2,500</b>

### Key Points

- Parkes Way is Canberra’s central east-west corridor for freight movement and passenger travel.
- [REDACTED]
- The entire length of Parkes Way is on land which is classed as Designated as per the Planning and Land Management Act 1988 (Cwlth).
  - For Designated Areas the NCA has responsibility for determining detailed planning policy and development assessment (i.e. Works Approval).
  - From the Glenloch Interchange to Commonwealth Avenue, Parkes Way is on Territory Land, for which Roads ACT is the land custodian and asset owner.
- Parkes Way, from Commonwealth Avenue to Kings Avenue is on national land and the land custodian and asset owner is the National Capital Authority (NCA).
- [REDACTED]

- 
- Increasing the traffic capacity of Parkes Way is crucial to reducing disruption and maximising the value of these investments in the long-term.

## Improving road safety through Mobile Device Detection Cameras (TCCS E105)

### Description: Improving road safety through Mobile Device Detection Cameras

	2020-21	2021-22	2022-23	2023-24	Total
	\$'000	\$'000	\$'000	\$'000	\$'000
Expenses – TCCS	726	2,073	1,922	1,973	6,694
Expenses – CMETEDD	210	762	911	929	2,812
Expenses – JACS	0	144	150	154	448
<b>Total Expenses</b>	<b>936</b>	<b>2,979</b>	<b>2,983</b>	<b>3,056</b>	<b>9,954</b>
Revenue	0	6,311	7,762	5,570	19,643
<b>Net cost of services</b>	<b>936</b>	<b>-3,332</b>	<b>-4,779</b>	<b>-2,514</b>	<b>-9,689</b>
<b>Staffing (FTEs)</b>	0	10.38	10.38	10.38	

The Government will introduce mobile device detection cameras, as part of the ACT's road safety camera program, to support law enforcement activities and to increase road safety.

#### Key Points:

- Current roll-out is planned for August 2021.
- Implementation of the cameras will increase safety for all ACT road users and reduce costs for the Territory associated with road trauma.
- [REDACTED]
- Addressing fundamental road safety issues, such as driver distraction, has a positive flow-on effect for the safety of all road users.
- Mobile device use while driving is recognised as one of the greatest challenges currently facing road safety, due to the increased risks associated with phone use while driving and the high prevalence of mobile phone use.
- Automated, camera-based enforcement, coupled with police enforcement, have been proven to help prevent crashes and reduce road trauma. The introduction of mobile device detection cameras, alongside the Territory's existing road safety cameras and infrastructure, will support existing law enforcement activities undertaken by ACT Policing.
- Early data from the use of the cameras in NSW indicates that the cameras have been effective in reducing illegal mobile phone use while driving. During the pilot of the cameras, the NSW Government captured people illegally using their mobile phones 1.22% of the time. This decreased to 0.34% during the initial implementation of the cameras, when warning letters only were issued (1 December 2019 to 29 February 2020), and further to 0.24% during the period of 1 March 2020 to 30 June 2020 when enforcement of offences was occurring.
- NSW reported that 11,790 new mobile phone offences were detected in the first month of the cameras operating as an enforcement tool (an increase of 1,500 per cent from the previous month and equal to \$7.5 million in additional revenue).

## Feasibility and design studies for community infrastructure and upgrades (TCCS E107)

### Description: Feasibility and design studies for community infrastructure and upgrades

	2020-21 \$'000	2021-22 \$'000	2022-23 \$'000	2023-24 \$'000	Total \$'000
Expenses	2,520	0	0	0	2,520
<b>Net cost of services</b>	<b>2,520</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>2,520</b>

The Government will fast track a range of feasibility and design work on projects across Canberra in the next four months to develop a pipeline of shovel-ready proposals for future consideration.

### Component Breakdown

Financial Impacts Summary	2020-21 \$'000	2021-22 \$'000	2022-23 \$'000	2023-24 \$'000	Totals \$'000
<b>Capital Impacts</b>	0	0	0	0	0
<b>Total Capital</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>
<b>Expense</b>					
Expense - Sulwood Drive Primary/Main Route	340	0	0	0	340
Expense - Mt Taylor Carpark safety improvements	57	0	0	0	57
Expense - Local shops - Campbell, South Kaleen and Duffy local shops	680	0	0	0	680
Expense - Telopea Park	57	0	0	0	57
Expense - Beltana Road	283	0	0	0	283
Expense - Road Safety Program	226	0	0	0	226
Expense - Phillip Oval Upgrade	567	0	0	0	567
Expense - Namatjira Drive/Streeton Drive and Heysen Street/Streeton Drive Intersection improvements	310	0	0	0	310
<b>Total Expense</b>	<b>2,520</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>2,520</b>

### Key Points:

- [Redacted]
- [Redacted]
- [Redacted]

- [Redacted content]

## John Gordon Drive and Molonglo River Bridge Crossing (TCCS CW01)

### Description: John Gordon Drive and Molonglo River Bridge Crossing

	2020-21	2021-22	2022-23	2023-24	Total
	\$'000	\$'000	\$'000	\$'000	\$'000
Capital	3,000	60,000	60,000	51,200	174,200
Capital – Capital – Provision	0	-18,800	-76,000	-81,200	-176,000
<b>Total Capital</b>	<b>3,000</b>	<b>41,200</b>	<b>-16,000</b>	<b>-30,000</b>	<b>-1,800</b>
Expenses <sup>1</sup>	0	0	0	0	0
Associated Depreciation <sup>2</sup>	0	0	0	0	0
<b>Net cost of services</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>

The Government will progress the detailed design and construction of the John Gorton Drive 3C extension, including constructing a bridge across the Molonglo River. The project includes a signalised intersection to provide access to the Molonglo Group Centre, on-road cycle lanes, and an off-road shared use path.

### Component Breakdown

Financial Impacts Summary	2020-21	2021-22	2022-23	2023-24	Totals
	\$'000	\$'000	\$'000	\$'000	\$'000
<b>Capital Impacts</b>					
Capital <sup>3</sup>	3,000	60,000	60,000	51,200	174,200
<b>Total Capital</b>	<b>3,000</b>	<b>60,000</b>	<b>60,000</b>	<b>51,200</b>	<b>174,200</b>
<b>Offsets</b>					
Offset – Capital – (Commonwealth)	-1,500	-30,000	-30,000	-26,000	-87,500
<b>Total Offsets</b>	<b>-1,500</b>	<b>-30,000</b>	<b>-30,000</b>	<b>-26,000</b>	<b>-87,500</b>
<b>Net Capital</b>	<b>1,500</b>	<b>30,000</b>	<b>30,000</b>	<b>25,200</b>	<b>1,500</b>

### Key Points:

- This project is 1.7km of dual carriageway road approaches and a 227m long bridge over the Molonglo River, completing John Gorton Drive between William Hovell Drive and Cotter Road.
- The completed arterial road will accommodate public transport, on and off-road active travel and [REDACTED].
- The project facilitates ongoing land development in Whitlam and the future Molonglo areas including Denman Prospect Stage 3, Molonglo 3 East and Molonglo Town Centre.

<sup>1</sup> Repairs and maintenance based on 1% in the year following completion and 2% per annum thereafter will begin in 2025-26.

<sup>2</sup> Road depreciation is based on a useful life of 75 years of \$0.750m per year will begin in 2024-25. Bridge depreciation is based on a useful life of 100 years of \$1.075m per year will begin in 2024-25.

<sup>3</sup> Additional funding was committed by the ACT during the August 2020 Economic and Fiscal Update, refer to William Hovell Drive, Athllon Drive and John Gorton Drive.

**Sensitive: Cabinet**

- This project provides full connectivity for Molonglo and supports the full development of Molonglo Valley. It will replace the substandard and dangerous Coppins Crossing Road and low-level crossing.
- John Gorton Drive (3C) is also a corridor for critical service infrastructure between Molonglo 2 and 3, specifically 11kV electricity, gas (if required) and telecommunications. These services are required to service the full development of Denman Prospect and the Molonglo Town Centre.
- The project also includes a permanent water quality control pond, a new four-way signalised intersection, a left-in / left-out intersection and a shared path underpass of the JGD carriageway to facilitate active travel and provide infrastructure to support the Molonglo Town Centre.

- [Redacted]
- [Redacted]
- [Redacted]
- [Redacted]
- [Redacted]

## Road safety improvements (TCCS CW100)

### Description: Road safety improvements

	2020-21	2021-22	2022-23	2023-24	Total
	\$'000	\$'000	\$'000	\$'000	\$'000
Capital	6,000	6,000	0	0	12,000
<b>Total / Net Capital</b>	<b>6,000</b>	<b>6,000</b>	<b>0</b>	<b>0</b>	<b>12,000</b>
Depreciation	0	150	300	300	750
Associated Expenses	0	0	60	180	240
<b>Net cost of services</b>	<b>0</b>	<b>150</b>	<b>360</b>	<b>480</b>	<b>990</b>

The Government will improve road safety across Canberra. This is being facilitated by a Commonwealth grant as part of its *Targeted Road Safety Works* program, which will fund 50 per cent of the capital costs.

### Component Breakdown

Financial Impacts Summary	2020-21	2021-22	2022-23	2023-24	Totals
	\$'000	\$'000	\$'000	\$'000	\$'000
<b>Capital Impacts</b>					
Capital	6,000	6,000	0	0	12,000
<b>Total Capital</b>	<b>6,000</b>	<b>6,000</b>	<b>0</b>	<b>0</b>	<b>12,000</b>
<b>Offsets</b>					
Offset – Capital – (Commonwealth)	-3,000	-3,000	0	0	-6,000
<b>Total Offsets</b>	<b>-3,000</b>	<b>-3,000</b>	<b>0</b>	<b>0</b>	<b>-6,000</b>
<b>Net Capital</b>	<b>3,000</b>	<b>3,000</b>	<b>0</b>	<b>0</b>	<b>6,000</b>
Depreciation	0	150	300	300	750
Associated Expenses	0	0	60	180	240
<b>Total Expenses</b>	<b>0</b>	<b>150</b>	<b>360</b>	<b>480</b>	<b>990</b>

### Key Points

- Australian Government funding for the Road Safety Program has been committed from 1 January 2021. [REDACTED]
- [REDACTED]
- The ACT Government will deliver projects concerning Road Safety as part of the Safe System Approach, including the replacement of non-compliant road barriers, construction of new bikeways, widening of the existing shared path network and Local Area Traffic Management (LATM).
- The ACT Government will also improve road safety on the rural arterial network through the introduction of new safety barriers and sealing of road shoulders in high risk crash locations.

- The Road Safety Program has been identified to have a 'use it or lose it' funding model.

- [REDACTED]

- [REDACTED]

- [REDACTED]

## Monaro Highway Upgrade (TCCS CW101)

### Description: Monaro Highway Upgrade

	2020-21	2021-22	2022-23	2023-24	Total
	\$'000	\$'000	\$'000	\$'000	\$'000
Capital – Provision <sup>3</sup>	0	0	0	0	0
<b>Total Capital</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>

The Government will continue to progress design and construction for upgrading further sections of the Monaro Highway and will establish a further \$30.5 million capital provision for this project in 2024-25. This project is being facilitated by a Commonwealth grant through the *National Partnership Agreement on Land Transport Infrastructure*, which will also see the Commonwealth contribute 50 per cent of the additional expenditure.

### Key Points:

- Monaro Highway provides the primary link to the south-eastern part of New South Wales (NSW), mainly the Snowy Mountains, for the traffic from the ACT and the areas from north of the territory including Sydney, NSW.
- The highway through Hume currently consists of dual 3.5m wide north and southbound lanes posted at 80km/h, with 2.0m sealed shoulders, 'at grade' intersections within a generally 100m wide road reserve.
- The National Partnership Agreement (NPA) on Land Transport Infrastructure Projects identifies Federal funding in the amount of \$115.25 million, for a total program amount of \$230.5 million across at least 4 years.
- The focus will be on the Monaro Highway / Lanyon Drive Intersection. This includes works on Monaro Highway between the Sheppard Street intersection and the David Warren Road intersection, including upgrades to Lanyon Drive and David Warren Road.
- The primary project objective is to improve travel efficiency and safety performance of Monaro Highway and the connecting road networks by improving the existing road alignment.
- The study areas include the intersections with Lanyon Drive and Isabella Drive and intersections with Mugga Lane, Tralee Street and Sheppard Street into Hume.

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<sup>3</sup> \$15.25 million is sought to be provided for by the ACT Government in future years to match the Australian Government commitment of \$115.25 million towards Monaro Highway Upgrade

## Ensuring uninterrupted power supply to traffic lights (TCCS CW102)

### Description: Ensuring uninterrupted power supply to traffic lights

	2020-21 \$'000	2021-22 \$'000	2022-23 \$'000	2023-24 \$'000	Total \$'000
Capital	250	250	250	150	900
<b>Total Capital</b>	<b>250</b>	<b>250</b>	<b>250</b>	<b>150</b>	<b>900</b>
Expenses	0	0	3	7	10
Associated Depreciation	0	8	17	25	50
<b>Net cost of services</b>	<b>0</b>	<b>8</b>	<b>20</b>	<b>32</b>	<b>60</b>

The Government will continue to enhance the resilience and safety of traffic operations and traffic management across the ACT by installing uninterrupted power supply units at thirty-five traffic signal sites. The installation will support continued and safe operation of major signalised intersections in the event of a power outage. This is being facilitated by a Commonwealth grant through the *National Partnership Agreement on Disaster Risk Reduction*.

### Component Breakdown

Financial Impacts Summary	2020-21 \$'000	2021-22 \$'000	2022-23 \$'000	2023-24 \$'000	Totals \$'000
<b>Capital Impacts</b>					
Capital	250	250	250	150	900
<b>Total Capital</b>	<b>250</b>	<b>250</b>	<b>250</b>	<b>150</b>	<b>900</b>
<b>Offsets</b>					
Offset – Capital – (Commonwealth)	-125	-125	-125	-75	-450
<b>Total Offsets</b>	<b>-125</b>	<b>-125</b>	<b>-125</b>	<b>-75</b>	<b>-450</b>
<b>Net Capital</b>	<b>125</b>	<b>125</b>	<b>125</b>	<b>75</b>	<b>450</b>
Expenses	0	0	3	7	10
Associated Depreciation	0	8	17	25	50
<b>Total Expenses</b>	<b>0</b>	<b>8</b>	<b>20</b>	<b>32</b>	<b>60</b>

### Key Points:

- It is important to ensure traffic signals work consistently and uninterrupted 24 hours a day, 7 days a week providing safe and efficient journeys for vehicles and cyclists.

- [REDACTED]

- [REDACTED]

- [REDACTED]



## Schools for our growing city – Kenny High School (EDU CW03 and TCCS CW103)

### Description: Schools for our growing city – Kenny High School

	2020-21	2021-22	2022-23	2023-24	Total
	\$'000	\$'000	\$'000	\$'000	\$'000
Capital – EDU	0	0	13,410	0	13,410
Capital – TCCS	1,000	5,000	5,000	0	11,000
<b>Total Capital</b>	<b>1,000</b>	<b>5,000</b>	<b>18,410</b>	<b>0</b>	<b>24,410</b>
Depreciation – EDU	0	0	859	1,718	2,577
Depreciation – TCCS	0	0	110	220	330
Expenses – EDU	0	195	375	780	1,350
<b>Net cost of services</b>	<b>0</b>	<b>195</b>	<b>1,344</b>	<b>2,718</b>	<b>4,257</b>

The Government will provide additional funding to meet the full construction cost of the new 800 permanent places for the Year 7 to Year 10 high school in East Gungahlin (Kenny), with the ability to expand to 1,000 students. The capital funding will address site topology, drainage, additional road works, and parking associated with the site. The Government will also design and construct supporting infrastructure including roads, paths, and bus bays to enable access to the new school.

The expense funding will support the final costs of employing school operating staff and ongoing repairs and maintenance. The school is scheduled to open for the 2023 school year.

### Key Points:

- [Redacted]
- [Redacted]
- [Redacted]
- [Redacted]

## Planning and design for a zero emissions bus network (TCCS CW104)

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### Description: Planning and design for a zero emissions bus network

	2020-21	2021-22	2022-23	2023-24	Total
	\$'000	\$'000	\$'000	\$'000	\$'000
Capital	500	300	0	0	800
Capital – Provision	0	NFP	NFP	0	NFP
<b>Total Capital</b>	<b>500</b>	<b>300</b>	<b>0</b>	<b>0</b>	<b>800</b>
<b>Staffing (FTEs)</b>	<b>1</b>	<b>1</b>			

The Government will implement a pathway for the ACT to use zero emissions public transport, consistent with the *Zero Emission Transition Plan for Transport Canberra*, by electrifying Woden Bus Depot to enable the charging of electric buses.

The capital provision amount has been withheld in order to secure value for money.

### Key Points:

- [Redacted]
- [Redacted]
- [Redacted]

## Upgrading an intersection on Owen Dixon Drive (TCCS CW106)

### Description: Upgrading an intersection on Owen Dixon Drive

	2020-21 \$'000	2021-22 \$'000	2022-23 \$'000	2023-24 \$'000	Total \$'000
Capital	2,000	8,000	0	0	10,000
<b>Total Capital</b>	<b>2,000</b>	<b>8,000</b>	<b>0</b>	<b>0</b>	<b>10,000</b>
Expenses	0	0	100	300	400
Associated Depreciation	0	0	133	133	266
<b>Net cost of services</b>	<b>0</b>	<b>0</b>	<b>233</b>	<b>433</b>	<b>666</b>

The Government will further improve the north-south arterial road, between the Barton Highway and Ginninderra Drive by including a signalised intersection at Owen Dixon Drive.

### Key Points

- 
- The works will provide an additional road bridge over Ginninderra Creek to accommodate additional turning lanes from the signalisation of the intersection.
- William Slim Drive / Gundaroo Drive is a strategic north-south corridor connecting two of the major town centres in North Canberra – Gungahlin Town Centre and Belconnen Town Centre.
- Funding has been provided for the duplication of William Slim Drive / Gundaroo Drive to address capacity concerns. Since this time there has been increasing clarity on the expected traffic impact from the CSIRO site, which has changed since the initial design.
- Between 1 January 2014 to current, there were approximately 60 recorded crashes involving property damage only and an additional 7 crashes resulting also in an injury at the Owen Dixon Drive / William Slim Drive Intersection. Signalisation at the intersection will improve safety performance as it designates clear priority, as opposed to roundabouts. This is particularly important with the expected traffic increases and duplication of William Slim Drive.


[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]

## Local Roads and Community Infrastructure (TCCS CW108)

### Description: Local Roads and Community Infrastructure Program

	2020-21	2021-22	2022-23	2023-24	Total
	\$'000	\$'000	\$'000	\$'000	\$'000
Capital – TCCS	715	2,660	0	0	3,375
Capital – CMTEDD	1,035	4,020	0	0	5,055
<b>Total Capital</b>	<b>1,750</b>	<b>6,680</b>	<b>0</b>	<b>0</b>	<b>8,430</b>
Depreciation	0	57	294	294	645
Expenses – TCCS	5,170	2,730	7	33	7,940
Expenses – CMTEDD	0	0	10	61	71
Expenses – EPSDD	200	0	0	0	200
<b>Net cost of services</b>	<b>5,370</b>	<b>2,787</b>	<b>311</b>	<b>388</b>	<b>8,856</b>

This initiative is funded by a Commonwealth *Local Roads and Community Infrastructure* grant to deliver local projects to support jobs and the resilience of the economy while recovering from the COVID-19 pandemic.

This initiative will provide improvements to road and cycling infrastructure, playground and recreational infrastructure as well as waste, public toilet and library facilities.

### LRCI Component Breakdown – see next section for TCCS components only

Financial Impacts Summary	2020-21	2021-22	2022-23	2023-24	Totals
	\$'000	\$'000	\$'000	\$'000	\$'000
<b>Capital</b>					
TCCS – Minister Steel (Transport and City Services)	115	2,260	0	0	2,375
TCCS – Minister Berry (Sport & Recreation)	600	400	0	0	1,000
CMTEDD – Minister Steel (State)	1,035	4,020	0	0	5,055
<b>Total Capital</b>	<b>1,750</b>	<b>6,680</b>	<b>0</b>	<b>0</b>	<b>8,430</b>
<b>Expenses</b>					
TCCS Expenses	5,170	2,730	7	33	7,940
TCCS Depreciation	0	29	136	136	301
EPSDD Expenses	200	0	0	0	200
CMTEDD Expense	0	0	10	61	71
CMTEDD Depreciation	0	28	158	158	344
<b>Total Expenses</b>	<b>5,370</b>	<b>2,787</b>	<b>311</b>	<b>388</b>	<b>8,856</b>

## Local Roads and Community Infrastructure - Commonwealth stimulus package (TCCS component only)

	2020-21	2021-22	2022-23	2023-24	Total
	\$'000	\$'000	\$'000	\$'000	\$'000
Capital	715	2,660	0	0	3,375
Capital Offset (Commonwealth)	-715	-2,660	0	0	-3,375
<b>Total / Net Capital</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>
Expense	5,170	2,730	0	0	7,900
Expense Offset (Commonwealth)	-5,170	-2,730	0	0	-7,900
Depreciation	0	29	136	136	301
Associated Expenses	0	0	7	33	40
<b>Net cost of services</b>	<b>0</b>	<b>29</b>	<b>143</b>	<b>169</b>	<b>341</b>

The Government will continue to improve a variety of infrastructure across the ACT, including local roads, community paths, toilets and play spaces.

Included in the above is \$1m for sportsground facilities improvement program (Minister Berry responsibility).

### Component Breakdown

Financial Impacts Summary	2020-21	2021-22	2022-23	2023-24	Totals
	\$'000	\$'000	\$'000	\$'000	\$'000
<b>Capital Impacts</b>					
Capital – Public Toilets	0	800	0	0	800
Capital – Playground shade and fencing	0	760	0	0	760
Capital – Skateboarding facility	0	500	0	0	500
Capital – ACT NoWaste facility/site improvements	115	200	0	0	315
Capital – Sportsground facilities improvements program (Minister Berry)	600	400	0	0	1,000
<b>Total Capital</b>	<b>715</b>	<b>2,660</b>	<b>0</b>	<b>0</b>	<b>3,375</b>
<b>Expense</b>					
Expense - Fast-track road maintenance	4,000	0	0	0	4,000
Expense - Strategic Cycle Infrastructure Projects	170	2,430	0	0	2,600
Expense - Improve the Lake Ginninderra swimming area	0	300	0	0	300
Expense - More urban tree plantings	1,000	0	0	0	1,000
<b>Total Expense</b>	<b>5,170</b>	<b>2,730</b>	<b>0</b>	<b>0</b>	<b>7,900</b>

### Key Points:

- The Australian Government announced the Local Roads and Community Infrastructure Program (LRCI Program) on 22 May 2020. At that time the allocation for the ACT was identified at \$7.98 million.

- [Redacted]
- [Redacted]
- [Redacted]

## Road Improvements for Canberra's south-west (TCCS CW109)

### Description: Road Improvements for Canberra's south-west

	2020-21 \$'000	2021-22 \$'000	2022-23 \$'000	2023-24 \$'000	Total \$'000
Capital – Provision	0	4,000	10,000	10,000	24,000
<b>Total Capital</b>	<b>0</b>	<b>4,000</b>	<b>10,000</b>	<b>10,000</b>	<b>24,000</b>
Expenses	0	0	0	0	0
Associated Depreciation	0	0	0	0	0
<b>Net cost of services</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>

The Government will consider road upgrades to improve public transport, active travel, freight and safety along Canberra's South-Western road corridor. The entire transport corridor will be studied to identify the feasibility, transport benefits and the priority of potential upgrades. Subject to agreement on the project/s, the Commonwealth will fund half of a \$100 million project under the *National Partnership Agreement for Land and Transport Infrastructure Projects*.

### Component Breakdown

Financial Impacts Summary	2020-21 \$'000	2021-22 \$'000	2022-23 \$'000	2023-24 \$'000	Totals \$'000
<b>Capital Impacts</b>					
Capital	0	4,000	10,000	10,000	24,000
<b>Total Capital</b>	<b>0</b>	<b>4,000</b>	<b>10,000</b>	<b>10,000</b>	<b>24,000</b>
<b>Offsets</b>					
Offset – Capital – (Commonwealth)	0	-2,000	-5,000	-5,000	-12,000
<b>Total Offsets</b>	<b>0</b>	<b>-2,000</b>	<b>-5,000</b>	<b>-5,000</b>	<b>-12,000</b>
<b>Net Capital</b>	<b>0</b>	<b>2,000</b>	<b>5,000</b>	<b>5,000</b>	<b>12,000</b>

### Key Points:

- Tuggeranong Parkway is part of the ACT Orbital Freight Network and is a key north-south arterial transport corridor connecting northern and southern suburbs of Canberra.
- The Glenloch Interchange, where Caswell Drive, William Hovell Drive, Parkes Way and the Tuggeranong Parkway meet is also one of the most significant strategic transport interchanges in the ACT transport network, facilitating both north-south and east-west movements.
- During peak hour over 4,000 vehicles per hour utilise the Tuggeranong Parkway and over 40,000 vehicles use the road daily.
- Traffic volumes are forecast to increase as further development occurs in the Molonglo Valley

## Fast tracking bulky waste collection services (TCCS E98)

### Description: Fast tracking bulky waste collection services

	2020-21	2021-22	2022-23	2023-24	Total
	\$'000	\$'000	\$'000	\$'000	\$'000
Expenses	2,464	3,598	3,684	3,880	13,626
Offset – Expenses	-2,920	-3,358	-3,737	-4,236	-14,251
<b>Net cost of services</b>	<b>-456</b>	<b>240</b>	<b>-53</b>	<b>-356</b>	<b>-625</b>
<b>Staffing (FTEs) (additional)</b>	<b>0.5</b>	-	-	-	

The Government will accelerate the roll-out of the bulky waste collection service to all Canberra households in 2021.

The offset arises from a difference between the anticipated and actual take-up rate for the project and the cessation of an extension service.

### Key Points:

- Bulky waste rollout commenced in Gungahlin and Tuggeranong on 15 July 2020, and for eligible concession card holders from all ACT suburbs, delivering on a 2016 ACT Labor election commitment. The rest of the regions were planned for the following three financial years in a phased rollout.
- In 2020, ACT Labor made its commitment to bring forward the rollout to the whole of Canberra in 2021, so that all Canberrans are able to access the service that had been successfully rolled out in two regions. Fast tracking the rollout would deliver on this commitment.
- Currently there is a lower than anticipated take up rate in Tuggeranong and Gungahlin, which is currently at 4.9% as at end of October 2020 and advancing of the service will be welcomed by the collections contractor and will also be well received by residents considering feedback received from the current rollout.

## COVID-19 Public Health Response (HEA E01)

### Description: COVID-19 Public Health Response

	2020-21	2021-22	2022-23	2023-24	Total
	\$'000	\$'000	\$'000	\$'000	\$'000
Expenses – ACT Health Directorate	9,839	0	0	0	9,839
Expenses – Education Directorate	4,163	0	0	0	4,163
Expenses – Chief Minister, Treasury and Economic Development Directorate	3,539	0	0	0	3,539
Expenses – Justice and Community Safety Directorate	2,434	0	0	0	2,434
Expenses – Transport Canberra and City Services	2,450	0	0	0	2,450
Expenses – ACT Local Hospital Network	500	0	0	0	500
Expenses – Community Services Directorate	328	0	0	0	328
Expenses – Provision	0	16,593	0	0	16,593
Offset – Savings	-6,418	0	0	0	-6,418
Offset – Savings Provision	0	-5,336	0	0	-5,336
Hotel quarantine fees	1,138	437	0	0	1,575
Expenses – ACT Health Directorate	9,839	0	0	0	9,839
Expenses – Education Directorate	4,163	0	0	0	4,163
Expenses – Chief Minister, Treasury and Economic Development Directorate	3,539	0	0	0	3,539
<b>Net cost of services</b>	<b>15,697</b>	<b>10,820</b>	<b>0</b>	<b>0</b>	<b>26,517</b>

The Government will continue the COVID-19 response through the next phase of the pandemic in the coming 12 months. This initiative will continue to support the whole of government response to the health emergency. This initiative will be funded through a cost sharing arrangement between the Commonwealth and the Territory.

### Component Breakdown (TCCS only)

Financial Impacts Summary	2020-21 \$'000	2021-22 \$'000	2022-23 \$'000	2023-24 \$'000	Totals \$'000
<b>Additional expenses:</b>					
Libraries	909	0	0	0	909
TCO cleaning	1,071	0	0	0	1,071
Place Management	414	0	0	0	414
GAMS (480 Northbourne Avenue cleaning)	56	0	0	0	56
<b>Total:</b>	<b>2,450</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>2,450</b>
<b>Funded by:</b>					
Appropriation	1,916	0	0	0	1,916
Health reimbursement (other revenue)	534	0	0	0	534
<b>Total:</b>	<b>2,450</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>2,450</b>
<b>Offsets – Savings:</b>					
TCCS savings	(841)	0	0	0	(841)
<b>Total:</b>	<b>(841)</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>(841)</b>

### Key Points:

- The items included in this submission relate to expenses incurred over and above the normal course of business.

## Continuing Government Services – Compensating for loss of own-source revenue due to COVID-19 (CMTEDD)

### Description: Continuing Government Services – Compensating for loss of own-source revenue due to COVID-19

	2020-21	2021-22	2022-23	2023-24	Total
	\$'000	\$'000	\$'000	\$'000	\$'000
Expenses	22,090	0	0	0	22,090
<b>Net cost of services</b>	<b>22,090</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>22,090</b>

The Government will continue to support delivery of services to the community in 2020-21, by assisting agencies experiencing cost pressures and reductions to own-source revenue as a result of COVID-19, through measures including:

- supporting Events ACT with the continued delivery of events which include COVID safe measures;
- providing Transport Canberra and City Services Directorate (TCCS) and Transport Canberra Operations additional support for reduced fares and fee revenue;
- providing the Chief Minister, Treasury and Economic Development Directorate (CMTEDD) additional support for Government shopfronts to provide a safe environment for ACT Government staff and the community;
- supporting Venues Canberra amidst ongoing cancellations and limited venue capacity; and
- offsetting lost revenues for the Canberra Region Visitor Centre, due to the impact of COVID-19 on local tourism.

### Component Breakdown (TCCS only)

Financial Impacts Summary	2020-21	2021-22	2022-23	2023-24	Totals
	\$'000	\$'000	\$'000	\$'000	\$'000
<b>Revenue and expenses</b>					
Revenue foregone – Libraries	108	0	0	0	108
Revenue foregone – TCO	14,255	0	0	0	14,255
Revenue foregone – Sportsgrounds	1,531	0	0	0	1,531
Revenue foregone – Birrigai	275	0	0	0	275
Roads expenses	100	0	0	0	100
Urban treescapes	23	0	0	0	23
DAS expenses	26	0	0	0	26
Yarralumla Nursery expenses	14	0	0	0	14
<b>Total Budget impact</b>	<b>16,332</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>16,332</b>

TCCS component includes support for reduced fares and fee revenue due to COVID-19 impacts for TCCS and TCO.

Key Points:

- [Redacted]

[Redacted]	[Redacted]	[Redacted]
[Redacted]	[Redacted]	[Redacted]
[Redacted]	[Redacted]	[Redacted]
[Redacted]	[Redacted]	[Redacted]
[Redacted]	[Redacted]	[Redacted]
[Redacted]	[Redacted]	[Redacted]
[Redacted]	[Redacted]	[Redacted]
[Redacted]	[Redacted]	[Redacted]

## Phase 3 – Expansion of minor capital works projects (CMTEDD COVID-19 Y)

### Description: Phase 3 – Expansion of minor capital works projects

	2020-21 \$'000	2021-22 \$'000	2022-23 \$'000	2023-24 \$'000	Total \$'000
Capital	7,900	0	0	0	7,900
Expenses	2,100	0	0	0	2,100

The Government will continue its Fast Track Program, which has supported investment in minor works projects across the Territory during the COVID-19 health emergency and resulting economic downturn. The minor works projects funded through an extension of the Fast Track Program will support employment in the ACT during the COVID-19 and provide an immediate benefit to the community.

### Component Breakdown (TCCS only)

Financial Impacts Summary	2020-21 \$'000	2021-22 \$'000	2022-23 \$'000	2023-24 \$'000	Totals \$'000
Expenses - TCCS	2,100	0	0	0	2,100

### Key Points:

- TCCS component of this initiative includes \$2.100 million for mowing in 20-21.
- [REDACTED]

## ACT Contribution – Bridge Renewal Programme

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### ACT Contribution – Bridge Renewal Programme – Not in BP3

	2020-21	2021-22	2022-23	2023-24	Total
	\$'000	\$'000	\$'000	\$'000	\$'000
Capital	4,618	0	0	0	4,618

Additional appropriation is provided in the 2020-21 budget for the recently approved Bridge Renewal Program (BRP) round five. BRP is an Australian Government program facilitated by a Commonwealth grant through the *National Partnership Agreement on Land Transport Infrastructure*. The programme requires matched funding by the ACT Government.

#### Key Points:

- [REDACTED]
  - [REDACTED]
  - [REDACTED]
  - [REDACTED]

## ACT Contribution – Heavy Vehicle Safety and Productivity

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### ACT Contribution – Heavy Vehicle Safety and Productivity – Not in BP3

	2020-21	2021-22	2022-23	2023-24	Total
	\$'000	\$'000	\$'000	\$'000	\$'000
Capital	1,883	0	0	0	1,883

Additional appropriation is provided in the 2020-21 budget for the recently approved Heavy Vehicle Safety and Productivity program (HVSP) round seven. HVSP is an Australian Government program facilitated by a Commonwealth grant through the *National Partnership Agreement on Land Transport Infrastructure*. The programme requires matched funding by the ACT Government.

#### Key Points:

- [REDACTED]

Stage 6 - Reprofile adjustments									
Published Initiative Title	Reprofiling				Revised Budget				Reason for revised funding profile
	2020-2021	2021-2022	2022-2023	2023-2024	2020-2021	2021-2022	2022-2023	2023-2024	
Building a better city — Rehabilitating landfill sites	-3,753	3,753	0	0	2,625	21,753			Design changes to the Phyto Capping trial have delayed the project
Keeping our growing city moving - John Gorton Drive and Molonglo River Bridge Crossing – early design	-384	384	0	0	450	384			Delays in obtaining s211 and submitting Impact Track DA
Future Bus Network	-3,000	3,000	0	0	1,860	3,000			Waiting for Zero Emission Transition plan to be approved by Cabinet, approved October 2020.
Better buses to support the new bus network	-5,700	0	5,700	0	1,097	18,713	17,700		Waiting for Zero Emission Transition plan to be approved by Cabinet, approved October 2020.
More services for our suburbs - Parkwood estate rehabilitation	-1,500	750	750	0	960	1,750	1,750		Delayed due to commercial tenant removal by ACTPTY
Athllon Drive Duplication	-900	400	500	0	1,600	3,120	500		The funding profile as provided was based on the Business Case to the 2020/21 Budget which assumed the 2020/21 Budget would be announced in early June 2020. However the 2020/21 Budget was delayed due to covid-19 and this funding was not announced until late August 2020. This funding delay and on-going internal issues with the light rail interface between Woden and Mawson which are now required to be considered, discussed and resolved as part of the 2020 Election Agreement between Labor and the Greens have resulted in delays to expenditure on this project compared to the profile anticipated in the Business Case. Detailed design is anticipated to commence in 2021.
Keeping our growing city moving - Canberra Brickworks Precinct - environmental offsets	-150	120	30	0	590	270	30		This reprofiling is based on the (Contractors and) Site Team cashflow and construction program for this project which was delayed due to the ACAT appeal process. Civil works commenced on site once all of the pre-works approval requirements were met with the CEMP approval by DAWE and EPSDD taking longer than anticipated. Physical completion is anticipated to be October 2021, followed by a 12 month post completion maintenance/consolidation period.
Building a better city – Canberra Brickworks– Access road and Dudley Street upgrade 2	503	-1,003	500	0	4,495	3,497	500		The funding profile as provided was based on the Business Case to the 2020/21 Budget which assumed the 2020/21 Budget would be announced in early June 2020. However the 2020/21 Budget was delayed due to covid-19 and this funding was not announced until late August 2020. This funding delay and on-going internal issues with the light rail interface between Woden and Mawson which are now required to be considered, discussed and resolved as part of the 2020 Election Agreement between Labor and the Greens have resulted in delays to expenditure on this project compared to the profile anticipated in the Business Case. Detailed design is anticipated to commence in 2021.
Improving water management infrastructure	-238	238	0	0	70	238			final project activities (including responding to RFIs during construction works) delayed due to no construction funding in 20/21
Keeping our growing city moving - Better infrastructure for active travel	4,500	-4,500	0	0	10,799	4,500			Adjustment required due to strategic reprofiling in 19/20.
Delivering a smart technology ticketing system for Canberra's integrated public transport system	-286	-11,309	5,500	6,095	-	500	NFP	NFP	The existing procurement process has been terminated. Pending Government approval a new process will be run.
Transport for Canberra - Real Time Passenger Information System	-1,555	1,555	0	0		1,555			Delays due to purchasing of equipment for interfacing with the new system (the new system is also delayed).
Road Safety Works - Variable Speed Limit Systems (ACT Contribution)	300	-300	0	0	400	300			VSLs is 50/50 Federal/ACT Gov funded. The Federal funds will be spent by June 2021. The reprofiling is due to likelihood of invoices for June works being received and processed post-June.
Improving stormwater networks	1,000	-1,000	0	0	5,508	6,710	4,000		Works are being accelerated due to resourcing availability.
ACT Material Recovery Facility	-4,000	0	2,000	2,000	1,900	4,800	3,000	3,000	As the project has just started it is not realistic that the \$10.4m is going to be spent in current FY. It was a contribution from commonwealth government which was put against the current FY by finance. This money is intended to be spent across the life of the project, as such it has now been spread across project life as requested by finance. Detailed program has been set by the Contractor with spending milestones to be met.
Molonglo Enabling Works	-1,500	500	500	500	2,000	30,500	30,500	25,700	The funding for this project was allocated in August 2020. A project plan required drafting and approval before procurement activities could commence. There were three meetings between TCCS and IDPG / MPC to discuss the scope of works and specific deliverables of the project. A Procurement Plan Minute has to be considered by the procurement board before the project can go to Tender. The tender period will occur over the Christmas shutdown with tenders being assessed in February 2021. By the time a consultancy is engaged there will be minimal expenditure in 2020/21.
Building a better city – New Bus Depot at Woden	-5,398	0	0	5,398	2,000	12,000	15,000	5,398	Delay is due to finalisation of the design to meet stakeholder requirements. Subsequent to this the DA was submitted.
Planning better roads for our growing city	-401	345	0	0	757	530			Delay in obtain planning approvals (EPBC and EIS Scoping Document)
Planning better roads for our growing city	-294	455	0	0	800	400			Delay in obtain planning approvals (EPBC and EIS Scoping Document)
Planning better roads for our growing city	-105	0	0	0					Delay in obtain planning approvals (EPBC and EIS Scoping Document)
Intersection Upgrades - Kuringa Drive intersection with Owen Dixon (ACT Contribution)	-2,335	2,335	0	0	1,415	2,335			Extended design duration has resulted in works commencing later than initially intended.
Intersection Upgrades - Southern Cross Drive intersection with Starke Street (ACT Contribution)	836	-836	0	0		1,750			Offset due to accelerated Federal program
Intersection Upgrades - Belconnen way intersection with Springvale Drive (ACT Contribution)	700	-700	0	0	250	500			Program accelerated
Intersection Upgrades - Launceston Street intersection with Irving Street (ACT Contribution)	-500	500	0	0	250	500			Offset due to accelerated Federal program
Better Intersections - Delivering our Election Commitments	-150	150	-50	50	1,936	3,364	1,450	50	This is design and construction funding. Construction of this project will follow the construction of the Canberra Brickworks access road and Dudley St upgrade project - this project's funding profile is therefore dependent on the completion date for that project. It should also be noted that design RFI's for this project will therefore occur once construction commences, i.e. after October 2021. Physical completion is anticipated to be October 2022, followed by a 12 month post completion maintenance/consolidation period (which is invoiced quarterly).
Improving Our Suburbs – New Molonglo Valley Infrastructure	-200	200	0	0	1,072	700			Provision made for possible reseeding of Natural Temperate Grasses. This may be required so that the area can be handed over to Fotpin who are to undertake the next two years maintenance. It was a condition of the DA that the area had to be maintained for three years for the natural temperate grasses to establish.
Making our roads safer while keeping Canberra moving	4,000	-4,000	0	0					Correction to initiative code from Stage 4 strategic reprofiling.
Northbourne Avenue Pavement - Part 1 (ACT Contribution)	-3,000	3,000	0	0		3,000			Correction to initiative code from Stage 4 strategic reprofiling.
<b>Total - Stage 6 reprofiling</b>	<b>-23,510</b>	<b>-5,963</b>	<b>15,430</b>	<b>14,043</b>					

- Notes:
1. The above list reflects the reprofiling adjustments that were done in the final stage of the 2020-21 budget. Additional reprofiling was done prior to EFU. The earlier adjustments primarily moved funds out of 2019-20 and into the forward estimates.
  2. The above table does not include all current projects, please refer to the **Summary of 2020-21 Infrastructure Program** (pages 40-45) for a complete list.

**ISSUE: Fix My Street**

## Key Information

- Fix My Street (FMS) is currently built on the AC (Oracle) CRM.
- In April 2018 a project commenced with TCCS and AC to improve the customer experience:
  - **Phase one** used customer complaints and feedback, analysis of thousands of lines of customer usage data and consultation with business units and AC to develop the Beta. The Beta (developed between April and Sept 2018) established proof-of-concept workflows to demonstrate and test customer improvements and embed design concepts.
  - **Phase two** (developed between October 2018 and July 2019) allowed further adjustments in the design based on customer research and implemented remaining workflows to deliver on the following **three core objectives**:
    1. Improve customer experience in existing FMS form, pending a full redesign anticipated to be undertaken when the new AC/TCCS capabilities are built.
    2. Improve TCCS's reporting capability on municipal services incidents by increasing and streamlining data fields.
    3. Streamline the business areas ability to respond to incidents more efficiently by requesting relevant information and directing requests to appropriate business units for action or response.
- The following **improvements to the customer experience were delivered** through the project:
  - The user interface was redesigned to align with the **Digital Transformation Agency's Web Content Accessibility Guideline standards** with tile-based and radio buttons to ensure form completion follows a logical flow, is easy to understand and quick to complete.
  - Inclusion of **search bar** functionality to align with 'Google-type' searching for issue reporting.
  - Improved ability to **identify categories** with information hierarchies that intuitively leads customers to easily report municipal issues.
  - An **interactive map** that allows customers to easily identify if jobs have already been lodged (to reduce the volume of duplicate requests received) and to pinpoint the location of a new service request.

- Improved **functionality to upload photos** on mobile and desktop to provide further context to a request.
- Added “**Did you know**” text boxes to provide the customer with additional information in the instance where the reported issues do not fall under the responsibility of the ACT Government, while still providing assistance by informing the customer of who they need to engage for resolution. (e.g. directing sewerage issues to Icon Water).
- Providing customers with a **review page before submission** to ensure all details are correct and providing clear reference number so they can follow the progress of their request through to resolution.
- Use of **straightforward and easy language** to improve accessibility for all customers and provide clear choices and context.
- Tailored information collection seeking advice-based selections made by the person reporting the issue, **eliciting the maximum amount of information** from users to help business units attend to requests, as quickly and effectively as possible.
- **Reduced reliance on free text fields** to reduce the effort required to report an issue and prevent customers adding additional jobs in text that might be missed.
- **Reduction of anonymous submissions through redesign** of form component and use of behavioural insights techniques, allowing better communication between Directorates and customer.
- However, issues remain with Access Canberra customer service staff being unable to directly access real-time information contained in TCCS systems , which makes it difficult to obtain information when customers phone the Contact Centre to follow-up on an issue they have reported.
- **Access Canberra is in the process of migrating its (Oracle) Customer Relationship Management (CRM) system onto the Salesforce platform.** This significant migration is planned for early 2021 after the summer emergency season has concluded as the CRM is a critical capability that enables the submission of requests for assistance received during storm, fire or other critical events. The Access Canberra CRM supports the Access Canberra Contact Centre’s vital role in providing information to the community and is the primary system for citizen requests, including Fix My Street.
- **Access Canberra CRM and TCCS CSRM integration benefits anticipated** to include:
  - a. **Improved visibility** of jobs in TCCS systems for Access Canberra customer service staff, enabling them to provide timely responses when customers call to follow-up on progress of issues reported through Fix My Street.

- b. The ability for community members to **track requests** submitted through their digital account as a self-serve option.
- c. The ability for **maintenance teams and crews to close** the correspondence loop with the community when a request or application has been actioned.
- The **ACT Digital Account** is the new way that Canberra citizens access ACT government services online. It is based on the premise that as a citizen **“I should only have to prove my identity once, and be able to access all services relevant to me”**. The ACT Digital Account will also become the mechanism through which the directorates can deliver “one touch” services that remind people to register, renew, or pay without requiring them to complete an application form.
- **TCCS secured funding in the 2019 mid-year budget review for the Customer Service Request Management (CSRM) project.** This project will replace numerous aging systems, including many Access databases that are no longer supported by Microsoft. The project will deliver a modern platform for managing a variety of requests for service, including those captured through Fix My Street.
- Salesforce as the platform selected following procurement in 2018-19, which delivered the Domestic Animal Service (DAS 1.0) pilot project.
- **The CSRM project is due for completion in 2022.**
- TCCS is finalising a Request for Tender (RFT) process to appoint a system developer to build, configure, and initially maintain, modules in Salesforce for the CSRM project. Contract execution is expected in early February 2021.

## Issues

- The interconnectivity between ACT Digital Account, Access Canberra CRM and TCCS CSRM is designed to create a seamless digital experience for citizens.
- The desired end state would ultimately enable citizens to submit requests to government (such as Fix My Street requests) from their Digital Account or via the Access Canberra website or Contact Centre and, regardless of the entry point selected, have their requests automatically logged into the TCCS CSRM for action.
- If citizens provide their details when submitting a request, they can choose to receive automated status updates when changes are recorded in the TCCS CSRM. Citizens submitting requests through their Digital Account will not have to provide additional details when submitting a request, as information held in their Digital Account can be automatically applied to reduce the effort required to submit a request or entry.
- Due to privacy principles, citizens will also be able to submit requests anonymously, removing our ability to keep them informed as the request progresses. However, as with the Fix My Street improvements made in 2018, process workflows will be

designed to encourage citizens to provide some personal details so that status updates can be provided.

- **Citizen journey mapping** will be a key component of the CSRM project, being captured as part of the Discovery Phase which will involve workshops with business process owners, the system developer and colleagues from Access Canberra and OCDO. The process mapping output from the dog registration system development is provided as an example at **Attachment B**.
- CSRM Discovery Phase will run from February 2021 until May 2021 and outputs will include:
  - Identify current workflows – how we do things now.
  - Work with business units to provide an understanding of the capabilities of the new platform – for staff and citizens to enable opportunities for improvement.
  - Propose future state workflows – how we want and need to work in the future using the new capabilities of the platform.
  - Engaging groups such as community councils to understand the pain points in the way current systems work and gain insight for how to improve these aspects for citizens.
  - Re-design the citizen experience for identified services - with a focus on usability, the end-to-end user experience and citizen user journeys.
  - Understand how citizens will interact with the Digital Account.
- The CSRM project Build Phase expects to gradually release functionality between May 2021 and Dec 2022 based on a priority determined with the vendor and the CSRM Project Board. This priority will consider how the system needs to be built and where the most significant pain points are for citizens and staff.

## **Timeframe**

- Discovery workshops are expected to take 3-4 months following SARB sign off.
- The workshops will determine the build timeline but the preferred vendor has indicated an 18 month build program.
- This would likely see the foundational piece with a number of integrations built first for one or more of the high priority complex systems – i.e. Trees. (5-6 months).
- Other modules would come on board pretty quickly after this initial release and utilise what we have built in the foundation/initial system.
- We can direct this somewhat without having a significant impact to the overall timeline/budget and we can put FMS towards the front. The risk here is that we may

not have the back end components for turning this into jobs for each area and could mean duplicate/rework.

- The estimated date to start replacing FMS functionality is from July

## Financial implications

- The CSRM project was funded to the value of \$9.551m through the mid-year budget review 2019-20.
- The ACT Digital program is budget funded through to end June 2021. This year the program has been allocated \$7.4m in capital funding and to date has delivered the new system to support Working with Vulnerable People Registrations, and will incorporate the process to support NDIS worker screening from February 2021.
- Also on the work program for this year is the design for whole of government concessions and implementation of one service to leverage this new capability. The ACT Digital team is also funded around \$2.1m to maintain a number of services on the Salesforce platform and the licencing agreement on a whole of service level.
- ACT Digital will return in the 2021-22 budget cycle to request continuation of funding for a further 2 years.
- The Access Canberra CRM replacement project is partially funded from the Better Online Services through Access Canberra budget initiative (\$1.895m) in 2019-20 budget with the balance funded internally within Access Canberra's operating budget.

## Consultation undertaken so far to understand how other councils engage with citizens

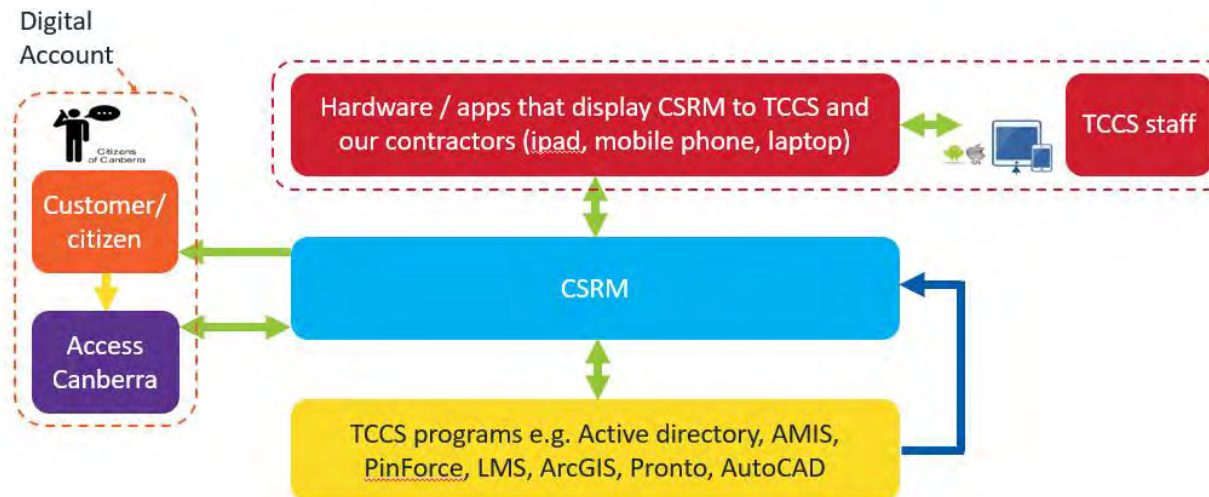
- Brisbane City Council
- Gold Coast Council
- Northern Beaches Council
- Melbourne
- Stirling (WA)
- Ipswich
- Adelaide

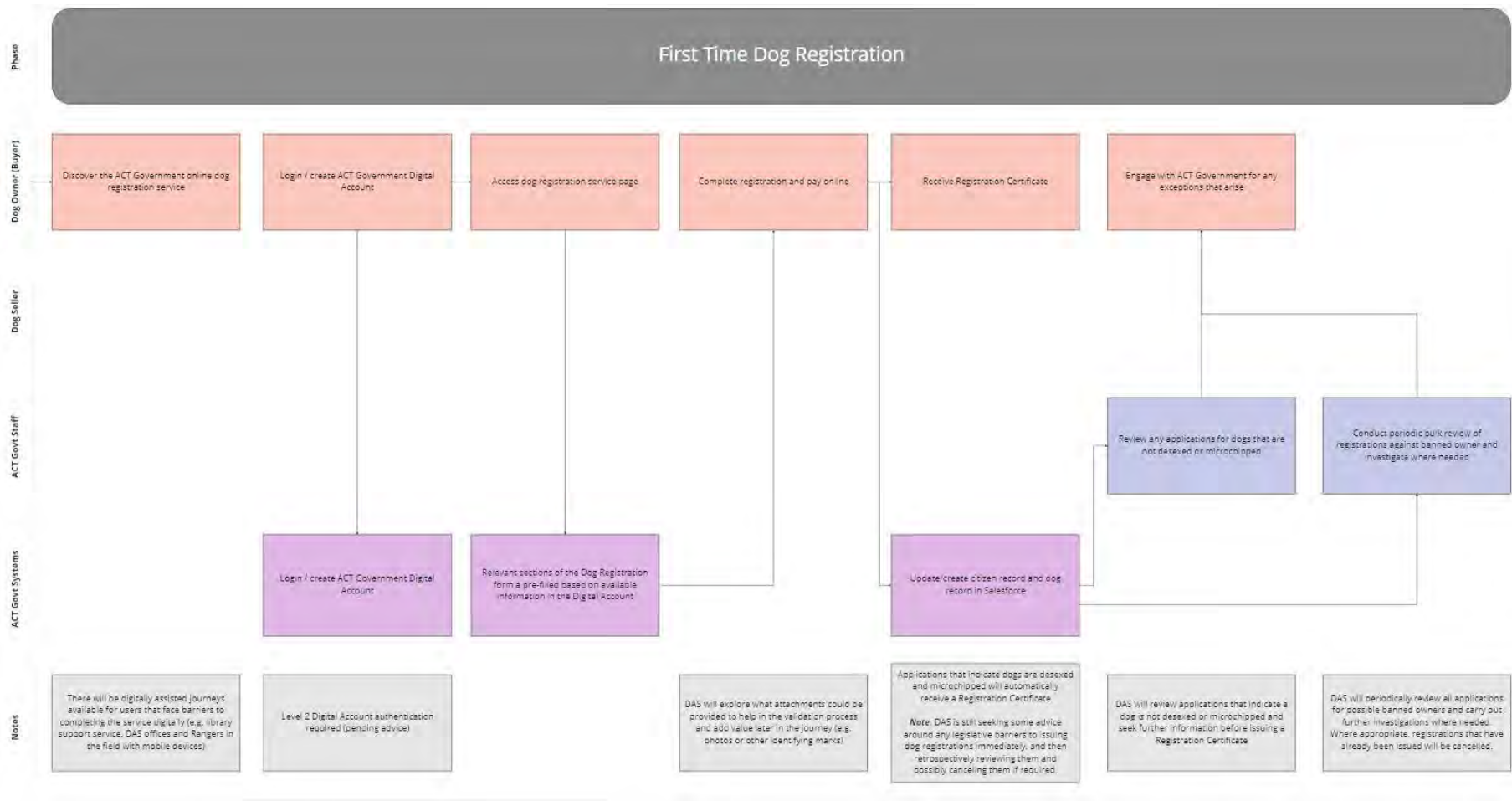
## BACKGROUND

- The CRM provides the knowledge base for AC customer service teams to deliver services to the community on behalf of many agencies across ACT Government. The CRM functions also include supporting complaints handling processes and the Access Canberra website.



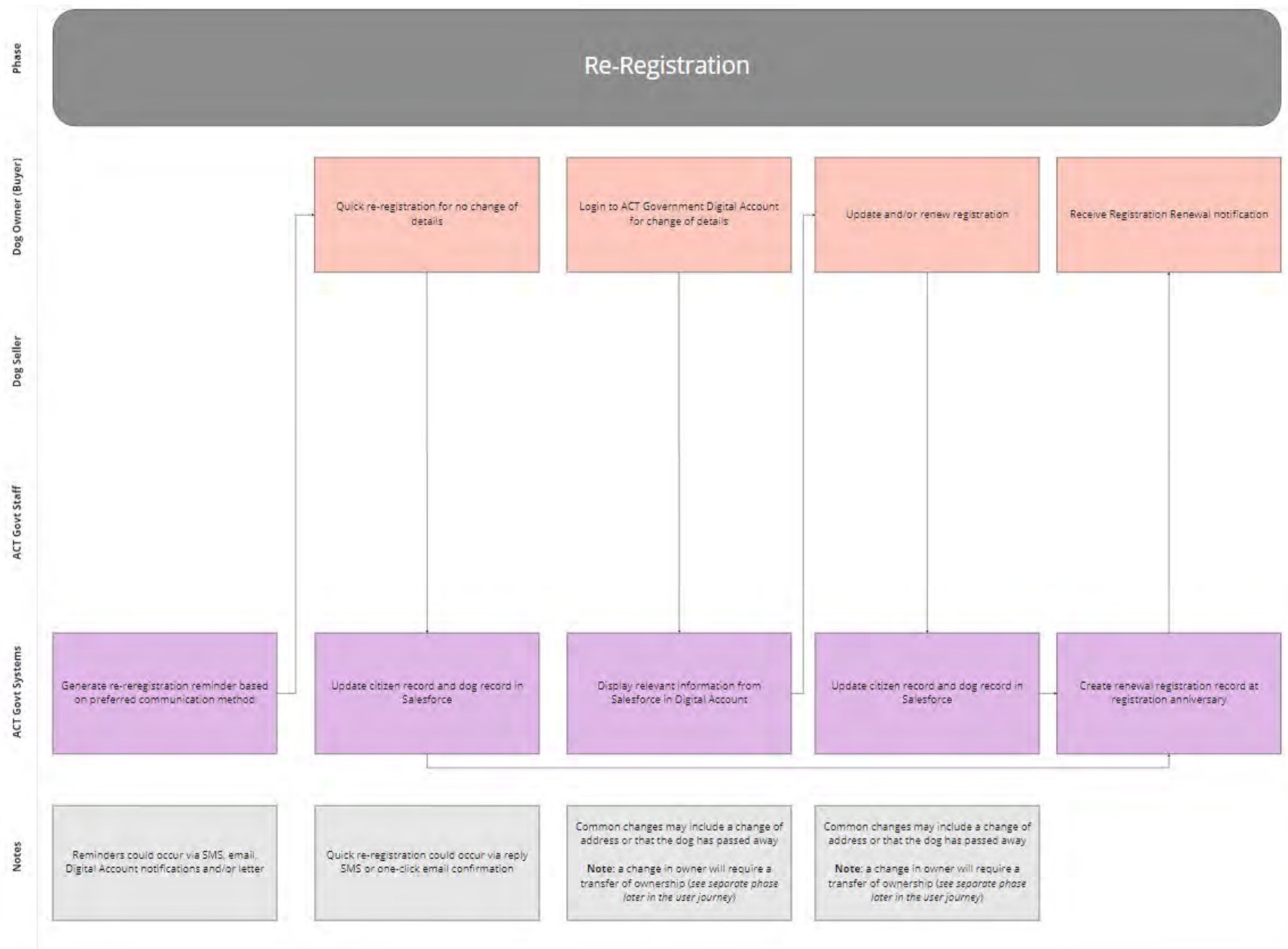
# CSRM – it's all connected





Cleared as complete and accurate: 22/02/2021  
 Cleared by: Chief Operating Officer  
 Contact Officer name:

Ext: 58316  
 Ext:



**ISSUE: Customer Service Request System (CSRM)**

**Talking points:**

- The CSRM program was approved in September 2019 for for \$9.5M to improve service delivery for citizens, which will see the replacement of 20 access databases
  - \$5.9M capital and \$3.6M expenses
- Procurement for the main project is well underway and negotiations are nearing completion with the preferred vendor.
- The software platform, Salesforce, has been established and linked with the Digital Account and Access Canberra.
- Systems are in production for DAS, NoWaste (Bulky Waste, Bin Maintenance).
- Development is under way to enhance DAS, and NoWaste as well as projects for integrating Access Canberras CRM and develop the Licence and Compliance business unit onto the platform.
- Despite delays with procurement the project is on track to be completed within the estimated four year period.
- Lessons learnt have been collected from these rare projects and incorporated into the main project.
- Business units have been engaged in preparation for the vendors to begin, mapping current process and desired future state processed to be refined during the discovery stage of the project.
- Discovery workshops are expected to start in April pending contracts being signed (expected to occur w/c 8 March 2021).
- The program will include a key activity to replace the Fix My Street (FMS) interface for customer reporting.
- Customer journey mapping will be conducted to ensure citizens experience and issues with the current FMS interface are considered and addressed. This will include notifications and alerts/updates on requests being progressed to completion.
- The CSRM will interface to numerous key operational systems such as the Asset Management System, Learning Management System, HR, GIS, Westpac Payment Gateway and Objective.
- The project is expected to take two years to develop all the components from the first workshop.
- Systems will be replaced using an Agile delivery method, meaning systems will iteratively over the life of the project.
- The CSRM will favour configuration rather than customisation.
- The CSRM will where possible maximise re-use across the platform and share components with the Digital Account platform.

**Background**

- A CSRM Pilot established a production system for Domestic Animal Services in 2019 and demonstrated the benefits that can be achieved across Transport Canberra and City Services (TCCS). This pilot forms the basis of the larger work as part of the CSRM.
- The CSRM has established the Field Services platform which will the single central field services tool for TCCS and other field based business areas.

Cleared as complete and accurate: 19/02/2021

Cleared by: Chief Operating Officer

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Contact Officer name:

Dalle Wright

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**ISSUE: Freedom of Information Act 2016 (Annual Report p60)**

**Key information:**

- In 2019-2020, TCCS received **117 requests** (down from 130 last year) for information under the *Freedom of Information Act 2016* (FOI Act).
  - All 117 are now complete; 17 were still in progress at end of reporting period.
- Assessment (**breakdown p60**)
  - 19 applicants provided with full access to government information
  - 63 applicants provided with partial access;
  - 2 applicants were refused access as the information was found to be contrary to the public interest to disclose under schedule 1.6 of the FOI Act.
  - 11 applicants were advised that the information they were seeking is not held by TCCS
- Processing period (**p61**)
  - 35 applications were completed within the statutory 20 days.
  - 59 applications completed within extended period, with applicants' agreement under section 41 of the Act,
    - 36 of these applications were decided within 30 or less days.
    - 19 decided in less than 60 working days
    - 4 decided in more than 60 days
    - Less applications (-12) required an extended timeframe
    - Extension reasons vary such as: complex or large requests, volume of application being managed simultaneously.
  - 4 applications were not made within the statutory timeframe.
    - 3 of the 4 were finalised in 2019-2020 and the relevant notices to the ACT Ombudsman were tabled at the ACT Legislative Assembly on 26 November 2019.
    - The fourth application was decided on 15 January 2021 and the notice to the ACT Ombudsman was tabled on 11 February 2021.
    - Administrative delay in the processing of the applications led to the delay in the time taken to decide on the applications. Extensions had been organised with the applicants, but further extensions were not granted.
- Ombudsman review
  - 8 applications were made to the ACT Ombudsman for a review of a decision by TCCS under section 74 of the FOI Act.
    - 5 decisions were confirmed by the ACT Ombudsman
    - applications are summarised in table 4 at [Attachment A](#).
- ACT Civil and Administrative Tribunal review

Cleared as complete and accurate:

Cleared by:	Executive Director	Ext: 55054
Contact Officer name:	Samantha Irons	Ext: 79242
Lead Directorate:	Transport Canberra and City Services	

- Zero applications were made to review TCCS decisions under the FOI Act.
- 
- Across all the requests, information was redacted most often because it was information that could prejudice an individual's right to privacy under the *Human Rights Act 2004*. The other factor of significance in finding against public interest release was information that could prejudice the trade secrets or business affairs of an entity.
- Breakdown of 117 applicants
  - Approx 48% from members of the public
  - 15% from MLAs
  - 6% from journalists
  - 31% from a combination of community groups, solicitors and insurance companies.
- TCCS transferred 12 applications during the financial year. Applications transferred in full or part to TCCS are included in the count of received applications.
- Applicants withdrew 15 applications, 8 of which were resolved informally.
- 
- The requests for information included:
  - 22% Domestic Animal Services, e.g. Nuisance complaints, attacks, and investigations
  - 24% Transport matters, e.g. timetables, bus routes, statistics, and incidents
  - 22% Road and path maintenance matters, e.g. parking, scheduled works, fix my street requests and incidents
  - 7% City Presentation matters, e.g. Playgrounds, maintenance, permits, and investigations
  - 3% Urban tree management and tree protection matters
  - 4% Waste Management
  - 18% Other.

**Table 1: FOI applications received and decision type**

Applications unresolved in 2018-2019	Applications received in 2019-2020	Full Access	Partial Access	Information not held	Refused
17	117	19	63	11	2

**Table 2: Financial Year Comparison – Freedom of Information Act 2016**

Financial Year	No of FOIs received	No of FOIs processed	No of FOIs transferred	No of FOIs withdrawn	No of FOIs pending	No of FOIs completed within the time to decide (20 working days)
2019-20	117	105	12	15	12	35 (25%)

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Lead Directorate:

Executive Director

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Transport Canberra and City Services

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2018-19	130	91	9	13	16	16 ( 18%)

**Table 3: FOI Processing timeframe Table (p31)**

Access application decided within the time to decide (section 40)	Access application extended by applicant's agreement (section 41)	Additional number of days taken to decide per application
35	59	26, 31, 14, 20, 61, 1, 27, 30, 6, 11, 3, 3, 19, 33, 7, 1, 6, 16, 2, 37, 6, 6, 23, 7, 37, 19, 24, 1, 15, 65, 6, 26, 7, 103, 30, 18, 19, 1, 14, 11, 15, 10, 2, 12, 39, 14, 6, 10, 5, 10, 29, 10, 65, 9, 2, 24, 14, 8, 4.

**Table 4: ACT Ombudsman Reviews (high level info on p61)**

Reference	Applicant	Information sought	Contention	Decision
19-011	FOI Applicant	Veterinary clinical notes obtained by TCCS during an investigation.	Ownership and control over information.	TCCS' decision was set aside and substituted.  <i>Note: Applicant was provided with access to the information.</i>
19-056	FOI Applicant	Documents related to Major Projects Canberra.	Application of public interest test, particularly likelihood for information to prejudice deliberative processes of government.	Varied  <i>Note: ACT Ombudsman's decision is largely consistent with information released to applicant by TCCS through an informal resolution process.</i>
19-065	FOI Applicant	Documents provided to the incoming Minister Chris Steel... as part of the transfer of Transport Ministerial Responsibilities.	Categorising information as cabinet information.	Varied  <i>Note: ACT Ombudsman's decision is primarily consistent with information released to applicant by TCCS through an informal resolution process.</i>
19-068	FOI Applicant	Documents relating to light rail to woden.	Documents not held by TCCS.	Confirmed
19-095	FOI Applicant	Documents relating to DAS investigation involving applicant's dogs.	Access to owner's details and legal advice.	Confirmed
19-102	Relevant third party	Information relating to ACT Waste Management	Likelihood of disclosure prejudicing trade secrets, business affairs or research.	Confirmed
19-109	Relevant third party	The Operational Management Plan in	Likelihood of disclosure prejudicing	Confirmed

Cleared as complete and accurate:

Cleared by:

Contact Officer name:

Lead Directorate:

Executive Director

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		the current contract relating to the operation of the Material Recovery Facility in Hume.	trade secrets, business affairs or research.	
19-130	FOI Applicant	Documents relating to DAS investigation involving applicant's dogs.	Access to personal information and witness statements	Confirmed

**Table 5: Financial Year Comparison – 2012-2013 to date**

Financial Year	Number of FOIs received	Number of FOIs processed to decision	Number of FOIs completed within statutory timeframes <i>Note: 20 working days under the FOI Act 2016; 30 days under the FOI Act 1989</i>
2020-21	77	46 <i>Note: 13 applications are in progress 18 Applications were transferred in full or withdrawn</i>	23
2019-2020	117	105	59 (36%)
2018-19	130	91	16 (18%)
2017-18	98	78	40 (51%)
2016-17	101	78	34 (44%)
2015-16	102	80	54 (68%)
2014-15	73	49	34 (69%)
2013-14	67	46	26 (56%)
2012-13	64	43	36 (84%)

Cleared as complete and accurate:

Cleared by:

Contact Officer name:

Lead Directorate:

Executive Director

Samantha Irons

Transport Canberra and City Services

Ext: 55054

Ext: 79242

**ISSUE: 2019-20 Procurement**

**Talking points:**

- TCCS entered into 183 notifiable contracts with a total value of \$141m, of these:
  - **72 procurements** undertaken were for the provision of Works, with the remaining 111 for Goods and Services
  - 19 procurements, representing a total value of \$7.9m were undertaken with an exemption from the Quotation and/or Tender threshold, and were conducted in accordance with the Single Select policy established by the Directorate. (Attachment A)
  - The highest value select engagement was \$2.75m for the Supply and Delivery of all Health and Theatre Linen for Capital Linen Service (was a single select to leverage the NSW Gov. panel).
- Two notable procurements conducted through rigorous approach to market, evaluation and negotiation processes, and completed by TCCS in 2019-20 were:
  - The highest value contract represents a possible spend of \$37m over a possible 7 year for the Provision Special Needs and Supplementary Transport Services for Transport Canberra (*awarded to QCity Transit*) (p274)
  - NoWaste implemented the Bulky Waste Collection Service at a total value of \$9m for a possible 5 years.
- TCCS has achieved the following results against the three performance measures for the **Aboriginal and Torres Strait Islander Procurement Policy** (p265)
  - Measure 1: **Two** Aboriginal and Torres Strait Islander Enterprises responded to five tender and/or quotation opportunities issued from the Approved Systems.
  - Measure 2: TCCS **engaged 17 unique** Aboriginal and Torres Strait Islander Enterprises to a value of \$2.24m.
  - Measure 3: TCCS **exceed the 1% target, achieving 1.43%** of addressable spend being attributed to Aboriginal and Torres Strait Islander Enterprises engagements.
- The Directorate continues to communicate and promote the policy to increase the engagement of Aboriginal and Torres Strait Islander Enterprises and the Directorate's performance against all three measures. The Directorate is continuing to identify opportunities to apply and monitor the policy.

- TCCS continues to promote and apply the **Secure Local Jobs Code**, including the requirements of the Services Category, introduced in November 2019.
  - No exemptions under section 22H of the Government Procurement Act have been provided or reported by TCCS.
- TCCS continues to deliver a range of improvements including the ongoing awareness of the Procurement Framework and related policies and procedures and are continuing to improve the relationship with Procurement ACT.
- TCCS progressed the implementation of the Purchase Order 2 Payment Contract Management module to enable automated Purchase Order and expense allocation to Contracts and improve contract management reporting.
- The solution also prevents overspend against the value of Agreements which represents one of the internal audit findings.

#### Key Information

- The Contracts Register table at Appendix 1 to the Annual Report lists all contracts with a value of \$25,000 or more executed by TCCS from 1 July 2019 to 30 June 2020. **(p267)**
- TCCS engaged the services of Procurement ACT, CMTEDD; Infrastructure Delivery Partners, Major Projects Canberra; and where necessary, the ACT Government Solicitors Office, for all procurements above \$200,000.
- The engagement model to ensure a consistent and effective relationship with Procurement ACT remains in place.
- TCCS accessed NSW Government standing offer panel agreements where these are assessed as providing value for money.

## Attachment A: Single Select Procurements (as per Annual Report)

Contract Number	Contract Title	Procurement Type	Contractor Name	Contract Amount	Execution Date	Expiry Date
35490-NCT-001	Delivering Safer Intersections, Kent Street/Novar Street Intersection Upgrades (Detailed Design)	Works	AECOM Australia	\$485,980.00	18/10/2019	18/04/2023
MN271119001	TCCS Audit Committee Member - 5	Services (non-consultancy)	Dalla Costa Pty Limited	\$33,000.00	5/12/2019	22/11/2021
CLS027	Specialist Asset Maintenance Services	Services (non-consultancy)	Christopher Campbell Trading as C & B Laundry Maintenance	\$1,500,000.00	6/12/2019	6/12/2022
ACTGS: 636856	Waste Services Management System		PROQUEST IT PTY LTD	\$799,905.00	20/12/2019	19/12/2020
CLS029	CLEAN BAG MONORAIL SYSTEM EXTENSION AND MODIFICATION	Services (non-consultancy)	Alltrack Spare parts Pty Ltd	\$225,142.50	13/01/2020	12/05/2021
CLS028	CONTROL SYSTEM UPGRADE	Services (non-consultancy)	SCOTT SYSTEMS PTY LTD	\$257,656.92	13/01/2020	12/05/2021
NSW Health Contract 715	Supply and Delivery of Health and Theatre Linen	Goods	Simba Textiles Mills Pty Ltd	\$2,750,000.00	18/01/2020	31/08/2022
CS 2020-DC	Consulting Advisory Services	Consultancy	Tracey Brunstrom & Hammond Pty Ltd trading as TBH	\$82,566.00	27/01/2020	19/03/2020
PO192001	Physical magazines subscriptions, end-processing and delivery services	Goods	EBSCO Australia	\$104,881.79	1/02/2020	31/12/2020

Cleared as complete and accurate: 25/02/2021  
 Cleared by: Executive Director Ext: 55054  
 Information Officer name: Elita Barrett  
 Contact Officer name: Elita Barrett Ext: 55427

Contract Number	Contract Title	Procurement Type	Contractor Name	Contract Amount	Execution Date	Expiry Date
CLS024	Boiler Gas Efficiency Upgrade	Services (non-consultancy)	ERM Power Projects Pty Ltd as Trustee for the ERM Power Projects Unit Trust	\$196,875.00	5/03/2020	1/07/2021
TC3190268	Employee Staff Survey 2020 and Pulse Survey 2021	Services (non-consultancy)	Best Practice Australia	\$119,102.00	6/03/2020	4/03/2021
CLS032	Supplementary Chemical Supply (COVID-19 provision)	Goods	Intech Chemical Solutions Pty Ltd	\$132,000.00	16/03/2020	31/03/2020
TC032020DHS	Direct Health Solutions Coronavirus Hotline for TCCS staff	Services (non-consultancy)	Direct Health Solutions	\$56,350.00	3/04/2020	5/10/2020
128373	Supply and installation of cremator at Gungahlin Cemetery	Works	Australian Engineering Solutions	\$604,450.00	3/04/2020	31/08/2020
13032002TRAXF-PQ	WRMSTRAX-F SOLUTION	Services (non-consultancy)	ProQuest IT Pty Ltd	\$149,500.00	1/05/2020	31/07/2020
TCCS-LR-NETBI-01	Light Rail Data Interface Consultancy	Consultancy	netBI	\$41,250.00	10/06/2020	10/12/2020
TC1200567	25 Pallets of recycled plastic bollards	Goods	Repeat Plastics Australia Pty Ltd	\$200,000.00	12/06/2020	13/12/2020
TC23620201	Belconnen Bus Depot Access & Egress Ways Remeadiation	Works	Brindabella Contractors Pty Ltd	\$148,115.00	24/06/2020	24/06/2021
TC24620202	Tuggeranong Bus Depot Generator Connection Cubicles	Works	GENPLUS HIRE	\$100,138.50	25/06/2020	25/06/2021

Note: Reasoning and confirmation of DG approval will require matching the notified information to a few data sets, including reviewing each approval. Reasoning hasn't been captured for all in a centralised location as the current register was implemented during this period. Not all ID requests are captured as they aren't/weren't going through EBM Legal and/or aren't always provided to L&C for processing notifications.

Cleared as complete and accurate: 25/02/2021  
 Cleared by: Executive Director Ext: 55054  
 Information Officer name: Elita Barrett  
 Contact Officer name: Elita Barrett Ext: 55427

## ISSUE: Working remotely

### Key Information

- ACT Government office based employees were asked to work remotely where possible from March 2020.

- HoS response at estimates:

*It is quite fluid and while when we started we were imagining there would be some date when everyone would come back. We have learned that we cannot predict the course of this pandemic and we have also learned that people have adapted very well to working flexibly. So we are now in the position where people are able to be in the office when that works for the team and works for them. They are able to work from home when that works and it has become our new normal.*

*So rather than having a particular, you know, percentage that are currently returned it is just an evolving situation and everybody is managing to focus on outcomes that are being delivered rather than where people physically are.*

- All staff were asked to complete a **work from home form** to verify their working conditions were appropriate and free from health hazards.
- A series of initiatives and check-ins were undertaken to support staff and monitor wellbeing, some of which included a short Check-In Survey and e-learning/webinars.
- The results from the Check-In Survey indicated the majority of staff working remotely were happy to do so and eager to see this continued in a balanced way post-COVID-19.
- 80% of TCCS usually office-based staff are predominantly working remotely, which may include 1-2 days in the office to be with team members
- As at 24 February 2021, TCCS business units had reported the following number of staff working from home. Note the figures are contextual with various office locations and work sites across TCCS business units
- Full statistics available on notice:  
<https://objective.act.gov.au:8443/#/documents/A25203256/details>
- Methods deployed to support people working from home included:

ACTIVITY	DESCRIPTION	TAKE-UP
Teams support sessions for parents working from home	To provide support and share tools on how we were all balancing work/teaching/dealing with COVID	10-20 people per session 2 sessions 15 May and 30 June 2020

Cleared as complete and accurate: 25/02/2021

Cleared by:

Ext:

Information Officer name:

Contact Officer name:

Ext:

Leaders Forum - December 2020 focussed on engagement survey results - March 2021 forum will focus on Wellbeing	Connecting all TCCS managers and supervisors	>150
DG Awards	Virtually delivered	Available to all staff
Mental health		

- Feedback on the *Working from home with kids* sessions was that they were appreciated as people felt that it demonstrated TCCS caring for “human” side of employees – not just their work outputs – and recognised the broad spectrum of challenges being experienced by people working from home with kids in the mix, particularly when they might have been juggling homeschooling too.
- There was talk about this possibly turning into a “TCCS parents and carers forum” running every 2 months or so, and towards the end the conversation broadened out to supporting maternity leave return to work provisions, better communicating paternity leave provisions, supporting parents to let kids finish homework in the afternoons at DOB (in a COVID-safe way of course), reaching out to field-based staff and lots of other good ideas.
- Employees took home assets to enable them to fulfil their roles efficiently and safely.
- A register was developed to record items taken home. Items include: Laptops, monitors, keyboards, mouse, soft phones, docking stations, monitor risers, foot stools, desk chairs, sit to stand workstations.
- A guideline is being developed on the process for the retention and return of assets should staff return to predominantly working from the office. The timing of this is dependent on Head of Service messaging about working from home expectations and the evolving COVID environment.
- TCCS has drafted a Guideline on Flexible Working Arrangements, request to work remotely, including interstate and is currently consulting on this consulting and seeking feedback.
- This guideline aligns with the ACT Government Flexible Workplace Policy, Enterprise Agreement arrangements, Performance Development Plans and the WhoG COVID-19 Working from Home Checklist.

Cleared as complete and accurate: 25/02/2021

Cleared by:

Ext:

Information Officer name:

Contact Officer name:

Ext:

MINISTER FOR TRANSPORT AND CITY SERVICES

Question Time Briefs

March 2021

<b>Roads / Active Travel</b>	
1.	Capital works stimulus – ACT and Commonwealth Funded
2.	Road Duplications and Upgrades
3.	Gungahlin Drive Extension Speed Limit
4.	Potholes and Road Resurfacing
5.	Intersection Upgrades
6.	Footpath Maintenance, Prioritisation and Upgrades
7.	Local Area Traffic Management
8.	Black Spot Funding from the Commonwealth
9.	Streetlights (incl light pollution)
10.	School Traffic Management
11.	Stormwater including GPT's
<b>City Services</b>	
12.	City Services – COVID-19 Response
13.	Licensing and compliance on public land
14.	Traffic Signals/ITS maintenance and management
15.	Dog Attacks and DAS Seizure Powers
16.	Animal Welfare and Management (incl Cat Containment)
17.	Street Trees and Urban Forest Strategy
18.	Shopping Centres and Town Centres
19.	Cemeteries and Gungahlin Crematorium
20.	Playgrounds
21.	Libraires ACT Overview
22.	Woden Library Redevelopments
23.	Smart City and Small Cells
24.	Yarralumla Dog Park
25.	Mowing

<b>ACT No Waste</b>	
26.	Green Bins and FOGO
27.	Landfill Expansion Rehab and Closure and Canberra Sand and Gravel
28.	Bulky Waste
29.	COAG export bans
30.	Single Use Plastics
31.	Mugga Lane Tip Smell
32.	Fyshwick Waste Facilities
33.	NoWaste Campaigns in second half of 2020
34.	Recycling Solar Panels (Photovoltaic)
<b>Development Coordination</b>	
35.	Republic development / Cameron Avenue traffic management
<b>Transport</b>	
36.	Transport Strategy Implementation
37.	Future Light Rail Network
38.	Zero Emissions Buses (including bus fleet)
39.	Woden Bus Depot
40.	New Ticketing System
41.	Patronage for Buses and Light Rail
42.	Transport Recovery Plan
43.	Weekend buses/Transport Action Plan
44.	Public Transport - Whitlam
45.	E-Scooter Scheme
46.	Automated Vehicles
47.	Regulation of Zero Emission Vehicles
48.	Mobile Device Detection Cameras (E105 – budget item)
49.	Takata Airbags – (Access Canberra QTB)
50.	Transport Canberra COVID-19 Response
51.	Safety of Food Delivery Drivers in the ACT



**LEGISLATIVE ASSEMBLY**  
FOR THE AUSTRALIAN CAPITAL TERRITORY

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

**WITNESS LIST FOR COMMITTEE AND HANSARD**  
**ESTIMATES 2020-2021 AND ANNUAL AND FINANCIAL REPORTS 2019-20**

To assist the Committee with its records and Hansard in recording the appearance of all officers who are likely to give evidence to the Committee, you are requested to provide the following information.

1. Please email a completed witness list at least one week before the hearing to [LACommitteePTCS@parliament.act.gov.au](mailto:LACommitteePTCS@parliament.act.gov.au)
2. Please include the names of all officers who are likely to give evidence to the Committee.
3. Please provide one witness list per portfolio area or agency for each hearing (usually delineated by the timeslots on the hearing schedule).
4. For questions, please contact the Committee Secretary, Dr Brian Lloyd, on ext 50137 or [LACommitteePTCS@parliament.act.gov.au](mailto:LACommitteePTCS@parliament.act.gov.au)

WITNESS DETAILS	
Minister/Statutory Officer:	Minister for Transport and City Services
Portfolio area / directorate / statutory authority:	Transport Canberra and City Services
Hearing date & time:	Thursday 4 March 2021 8.30am –11am
Honorific (Dr, Ms, Mr, Mrs, Prof) / Full name / Position / Branch or Division / Directorate or Agency	
Ms Alison Playford, Director-General, Transport Canberra and City Services	
Mr Ben McHugh, A/g Deputy Director-General, Transport Canberra and Business Services, Transport Canberra and City Services	
Mr Jim Corrigan, Deputy-Director General, City Services, Transport Canberra and City Services	
Ms Cherie Hughes, Chief Operating Officer, Transport Canberra and City Services	
Andrew Pedersen, Chief Finance Officer, Transport Canberra and City Services	
Craig Jordan, Executive Group Manager, Territory and Business Services, Transport Canberra and City Services	
Ms Meghan Oldfield, Executive Group Manager, Infrastructure Delivery and Waste, City Services, Transport Canberra and City Services	



**LEGISLATIVE ASSEMBLY**  
FOR THE AUSTRALIAN CAPITAL TERRITORY

STANDING COMMITTEE ON PLANNING, TRANSPORT, AND CITY SERVICES

JO CLAY MLA (CHAIR), SUZANNE ORR MLA (DEPUTY CHAIR), MARK PARTON MLA

<b>WITNESS DETAILS</b>	
<b>Minister/Statutory Officer:</b>	Minister for Transport and City Services
<b>Portfolio area / directorate / statutory authority:</b>	Transport Canberra and City Services
<b>Hearing date &amp; time:</b>	Thursday 4 March 2021 8.30am –11am
<b>Honoric (Dr, Ms, Mr, Mrs, Prof) / Full name / Position / Branch or Division / Directorate or Agency</b>	
Mr Ken Marshall, A/g Executive Group Manager, City Operations, City Services, Transport Canberra and City Services	
Mr Anthony Haraldson, A/g Executive Branch Manager, ACT NoWaste, City Services, Transport Canberra and City Services	
Ms Shelly Fraser, A/g Executive Branch Manager, Roads ACT, City Services, Transport Canberra and City Services	
Mr Jeremy Smith, Executive Branch Manager, Infrastructure Delivery, Transport Canberra and City Services	
Ms Vanessa Little, Executive Branch Manager, Libraries ACT, Transport Canberra and Business Services, Transport Canberra and City Services	
Mr Stephen Alegria, Executive Branch Manager, City Presentation, City Services, Transport Canberra and City Services	
Mr Daniel Childs, Executive Branch Manager, Capital Linen Services, Transport Canberra and City Services	
Ms Judith Sturman, Executive Group Manager, Transport Canberra, Transport Canberra and City Services	
Mr Ian McGlinn, Executive Branch Manager, Executive Branch Manager, Transport Canberra and City Services	
Mr John Bowdery, Executive Branch Manager, Strategic Policy and Customer, Transport Canberra and City Services	
Ms Kim Hosking, Senior Director, Road Safety and Transport Regulation, Transport Canberra and City Services	
Ms Alison Kemp, A/g Senior Director, Road Safety and Transport Regulation, Transport Canberra and City Services	
Mr Geoff Davidson, Executive Branch Manager, Development Coordination, City Services, Transport Canberra and City Services	
Mr Duncan Edghill, Chief Projects Officer, Major Projects Canberra	
Mr Ashley Cahif, Project Director, Light Rail, Major Projects Canberra	
Mr Damon Hall, Executive Group Manager, Project Development and Support, Major Projects Canberra	
Ms Jo Dawson, Executive Branch Manager, Light Rail Operations, Transport Canberra and City Services	

## QUESTION TIME BRIEF

### Transport and City Services

#### TOPIC: Capital Works Stimulus - ACT and Commonwealth Funded

#### Upgrades and extension of the footpath and cycleway network across Canberra – Stimulus 1

- Roads ACT manages approximately 3,177 kilometres of community paths (foot and cycle paths), as at 30 June 2020.
- There are more than 400 community path requests on the Community Path Priority list.
- The ACT Government has embarked on a program to progressively upgrade and enhance the local suburban community path network on a prioritised basis, to fulfil the government policies that encourage active travel, reduce carbon emissions and improve health in the community.
- Requests to build missing links or to upgrade existing paths are received by Roads ACT from members of the public. Roads ACT use a Warrant System to confirm the need for, and prioritise all requests.
- This stimulus package of works has fast tracked some of the new or improved footpath works where assessments have already been undertaken by Roads ACT officers.
- These works are being delivered in five packages which have been geographically allocated.
- TCCS has modified their delivery processes to expedite the delivery of these works.
- TCCS is also working closely with and being assisted by the NCA, EPSDD and other Directorates to identify any potential process that could be modified to reduce the risk of delaying the delivery of these works.
- Footpath works in Mawson and Woden were completed in December 2020.
- Works in Amaroo and Lyons were completed in December 2020.

### Open Spaces Landscaping Improvements – Stimulus 1

- The economic stimulus measures being undertaken in the City Presentation space include the following activities:
  - More tree planting in 2019-20 – (an additional 2,500 trees will be planted in Autumn 2020) bringing the total number of trees to be planted to 4,000. To date, 4,002 trees have been planted, of which 2,497 are part of the stimulus program.
  - More tree maintenance activities in 2020-21 – (an additional tree maintenance team has been engaged to focus on addressing the maintenance backlog in the south of Canberra). Funds have also been allocated to establish a new depot in Woden. A temporary depot has been established at the Phillip enclosed oval and staff recruitment is underway.
- **Play spaces refresh works - \$300,000** from the stimulus package plus an additional \$193,000 from recurrent funding has been allocated to refresh play spaces (including some basketball courts) located across Canberra. The locations were selected based on feedback from the community and the results of recent play space inspections. The works include repainting, repairs to or replacement of equipment, topping up/replacing softfall, and replacing edging. Works are well underway with most projects completed. Some delays have been experienced for three locations due to delays in the supply of materials.
- **Replacement of bollards - 290,000** to replace bollards at several sites throughout Canberra. Works are underway. Delays have been experienced due to availability of materials.
- **Recruitment to the Jobs for Canberrans program** will provide additional cleaning services focussed on suburban shops. This will complement the City Renewal Authority's Jobs for Canberrans program which will be focussed on extra cleaning and maintenance in the city, Braddon and Dickson.

### Building Improvements Package – Waste, Domestic Animal, Sports Grounds and Transport Waste – Stimulus 1

- The stimulus package included upgrades and improvements to ACT NoWaste sites. The package mainly consisted of:
  - repairs to buildings at the Mugga Lane Resource Management Centre;
  - upgrades to site entry that will provide safer and more suitable entry capabilities for all vehicles at different sites; and
  - upgrades to the paper cages at some of the Recycling Drop Off Centres.

All Stimulus 1 packages of works are complete.

Cleared as complete and accurate:	23/02/2021	
Cleared by:	Director-General	Ext: 6207 8658
Contact Officer name:	Jeremy Smith	Ext: 6207 2738
Lead Directorate:	Transport Canberra and City Services	

## Look and Feel of the City

- TCCS has received additional funding of \$6.951 million to complete the following projects:  
Footpath/Bikepath continuation.
  - Public toilet replacement.
  - Shopping Centre upgrade program.
  - Park/Bike and ride facilities.
  - More bus stop upgrades and shelter improvements.
  - Urban forest.
  - Woden Library redevelopment.
- Work is progressing on the planning and commencement of the projects.
- Footpath/Bikepath continuation:
  - Heysen Street Stage 2 – construction commenced in November 2020 and was completed in December 2020. Line marking completed February 2021.
  - Kaleen Baldwin Drive to Tyrell Circuit path connection – works to be delivered by Education Directorate as part of adjacent package of works. RFQ completed and preferred tender recommended by ACTPG. Works were invoiced by Education Directorate and paid in December 2020. Education Directorate has advised works are scheduled to commence March 2021.
- Public Toilet Replacement – PMA engaged in October 2020. Works are expected to commence at JKMP in the first week of March to install temporary public toilet facilities prior to demolition of existing facility, works expected to commence at Tuggeranong District Park in mid March 2021.
- Shopping Centre upgrade program – Rapid Audit for 13 shopping centres was completed in September 2020. Implementation of refresh works complete at Spence North west and Spence South east in January 2020. Works were completed at Kambah (Castley Crescent) and Kambah (Marconi Crescent) February 2021 and improvements to Hackett shops are underway Kippax Group Centre Feasibility Study site investigations and preliminary stakeholder consultations were completed in December 2020 and - concept plans and feasibility study report are being finalised.
- Park and Ride Dickson Netball Courts – Arrangements to be finalised with the Netball Club to allow the Park and Ride to be operated during the week. Design has been completed. NCA works approval has been submitted. Sign installation commenced in December 2020 and is now complete.
- Park and Ride Belconnen Copland Church Melba – Consultation with the Church has been completed. Sign installation commenced in December 2020 and is now complete.
- Bike and Ride Civic Barry Drive after Clunies Ross Street – Design and finalised.
- Concept design has been approved by ANU. Works approval from NCA obtained. Construction commenced in November 2020 and is now complete.

Cleared as complete and accurate: 23/02/2021  
Cleared by: Director-General Ext: 6207 8658  
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Lead Directorate: Transport Canberra and City Services

- Bike parking facilities at Wells Station Drive – Park and Ride site – Design has commenced and is now complete.
- Bus Stop Upgrades – Bunker Bus Stop relocations – Construction has commenced and is now complete.
- Bus Stop Upgrades – Purchase and Install new Shelters for New Suburbs – Civil works are currently underway. Shelters were supplied in batches commencing late November 2020 and works are now complete.
- Urban forest Jamison– technical consultant completed feasibility and site investigation December 2021. MW21 tender released in December 2020 and closed in February 2021. Contractor anticipated to be engaged in early March 2021.
- Woden Library redevelopment – demolition works completed December 2020. Final scope of works for construction finalised January 2021 and trade packages are currently being released and reviewed. Commencement of new works expected to commence in late February 2021. Construction works are scheduled for completion in June 2021.

#### **Local Roads and Community Infrastructure (LRCI)**

- TCCS has received Local Roads and Community Infrastructure funding of \$9.515 million to complete the following projects (noting three projects to the value of \$2.06 million do not commence until 2021/22):
- Public transport and active travel - Menindee Dr to Lake Burley Griffin Circuit - Menindee Drive - missing link on the Lake Burley Griffin Circuit. The Feasibility Study has been finalised. Draft Final Sketch Plan and Report issued to TCCS stakeholders for comment in February 2021.
- Public transport and active travel - Priority crossings for the City-Woden cycle route at Loftus Street and Schlich Street Yarralumla. Detailed design progressed. Construction to be tendered in March 2021. Works expected to be completed mid 2021.
- Streetlights - Replacement of dull streetlight lamps - There are approximately 20,000 streetlights that are not providing the specified illumination due to defective luminaires (light fittings). These luminaires will be replaced with energy efficient LED fittings ensuring the optimal long-term cost benefits. A final list of 880 lights to be replaced has been provided by Roads ACT. Works commenced in December 2020 and are now underway.
- Streetlight Infill Program - This project will continue to improve and enhance lighting to provide safer public spaces and increase amenity across the ACT at locations identified through public requests. Includes assessing the suitability of additional lighting in the locations identified in the "Woman's Safety Audit". Design and Superintendency has been awarded and design work is underway.
- Refurbish High Mast Lighting - This project addresses the structural issues identified by the Structural Consultant. Additionally, it maintains the heritage value of the high mast lighting poles and associated components and is the recommended option from the heritage impact

Cleared as complete and accurate: 23/02/2021  
Cleared by: Director-General Ext: 6207 8658  
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Lead Directorate: Transport Canberra and City Services



statement prepared for the National Capital Authority.

- The construction stage tender has closed in January 2021 and works are expected to commence shortly
- Skate Park Refurbishments - Safety Audits have been completed for skateparks at Emu Bank (Belconnen) and Eddison Park (Woden). Works package will address issues identified through audits conducted in 2019-20. D&C Contractor engaged in January 2021. Consultation with Skateboard association undertaken, and construction commenced in February 2021.
- Sportsground Facilities Improvement Program - Improvements to sporting facilities across Canberra, such as providing female friendly pavilion upgrades. Works will be undertaken at Woden Enclosed Athletics Track, Stirling and Kambah. Works have commenced at Kambah and Stirling with site establishment in January 2021.
- Rollout of Canberra cycle route wayfinding signage - vendor is continuing with design and documentation services as per engagement through Cycling Network Improvements Part 2. Documentation of 'trailhead' signs siting commenced February 2021. Installation expected to commence April 2021.
- Priority Crossing Theodore St - Melrose Dr Woden - Priority crossing for Theodore Street at Melrose Drive Woden. Detailed design is expected to be completed in February 2021. Construction contract to be varied into the Woden Pedestrian and Cycle Improvement Project. Works are expected to be completed mid 2021.
- Aikman Dr Path connection near UC Hospital - Aikman Drive path connection near University of Canberra Hospital. The Project Plan has been approved. Construction work was completed in November 2020 and operational acceptance inspection held in December 2020. Works complete.
- Heysen St Link to Lyons Shops - Stage 3 - Connect the Heysen Street link to Lyons shops (stage 3 of the Heysen Street Link project). TCCS stakeholder meeting held January 2021 to consider on-road and off-road alignment options. A preferred option has been identified and Final Sketch Plans are being finalised.
- ACT NoWaste facility/site improvements - Upgrade of the reusables shed at Mugga Lane, including paving and drainage. Procurement preliminary work underway.
- Community Infrastructure – funding provided to improve a number of government building providing community services and managed by ACT Property Group including, Health Centre, Early Childhood Centre and Government depots. Improvement works are underway.
- Lake Beach Upgrade – provided to create and manage a new lakefront attraction which would be designed to complement the long-terms plans for the new lakefront park around West Basin. The proposal is to undertake improvements to the public space located known as the 'triathlon beach' on the western end of the new boardwalk at the Acton Waterfront. Construction is underway.

Cleared as complete and accurate:	23/02/2021	
Cleared by:	Director-General	Ext: 6207 8658
Contact Officer name:	Jeremy Smith	Ext: 6207 2738
Lead Directorate:	Transport Canberra and City Services	

### ISSUE: ROAD DUPLICATIONS AND UPGRADES

#### Talking Points

- Road duplication projects continue to be delivered across the city responding to the growth of new development areas such as Molonglo and North Gungahlin, as well as growth in established town centres.
- The scope of works for these projects generally include:
  - duplication of existing carriageway;
  - refurbishment of the existing bridges;
  - on-road cycle lanes in both directions;
  - three-metre-wide off-road shared use paths;
  - noise walls; and
  - tree management and new tree planting, and landscaping works.

#### Current/Future Projects

Project	Original Budget
John Gorton Drive	3B – \$12.0 million 3C – \$2 million in 2020-21 EFU and \$174.2 million for design and construct in the 2020-21 budget
William Slim Drive duplication	\$44.53 million for construction and \$10.0 million in 2020-21 budget (signalised intersection)
Athllon Drive duplication	\$0.7 million in 2019-20 for infrastructure study and concept design, \$5.22 million in 2020-21 EFU for detail design and \$73.95 million provision for construction in 2020-21 (will be 2021/22 Budget Bid)
Morisset Road extension	\$1.4 million for design in 2019-20, and 2021/22 Budget Bid for construction funding

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William Hovell Drive duplication	\$2.0 million for design in 2019-20 and \$55 million provision for construction from 2021-22 (will be 2021/22 Budget Bid)
Canberra Brickworks Precinct access road and Dudley Street upgrade	\$8.0 million for design and construction
Kent Street/Novar Street intersection upgrades	\$5.5 million for design and construction
Monaro Highway Upgrade program	\$200 million over 5 years (funded 50% by the Federal Government)

### John Gorton Drive 3B and 3C – \$190.2 million

- 3B – Construction of civil and landscaping works for the next 500m of John Gorton Drive (JGD) is complete with the road open to two lanes of traffic in both directions and landscaping is on consolidation. The project includes another signalised intersection into Whitlam and future urban development in Molonglo 3 East.
- 3C – This is the final section of JGD and includes the Molonglo River Bridge and 1.7km of arterial approach roads.  
 Design funding of \$1.25 million was allocated in the 2018-19 budget and the consultancy for PSP design was awarded in April 2019. The PSP design is nearing completion. The revised s211 EIS exemption has been considered and approved by the Minister of Planning. An impact track Development Application has been made and is awaiting the completeness check. The PSP design will inform the future design and construct tender. \$2m funding has been provided in 2020-21 to assist with preparation of these tender documents and Principal Appointed Person (PAP) services. The tender for these services is due to close on 9 February 2021.

### William Slim Drive Duplication (Better connecting Belconnen and Gungahlin) – \$44.53 million

- The duplication of the arterial road between Ginninderra Drive and the Barton Highway, with the Commonwealth Government contributing \$20 million towards these works through the National Partnership Agreement on Land Transport Infrastructure Projects will occur over four years.
- The project involves the duplication of the 3.2km William Slim Drive (WSD) from the Barton Highway / Gundaroo Drive intersection to the Ginninderra Drive intersection.
- The completion of these works, along with the duplication of Gundaroo Drive, which is currently underway, will provide a duplicated road corridor from Gungahlin to Belconnen.

The proposed scope of works includes:

- Approx. 3.2km of new carriageway;
- Approx. 6.4km of new on-road cycle lanes;

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- Signalisation of the Dumas Street intersection;
  - New bus bays and relocation of existing bus bays;
  - Barrier replacements at bridges along the corridor;
  - Construction of linkages to existing community shared paths;
  - New and augmented stormwater systems, including levee bank at the existing underpass;
  - Street lighting and landscaping; and
  - Reconfiguration of existing intersections, including:
    - Ginninderra Drive;
    - Dumas Street;
    - Baldwin Drive;
    - Owen Dixon Drive; and
    - Chuculba Crescent.
- There are around 20,000 vehicle movements each day on William Slim Drive and this is only going to increase with further housing developments in surrounding areas.
  - The original design of the WSD Duplication was completed in 2013 and a Development Application (DA) was submitted for approval. A number of issues were raised during the public notification process particularly relating to elevated noise levels as a result of the duplication.
  - Since then a number of changes to the standards specifications and policies have occurred including addressing issues raised as part of the public notification process.
  - The design has been updated to reflect previous community feedback and address changes to road infrastructure design standards. A Development Application (DA) has recently been submitted to EPSDD and has recently been approved with conditions. The design is currently being updated to incorporate these conditions.
  - The works have been packaged in two packages with
    - Package A – between Barton Highway intersection to Chuculba Crescent and Baldwin Drive to Ginninderra Drive Intersections; and
    - Package B – between Chuculba Crescent and Baldwin Drive intersections

Tenders for the construction of Package A were advertised on the 17<sup>th</sup> August 2020. The Contract has been awarded to BMD Construction and construction works will commence in February 2021. Package B was tendered in December 2020.

Funding of \$44.53 million was provided in the 19-20 Budget for the WSD Duplication and includes \$20 million (Federal Government) and \$24.53 (ACT Government) funding.

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## CSIRO Development Impacts:

The proposed CSIRO residential development (the development) is expected to have significant impacts on the surrounding road network including William Slim Drive.

Recent Traffic Impact Assessments undertaken for the CSIRO and the ACT Government indicate that the currently proposed roundabout upgrade at Owen Dixon / William Slim Drive as Package B works is unlikely to cope with traffic volumes generated by the development.

A signalised intersection (which includes the construction of a new bridge over Ginninderra Creek) at this location has been proposed to address these traffic impacts on William Slim Drive.

In the 2020-21 budget \$ 10.0 million has been provided for the signalisation of the Owen Dixon / William Slim Drive intersection. Design of the signalised intersection is expected to commence shortly. Construction of the signalised design will be included as part of the Package B works. The implementation of these works is unlikely to impact on the project completion. dates.

## Athllon Drive duplication - \$0.7 million + \$5.22 million

- The Government committed funding in the 2019-20 Budget to commence design on this project.
- This design work is:
  - An infrastructure study for the Athllon Drive road corridor adjacent to the proposed areas of land development as identified in the Woden Town Centre Master Plan and the Mawson Group Centre Master Plan. This is between Hindmarsh Drive and to just south of Mawson Drive.
  - Concept design for duplication of the unduplicated sections of Athllon Drive being the 2.4km section between Sulwood Drive and Drakeford Drive (southern section) and a 0.6km section from Shea Street to Melrose Drive adjacent to the suburb of Phillip (northern section).
- The design work is progressing and the draft concept design for both sections has been received for review. A government stakeholder workshop and circulation of general arrangement plans was undertaken in July. Review of the draft concept design and preparation of responses to stakeholder comments is underway.
- You announced the concept design on 18 August 2020.
- Additional funding of \$5.22m has been received in 2020-21 to progress the detail design of both the northern and southern sections of Athllon Drive duplication, and this was also included in your announcement.
- Provision of \$73.95 million has also been made to fund the future construction of both sections of Athllon Drive duplication. This will be a 2021-22 Business Case.
- It is anticipated that the detail design and associated approval processes will take eighteen months to two years. This will be followed by the construction works, subject to funding availability and timing. The construction works are anticipated to take in the order of three

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to four years depending on how the works are staged including if both sections are delivered together or one at a time.

- The Land Release Program includes 300 dwellings for release in 2022-23 in the new development area adjacent to the northern section of Athllon Drive duplication. 280 dwellings are then planned for release in 2023-24.
- The tenders for the detailed design have been put on hold while Light Rail are examining the option to include an extension to Mawson in the Stage 2 project, This could delay tendering the works for two to three months.

### **Morisset Road extension (Planning better roads for our growing city initiative) – \$1.4 million**

- The Government committed funding for detailed design to upgrade and extend Morisset Road in Kenny through to the Federal Highway/Antill Street roundabout to provide a missing link in the Orbital Freight Network and to support future land development in the area.
- The retarding basin on Sullivan’s Creek is required to support Kenny as it is needed to meet the Water Sensitive Urban Design targets and the upgrade of Morisset Rd adjacent to this forms the embankments for the retarding basin.
- The design is progressing. The feasibility study has been received and reviewed with comments received from government stakeholders. The Preliminary Sketch Plan design has been received and Final Design is underway. The EPBC approval submission has been submitted.

### **William Hovell Drive (Planning better roads for our growing city initiative) – \$2.0 million**

- The Government has committed funding for detailed design of the duplication of William Hovell Drive, from Drake Brockman Drive to John Gorton Drive. This project will alleviate traffic congestion for residents of West Belconnen and support future land release including the new suburbs of Strathnairn and Macnamara.
- The design work has commenced and a Preliminary Sketch Plan design has been received and Final Design is underway. The EPBC approval submission has confirmed that this project is a controlled action and that it can be processed via the ACT bilateral process. The EIS scoping report has been received and associated work is progressing.

### **Canberra Brickworks Precinct access road and Dudley Street upgrade - \$8.0 million**

- The EPBC approval has been received with conditions, the s211 EIS exemption has been granted by the Minister for Planning, and the Works Approval has been received with conditions.
- The impact track Development Application (DA) Notice of Decision was granted with conditions on 30 July 2019 for the construction of the access road into the Canberra Brickworks Precinct off Dudley Street (including a new roundabout intersection with Dudley Street) and the upgrade of Dudley Street in Yarralumla.
- These roadworks are required prior to the commencement of the estate development of the Canberra Brickworks site. The new road will provide access into the development site via a

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route that is not through the existing residential suburb and streets of Yarralumla. This will significantly reduce the impacts of the development's remediation and construction work traffic on the suburb and its residents.

- The site management and PAP tender was called in June 2019 and the consultant has been engaged.
- A Notice of Application for Review of Decision-DA 201935514 was made by [REDACTED]. A Directions Hearing was held on 27 September 2019. The ACAT Hearing was held on 23 October 2019 and the ACAT Decision was received on 31 March 2020. ACAT found that the decision of ACTPLA to approve the DA, subject to specified conditions, is confirmed. No appeal of this decision was received in the 28-day appeal period.
- The construction tender closed on 12 September 2019 and following the 28-day appeal period a Letter of Award was issued to Cord Civil on 29 April 2020. The pre-construction conditions have been progressed as part of Milestone 1. A Construction Environmental Management Plan has been approved by the Environment, Planning and Sustainable Development Directorate and the Department of Agriculture, Water and the Environment in accordance with environmental and planning approval conditions. The first two stages of Temporary Traffic Management (TTM) Plans have been prepared and approved by Roads ACT and via a Works Approval from the National Capital Authority. Further TTM plans for the next stages of work will be prepared and associated approval applications made in early 2021.
- Construction work has commenced on site. Golden sun moth translocation has been completed as well as the other initial activities on site to meet the environmental approval conditions. Site sheds and site fences have been erected, trees have been felled and mulched, initial service relocations have been completed (including undergrounding of the overhead high voltage electricity line) and the bulk earthworks have commenced. Underground services are being constructed along the access road and Dudley Street. Construction is expected to take 12 months for civil works and landscaping, including Native Temperate Grassland restoration (which will be completed two years after civil works are completed).

**Kent Street/Novar Street intersection upgrades (part of the Delivering safer intersections initiative) – \$5.5 million**

- The government has committed funding for detailed design and construction of three intersection upgrades on Kent Street and Novar Street. These upgrades will improve traffic flow and safety in the area, particularly during morning and afternoon peak periods.
- The three intersections will be signalised with the traffic controls coordinated to optimise traffic improvements. These intersections are:
  1. Dudley Street/Novar Street/Kent Street/ Adelaide Avenue on-ramp;
  2. Kent Street/Adelaide Avenue off-ramp; and
  3. Kent Street/Denison Street.

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- These intersection upgrade works will also provide controlled crossings for both pedestrians and cyclists using the Principal Cycle Route along Kent Street/Novar Street, which will be a significant safety improvement.
- Construction of these works is anticipated to occur after the Canberra Brickworks Precinct access road and Dudley Street upgrade project.
- A draft final design has been received and is currently being reviewed. This is following the Value Management, Safety in Design and P50/P90 cost assessment workshops.
- Following a Road Safety Audit, the consultant is revisiting the traffic modelling. There may need to be modifications to the design to accommodate the findings of the audit and review of the traffic modelling.

## **Monaro Highway Upgrade program – \$230.0 million\***

- A Commonwealth investment program under the National Partnership Agreement on Land Transport Infrastructure Projects (the Agreement) has allocated \$115m for the Monaro Highway upgrade. The Commonwealth investment has been allocated as part of a 50% co-contribution with the ACT Government, resulting in a total investment for the Monaro Highway of \$230m\*. (\*note total project value still subject to match funding contribution by ACT Government).
- The Monaro Highway is a key arterial route both within the ACT urban area and traversing rural areas in the ACT, NSW and Victoria. Within the ACT the Monaro Highway provides a key connection between southern suburbs and the industrial areas of Hume and Fyshwick, and also provides a part of the key link between Queanbeyan and Canberra City. The Monaro Highway is also a key component of the outer orbital route connecting to the Majura Parkway at the northern end and continuing south to Cooma and then on to intersect the Princes Highway at Cann River in Victoria's Gippsland region.
- The program comprises two key projects:
  1. Monaro Highway Upgrade project; and
  2. Monaro Highway Safety Improvements project.
- The Monaro Highway Safety Improvements project has seen the construction of an overtaking lane on the Monaro Highway between Old Cooma Road and Williamsdale Road and improvements at the Old Cooma Road and Williamsdale Road intersections. Works commenced in November 2019 and were completed in mid-2020. Works to rectify pavement defects were completed late-2020.
- The Monaro Highway Upgrade project will make improvements to the intersections on the Monaro Highway in the vicinity of Hume, specifically between David Warren Road and Johnson Drive. A consultant has been engaged for feasibility and preliminary designs and is currently examining options and treatments for each of the intersections within the study area. Preliminary designs for the Monaro Highway / Lanyon Drive interchange are scheduled to be delivered in early-2021 and will inform a design and construction tender which is scheduled to be released late-2021. Options for the Isabella Drive interchange and the

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treatment of the existing signalised intersections through Hume are currently being assessed.

- In late 2019, the Australian and ACT Governments made a joint announcement that funding would be brought forward to allow construction to commence in the 2020-21 financial year. The Monaro Highway / Lanyon Drive interchange has been identified as an early construction package with works to relocate existing services scheduled to commence in the first half of 2021. Designs are nearing completion with procurement scheduled for early-2021.

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## Transport and City Services

### ISSUE: Gungahlin Drive Extension

#### Talking Points:

- In the ACT, speed limits are determined in line with national standards and guidelines.
- TCCS applies these standards and guidelines to determine the speed limit that should apply to new road infrastructure and to the existing road network when speed limits are reviewed.
- This involves consideration of safety, mobility and amenity.
- Factors considered under these guidelines include:
  - the road function;
  - traffic, layout;
  - roadside development; and
  - activity.
- Road geometry and condition, and crash risk are also factors for consideration.
- In certain circumstances, reduced speed limits can be applied at black spot locations when speed is found to be a contributing factor to crashes.
- Ideally, speed limits are set such that road users can readily understand the reasons for setting them at a particular level, therefore providing credibility.
- Transport Canberra and City Services sets the speed limits to encourage, as far as practicable, a uniform speed of travel and hence reduce the potential for conflicts due to speed differentials between vehicles.
- Both Barton Highway and Pialligo Avenue now have more uniform posted speed, which encourages a more uniform speed of travel in those corridors.
- Gungahlin Drive forms part of the North / South corridor, which also includes Caswell Drive, Tuggeranong Parkway and Drakeford Drive.
- Any changes to posted speed limit would need to take into consideration the whole corridor.
- There are currently two main sections of Gungahlin Drive:
  - 90km/h Belconnen Way to Barton Highway; and
  - 80km/h Barton Highway to Horse Park Drive.

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- Based on the pre-COVID traffic data, weekday average travel speeds in the 90km/h section (southbound) AM peak are around 79km/h with 84km/h in the PM peak in the opposite direction.
- The weekday average travel speeds go up to 83km/h (southbound) and 87km/h in the opposite direction, outside peak times.
- More up to date traffic data is planned for collection later in 2021.
- Current traffic levels in morning and afternoon peak are exacerbated due to lesser uptake of public transport, which is further affecting travel speeds.
- Gungahlin Drive could operate more efficiently with a lower posted speed limit especially in peak times depending on level of congestion.
- Use of variable speed limits (VSL) and other intelligent transport systems facilitates management of road network safely and more efficiently.

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## Transport and City Services

### ISSUE: Potholes and Road Resurfacing

#### Talking Points:

##### Potholes

- The frequent rain experienced in Canberra over the past eight months is causing an increase in recurring potholes and reactive maintenance through hand-patching. This is a fast and effective way to restore a safe usable road surface but is prone to reoccurrence depending on the nature and severity of underlying pavement damage and further rainfall.
- Utilising the \$4M additional funding surge recently announced by the Minister, through the LRCI program, Roads ACT will increase pothole repair and prevention activities of our roads. Roads ACT proposes to:
  - Spend approximately \$1.5M on additional road resurfacing to ensure the 2020-21 resurfacing program exceeds the accountability indicator targets of treating 4% and 5% respectively, of the Municipal and Territorial road networks, and to optimise prevention of future potholes; and
  - Spend approximately \$2.5M to augment the 2020-21 heavy patching program to durably repair the increased numbers of potholes caused by current weather conditions and prevent cold mix “make-safe” repairs from re-occurring.
- Roads ACT is in the process of engaging up to an additional four external asphalt pothole patching teams by late February 2021.
- Additional temporary roadworker resources are being sourced to establish additional internal Government asphalt pothole patching teams.
- Roads ACT has repaired over 4760 potholes in the 2020-2021 financial year to date.
- For the current financial year, a budget of \$1.33M is allocated to undertake routine repair works, which includes pothole hand-patching.

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- Roads ACT undertakes planned asphalt patching in preparation for the bitumen reseal, with a budget of \$2.3M for the current financial year, augmented by \$0.4M stimulus funding. A program of 92,463m<sup>2</sup> (10,000 tonnes) is to be completed. This patching has been delivered by the Roads ACT team and external contractors.
- The annual resurfacing program is one of Roads ACT's major investments in the prevention of potholes and other pavement defects. The annual bitumen resealing program for the 2020-21 financial year consists of \$7.35M and covers 759,254m<sup>2</sup> over 188 separate sites. The asphalt overlay program for the 2020-21 financial year consists of \$4.23M and covers an area of 231,982 m<sup>2</sup> over 39 different sites.
- A further \$0.57M is available for Roads ACT to utilise from the annual recurrent budget to undertake reactive, mechanised asphalt patching (heavy patching) on the road network.

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## Transport and City Services

### ISSUE: Intersection Upgrades

#### Talking Points:

- The 2019-20 Budget provided funding for the following intersection works over three years:
  - Southern Cross Drive/Starke Street;
  - Launceston Street/Irving Street;
  - Belconnen Way/Springvale Drive;
  - Novar Street/Kent Street;
  - Mount Taylor Safety Improvements (commencing in 20-21); and
  - Hume Circle (commencing in 20-21).
- The Commonwealth Government also provided funding in 2020-21 towards the intersections of:
  - Southern Cross Drive/Stark Street;
  - Launceston Street/Irving Street; and
  - Belconnen Way/Springvale Drive.

#### Kuringa Drive/Owen Dixon Drive

- Kuringa Drive is Canberra's first link from Barton Highway when travelling from New South Wales and provides connection into the north western suburbs of Canberra and to Belconnen Town Centre. Kuringa Drive at this location also connects with Clarrie Hermes Drive from Gungahlin Drive, which forms the main connecting link from the north eastern suburbs to Belconnen.
- The objective of this project is to improve the overall public safety of the transport network at the intersection. This includes improved safety and crossing opportunities for pedestrian and cyclists, and provides a shared path connection to Barton Highway. The project will also accommodate the future duplication of Kuringa Drive. The modification of the intersection from uncontrolled to controlled should result in a reduction of accidents occurring.
- A Feasibility Study was completed in 2016 to address the safety and functional issues of Kuringa Drive with Owen Dixon Drive intersection and also included the shared path link to Barton Highway.
- The project was initially put on hold to allow outstanding interface issues related to the CSIRO development to be resolved adding approximately 8 months to the project.

- In addition, changes to path standards within the Territory post the concept design (including off road shared paths), required a redesign of the associated path network which then created conflicts with utilities which needed resolution. This complexity resulted in a further delay of approximately 6 months to the project program.
- Construction works were funded in 2019-20. Contract for the design has been awarded and work on the design is complete.
- Construction contract was awarded in December 2020 and works are expected to commence in February 2021.

## **Southern Cross Drive/Starke Street**

- New traffic signals will provide controlled right turn and through movements at the intersection.
- Associated widening of the road pavement will allow for the new signal arrangement.
- Construction contract was awarded in December 2020 and works commenced in February 2021 and are now underway.

## **Belconnen Way/Springvale Drive**

- Conversion of the existing intersection arrangement into traffic signals.
- Potential realignment of slip-lane arrangements into and out of Springvale Drive to ensure safer operation with the new traffic signal arrangement.
- Construction contract was awarded in December 2020 and works commenced in February 2021 and are now underway.

## **Launceston Street/Irving Street intersection**

- New traffic signals at the intersection of Launceston/Irving providing a controlled pedestrian crossing across Launceston Street.
- Zebra crossing on the slip-lane from Irving Street to Launceston Street.
- Continuation of the existing median island closing the right turn into Furzer Street from Launceston Street, and the right turn out from Furzer Street to Launceston Street. This will convert Furzer Street into a left turn in and left turn out arrangement.
- Creation of a formalised right turn queue lane for the right turn from Launceston Street into Bowes Street.
- Construction contract was awarded in December 2020 and works commenced in February 2021 and are now underway.

## **Novar Street/Kent intersection**

- The Government has committed \$5.5 million for detailed design and construction of three intersection upgrades on Kent Street and Novar Street. These upgrades will improve traffic flow and safety in the area, particularly during morning and afternoon peak periods.

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- The intersections will be signalised with the traffic controls coordinated to optimise traffic improvements. These intersections are:
  1. Dudley Street/Novar Street/Kent Street/Adelaide Avenue on-ramp;
  2. Kent Street/Adelaide Avenue off-ramp; and
  3. Kent Street/Denison Street.
- These intersection upgrade works will also provide controlled crossings for both pedestrians and cyclists using the Principal Cycle Route along Kent Street/Novar Street, which will be a significant safety improvement.
- Construction of these works will occur after the Canberra Brickworks Precinct access road and Dudley Street upgrade project.
- A draft final design has been received, and is currently being reviewed. This is following the Value Management, Safety in Design and P50/P90 cost assessment workshops.
- Following a Road Safety Audit, the consultant is revisiting the traffic modelling. There may need to be modifications to the design to accommodate the findings of the audit and review of the traffic modelling.

## **Mt Taylor Safety Improvements**

- The Government has committed funds to develop a feasibility study for a shared path along Sulwood Drive, between Drakeford Drive and Athllon Drive. The study will also investigate the addition of a right turn pocket into the carpark from Sulwood Drive.
- Tenders for the feasibility study are nearing completion and expected to be completed in coming weeks.
- \$0.340 million has been recently provided by the ACT Government to progress the design of the shared path following the completion of the feasibility study. These works are expected to commence shortly.
- \$0.057 million has been recently provided by the ACT Government to progress the design of the right turn pocket into the car park and are expected to commence shortly.

## **Hume Circle**

- The Government has committed funds to develop a Preliminary Sketch Plan (PSP) to improve road safety at the intersection of Canberra Avenue, Sturt Avenue and Wentworth Avenue.
- Contract for the PSP design has been awarded and the works are underway.

## **Namatjira Drive / Streeeton Drive and Heyson Street / Streeeton Drive**

- The Government has committed \$0.310 million to undertake the feasibility study and Concept Design for improvements to the above intersections. These works are expected to commence shortly.

## Transport and City Services

### ISSUE: Footpath maintenance, prioritisation and upgrades

#### Talking Points:

- Roads ACT manage approximately 3,177 kilometres of community paths (foot and cycle paths).
- There are over 550 community path requests on the Community Path Infill Priority list.
- The ACT Government has embarked on a program to progressively upgrade and enhance the local suburban community path network on a prioritised basis, to fulfil the government policies to encourage active travel, reduce carbon emissions and improve health in the community.
- A primary goal of the ongoing investment in Active Travel is to encourage people to walk and cycle more often by identifying and completing missing links in the strategic walking and cycling network and upgrading facilities where usage is higher.
- Requests to build missing links or to upgrade existing paths are received by TCCS from members of the public. TCCS use a Warrant System to confirm the need for, and priorities of all requests.
- The Warrant System assesses whether a safe path can be provided for all path users. Safety, real and perceived, is always identified as a major barrier to active travel. If the safety criterion is met, four assessment criteria are applied to prioritise the requests:
  - **Strategic**—how the request completes the routes identified in the ACT Strategic Cycling Network plan or Town/Group Centre Master plans which outline the priority improvement corridors, connections to the proposed surrounding network and its value within the network;
  - **Community**—proximity to community trip generators and attractors within residential areas, such as schools, shops, facilities, businesses and parks etc;
  - **Public Transport**—proximity to relevant public transport facilities to increase the possibilities of multi-modal trips; and
  - **Demand**—presence of desired lines or expected demand for a path, i.e. more compact developments are more conducive to active transport and public transport.

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- Lack of high-quality Active Travel infrastructure degrades the walking and cycling experience and can lead to real and perceived safety hazards for all transport users. This in turn reduces uptake of Active Travel modes and precludes the realisation of its benefits.
- Accessibility to public transport stops and interchanges is an important element of multi-modal trips. The 2017 Household Travel Survey showed that on average Canberrans walked 0.8 kilometres each day to access a bus service.
- Canberrans walked approximately 11 minutes per day. The median trip duration of a walking trip was approximately 12 minutes while cycling trips are slightly longer at 20 minutes. The median trip distance of a walking trip was 1.2 kilometres while that of a cycling trip was 4.4 kilometres.
- Investment in walking and cycling infrastructure contributes to several national and ACT government policy directions, including the Healthy Weight Initiative, the ACT Climate Change Strategy, the ACT Planning Strategy and the Active Travel Framework.

### Path Maintenance

- Community path upkeep is important to ensure that walking around our suburbs is both easy and safe. Community paths consist of footpaths, off-road cycle and pedestrian mall pavements, and are located across the urban areas of Canberra.
- The network is constructed predominantly of concrete, though also includes other material surfaces such as asphalt, pavers and gravel.
- Roads ACT has a systematic inspection and repair program for the community path network within the ACT. High volume pedestrian zones are prioritised for planned inspections undertaken by in-house inspectors, such as the city centre, town centres and community facilities.
- In addition to planned inspections, all requests for service received via Access Canberra and Fix My Street are also inspected by Roads ACT. Once reported, an officer will assess any issues at a site as soon as possible.
- In general, if an issue presents an immediate safety hazard, Roads ACT will arrange for repairs to be promptly made safe, generally within ten business days. Replacement of damaged sections of path, when not an immediate safety concern, are packaged into larger value scoped works and contracted to local companies to repair.

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- These are typically completed within six to nine months but can take up to 12-18 months depending on priority and volume of requests.
- A key aspect of Roads ACT's approach is to recognise that asphalt paths are flexible pavement and there is an opportunity for preventative maintenance. Condition data is collected for asphalt paths, analysed and a planned preventative maintenance program developed, similar to the approach taken to develop the road resurfacing program.
- Planned path inspection frequency:
  - Roads ACT has a systematic inspection and repair program for the community path network within the ACT. Suburbs are selected for this program based on the likely condition of their paths (e.g. due to age and trees) and budget.
  - Currently 32 suburbs are inspected on a proactive basis under this program. High volume pedestrian areas are prioritised for a higher frequency of planned inspections undertaken by in-house inspectors, such as the city centre, town centres and community facilities.
  - Dedicated cycle paths are usually inspected every three years. To date this program has focused on finding and reporting defects, such as trip hazards or potholes.
  - City Presentation field staff will clean paths where reported through Access Canberra or Fix My Street.
- The COVID-19, Jobs for Canberrans (JFC) program created four new temporary positions for path inspector roles for TCCS. These temporary inspectors are working closely with the existing Roads ACT inspectors to undertake condition audits and defect assessments of the full path network across Canberra. These temporary functions will assist to capture the asset condition data that will improve Roads ACT's proactive asset planning such as the ability to forecast path upgrade and renewal funding requirements through the Strategic Asset Management Plan (SAMP). As of 23 February 2021, the team has inspected 629km of the 3,177km network. The program is expected to be completed by 30 June 2021 when JFC funding ceases.
- In parallel with the inspection program, Roads ACT is updating asset management plans for the community path network. This will ensure Roads ACT is prepared when the large quantity of data foreseen under the current inspection program is received.

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## Transport and City Services

### ISSUE: Local Area Traffic Management

#### Talking Points:

- Achieving safer speeds on the ACT road network is an essential element of the 'safe system' approach outlined in the National and ACT Road Safety Strategies.
- A range of integrated speed management measures covering engineering, enforcement, encouragement and education are part of the ACT Road Safety Strategy and Action Plan.
- One of these measures is to implement local area traffic management (LATM) treatments in residential areas using a range of traffic calming measures.
- Traffic calming measures are physical devices; either horizontal in nature such as kerb alignments and roundabouts, or vertical such as speed humps and speed cushions. Their aim is to reduce vehicle speeds. Relevant signage and line marking is also used in traffic calming projects to reinforce safe traffic speeds.
- To provide a safer road environment for all road users, safe speed reductions are also introduced in conjunction with traffic calming measures.
- Roads ACT uses a Traffic Warrant System to identify the need for, and to prioritise, traffic management measures in residential areas. This system takes into account traffic volume, speed, crash history and land use.
- Community consultation includes letter-box drops to residents in affected locations, and information on the ACT Government website for the wider community.
- Roads ACT also meets with Transport Canberra staff to discuss the impact proposed traffic calming measures would have on their ability to run its bus services on affected roads. For example, the size and placement of speed cushions is selected to ensure buses and other heavy vehicles, such as fire trucks and ambulances, are not impeded.
- All other affected stakeholders, including schools, Emergency Services and Community Councils, are also consulted.

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- TCCS receives numerous requests to provide traffic calming measures to deter or reduce incidences of anti-social driving behaviours ('hooning') such as burnouts, donuts, speeding or illegal drag racing on local streets.
- Research and experience across Australia has shown that traffic calming measures such as speed humps will not be effective at deterring or managing such behaviour.
- Traffic calming relies on a driver reacting reasonably to the road layout. However, drivers committing 'hooning' type driving behaviour often see traffic calming measures as an added challenge to display their "skills", even if a multitude of closely spaced devices were installed.
- Law enforcement is the single most significant method of controlling anti-social driving behaviour.
- TCCS does not undertake traffic studies/public consultations or implement traffic calming measures to mitigate 'hooning' behaviours.
- TCCS completed the implementation of the following LATM measures in December 2020:
  - On Bandjalong Crescent
    - Raised platform at the existing children's crossing to enhance pedestrian safety
  - On Tillyard Drive
    - Improvements to the intersections with Kerrigan Street, Spalding Street and Crawford Crescent;
    - Lane narrowing and line marking improvements between Kuringa Drive and Spalding Street;
    - Pedestrian refuge island and signage adjacent to Bicentennial Trail; and
    - Improvements to pedestrian signage near Charnwood shops.
  - On Kuringa Drive and Kerrigan Street
    - Improvements to line marking and signage.
  - On Spalding Street
    - Lane narrowing and line marking improvements.

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- On Shakespeare Crescent, Companion Crescent, Covington Crescent, Townson Street, Magrath Crescent and Moroney Street
  - Speed humps to reduce travel speeds.
- TCCS is currently progressing the implementation of priority measures from the Namatjira Drive LATM scheme. This includes improvements to the intersections with Perry Drive, Streeton Drive, Badimara Street and Damala Street, and four pedestrian refuge islands.
- TCCS has also completed LATM studies on the following streets:
  - Krefft Street, Florey
  - Antill St, Watson
  - Knox Street, Watson
  - Aspinall Street, Watson
  - Beasley Street, Torrens and Mawson
  - Boddington Crescent, Kambah
  - O'Halloran Circuit, Kambah
  - Marconi Crescent, Kambah
  - Summerland Circuit, Kambah
  - Livingston Avenue, Kambah
  - Kosciusko Avenue, Palmerston
- Recommended measures from these studies will be implemented when funding becomes available.

## Transport and City Services

### ISSUE: Black Spot Program Funding

#### Talking points:

- The ACT Government is working closely with the Commonwealth Government in improving road safety across the Territory.
- Through the Black Spot Program, the ACT Government receives funding for road treatments to improve safety and reduce the associated social and economic cost of road trauma:
  - Road safety treatments could range from constructing roundabouts, raising pavement platforms, traffic separations and safety barrier; to reduction of speed limits, to safe amenity improvements for pedestrians and cyclists such as upgraded street lighting.
- As part of the 2019-20 Commonwealth Budget announcements, an additional \$200 million has been allocated to the Black Spot Program from 2019-20 to 2022-23.
- The Commonwealth Government is investing a total of \$1.0 billion from 2013-14 to 2022-23 to fund safety works where there have been serious crashes or where serious crashes are likely to occur (e.g. records of at least three accidents involving casualties over a five-year period).
- The ACT has been notionally allocated \$1.7 million for 2019-20 and \$1.6 million annually for the next three years from 2020-21 to 2022-23.
- On 21 August 2019, the ACT Government received funding approval of around \$2.55 million for two projects as part of the **2019-20** program (Table 1). The funding includes:
  - \$1.79 million for the signalisation of two key intersections on Southern Cross Drive from Kingsford Smith Drive to Coulter Drive. Due to conflicts with adjacent projects and design challenges, design work for the Southern Cross Drive project is expected to be completed by April 2021. Delivery is anticipated by December 2021. The project includes:
    - signalisation the intersection of Southern Cross Drive / Ross Smith Crescent; and

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- signalise the intersection of Southern Cross Drive / Chewings Street.
- 2020-21 works will be joint funded (50:50) with the Commonwealth Government (through COVID-19 Stimulus funding).
- \$0.76 million for intersection improvements along Mawson Drive from Athllon Drive to Ainsworth Street. This project requires rescoping due to adjacent land rezoning, however due to the potential conflict with the proposed light rail corridor along Athllon Drive, the project has been placed on hold. As a result the revised completion date is December 2021. The project includes:
  - channelisation to single lanes in both directions and for left turns;
  - conversion of Mountevans Street to left-in/left-out only;
  - reduction of pedestrian crossing distance on Mawson Drive connecting to the main community route;
  - reduction of speed limit to 40 km/h between Athllon Drive and Hurley Street; and
  - installation of traffic calming in both directions between Mawson Place and Heard Street.
- More than 100 projects have been funded in the ACT under the Commonwealth funded Black Spot Program.
- The Black Spot Program is supported by the National Road Safety Strategy and Action Plan. It is estimated that the Black Spot Program delivered a 30 per cent reduction in fatality and casualty crashes at treated sites, with the overall safety benefits of the program substantially greater than the costs.

### Key Information

- More than 100 projects have been funded in the ACT under the Commonwealth funded Black Spot Program.
- The ACT Government received funding approval of around \$2.55 million for two projects as part of the 2019-20 Black Spot Program.

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- The Commonwealth Government is investing a total of \$1.0 billion from 2013-14 to 2022-23 to fund safety works where there have been serious crashes or where serious crashes are likely to occur.

## Background Information

- The Black Spot Program Funding is administered under the *National Land Transport Act 2014* (the Act). Through the Act, the Commonwealth Government aims to assist national and regional economic and social development by providing funding to improve performance of land transport infrastructure.
- Specifically, the funding provides allocation to projects for the improvement of road safety of a site (being all or part of any road) where the site has contributed to, or is likely to contribute to, serious motor vehicle crashes involving death or personal injury.
- Projects are selected based on:
  - The accident history of the site to which the project relates;
  - The results of any assessment of the safety benefits and the costs of the project;
  - The results of any road safety audit conducted in relation to the site; and
  - The extent to which persons other than the Commonwealth propose to contribute funding to the project.
- As Federal funding is involved, media announcements in relation to the Black Spot Program are primarily a Federal responsibility.
- In 2018-19, five of the 229 projects approved by the Commonwealth Government were ACT projects (Table 2). Projects being delivered during 2019-20, additional to those projects identified in Table 1 include:
  - Hobart Avenue/National Circuit, Forrest – intersection improvements (completed);
  - Boboyan Road (550m north of Orroral Road), Booth – installation of crash barrier (NOTE: This project has a revised completion date of March 2021 due to the 2020 bushfires);
  - Masson Street/McCaughey Street, Turner – signage and intersection improvements (completed);
  - Barton Highway (between Gundaroo Drive roundabout and Bellenden Street), Crace – speed limit reduction and associated improvements (completed);

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- Pialligo Avenue (Scherger Driver to Air Disaster Memorial Drive), Pialligo – speed limit reduction and associated improvements (completed).

- The jurisdictional Black Spot Program funding notional allocation are as follows:

### Black Spot Projects<sup>(a)</sup>

\$million	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	Total
2018-19	24.0	20.6	17.6	9.6	6.2	3.3	1.4	2.3	85.0
2019-20	34.6	29.3	24.9	14.4	8.6	3.9	1.7	2.7	120.0
2020-21	34.2	26.0	22.5	12.7	8.3	2.8	1.6	1.9	110.0
2021-22	34.2	26.0	22.5	12.7	8.3	2.8	1.6	1.9	110.0
2022-23	34.2	26.0	22.5	12.7	8.3	2.8	1.6	1.9	110.0

- Some amounts in each year remain unallocated. These amounts have been notionally allocated to all states on an equal per capita basis.

Table 1. Funding provided on 21 August 2019, to be completed in 2021:

Project Location	Proposed Treatments	Funding
<b>Southern Cross Drive (Kingsford Smith Drive – Coulter Drive)</b>	Signalise the intersections of: <ul style="list-style-type: none"> <li>● Southern Cross Drive / Ross Smith Crescent and</li> <li>● Southern Cross Drive / Chewings Street</li> </ul>	<b>1,797,900*</b>  (over two years of funding)
<b>Mawson Drive (Athllon Drive – Ainsworth Street)</b>	<ul style="list-style-type: none"> <li>● Channelisation to single lane in both directions.</li> <li>● Channelised left turn lanes for all intersections.</li> <li>● Convert Mountevans Street to left-in/ left-out only.</li> <li>● Improve the angle for the storage area in the medians.</li> <li>● Reduce pedestrian crossing distance on Mawson Drive connecting to the main community route.</li> <li>● Reduce speed limit to 40 km/h between Athllon Drive and Hurley Street.</li> <li>● Install traffic calming in both directions between Mawson Place and Heard Street.</li> </ul>	<b>768,400</b>
<b>TOTAL</b>		<b>\$2,566,300</b>

\*Due to the cost of the program exceeding our annual allocation of \$1,529,000, the funding for the Southern Cross Drive project will be provided over 2 years (2019-20 and 2020-21).

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Table 2. Projects funded in 2018-2019, for delivery during 2019-20 include:

Project Location	Scope	Funding	Status
Hobart Avenue/National Circuit, Forrest	Intersection improvements	\$180,000	COMPLETED
Boboyan Road (550m north of Orroral Road), Booth	Installation of crash barrier	\$80,000	Revised completion date: March 2021 (Project was placed on hold due to proximity to bushfires)
Masson Street/McCaughey Street, Turner	Signage and intersection improvements	\$161,500	COMPLETED
Barton Highway (between Gundaroo Drive roundabout and Bellenden Street), Crace	speed limit reduction and associated improvements	\$113,700	COMPLETED
Pialligo Avenue (Scherger Driver to Air Disaster Memorial Drive), Pialligo	speed limit reduction and associated improvements	\$91,000	COMPLETED
<b>TOTAL</b>		<b>\$626,200</b>	

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## ISSUE: Streetlights

### Talking Points:

- Transport Canberra and City Services (TCCS) owns over 80,000 streetlights and over 1,200 control boxes that operate the network.
- The rectification of reported streetlight related issues generally occur within two to five days, addressed by TCCS streetlight maintenance contractor. More intricate repairs may take longer dependant on complexity such as cable faults and overhead co-located Evoenergy/TCCS assets.
- Outages in streetlight and other electrical equipment owned by the Territory are primarily identified through the streetlight maintenance contractor's dedicated inspection program (night patrol), Roads ACT inspection program, and from the community via Access Canberra, including the Fix My Street website.
- Reports of streetlight outages are received daily. The number of reports received per month varies, increasing in autumn/winter. The defects are recorded in a database and the maintenance activities are carried out by the maintenance contractor, Omexom (trading as Electrix).
- Since 1 January 2019, the number of defects received each month and the number of jobs completed within the same month is shown in the table below:

	Total new defects received (within the month)	Defect repairs completed (within the month)
<b>2019</b>		
January	1,185	987
February	1,938	1,486
March	1,761	1,902
April	1,784	1,557
May	2,094	2,218
June	1,475	1,659
July	2,298	2,341
August	1,693	1,855
September	1,155	1,430
October	1,104	1,093
November	939	905
December	904	922

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2020		
January	961	1002
February	1056	1169
March	1,662	1,534
April	1,303	1,183
May	1,251	1,158
June	1,560	1,548
July	1,873	1,777
August	1,560	1,502
September	1,726	1,941
October	1,455	1,462
November	1,513	1,461
December	890	863
2021		
January	567	389

- Trends over winter generally show that defects increase over the winter months as lamp failures are more noticeable.
- The maintenance contract for streetlights with Omexom Pty Ltd (trading as Electrix Pty Ltd) commenced on 1 May 2018.
- There was a total of 697 uncompleted faults as at 31 January 2021.
- In the event of a delay in repair, customers will be notified through a notification flyer left by the contractor in mailboxes nearby.
- TCCS completed an audit of the streetlight network for electrical safety in 2018 including a program that focused on electrical safety in high pedestrian areas. In 2019, 16,021 poles were tested with only one energised column found and immediately made safe.
- If a faulty device or an outage is identified by a customer, it should be reported to Access Canberra.
- Streetlighting is the ACT Government's highest use of electricity, totalling 25% and produces 18% of the Government's greenhouse gas emissions.
- Electricity usage costs for the streetlight network varies. The cost to the ACT Government is currently \$5.9 million per annum. The Carbon Neutral Government Framework noted the importance of energy efficiency upgrades of the street light network.
- On 1 January 2019 the whole of government electricity contract increased the energy rate from \$0.122/kWh in 2017/18 to \$0.201/kWh in 2019/20. Excluding the LED upgrade program this would have increased the annual cost of streetlight electricity from \$5.1m to \$8.4m. The LED upgrade program has resulted in a 47% reduction in streetlight electricity consumption as of January 2021. As a result, the estimated electricity cost saving for the 2020-21 financial year is \$3.1m.

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- Omexom Pty Ltd started the replacement program on 6 September 2018 which will see over 45,000 streetlights replaced with LEDs.
- At the end of January 2021, the total number of LED luminaire replacements was 41,097.
- Light colour is described using temperature as a unit measure (Kelvin). The temperature measure represents the temperature of a body that emits a given colour of light. Hotter bodies emit higher energy light which is the blue/violet end of the visible light spectrum. Lower temperature bodies emit lower energy red/orange light. So, contrary to the way light is often described (i.e. “warm” red) fire or candle light has a temperature of approximately 1,000 Kelvin where the light from a clear blue sky might exceed 10,000 Kelvin.
- Selection of light colour is based on balancing a number of factors. People generally tend to find lower temperature (red) light more relaxing and comfortable than very high temperature (violet) light. Though red light is more comfortable, violet light provides more visibility/brightness and is therefore safer for road users. Violet light is also more energy efficient than red/orange light.
- Colour perception is generally more realistic (i.e. better matches daylight experience) at colour temperatures similar to daylight i.e. 5,000 – 7,000 Kelvin. LEDs generate light most efficiently at higher light colour temperature – around the temperature of sunlight.
- During the tender process for the streetlight maintenance and upgrade Energy Performance Contract, and in collaboration with the proponents’ industry experts, TCCS settled on 4,000 Kelvin, most similar to moonlight. 4,000 Kelvin was assessed as the best balancing of the competing objectives of colour rendering, safety (increased capacity to see what it intended to be lit), energy efficiency, and visual comfort.
- LED technology is also more directional than older lighting technology meaning that less light is lost as light pollution and more directed to the subject area. Subjectively, however, observers may perceive the contrary of light spill from a new LED, albeit lower magnitude than from the replaced older technology light, in circumstances where the replaced light was of much lower colour temperature (red/orange).
- Where there is a complaint on a bright light from a customer, the Contractor will undertake an inspection. The response may include: dimming, adding a shield or diffuser, redirecting the angle of the light or outreach arm, or shading the light spillage with paint on the direction facing towards a dwelling so long as it does not cause a safety issue.

### Key Information

#### Street light management contract – Energy Performance Contract

- The Territory has entered into an Energy Performance Contract for the operation, maintenance and upgrade of the streetlight network over a seven year period.
- A significant proportion of the network will be upgraded to LED, where electrical wiring work will be in compliance with AS/NZS:3000, the current standard.

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- The upgrade of the network will further include the introduction of a smart Computerised Maintenance Management System (CMMS) that will instantly detect faults and enable an even faster response to required maintenance.
- On 24 November 2017, it was announced that Omexom Pty Ltd (formerly Electrix Pty Ltd) was the preferred tenderer for the Energy Performance Contract.
- The solution will include guaranteed energy efficiency outcomes and a smart operating system over the life of the contract resulting in improved levels of service for the community, reduced operation and maintenance costs, increased safety and improved manageability.
- The streetlight network will form the backbone of the ACT's Smart City platform. The energy performance contract will involve annual payments to the contractor within the current level of expenditure per year, guaranteed energy savings, a smart control system and Smart City capabilities.
- Energy Performance Contracts in the context of street lighting are new to Australia.
- The ACT Streetlight project is the first of its kind in Australia.

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Transport and City Services

## **ISSUE: School Traffic Management**

### **Talking Points:**

#### TCCS School Safety Program

- Transport Canberra and City Services' (TCCS) School Safety Program provides a central point of contact for schools and school communities to raise traffic management and safety concerns.
- The School Safety Program undertakes regular site visits to meet with schools, parents and the community to investigate traffic management concerns and provide a coordinated response that includes a combination of education, engineering and enforcement support.

#### School support in response to COVID-19

- To support schools with traffic management during the COVID-19 pandemic, TCCS is promoting part way points – alternative drop off and pick up points such as car parks at nearby sportsgrounds.
- A 'principal's toolkit' was shared with schools in 2020, which contained a range of resources and communications materials, including newsletter and social media content targeted at school communities.
- The School Crossing Supervisor program is continuing to be delivered to support children and increase safety around schools. Crossing supervisors are being encouraged to practice physical distancing behaviours.
- The Ride or Walk to School and Active Streets for Schools programs are also still being delivered to provide support to schools to promote walking or riding to school.
- TCCS is working closely with the Education Directorate to provide direct support to schools, which includes on-site inspections and dedicated educational resources to address specific areas of concern.

#### School infrastructure improvements

- Infrastructure improvements will be delivered around schools in 2021 through the Active Streets program. Improvements will include new footpath connections, children's crossings, refuge islands, traffic islands

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and speed humps to increase safety and support children who walk or ride to school.

- Additional improvements will also be delivered through stimulus funding to increase safety and improve pedestrian access to schools. Improvements will include raised pedestrian crossings, new footpath connections, traffic calming treatments (speed humps and line marking) and new refuge islands.
- Schools that will benefit from improvements include:
  - Cranleigh School
  - Duffy Primary School
  - Evatt Primary School
  - Gilmore Primary School
  - Giralang Primary School
  - Gold Creek Primary and High School
  - Isabella Plains Early Childhood School
  - Kaleen Primary School
  - Kingsford Smith School
  - Monash Primary School
  - North Ainslie Primary School
  - Red Hill Primary School
  - St Clare of Assisi Primary School
  - St Edmund's College
  - St Mary Mackillop College
  - St Michael's Primary School
  - St Joseph's Primary School
  - St Thomas More's Primary School
  - Torrens Primary School
  - Turner Primary School

#### Traffic management and safety support at schools

- The School Safety Program continues to work closely with schools and stakeholders across the ACT Government to provide support through education, enforcement and engineering treatments.
- Some of the work recently undertaken to support schools includes a new footpath at Canberra Grammar School to improve access to the children's crossing and bollards between Harrison and Mother Teresa Schools to prevent illegal parking.

Transport and City Services

## ISSUE: Stormwater (Incl Cleaning of GPTs)

### Talking Points:

- Roads ACT maintains over 6,000km of stormwater pipes, as well as other stormwater infrastructure.
- The stormwater network comprises:
  - underground stormwater pipe network;
  - above ground concrete lined and unlined channels, including cut off drains;
  - stormwater sumps and inlets; and
  - stormwater quality improvements devices, such as Gross Pollutant Traps (GPTs), sedimentation forebay, lakes, water quality control ponds, wetlands and biofiltration systems.
- The stormwater network is the largest and highest value road related asset with a replacement value similar to the road network at \$4.6 billion. When combined, the road and stormwater assets total 70 percent of all road and road related infrastructure which is valued in excess of \$11.7 billion.
- Stormwater operations and maintenance has an important function to minimise flooding of public roads and private properties, protecting these and other assets from water damage. In addition, a fully functioning stormwater network helps to improve water quality in the lakes and waterways across the Territory.
- The stormwater network is not passively managed, rather needs to be proactively monitored and operated to ensure functioning as intended, to convey water safely through the urban areas. A well designed and operated stormwater network protects important assets such as the road and path network from early degradation and protects properties from nuisance flooding.
- Water quality in ponds, lakes and water courses has received increased attention in recent years, with the Federal Government investing in the ACT Healthy Waterways Project (Basin Project), contributing \$85 million

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to the ACT Government to improve water quality flowing into the Murray-Darling river system.

- This capital investment primarily focuses on improved water quality outcomes, rather than addressing infrastructure operations and maintenance.

### Stimulus Funding

To enhance the performance of the stormwater assets and support ACT Government's water quality objectives, a \$ 4.2M Commonwealth Stimulus funding was allocated in late 2020 and work has been completed.

- Under this budget provision \$1.5 million was allocated to additional GPT cleaning.
- \$1.35 million was allocated to additional pipe cleaning in urban areas.

### Capital investment

- \$2.2 million was allocated through the 2019-20 Better Infrastructure Fund (BIF) to the 'Urban stormwater upgrade program'.
- BIF priorities are based on two primary streams:
  - Minor new works – augmenting the existing network in known flood prone locations; and
  - Replacing existing assets – Addressing collapsed pipes or blockages that cannot be removed through maintenance, thus requiring capital investment to replace infrastructure at end-of-life.
- Approximately \$19 million was allocated over four years from the 2019- 20 Budget to 'Improving stormwater networks'.
  - These upgrades to the stormwater network are located in Fyshwick, Waramanga, Page and Weetangera.
  - The aim is to cater for an appropriate level of storm events (e.g. one in five year storm event for urban neighbourhoods as per the Municipal Infrastructure Standards – Stormwater (Municipal Infrastructure Standards 08).
  - Existing run-off capacity issues, climate change, along with further planned densification are the primary reason for the current and proposed scope of Stormwater 'New Capital Works projects'.

### Measures to improve water quality

- TCCS operates and maintains the stormwater network. Activities such as cleaning gross pollutant traps, desilting sediment basins, unblocking and monitoring the stormwater network and litter picking around waterways assist to protect water quality.

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- Gross Pollutant Traps (GPT) are cleaned twice a year and after rain events of 25mm or more. If inspections indicate traps are 60 percent or more full, debris is removed.
- TCCS maintains over 280 GPTs. One round of GPT cleaning costs approximately \$1.5 million.
- There are 22 large Gross Pollutant Traps (GPT) protecting the lakes from sediment, litter and debris including Lake Burley Griffin and an additional 9 large GPTs to protect downstream of the lakes to the Murrumbidgee River. These large traps may be cleaned between 4-8 times per year depending on rainfall events.
- Underground pipe networks are proactively programmed for cleaning. Reactive pipe cleaning is prioritised when a blockage becomes apparent, indicated by surging in the stormwater network causing nuisance flooding.
- TCCS conducts a street sweeping program and recently undertook a project to optimise its effectiveness. The program mapped every street segment in the urban area of Canberra and assigned attributes based on tree species, canopy coverage, land use type and water quality indicators. This allows TCCS to focus its street sweeping on point-source pollution management within leafy suburbs and other areas with a build-up of debris during leaf fall. The street sweeping program prevents large quantities of leaf litter entering the stormwater system.
- The second stage of the project has doubled the program, focusing on during leafiest suburbs during leaf fall season. Currently, scheduling technology is being investigated that will accept geospatial data.
- TCCS is in the process of rolling out a Smart City backbone across the urban area (attached to streetlight columns). The Smart City backbone is likely to be rolled out mid-2021 and has the capability to support a variety of applications such as sensors for testing water levels and pipe leak detection. Smart City sensors can assist information gathering on pipeline monitoring and real time water quality testing. Opportunities for third party service providers of smart water monitoring may be facilitated through the base infrastructure currently being rolled out. Future opportunities for smart sewer monitoring may also assist in improving water quality by monitoring and controlling sewer flows which can sometimes leak into the stormwater network.
- EPSDD is undertaking an ACT wide Water Quality Monitoring program and a public information program titled H2OK.

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## ISSUE: Transport Canberra and City Services impact of and Response To COVID-19

### TCCS Staff Arrangements

- All staff in TCCS have been advised to continue to work from home where possible.
- Staff in business support and administrative roles have returned to the 480 Northbourne Avenue Building on a rostered basis which is in-line with the current public health directions.
- Appropriate safety measures are in place for frontline staff who are unable to work from home.
- All TCCS sites have implemented the Check-in-CBR 'QR' code application and staff are encouraged to these when attending sites.

### ACT NoWaste

- The continued operation of waste and recycling collection services for the ACT community is a key priority, and residential red, yellow and green bin collections are currently being delivered as usual.
- ACT residential waste and recycling collection drivers have started their collection services from 5am. This is a precautionary measure to ensure there is no service disruption and allow the collection contractor to stagger shifts and maintain driver distancing measures.
- ACT NoWaste is continuing to work closely with the contracted service providers to monitor the situation and ensure plans are in place to manage impacts of COVID-19. The ACT's waste and recycling drop-off facilities are continuing to operate with the following changes:
  - customers are asked to abide by physical distancing measures within facilities, including the Green Shed.
  - sites are no longer accepting cash payments
  - The Container Deposit Scheme is continuing to operate; including a new cash-back depot located in Oatley Court, Belconnen. All Express sites have re-opened except for Basketball ACT, which has now permanently closed.
  - Depots are open and continuing to provide cash refund options, with electronic refunds also available. Canberrans have continued to use the Container Deposit Scheme throughout COVID-19, despite the temporary closures of some sites.
- Analysis has shown that service levels for red and yellow bins and the Resource Management Centres can be reasonably well maintained under COVID-19 restrictions. If there is a point where staff shortages impact services, ACT NoWaste will look at putting other options in place such as the activation of temporary waste drop off points in suburban areas, which requires less staff to manage.

### City Operations

- Delivery of a range of stimulus packages is well underway across many business areas of City Operations.
- Since the initial easing of COVID-19 restrictions on Friday 15 May, all previously closed public facilities have been reopened and are available for use within the requirements of step COVID

Normal of Canberra's Recovery Plan.

- Educational signage about hygiene and physical distancing is in place at outdoor facilities.
- Sportsground bookings have been reinstated to enable organized sport usage of facilities consistent with Step COVID Normal.
- Sporting bodies or providers are responsible for ensuring compliance with ACT public health directions, with advice and guidance from TCCS and CMTED Sport and Recreation.

## **Cleaning and Maintenance**

- City Services maintenance and cleaning staff are on the frontline in ensuring the health and safety of the community as they use our public areas such as bus interchanges, shopping centres and open spaces.
- Daily cleaning of all City Presentation depots is in place using a combination of Jobs for Canberrans staff and contracted cleaners. Staff have access to all required PPE, cleaning and disinfecting supplies and a physical distancing policy is in place.
- Under a business as usual regime, daily cleaning is undertaken at shopping precincts at group and town centres, bus interchanges and all 69 public toilets across the ACT. The City bus interchange is cleaned three times a day and the four public toilets in the city are cleaned four times a day, with additional cleans carried out if a reactive response is required.
- Cleaning services to assist in responding to the COVID-19 health emergency have been increased, with an additional daily clean and sanitising in high profile, high use areas implemented to provide a reassuring, visible presence in public areas.
- Since 18 May 2020, high use playspaces, dog parks and fitness stations have received a weekly sanitation treatment to complement public messaging about personal responsibility expected when using these facilities.
- The provision of additional cleaning services was designed in close consultation with frontline staff to ensure they remain safe in the course of their duties and the additional measures are effective.
- Public safety works, such as Death Cap mushroom inspection and collection and sharps collection services continue to be delivered.
- Other maintenance services such as mowing are continuing to be delivered with allowance for proper management of social distancing and other essential safety measures in depots, work sites and work vehicles.

## **Roads ACT**

- Road Maintenance is continuing to address immediate safety issues, such as incident response, pothole repairs and trip hazards.
- Streetlight repairs continue based upon the streetlight contractor's business continuity arrangements.
- Traffic signals can be operated with a small number of staff and operated remotely while staff are working from home. The traffic signals system has default settings which it would revert

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Services

to if active operation becomes impossible. This may result in longer queuing of vehicles.

- If there is an impact to signal operations standard road rules apply.
- Traffic Management and Safety staff are all equipped to work from home and deliver services as usual.
- The road resurfacing program is continuing including spray seal and asphalt projects, line marking and signage maintenance.
- Mechanical street sweepers are continuing to follow the new program with safety/cleaning provisions in place for those staff required to share vehicles.
- Community path replacement and repair programs are continuing.
- Stormwater network maintenance, GPT cleaning and dam safety maintenance, operations and inspections are continuing.
- Roads ACT Contractors have developed business continuity plans to demonstrate awareness of crew numbers and comply with physical distancing and hygiene requirements.
- Roads ACT crews have put provisions in place to continue site inspections whilst abiding by physical distancing requirements.

## **Domestic Animal Services**

- The Domestic Animal Services (DAS) shelter in Symonston is closed to the general public until further notice.
- The shelter will remain staffed and the welfare of the dogs will remain a high priority during the closure.
- The closure will not affect accessibility to the facility by an owner wishing to collect their impounded dog. Owners, however, will be required to phone ahead to make a booking.
- Members of the public wishing to re-home a dog are encouraged to look at the DAS website, select a dog and phone Access Canberra to make an appointment to meet and greet the dog at DAS. Appropriate protective equipment will be supplied as required.
- DAS Rangers will continue to respond to priority call outs to maintain community safety.

## **Libraries ACT**

- All branches are open, including the ACT Heritage Library.
- All branches are operating regular hours.
- Some services are time limited or changed in order to meet mandated restrictions.
- ACT residents can register online for library membership by visiting the library website, completing the membership form, and providing proof of identity and ACT residency.
- Members of the community are encouraged to keep their visits short, under 30 minutes and physical distancing measures and building capacity limits apply.
- Library users can access services such as browsing collections, borrowing new items, collecting reserves and returning items.
- Computer usage is by pre-arranged minute bookings and printing and photocopying services are available. Bookings are for 30 minutes only due to the limited number of computers.

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- Sitting or studying in the library is not currently permitted.
- The Home Library Service remains suspended for now. COVID-safe resumption of this service is under consideration.
- The community can continue to access eBooks, eAudio, digital magazines, Story Box Library and other digital resources online. Additional collection materials in these formats have been purchased. Usage of digital resources has increased during the COVID-19 pandemic.
- A Digital Services Telephone Help Line has been established to assist the community to access digital resources.
- Face to face public programming remains suspended. Online programs such as Giggle & Wiggle, and Story Time (including Bilingual Story Time) continue to be added to the Libraries ACT website. English Language Classes, School holiday programming continue to be added to the Libraries ACT website. Additional online programs for adults are under development as face to face programs are not expected to resume for a while.
- Items returned to the library are placed into a period of quarantine before being returned to the shelves for re-use.
- Libraries ACT has partnered with a range of community and government organisations to provide free books (to keep) to children in vulnerable families. 3,228 books have been gifted to children in the ACT, aged 0-5.
- Recruitment and induction of staff (Jobs for Canberra) is underway for Mystery Box collection delivery service, and this service is expected to be underway in mid-August.
- Cash payments cannot be made at the library at this time.
- Access Canberra's Canberra Drivers' License Service at Civic Library remains closed.

## **Cemeteries and Norwood Park Crematorium**

- Gungahlin, Woden and Hall Cemeteries and the Norwood Park crematorium are still open for visitors who wish to visit their loved one's grave or memorial.
- There is no longer limits to people attending funerals however they must observe the one person per two square metre rule.
- Canberra Cemeteries is continuing to work closely with the funeral industry to ensure these requirements are met.
- Canberra Cemeteries continues to deliver services to customers both digitally and over the phone and face to face consultations have recommenced.

## **Yarralumla Nursery**

- Wholesale plant orders are continuing with collection by a pre-arranged appointment with Nursery staff.
- The Plant Issue Scheme reopened to the general public on Monday, 3 August 2020 by appointment only.
- Koomarri staff successfully commenced their transition back to work at Yarralumla Nursery on 13 July 2020.
- On 20 July 2020, six casual employees commenced working at Yarralumla Nursery under the Jobs for Canberrans program.

## Birrigai

- There are currently no restrictions in place and overnight camps have commenced.

## Capital Linen Service

- Capital Linen Service (CLS) continues to supply linen to the health, aged care and accommodation sectors. Demand overall, but particularly in hotel, has reduced significantly and was alleviated somewhat since the easing of restrictions. With the recent spike in COVID-19 case in New South Wales, demand from hotels is trending in a downward trajectory.
- The accommodation sector weekly sales revenue is around 35% below the same time last year, whilst the health sector is around 6% below the same time last year. Overall, Capital Linen Service's weekly sales revenue is down around 31% on last year.
- CLS, as a critical supplier, has put in place a significant number of protocols to ensure that staff are protected, and the laundry can remain open during the crisis including the installation of physical barriers and personal protective clothing.
- CLS is primarily working with a rotating, small group roster which limits contact between staff, whilst maintaining production at the required demand levels.
- CLS is supporting Canberra Health Services with the procurement of additional linen to meet increased demand on certain products. In addition, CLS has secured the necessary critical supplies to ensure that the laundry can continue to operate should supply channels for key products suffer shortages or delays.

## ISSUE: LICENCING AND COMPLIANCE ON PUBLIC LAND

### Talking Points

- Transport Canberra and City Services, Licensing and Compliance unit (L&C) has primary responsibility for regulating public land in the Territory through the administration and regulation of the *Public Unleased Land Act 2013* and *Litter Act 2004*, and also assists in the administration of the *Tree Protection Act 2005*, *Domestic Animals Act 2000* and the *Planning and Development Act 2007*.
- L&C is made up of four teams comprising of Land Use Licensing, City Rangers, Compliance Targeting Team and Investigations.
- Over the past four years, L&C has implemented a sophisticated approach to implementing and leading reform to the municipal compliance framework to ensure its advice, decisions and actions are fair, consistent, transparent, defensible and non-prejudicial. A key element of this approach is a publicly-available Accountability Commitment that takes a 'risk-of-harm' regulatory approach, targeting resources to where the risks of harm, unsafe practices or misconduct are the greatest.
- L&C prioritises its actions and decisions based on a range of considerations, including:
  - conduct that causes or may cause harm or risk to people, public land, Territory assets, or the environment;
  - conduct that is systemic and is likely to have a detrimental effect on the community and/or the environment; and
  - conduct that demonstrates a blatant disregard for the law.
- This approach has enabled L&C to operate effectively in the context of a rapidly growing population and the associated high demand for regulatory municipal services.

### Land Use Licensing:

- The Land Use Team within L&C is responsible for the coordination of public unleased land use in the Territory. The team is a primary point of contact for enquiries relating to the use and access of public unleased land. The team works with the community and government agencies to activate public land within the ACT including:
  - Small private activities or events e.g. weddings, birthday parties;

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- Large public or commercial events e.g. festivals, concerts;
- Construction activities e.g. site compounds, storage of materials; and
- Long term use e.g. large scale commercial or community base operations.
- Since 1 July 2020 the Land Use Licensing team has administered 1,313 private public land use permits, 138 construction permits and 134 long term land use licenses.

## City Rangers

- City Rangers are responsible for regulating the *Public Unleased land Act 2013* and *Litter Act 2004* which among other municipal functions includes the management of unauthorised land use, abandoned vehicles, illegal dumping, littering, overhanging foliage, movable signs and shopping trolleys.
- The City Rangers keep unleased Territory land safe and amenable. Since 1 July 2020, City Rangers have responded to 2,786 complaints and have issued 171 infringement notices, 170 warning notices, and 552 Direction Notices. These engagements related to:
  - 571 investigations into unapproved public unleased land use (including commercial land use, illegal camping, unapproved storage of materials);
  - 101 Public Unleased Land permit compliance checks;
  - 53 micromobility complaints;
  - 322 littering and illegal dumping reports;
  - 145 line of sight complaints pertaining to nature strip developments, objects, trees or foliage;
  - 188 complaints relating to overhanging foliage obstructing public footpaths;
  - 144 movable signs complaints;
  - 1,103 abandoned vehicle complaints;
  - 23 damage to trees reports;
  - 52 shopping trolley complaints; and
  - 184 sharps (needle) complaints.

## Accountability Indicator Variance – 2.4d Removal of abandoned vehicles within 9 calendar days.

- Between 1 July 2020 and 31 December 2020, (the reporting period), Licensing and Compliance received 1271 reports of suspected abandoned vehicles through the following:
  - Access Canberra;
  - Internally from other ACT Government Agencies including ACT Policing;
  - online via the 'Fix my street' portal;
  - directly by calls or emails from members of the public made to L&C; or
  - vehicles identified by L&C officers during their proactive patrols.
- Of the 1271 reports, subsequent investigations resulted in 97 vehicles being declared

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abandoned, with the remainder resolved through identification and engagement with the owners of the vehicles.

- Of the 97 vehicles declared abandoned, 59 vehicles were removed within 9 days and 38 in more than 9 days, leading to a result of 61%.
- In total, noting rangers responded to 1271 reports, 38 vehicles not meeting the required timeframe reflects an efficiency result of 97%.
- The delay in the removal of some vehicles was caused by ongoing ownership investigations, the COVID-19 health emergency, staff capacity and prioritisation of other public safety matters.
- The reduction in the number of declared abandoned vehicles is the result of the 2019 Litter Act amendments, and an increase in skills and knowledge shown by the attending rangers in identifying owners of reported abandoned vehicles and making them accountable for the removal of their own vehicles by increased regulatory action. This is also aided by the increased focus on proactive patrolling and identifying suspected abandoned vehicles before they are reported by members of the public.
- In the last 3 financial years:

Year	Total number of Abandoned Motor Vehicles Reported	Total number of Vehicles Declared Abandoned and Impounded	Vehicles not removed within the required 9-day timeline	% of Vehicles Removed within 9-day timeline
<b>2016/17</b>				93%
<b>2017/18</b>	1,468	234	16	93%
<b>2018/19</b>	2,451	468	73	85%
<b>2019/20</b>	2,692	390	88	77%

## Compliance Targeting Team

- The Compliance Targeting Team (CTT) works closely with the City Rangers and the Land Use Licensing team and pro-actively target municipal non-compliant behaviour including: litter, illegal dumping, unauthorised public land use, overhanging foliage, movable signage, dog control, and tree damage.
- Since 1 July 2020, the CTT has undertaken a total of 1,586 engagements, and have issued 108 infringements, 302 warning notices and 11 Direction Notices. These engagements related to:
  - 289 unauthorised public land use;
  - 200 construction activities;

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- 261 littering and/or illegal dumping;
  - 73 dog control matters;
  - 171 movable signage (not related to the ACT Election);
  - 99 abandoned shopping trolleys;
  - 5 the proactive collection of sharps (needles); and
  - 488 proactive patrols monitoring suburbs for domestic animal issues, illegal dumping, and unauthorised land use.
- During the reporting period, CTT officers also collected and impounded 2436 movable election signs as a fallen object (i.e. litter), for being placed in a prohibited area, or for being in situ 48 hours after polling had eased.

## **Investigations Team**

- The L&C Investigation Team takes primary carriage of prolonged or protracted municipal matters referred to them by City Rangers/CTT and the Urban Treescapes Unit and administer infringement disputes and/or appeals. The Investigation Team is responsible for the preparation of briefs of evidence to the ACT Civil and Administrative Tribunal or the Director of Public Prosecutions.
- Since 1 July 2020 the L&C Investigations team has taken carriage of 43 cases, issued 3 infringement notices, 11 warning notices, 4 direction notices and administered 61 infringement disputes. Investigations include:
  - 8 related to tree damage on private lease; and
  - 36 related to unauthorised public land use, including damage to trees on unleased Territory land.

Transport and City Services

## ISSUE: TRAFFIC SIGNALS/ITS MAINTENANCE AND MANAGEMENT

### Talking Points:

- The Territory is responsible for the operation of over 360 signalised intersections and 14 flashing pedestrian warning signs at seven unsignalised pedestrian crossings.
- Traffic Signal infrastructure is maintained under a contract, which is currently held by Ecowise Services Pty Ltd, who are based in Fyshwick.
- Traffic signal infrastructure receives routine maintenance three times a year. This involves cleaning lantern lenses and checking the functionality of all components such as controllers, detectors, pushbuttons and lanterns.
- The maintenance contractor also undertakes reactive maintenance by attending to faults as they occur. The contract specifies response times which vary according to the criticality and type of the fault.
- Faults such as blown lamps, detector and controller faults are automatically reported by the signal equipment into the centralised fault management system. Faults are also reported by the public by phone or through Fix My Street and are dispatched by the Roads ACT Traffic Signals Unit to the maintenance contractor for attention.
- Communications between Traffic Signals and their respective management computers are monitored by Roads ACT staff, who dispatch any faults which may occur to the communications service provider to rectify within the terms of the service provision contract, currently held with Telstra.
- The Territory's Intelligent Traffic System (ITS) devices comprise approximately five permanent and 6 portable Variable Message Signs, 17 Traffic Monitoring Cameras and numerous Bluetooth travel time sensors across the network. These devices are maintained by the Traffic Signals Maintenance Contractor, on a reactive basis as faults occur.

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## ISSUE: DOG ATTACKS

### Talking Points:

- Dog attacks can be traumatic and distressing for all involved.
- Legislation is a key component of the approach taken to manage irresponsible pet ownership and associated dog attacks.
- Under the *Domestic Animals Act 2000*, the Registrar must euthanise a dog when the dog is involved in an attack leading to death or serious injury of a person or the death of an animal, except under exceptional circumstances.
- To ensure public safety, dogs can be released under a Dangerous Dog Licence or Control Orders with strict conditions.
- In 2020-21 YTD no dogs were released under a Dangerous Dog Licence and 65 were released under Control Order conditions. This compares with year to date figures in 2021 of 0 and 13 respectively.
- In the financial year to date, DAS Rangers have issued 191 (339 in 2019-20) infringement notices under the *Domestic Animals Act 2000*.

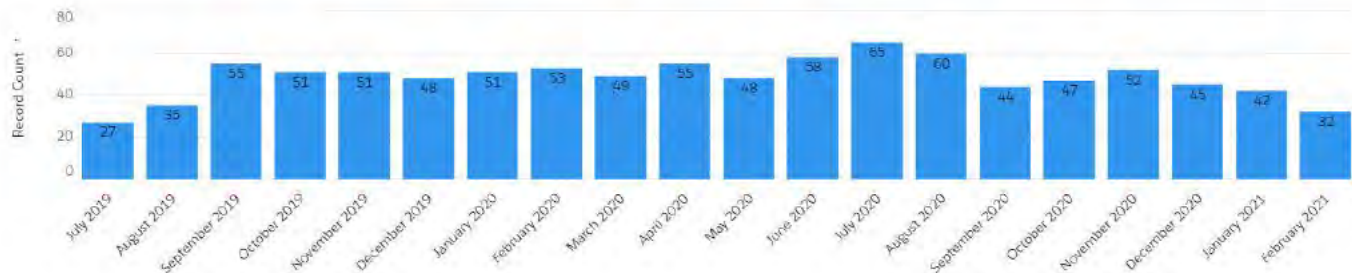
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## Key Information

### Monthly breakdown of Dog Attacks

## Dog attack cases opened by month

Dog attack cases opened by month



## DAS Investigator Statistics

DAS Infringement Statistics	July 2020	August 2020	September 2020	October 2020	November 2020	December 2020	January 2021
Number of infringements issues	65	33	27	19	8	13	26
Matters referred to ACAT	1	1	6	1	0	0	2

- Since July 2020 we have had 11 applications for review in ACAT, of those: two decisions were confirmed at hearing; two were resolved at mediation; four were withdrawn or dismissed; one has been to hearing and awaiting judgment; another two are yet to go to hearing. I note that one decision confirmed by the Tribunal at hearing is now under appeal in ACAT.

## Dogs Euthanised pursuant to *Domestic Animals Act 2000*

	2018/2019	2019/20	2020/21
Dogs Euthanised (not suitable for rehoming)	91	82	19
Dogs Euthanised (suitable for rehoming)	10	7	0

- All data and figures in this document are accurate as at 24 February 2021.

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Transport and City Services

## ISSUE: Animal Welfare and Management

### Talking Points:

- The ACT is committed to the highest standards of animal welfare and management. The approach to animal welfare is outlined in the Animal Welfare and Management Strategy 2017–22 (the Strategy).
- A key part of achieving animal welfare outcomes is recognising the important role that responsible ownership, particularly of dogs, has in respect of the animal’s welfare, as well as community safety. The Canberra Dog Model sets a vision for Canberra as a leader in dog management and commits to a range of immediate and longer-term actions.

### Animal Welfare Laws

- On 26 September 2019 the Legislative Assembly passed a comprehensive suite of amendments in the Animal Welfare Legislation Amendment Bill.
- The new laws provide a best-practice and robust legislative framework that supports the ACT’s commitment to the highest standards of animal welfare. In particular, the new laws:
  - recognise animals as sentient beings capable of feeling emotion and pain;
  - escalate offence provisions, including new provisions for minor duty of care or cruelty offences, as well as increasing the penalties for the most serious offences;
  - provide for specific bans on violent animal activities, particularly dog fighting (this does not affect dog sporting activities such as retrieving trials, provided no animals are being harmed by the sport);
  - clarify rights of access for persons with a disability, who rely on an assistance animal (see section below) through an assistance animals framework; and
  - provide a licensing scheme for pet shops and boarding kennels (see section below).

### Assistance Animal Framework

- Despite delays related to the COVID-19 Pandemic, applications for assistance animal trainers and assessors opened in May 2020 and registration services for assistance

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animals (including issuing ID cards to animals that are already accredited) commenced on 1 July 2020.

- People who rely on an assistance animal to alleviate the effects of a disability are able to have their assistance animal tested, accredited and registered as an assistance animal and issued with an Accredited Assistance Animal card (ID card) for a period of up to two years.
- As at 23 February 2021 fourteen applications for an Accredited Assistance Animal card have been received, only one of which failed to meet the requirements.
- The Public Access Test is conducted by a registered trainer and assessor. As at 23 February 2021 there were five registered assessors and one registered trainer.

### Pet Business Framework

- The Pet Business Framework will commence in August 2021 with a lengthy transition period to ensure it is not overly burdensome on pet businesses considering the economic impacts of the COVID-19 health emergency. We will work closely with pet businesses when a revised commencement date has been determined.

### Canberra Dog Model

- The Canberra Dog Model provides a vision for the ACT to be a leader in dog management.
- The Model has a number of key actions, all of which are underway or completed.
  - On / off-leash area changes
    - A number of changes have been made to on and off-leash areas in line with the rules in the Model.
    - All community paths, which were already dog on-leash, now have a 10 metre on-leash buffer either side of the path, all lakes and beaches are dog on-leash unless otherwise signposted.
    - There are an extensive number of off-leash areas around the ACT and most people will be able to walk to an off-leash area within 800 metres of where they live.
    - Information about on / off-leash areas is available on the Transport Canberra and City Services (TCCS) website and on ACTmapi.
  - Free Microchipping and Registration Days
    - Pending COVID-19 restrictions a free microchipping and registration day will take place at Domestic Animal Services in June 2021 to foreshadow the release of the new Annual Dog Registration Legislation.

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## Targeted compliance focus

- It is important to remember that responsible dog ownership means that your dog is registered, microchipped and desexed, the dog is kept under effective control at all times, on and off-leash, and prohibited areas are respected, and that you carry bags to pick up after your dog.

## Cat Management

- *The Domestic Animals Act 2000* (the Act) outlines provisions for suburbs in Canberra to be cat containment areas.
- The current wording of the Act has an unintended consequence that cats cannot be walked in containment suburbs. The ACT Government will take steps to amend the Act to clarify that that cats may be walked on a lead in all suburbs, including containment suburbs.

## RSPCA ACT

- TCCS holds a long-standing relationship with the RSPCA ACT as a key animal welfare partner.
- The ACT Government provides funding contributions towards the RSPCA ACT's annual operating costs in delivering animal welfare services, in accordance with a Service Funding Agreement (SFA) between TCCS and RSPCA ACT.
- DAS is the primary regulator for the ACT in relation to animal management and welfare cases.

## Inspectorate Services

- RSPCA ACT inspectors and DAS Ranger are appointed under the *Animal Welfare Act 1992* (AW Act) by the Director-General TCCS.
- RSPCA ACT inspectors investigate cases in relation to breaches of the AW Act in addition to the inspectorate services provided by the RSPCA ACT.

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## Transport and City Services

### ISSUE: Street Trees

#### Talking Points:

- Transport Canberra and City Services (TCCS) manages over 770,000 trees in streets and in urban open spaces, excluding Canberra Nature Park.
- On average, TCCS receives between 8,000 and 10,000 tree-related public enquiries each year.
- TCCS carries out tree maintenance work on a priority basis, with trees that represent a potential risk to the community being assessed and treated first.
- Tree maintenance work includes tree pruning (such as removing lower branches for line of sight), formative pruning of young trees, removal of dead or damaged timber, tree removal where trees are unsafe or in irreversible decline and tree planting.
- Applications to remove private trees regulated under the *Tree Protection Act 2005* are managed according to the legislated process. The Tree Protection Unit receives approximately 2,000 applications each year. A range of appeal processes are available where applications are not granted.
- A review of the *Tree Protection Act 2005* has recommenced after being delayed due to COVID-19. The review is being overseen by a cross-Directorate steering group. The review will build on policy work and community consultation undertaken in 2019 and 2020.
- As part of Government's commitment to maintain a healthy and resilient urban forest, TCCS is developing an Urban Forest Strategy in close collaboration with other managers of Canberra's urban forest. This strategic plan will outline how the urban forest can be maintained and enhanced to improve amenity in a changing climate and deliver sustainable biodiversity outcomes.
- Community consultation on the draft Urban Forest Strategy was completed on 10 September 2020 and a consultation report and the final draft of the Strategy is expected to be completed in early 2021. The final draft will reference and provide a rationale for the key issues to be considered in the *Tree Protection Act* review.

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- The ACT Government has committed to planting 25,000 trees by 2023 to ensure Canberra's urban forest is renewed and enhanced for future generations, with an additional 2,500 trees planted in autumn 2020 as part of the COVID-19 stimulus package.
- This is the largest program of tree planting this century, to renew and enhance Canberra's tree canopy. Trees play a big role in the lives of Canberrans, keeping our streets up to 10 degrees cooler in summer, and helps us to adapt to climate change.
- Planting locations will particularly focus on areas of low urban canopy cover and areas where the canopy target is at risk of decline with the ageing of existing trees.
- The community can suggest planting locations via YourSay on the interactive map.

## Key Information

- Storm Damage
  - As a result of several storm and wind events in 2019 and throughout 2020, TCCS tree maintenance crews have experienced significant levels of additional work, resulting in extensions in expected completion times for previously assessed works. Crews continue to assess and prioritise requests received and are working to reduce the backlog of prioritised work.
- Stressed trees
  - An Urban Forest Rescue package was rolled out during autumn 2020 to care for stressed trees in high priority areas across the city. The work involved extra watering and mulching of mature, stressed trees as well as increased watering frequency for over 22,000 young trees.
  - Mulching of City Hill, Ainslie Avenue median, Corroboree Park, Favenc Circle, Collins Park, Commonwealth Avenue cloverleaf, Elizabeth Jolley Crescent parks in Franklin, Hilltop Reserve in Crace and Limestone Avenue median trees was completed utilising social procurement, with Odd Job Lads and LEAD undertaking the works.
- Tree planting
  - TCCS is planning for a further increase in planting to establish more trees in streets, parks and other open spaces to increase tree canopy cover and help renew our urban forest.
  - Urban Treescapes will launch a targeted community engagement program in March 2021 to increase the number of street trees in six residential streets that have low canopy cover and have been identified as being vulnerable to urban heat. The *Green Streets* program is designed to engage residents of the selected streets to increase

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awareness of the benefits of street trees and involve them in the selection of the street tree species and the location of their new street tree. The focus of the program is to identify changes in attitudes before and after the engagement and ultimately increase the uptake of street trees and sense of stewardship that will lead to improved health outcomes for the newly planted trees. 417 potential tree planting locations have been identified across the six streets selected for the Green Streets program. The project is expected to be completed by June 2021.

- 2131 trees were planted in spring 2020 by contractors and a new in-house planting crew, also including 443 additional trees planted by community groups with support from Urban Treescapes and Urban Parks and Places Volunteer Coordinators. This brought the 2020 calendar year to a total of 6312 trees planted.
- In 2019-20, 4786 street and open space trees were planted as part of the TCCS tree planting program, with a particular focus on planting in residential areas that have been identified as being vulnerable to heat. An interactive map was released on the Your Say website to help people identify potential tree planting sites across the city.
- TCCS partnered with the CRA to plant 127 new trees in the City and Dickson regions in autumn/winter 2020; over 230 trees were planted by Volunteers; and 4014 young trees established as part of developments were handed over to TCCS for ongoing management.
- The autumn planting program commenced in April 2020 and was increased from an originally planned 1,600 trees to over 4000 trees, supporting both the Yarralumla Nursery and local businesses. These trees were planted across the ACT, focussing particularly on areas with low canopy cover.
- Community plantings in 2019-20 were undertaken through the Adopt a Park program though delays were experienced during the COVID-19 situation. Plantings associated with Tree Week and National Tree Day were delayed for 2020.
- A total of 1,349 street and open space trees were planted in 2018-19 as part of the TCCS Tree Planting Program with a particular focus on planting in residential areas that have been identified as being vulnerable to heat. This included the 444 trees to be planted as the first stage of the 1,300 'More trees' commitment over three years.
- TCCS has increased involvement with volunteer tree management groups, with activities including young tree maintenance, data collection for mapping and minor pruning.
- All new trees are subject to an extended consolidation period before being handed over to TCCS. The consolidation period involves contractors caring for the new trees throughout their first summer to ensure they are healthy and well established when handed back.
- Individuals who wish to have a tree planted on their nature strip should place a request through Fix My Street on the Access Canberra website at [www.act.gov.au/fixmystreet](http://www.act.gov.au/fixmystreet) or contact Access Canberra on 13 22 81 so a replacement tree can be arranged. The

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government does not encourage people to plant trees on their nature strips as these trees may interfere with infrastructure.

- Should a resident wish to develop their verge space with any alterations or plantings, they should submit a Nature Strip Development Application available on the TCCS website. *'Your nature strip: guidelines for use of residential nature strips'* is also available on the TCCS website to provide guidance.
- Tree watering
  - The seasonal watering program for 2020-21 commenced in October 2020 with seven trucks currently servicing around 22,000 juvenile trees across Canberra.
  - Juvenile trees are watered for up to 5 years following handover from contractors. When trees are assessed as well established, they are removed from the program.
  - The seasonal tree watering program in 2019-20 commenced in October 2019 and was completed in May 2020, with eight trucks allocated to watering over 22,000 juvenile trees across Canberra.
  - Residents are encouraged to take an active role in watering street trees in their neighbourhood to aid their survival in dry conditions.
- Tree surrounds repair
  - Stimulus funding has been allocated to tree surround repairs, with the first tranche of works undertaken in June 2020 at Charnwood Shopping Centre and Woden Town Square. These works were a very successful trial of the use of a flexible porous pavement using recycled truck tyres to reduce cracking from root movement and increase water retention on site.
  - Further works have been undertaken at Green Square Kingston, Curtin shops, Dickson shops, Benjamin Way and Childers Street.
- Tree removal/maintenance
  - An additional depot for the maintenance of trees in the Woden/Weston/Molonglo area commenced on 5 May 2020, temporarily located at the Phillip Enclosed Oval. This enables the large southern region to be split and will increase the capacity to address the existing backlog of outstanding public requests for service. These staff will be moved to the enlarged Holder depot when works are completed.
  - Urgent circumstances: this relates to situations where a tree's defects and its location require immediate action to reduce the risk of failure. These trees are removed (or the defect is removed) within 48 hours of the assessment.
  - Non urgent removal: this relates to situations where the tree does not pose an immediate risk to the public but is in advanced decline and where pruning is not an option, or the tree is dead.
  - Should an assessment following a tree removal request determine that the tree does not require immediate removal, but for example, has limited value and life expectancy,

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or is an unofficial planting impacting upon the official street tree, the resident may be given the option of removal at their own cost should they wish the removal to be undertaken immediately. Otherwise, the tree will be monitored or placed on a program for future removal.

- For tree removal requests where the tree is impacting upon infrastructure, the preferred response is for TCCS to rectify the damage and install root barriers to mitigate any future issues. However, should the situation indicate that ongoing or repeated mitigation activities would be required, and the claimant requests an alternative of removal at their own cost, this may be considered.
- Notification of tree removal:
  - In all cases where a tree that is not dead is to be removed, TCCS uses a notification process whereby the adjoining resident is informed of the impending tree removal by mail, with signage also placed on the tree to inform passers-by of the removal. Residents have 14 days to provide feedback on the removal. Should anyone have any questions about tree removal, they can contact Access Canberra on 13 22 81 or the Fix My Street online service accessible through [www.act.gov.au/fixmystreet](http://www.act.gov.au/fixmystreet).
  - When numerous trees require removal in high use areas such as an urban park, a freestanding sign may be placed on the edge of the area to alert passers-by about the planned tree removal.
- When capital works or roads projects involve tree removal, the tree removal notification is included as part of the consultative process relating to the works.
- All sites where trees are removed are assessed for their suitability to receive a replacement tree, with site factors such as competition from existing trees and proximity to services being key considerations. Availability of suitable planting stock can, at times, delay replanting schedules.
- Tree removal contractor program
  - The contractor removal program for 2020 consisted of a total of 624 large or inaccessible trees to be removed. This included 15 trees on the Yarralumla Nursery site and 96 trees in Yarralumla dog park that had reached their end of life.
  - A removal program of approximately 519 trees was undertaken in 2019.
  - Dead or failing trees allocated to this program are generally large trees or trees that are located in inaccessible locations that are sufficiently stable to await the annual program. Other smaller or more accessible tree removals are undertaken by in house crews as part of maintenance operations.
  - In 2019, six large native trees (amounting to approximately 40T of salvaged wood) were removed intact during the annual tree removal program to be re-erected as habitat totems in EPSDD restoration programs across the ACT. Approximately 200 logs (each weighing between 0.5-1T) were also salvaged from TCCS wood yards for use as coarse

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woody debris in nature reserves and in urban green space. Logs were also salvaged for use in nature play spaces in parks and schools.

- Yarralumla Dog Park – The declining *Pinus radiata* were deemed to be a risk to park users and given the large number of deceased or declining trees the entire stand was removed as any remaining stems would be at risk of ‘windthrow’ (falling due to exposure to wind when previously sheltered by other trees).

Tree removal is complete with 96 *Pinus radiata* trees removed and mulch has been taken offsite and delivered to Mt Pleasant as requested by Parks and Conservation rangers.

Replant species are yet to be determined, though TCCS is engaging with Heritage ACT as a large part of the large dog park, and all of the small dog park fall within the Weston Park heritage area.

Place Management are planning on installing a semi-permanent irrigation system to help establish grass (seeding to occur after all works complete) and a shade structure.

All replanted trees will have protective guards to prevent physical damage by the dogs.

- TCCS is renewing the treescape of City Hill. The majority of pine trees in this area had reached their end of life and required removal. ACT Heritage, the National Capital Authority (NCA) and the City Renewal Authority (CRA) were consulted and the removal of the remaining 40 trees took place in May 2019. A replanting program of the original 90 tree pattern was undertaken in spring 2019, with *Pinus torreyana* (Torrey pine) selected to replace the *Pinus radiata*, which is a declared pest plant in the ACT. *Pinus torreyana*, which is similar in appearance, is a rare species that is linked to Charles Weston’s historic plantings in Canberra. Further removals of some of the declining *Cupressus sempervirens ‘stricta’* (Roman cypress-pencil pine) will be programmed for replacement in 2021.

- Re-use of wood removed from the urban forest

- In 2019-20, TCCS has provided mulch and salvaged logs to support the creation of nature play spaces and indigenous yarning circles in schools and the nature play spaces in Haig Park, Yerrabi, Kambah, Farrer and Phillip parks. Salvaged logs were also provided to be milled for school and CIT woodwork projects.

- Powerline clearance works

- Following the passing of the *Utilities (Technical Regulation) Amendment Bill* on 24 October 2017, responsibility for carrying out line clearance works inside the urban area transferred to Evo Energy from 1 July 2018; however, TCCS will remain responsible for the trees’ health and safety maintenance.
- TCCS collaborated with CMTEDD and Evo Energy to finalise a technical code that clearly defines work to be undertaken by Evo Energy and their contractors.

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- Requests to Fix My Street are now directed to contact Evo Energy. Any requests received by TCCS for powerline clearances will be forwarded to Evo Energy and a standard response will be provided to the customer providing information about the transfer of responsibility.
- TCCS will continue to be responsible for all other decisions about trees near powerlines such as removing hazardous branches, managing storm damage and arranging for tree removal and replacement.
- Tree Protection – Tree Damaging Activity Applications
  - A significant increase in Tree Damaging Activity Applications was received in 2020 and this trend is continuing in 2021, with over 200 more received in 2020 than in 2019.
  - In the 2019-20 year, a total of 2,158 applications were received, including 365 applications for which Development Approval advice was provided to ACTPLA (ESPDD).
  - A total of 2,674 individual regulated trees were assessed in relation to a proposed damaging activity as outlined in the Act, through 1,793 Tree Damaging Activity applications (some covering multiple trees). This represents less than half of one percent of the total estimated number of trees on leased land in the ACT.
  - There were 254 applications that were not covered by legislation and 56 withdrawn or not yet finalised.
  - 34 requests to have the decision reconsidered were received, though 10 applications were subsequently withdrawn. Three decisions changed following the reconsideration.
  - In 2019-20, there were four appeals lodged with the Administrative and Civil Appeals Tribunal (ACAT), with one decision changed following ACAT review and one application pending.
  - Only one appeal was lodged with the ACAT in 2018-19. The Conservator's decision was upheld.
  - In the 2017-18 financial year, four applications for ACAT review were received. The Conservator's decision was upheld in three of the four appeals.

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## Transport and City Services

### ISSUE: Shopping Centre and Town Centres

#### Talking Points: Town and Group Centres – Implementation of Master Plans

- TCCS continues to deliver improvement projects to Town and Group Centres that implement key recommendations from Master Plans prepared by the Environment Planning and Sustainable Development Directorate (EPSDD) over the past five years.
- The EPSDD Master Planning Program sets out long-term visions for town centres, group centres and transport corridors.
- Under this program, Master Plans have been prepared for Tuggeranong Town Centre, Belconnen Town Centre and the Erindale, Weston Creek, Calwell, Kambah and Kippax Group Centres.
- Extensive community consultation was undertaken by EPSDD during the preparation of these Master Plans.
- The Master Plans are consistent with the ACT Government’s urban renewal initiative of *“Better Connections to Better Places”* which intends to encourage active, healthy lifestyles and stimulate economic activity by creating functional and inviting connections that result in vibrant places.
- The Master Plans also align with the ACT Government commitment to encouraging active travel in Town Centres by improving cycling and pedestrian network connectivity and the adjacent public realm.
- The current package of capital works projects will see various key Master Plan recommendations and other Town Centre priority work delivered this year. Further priority work recommended in the Master Plans will follow as funding becomes available.

## Town Centres

### Woden Town Centre – Better Town Centres Project (2018 – 2021)

Scope	<p>There are two project parts:</p> <p><b>Project 1 – Woden Town Square and Public Realm Improvements:</b> This project includes two stages. <b>Stage 1</b> was a temporary six-month activation of the Woden Town Square (Woden Experiment) including the installation of permanent and non-permanent improvements (landscape, furniture, structures, lighting, power) to the urban realm link between the Woden Town Square and Corrina Street. <b>Stage 2</b> follows on from Stage 1 with the design and construction of permanent improvements identified through place audits in the Town Square and the link through to Corrina Street which retained the successful elements from Stage 1 along with introducing new elements that renew this key pedestrian link.</p> <p><b>Project 2 – Pedestrian and Cycle paths:</b> Improve the pedestrian and cycle paths connections within the Woden Town Centre. This will include improvements to the associated public realm. A bi-directional cycleway will be constructed from Launceston Street to Callum Street along Furzer and Corrina Street.</p>
Funding	<p>The 2018-19 ACT Budget provided \$4.75 million over three years as part of the <i>Building a better city</i>, in collaboration with the Active Travel office.</p>
Progress	<p><b>Project 1 – Woden Town Square and Public Realm Improvements:</b> The <b>Stage 1</b> temporary 6-month activation (Woden Experiment) was extended until February 2020 as the experiment had been successful in activating the Woden Town Square. A range of activities and events were held between March 2019 and February 2020 to ascertain the types of events that were feasible in the Town Square and to promote the Town Square as a place for the community to visit and enjoy. Data collection and evaluation of the project prior to May 2019 showed an increase in visitors to the Town Square and an increased in people’s sense of safety. <b>Stage 2</b> - the town square and pedestrian link to Corinna Street reopened in April 2020. Tree surround upgrades were completed in June 2020. Minor works items completed in February 2021 including signage, painting, additional bollards and bicycle racks in the forecourt of the library.</p> <p><b>Project 2 – Pedestrian and Cycle paths:</b></p> <p>Construction of the Corinna and Furzer Street Bikeway commenced in September 2020 with completion expected fourth quarter of 2020-21 FY. Construction is progressing to schedule.</p>

## Tuggeranong Town Centre – Active Travel Works (2018 – 2021)

Scope	<p>There are two project parts:</p> <p><b>Project A – Tuggeranong Town Square &amp; Laneways Upgrade:</b> The upgrade will connect the Town Centre to Lake Tuggeranong, enable more active travel in and around the Town Centre and improve the amenity of this public space to create a more accessible, safe, functional and attractive environment that encourages activity and business.</p> <p><b>Project B – Pathway Improvements:</b> This project progresses preliminary plans to improve identified priority pedestrian and cycle path network connections in the Town Centre to detailed design and construction.</p>
Funding	<p>The 2018-19 ACT Budget provided \$4 million over three financial years as part of the Town Centre Active Travel New Works Program.</p> <p>Additional funding of \$1.404 million was provided in May 2020 to enable construction of Project B – Pathway Improvements.</p>
Progress	<p><b>Part A – Tuggeranong Town Square &amp; Laneways Upgrade (COMPLETED):</b> Construction has been completed and all areas opened to the public in November 2020. Minor defect rectification was completed in January 2021 and the project is in the 52 week tree consolidation and defects liability period.</p> <p><b>Part B – Pathways Improvements:</b> Tender negotiations are being held with the preferred construction contractor, it is anticipated the contractor will be engaged in February 2021. Works are anticipated to be complete by June 2021.</p>

## Belconnen Town Centre – Active Travel Works (2018 – 2020)

Scope	<p>There are three project parts:</p> <p><b>Part A – Belconnen bikeway:</b> Design and construction of a dedicated bikeway in the Belconnen Town Centre from Coulter Drive, along Joynton Smith, Emu Bank, Aikman Drive and College Street to Haydon Drive.</p> <p><b>Part B – Benjamin Way protected bikeway:</b> Design and construction of a protected bikeway along Benjamin Way from Emu Bank to College Street and improving pedestrian access and amenity in the adjacent public realm.</p> <p><b>Part C – Belconnen Arts Centre foreshore path:</b> Design and construction of a shared cycle and pedestrian path that will connect the commercial precinct to the east of the Arts Centre to the public parkland to the west and will complete the missing link in the Lake Ginninderra foreshore path.</p>
Funding	<p>The 2018-19 ACT Budget provided \$10.45 million over three financial years as part of the Town Centre Active Travel New Works Program.</p>

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Progress	<p><b>Part A – Belconnen bikeway:</b></p> <p>Construction of the Bikeway from the Coulter Drive through to Haydon Drive was completed in late November 2020. The Bikeway is now open to the public.</p> <p><b>Part B – Benjamin Way protected bikeway:</b></p> <p>Tender documentation was finalised in January 2021. Final review is required to complete the detailed design stage, this is anticipated to be complete March 2021. The budget allocated to construct the Benjamin Way protected bikeway was reallocated to the Belconnen Bikeway project in early 2019 to enable its construction.</p> <p><b>Part C – Belconnen Arts Centre foreshore path:</b></p> <p>Construction commenced on site November 2020 and remains scheduled to be completed in June 2021.</p>
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## Group Centres

### **Kippax Group Centre – MasterPlan Implementation**

Scope	To deliver on the public realm improvement priorities as recommended in the Kippax Group Centre Masterplan completed in 2019. The program for 2020-21 is for a feasibility study supported by site investigations and concept plans for an upgrade, with delivery of construction from 2021-22 onwards as funding is provided.
Funding	\$100,000 has been allocated from the \$1.2 million LFC-Shopping Centre Upgrade Program 2020-21 to prepare a feasibility study and concept plans for the Kippax Group Centre public space upgrade that is in line with the recommendations of the Kippax Group Centre Masterplan 2019.
Progress	A consultant to deliver the works was engaged in September 2020. Preliminary consultation with EPSDD has been undertaken to define project scope, priorities and alignment with the masterplan; and to co-ordinate with interdependent EPSDD projects. Consultation with other key stakeholders, site investigations and concept plans were completed by December 2020. Draft plans have been reviewed by stakeholders. Concept designs and feasibility study report are being finalised. The work is expected to be completed by June 2021.

## **Talking Points:**

### **Local Shopping Centre Prioritisation and Upgrades**

- In total, there are 90 commercial shopping centres in Canberra, including 66 local shops, 19 group centres, four town centres and the city centre.
- Since 2002, the ACT Government has had a rolling program to upgrade local shopping centres and separate programs focussing on master planning and upgrades to group and town centres.

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- Historically, the upgrades have focused on measures to improve safety, amenity and function as well as assist with the ongoing commercial viability of the local centres.
- 25 local shopping centres have received an upgrade to their public realm on unleased land over the past 14 years through this program.
  - These include major refurbishments in Higgins, Holder, Holt, Melba, Garran, Deakin, Ainslie, Lyons, Scullin, Farrer, Red Hill, Waramanga and Chapman.
  - Less extensive (minor) upgrade works were carried out in Charnwood (Tillyard Drive), Griffith, Theodore, Cook, Kambah (Mannheim Street), Rivett, Evatt, Florey, Hughes and Torrens.
- There was no capital works funding provided in 2017-18 and 2018-19 for local shopping centre upgrades.
- The ACT 2019-20 Budget provided \$500,000 to upgrade the public realm at the Fraser Shops and improve the Dunlop Shops area with a shade structure over the nearby playground, and community notice board.
- In 2020-21 \$1.2 million Look and Feel of the City funding to deliver audits and minor refresh upgrades to 13 shopping centres and to undertake a feasibility study for the Kippax Group Centre.
  - The 13 shopping centres include Hackett, Kaleen, Kambah X 2, Macgregor, Macquarie, North Lyneham, Page, Pearce, Spence X 2, Philip Trades area and Weetangera.

## 2020-21 Capital Works

<b>Local Shopping Centres Upgrades Program 2020-21</b>	
Scope	1. Rapid Audit to identify package of works for improvements at 13 Local shops (Hackett, Kaleen, Kambah X 2, Macgregor, Macquarie, North Lyneham, Page, Pearce, Spence X 2, Philip Trades area and Weetangera. The package of works will be used as a base to undertake prioritised work at selected shops. 2. Detailed design and construction of prioritised works at 13 Local Shops -from the rapid audit, minor to medium size infrastructure improvements (kerbs, pavement surfaces, tree planting etc).
Cost	\$1.1 million has been allocated from the \$1.2 million LFC-Shopping Centre Upgrade Program 2020-21 to deliver: <ul style="list-style-type: none"> <li><b>1. \$50,000</b> provided for the rapid audit of 13 shopping centres</li> <li><b>2. \$1,050,000</b> provided for the design and construction of refurbishment</li> </ul>
Progress	The rapid audit of the 13 locations was complete in September 2020. The audit identified priority works for design and construction. A Project Management Agreement was executed in September 2020. Works commenced in November 2020. Spence North west, and Spence South east locations were complete in January 2021. Works complete at Kambah (Castley Crescent) and Kambah (Marconi Crescent) in February 2021. Works commenced at Hackett in February 2021.

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## Transport and City Services

### ISSUE: Public Cemeteries and Crematoria

#### Talking Points:

- The Cemeteries and Crematoria Authority consists of nine board members and the Chief Executive Officer. Tenure for all nine members will expire in August 2021. A recruitment process will commence shortly.

#### Public Crematorium

- Construction on the publicly funded and operated crematorium was completed in December 2020.
- Final cost of construction was \$2.675 million.
- The associated Competitive Neutrality process, being run by the Independent Competition and Regulatory Commission, is nearing completion and will include approval of final pricing and finalisation of operational plans and procedures.
- An official opening will be scheduled once the final pricing is approved.

#### TCCS Actuarial Review

- TCCS has commissioned KPMG to conduct an actuarial review of the Authority's Perpetual Care Trust. This is a long term commitment to review the perpetual care trust percentage at least once every 5 years undertaken in accordance with the Act. A report is to be finalised in early March.

#### Southern Memorial Park

- Southern Memorial Park is a proposed Cemetery set to serve Southern Canberrans going into the coming decades.
- TCCS is currently reviewing and updating the 2012 Masterplan for the site. The current draft of the masterplan proposes that the 78-hectare site is developed over four stages.
  - **Stage One:** To be completed within five years, will provide 2,500 burial plots.
  - **Stage Two:** Expected to be developed in five to 50 years and incorporates a crematorium, memorial Halls, an outdoor chapel, administration building and supporting infrastructure.
  - **Stage Three:** (50 to 85 years) incorporates areas of high ecological constraints, provides natural burials, more traditional burials and supporting infrastructure.
  - **Stage Four:** (85+ years) provides more traditional burials and supporting infrastructure.
- The draft Masterplan is expected to be released before 30 June 2021.

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## Transport and City Services

### ISSUE: Playground Strategy/Works Program

#### Talking points:

- There are 512 playgrounds and 46 fitness areas managed by Transport Canberra and City Services (TCCS) in the ACT.
- Playgrounds are classified into a hierarchy of three types of play spaces, as follows:
  - Local Neighbourhood – 0-9 years age group (toddler and junior children);
  - Central Community (includes Community Recreation Irrigated Parks) – 0-13 years age groups (toddler, junior children and pre-teen); and
  - District – 0-17 years age groups (toddler, junior children, pre-teen and teenager) maximising the importance of accessibility, inclusion and participation of visitors of all ages and abilities.
- Play spaces are prioritised for upgrade utilising recommendations from annual audits along with current demographic, spatial and social information. This process ensures that safety standards are maintained and public investments are suitably targeted.
- A preventative inspection and maintenance program is also undertaken to mitigate risk from equipment failure and assess soft-fall levels against safety standards at Canberra’s playgrounds.

<b>Classification</b>	<b>Frequency of inspection</b>
Local Neighbourhood	Inspected at least every fortnight.
Central Community	Inspected at least every week.
District	Inspected at least twice per week.

- A Play Space Strategy that will be used to develop and maintain playspaces across Canberra in the future is in an advanced draft phase and is expected to be available for community consultation in autumn 2021.

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- The Play Space Strategy is being developed by TCCS with external subject matter experts and with input from a cross-Directorate Government Reference Group.

### Works since the Better Suburbs Initiative

- The Better Suburbs initiative, launched in September 2017, sought community views through deliberative forms of communication and engagement from across all sectors of the community to determine the relative priorities in regards to the delivery of municipal services, including playgrounds. A citizen’s forum was hosted in July/August 2018 to develop a Better Suburbs Statement.
- The Better Suburbs Citizens’ Forum featured a Playspaces Forum concluding in late October 2018.
- The Government allocated \$1.9m in 2018-19 as part of the Better Infrastructure Fund to a ‘Community and Neighbourhood Priorities project’ to improve play spaces. These funds were allocated by the Citizen’s Forum, based upon their identified priorities.
- In 2019-20 the Government allocated a further \$3.3m to continue the play space improvements priorities. This included \$0.3m as part of a Stimulus package to undertake additional refresh works to 30 playspaces.
- In 2020-21 the Government has allocated \$680k in the Better Infrastructure Fund to undertake playground audits and minor compliance makegoods as well as audit existing skate parks.

### Capital Program – Four-year picture

Year	Annual (\$'000)	Projects (\$'000)	Project Description Summary (refer below for details)
2020-21	\$680	\$680	Playground Audits, Minor Works for Standards Compliance and Skate Park Audits
2019-20	\$3,000	\$1,500	5 Suburbs play spaces priorities – Design and construction
		\$400	2 New nature play spaces – extensions to play amenity at Kambah and Yerrabi Pond District Parks
		\$194	Amenity Shade works to playgrounds
		\$780	Refresh works to playgrounds
		\$126	Level 3 Play space Audits and works
2019-20 Stimulus	\$300	\$300	Additional refresh works to 30 playspaces as part of a Stimulus package
2018-19	\$2,200	\$1,900	Determined by Better Suburbs Citizens Forum – Play Plans for 5 suburbs;

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			3 nature play spaces and a refresh and upgrade program
		\$300	Minor works for standards compliance
2017-18	\$577	\$100	Natural play space at Giralang
		\$477	Minor works for standards compliance

### 2020-21 Playground funding of \$0.680 million

- Project Plan approved. Currently finalising tender documents for engagement of playground compliance audit consultant, contractor for makegood works and skate park audit consultant.
  - **Playground Compliance Audits** – will undertake assessments of all playgrounds across Canberra to identify priorities for future minor works.
  - **Playground Minor Compliance Audit Makegoods** – will undertake makegood works for minor compliance issues identified within the FY19/20 Level 3 Compliance audit.
  - **Skate Park Audit** – will undertake assessments of all skate parks across Canberra to identify priorities for future minor works.

### 2019-20 Playground funding of \$3.0 million

- Play Spaces Upgrade works will include the following sub-projects:
  - **Construction of the 5 Suburb Play Spaces:** following on from the 2018-19 Play Plans for five Suburbs construction of Torrens, Narrabundah, Richardson and Higgins was completed in December 2020. Waramanga play space opened 12 February 2021. It was delayed due to Building and Playground Certification items identified to be rectified during inspections.
  - **Two new natural play spaces:** extend existing play spaces in Kambah District Park in Tuggeranong and Yerrabi Pond District Park in Gungahlin. The new play space at Kambah was opened on 10 July 2020. Construction at Yerrabi Pond commenced on 3 June 2020 and the play space opened in August 2020.

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**ISSUE: Libraries ACT****Key Information:**

- Libraries ACT operates nine public libraries, the Home Library Service, and the ACT Heritage Library, as well as providing a range of digital resources known as eResources and access to computers.
- Libraries ACT provides access to information supports, reading and lifelong learning and contributes to literacy and language development in our city, offering access to a collection of 1,607,100 items in various formats.
- Libraries ACT provides access to computers, the internet and Wi-Fi, and maintains a social media presence.
- As of February 2021, Libraries ACT has 7,297 Facebook followers and 3,531 Twitter followers.
- During 2019-20 our library website received 1,234,128 views, and the catalogue website had 2,218,362 views.
- A major project for 2019-20 was implementation of the new Integrated Library Management System which now provides a new and more searchable catalogue, and improved customer experience.
- Approximately 41% of the ACT population are registered members of Libraries ACT. This represents a decrease in previous year reporting due to a purge of users exhibiting seven or more years of inactivity.
- During 2019-20, Libraries ACT loaned 1,352,806 physical items, plus 612,340 eResources. Digital resources increased by 27% over this period due to the impact of COVID-19.
- Libraries ACT also coordinated monthly deliveries of library items to 290 people who, for reasons including disability, illness, or limited mobility, were unable to access a public library in person.
- In October 2019, the ACT Government abolished fines on overdue library items. The initiative seeks to address social, equity and access issues by encouraging people to return overdue items without being fined, and establish, or re-start library use.
- Libraries ACT branches provided heat refuges during the bushfire period for members of the community without access to clean air and cooling.

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**COVID-19 Response**

- On 25 March 2020 all library branches were closed in response to the COVID 19 pandemic.
- From 18 May 2020 three branches reopened with limited services, and all branches reopened from 2 June 2020.
- While public programs in 2019-20 were impacted by the bushfires and COVID-19, Libraries ACT:
  - Hosted visits from 27 national and local authors;
  - supported 179 local book clubs, loaning 302 book sets;
  - participated in a range of community events including Floriade, the National Multicultural Festival, the ACT Seniors Expo, ACT Playgroups' Playfest, and Impact Comic Festival;
  - participated in national celebrations including Australian Reading Hour and NAIDOC by the Lake;
  - celebrated Aboriginal and Torres Strait Islander culture through a range of public programs including Story Times in the Ngunnawal and Wiradjuri languages;
  - hosted the 2020 online Tracks to Reconciliation content for Reconciliation Week; organised in collaboration with the Community Services Directorate, YMCA Holt, Capital Region Community Services, Child and Family Centres, and Uniting Care Kippax; and
  - offers material in 23 languages other than English.
- In 2019-20, 112 bilingual Story Times programs were provided in 13 languages. In response to COVID-19 restrictions, 24 of these programs, in 10 languages, were offered online.
- As part of Libraries ACT's response to COVID-19, approximately 2500 books were gifted to vulnerable families with children aged up to five years old and included information about how to access the Libraries ACT Online Story Time and Giggle and Wiggle.
- A pilot Home Delivery service called Mystery Box was implemented in 2020-21 providing a service to individuals impacted by COVID-19. This service has 12 full-time employees who have been recruited via the Jobs for Canberra initiative (funded to 30 June 2021). 85% of customers using this service remain in isolation due to COVID-19 vulnerabilities.
- Jobs for Canberrans initiative also provides ACT Heritage Library with 3 FTE (funded until 30 June 2021).
- Programs include:
  - 2,291 public programs attended by 64,488 people, including 29,563 participants at Giggle & Wiggle and Story Time;
  - over 100 online programs, created in response to COVID-19, with 13,340 viewing the online content;

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- 378 technology training sessions delivered to promote the development of digital skills, help solve basic computer technology issues, and to be smart, safe, and responsible digital world citizens;
- partnerships with other organisations, including the Smith Family Saver Plus and Department of Human Services helped deliver the financial education program, the Story Dogs program (for reluctant or struggling readers), Leftlane Outreach Theatre (focusing on early childhood literacy performances), and Nutrition Australia for a series of healthy-eating story times with hands-on food activities; and
- Libraries ACT took part in the TCCS Creative Endeavour Grants 2020 (funded by ArtsACT) which was implemented in response to COVID-19 to support local artists. Paul Summerfield was successful in his grant application and installed a mural in Belconnen Library on 18 November 2020. This has received much positive community feedback.

## **Building/Infrastructure**

### **Woden Library**

- \$2.1M has been allocated for Woden Library redevelopments. Upgrades will consist of new community spaces, including a kitchen and a recording studio equipped with a green screen. Their estimated completion is second quarter in the calendar year 2021.

### **Key Information**

- The library (and attached Café Ink) will remain open in regular hours to customers while construction is underway, however some parts of the library may not be accessible.
- Communications have been developed by TCCS Communications to inform the community of the works being undertaken and offering information about alternative libraries to use if patrons need a very quiet space.

### **Increase in use of digital/e-resources**

- Digital resource usage between January 2020 and January 2021 increased by 46% across a range of resources including eBooks which exhibit a 43% increase.

### **Imagine 2030**

- Throughout 2021 Libraries ACT is undertaking a co-design project to create a new strategic plan for the library service, called 'Imagine 2030'. The project will involve community engagement which is planned to include the Molonglo region. This engagement is expected to be undertaken between April and August 2021, via targeted activities such as design/future state workshops, interactive library displays, pop up sessions/intercept interviews and surveys (e.g. YourSay).
- The Imagine 2030 Strategic Plan is scheduled to be completed for launch in December 2021.
- A more targeted co-design will be held with the Molonglo community regarding the development of a library and community centre. This is in the current Parliamentary Agreement.

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## Background Information

- A community co-design process was undertaken in late 2019 and Preliminary concept plans were completed in February 2020. A brief detailing the works being undertaken was provided to the City Services Minister in March 2020 and approved in May 2020.
- The report from the co-design has informed the planning and design of the revitalised spaces.

## Dickson **Library external works**

- A project is being run by ACT Property group to revitalise the Dickson Library courtyards. Work has been approved by the ACT Heritage Council and will commence shortly.

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## ISSUE: Woden Library Redevelopment

### Talking Points:

- When the Heritage Library moved location in 2019, space was made available on the top floor of Woden Library to provide an upgraded community area.
- There is currently \$2.1M allocated for the redevelopments. The existing first floor will be repurposed into four new distinct areas – “The Hive”, “The Life Lab”, “The Haven” and “The Gathering”.
- Portions of the ground floor will be transformed into two new community spaces with after-hours public access, a community demonstration room and upgrades to toilets. There will be upgrades for disability access.
- The spaces are being designed by local architects SQC and works are being carried out by Complete Constructions Australia. Their estimated completion is second quarter in the calendar year 2021.

### Key Information

- **The Hive** will be a space for technology and knowledge sharing activities – including a recording studio, pod casting equipment and green screen.
- **The Lifelab** will be a flexible and multi-functional community space to learn and share new skills.
- **The Haven and Gathering** spaces will have seats and tables for separate reading and studying areas, and collaborative meeting spaces.
- For those who remember the library when it first opened, the pit will be returned to the first floor.
- The library (and attached Café Ink) will maintain regular opening hours while construction is underway, however some parts of the library may not be accessible.
- Communications have been developed to inform the community of the works being undertaken and offering information about alternative libraries to use if patrons need a very quiet space.

### Background Information

- A community co-design process was undertaken in late 2019 and preliminary concept plans were completed in February 2020. The report from the co-design has informed the planning and design of the revitalised spaces.

## Transport and City Services

### ISSUE: Small Cell Rollout – 4G and 5G

#### Talking Points:

#### Small cell rollout (4G and 5G)

- In August 2019 Cabinet agreed to a revenue model to accommodate Telecommunication carriers installing small cells on the streetlight network and drawing on its electricity source (Ref: 19/374).
- Telecommunication carriers contacted Transport Canberra and City Services (TCCS) requesting access to the ACT's streetlight network for the installation of small cell telecommunication equipment (small cells) to facilitate the delivery of initially a 4G network and subsequently a 5G network.
- Between 1,000 and 5,000 streetlight columns may have small cells attached to them in the rollout across Canberra.

#### Telstra small cell streetlight trial

- In May 2019, the ACT Government allowed Telstra to undertake a 12-month trial of small cells attached to 6 new streetlight columns within the suburb of Wright. This trial was governed by permit agreement between the ACT Government and Telstra Corporation Limited (Telstra).

#### Long term arrangements for small cell streetlight rollout

- A longer-term permit, *Permit for Telecommunications Installations on Streetlights*, has been developed by the ACT Government Solicitors Office (ACT GS) to facilitate the rollout of small cells across Canberra by all telecommunications carriers.
- The permit outlines the terms and conditions applicable to protect ACT Government assets and public safety protocols.
- The permit ensures that carriers comply with Work Health and Safety legislation and outlines additional obligations specific to the installation of small cells on ACT Government assets.

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- All carriers now have access to the permit template and the document is currently being reviewed by their legal departments. Once signed, TCCS expects a high volume of applications to be submitted. The first permit with Telstra was executed during February 2021. Optus is currently reviewing the permit.

### Financial implications

- Financial implications have previously been considered by Cabinet (Ref: 19/374). The applicable fees are:
  - One off application fee: \$800 (pre-assessment) and \$2000 (full assessment).
  - Annual fee: \$2000
- The agreed fees were developed based on cost recovery modelling undertaken by TCCS and Treasury, as well as compensation to the Government for the use of their infrastructure. Cost to be recovered will cover additional resources and ongoing operational costs.
- The costs also take into consideration the fees set by other jurisdictions.
- Revenue generated from the one-off application fee will be paid directly to TCCS.
- Revenue from the ongoing annual renewal charge will be paid into ACT consolidated revenue and TCCS will receive appropriated funds to support the requests for the rollout of small cells onto the streetlight network.

### Application Process

- The small cell team has developed guidance on small cell infrastructure in the ACT – *Small Cell Infrastructure on the Streetlight Network – Guidelines* and published it online.
- The guideline includes Pre-application and Full Application Checklists outlining information required from carriers to complete the application process.
- A webinar has been developed to support carriers to undertake the application process.
- Smart forms for both stages of the application have been developed and are published.
- TCCS has received draft plans for installation of small cells in Kingston for review and the carrier is expected to submit the application shortly.

### Steps undertaken to finalise arrangements to support the rollout of small cells in the ACT

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- Implementation arrangements developed including recruitment of staff (for processing applications), updating operational protocols, guidance material and website information;
  - On-line training developed for carriers and their contractors about the application process and their responsibilities during small cell installations; and
  - Carriers contacted to provide indicative sites for the first stage of the roll-out to better understand upcoming challenges.

## **Territory Smart City Network**

### **Introduction**

- Under the *28097.310 Territory Streetlight Assets – Energy Performance Contract*, one of the key performance indicators is the establishment of a ‘smart city backbone’ infrastructure to provide the Territory with the capability and capacity to undertake future Internet of Things (IoT) initiatives for the benefit of the ACT economy and community.
- The Smart City systems and infrastructure are required to be safe and compliant, homogeneous, integrated, real-time, flexible, future compatible, and remotely controlled.
- The smart streetlight network adapts to needs, such as informing TCCS of streetlight outages and minimises unwanted lighting impacts. The network include network capabilities to automatically identify detects/faults, provides asset information, profiles demand and measures performance.
- The Smart City network will provide full coverage across the urban areas of the ACT.

### **Smart City infrastructure**

- Smart City infrastructure will be installed on existing public streetlighting assets. Approximately 45 ‘access points’ and 30,000 ‘smart nodes’ will be installed on existing streetlight infrastructure to establish a fully capable Smart City network during the Contract term (ending April 2025).

### **Current Status**

- As at January 2021 there are 25 ‘access points’ and 25,000 ‘smart nodes’ installed. Full geographical network coverage is achieved only when streetlights are operational (i.e. at night). Streetlight assets are currently being converted to a permanent (24 hour) power supply arrangement so that they will also provide full geographical network coverage when the streetlights are normally off (i.e. during the day). Ongoing computer software programming and development is required to ensure the Smart City network is customised to the Territory’s requirements.

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## Transport and City Services

### ISSUE: Yarralumla Dog Park

#### Talking Points:

- The Yarralumla Dog Park is currently closed for upgrade works after essential safety-related tree removal.
- The upgrade works will include installation of a new shade sail, improved irrigation, new grassing and replacement trees.
- It is expected to re-open before mid-2021.
- The extended closure of the dog park will allow upgrade works to be completed more efficiently including grass establishment.

#### Key Information

- A TCCS proposal for a temporary dog park has not been progressed due to feedback from adjacent residents.
- Updated on-site signage and social media information has been provided for dog park users with information about the reason for the closure, timing of reopening and alternative facilities.

#### Background Information

- A staged re-opening of the dog park was expected to be in place by late January 2021 however delays in completing preparatory works and other project considerations have led to an extended closure period.
- The extended closure will mitigate risks posed by a staged/partial closure and will ensure the grassing in particular can be established during the optimal autumn conditions.
- Feedback from local residents about the proposed temporary park also revealed dissatisfaction with the dog park in its current location. While TCCS has advised that there are no plans or funding for relocation, further community feedback is likely.
- In addition, feedback from dog park users about the extended closure is also likely.
- Dog owners can use the nearby dog parks in O'Connor, off Fairfax Street and Duffy, off Warragamba Avenue.
- A link to other nearby dog parks are located at [www.cityservices.act.gov.au](http://www.cityservices.act.gov.au).

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**Portfolio/s:** Transport and City Services

## **ISSUE: Mowing**

### **Talking Points:**

- Transport Canberra and City Services (TCCS) is responsible for delivering horticultural and arboriculture services, maintenance and cleaning across Canberra's urban areas using a regional based service delivery approach. In this respect, Canberra's open space is managed through six regional depots and four sub-depots.
- The mowing program timelines were challenged throughout the season due to the rapid grass growth caused by consistent rainfall as well as numerous wet days which preclude mowing in most cases.
- Every effort is being made to maximise the use of existing mowing resources, including undertaking extended weekday and weekend mowing shifts, prioritising mowing to ensure that minimum standards of safety and access are achieved and gaining assistance from mowing contractors.
- In November 2020 the ACT Government announced \$2.1m additional funding for mowing, weeding and follow up amenity maintenance. This funding has provided additional resources to assist with the current mowing surge, weeding and follow up maintenance across the city.
- The additional funding has also enabled 24 new staff positions to be created within TCCS. These positions will be in place until June 2021 and are assisting with preparation for the 2021/22 mowing season as well as managing peak demand in 2020/21.
  - Works have been completed along 60 arterial roads, including brush cutting and spraying of assets such as spoon drains, kerbs, metal guard rails, signs, and other obstacles. General tidy up, weed control and edging works have been completed at shopping centres across all regions of Canberra as well as central and south region playgrounds.
  - Extra fleet has been hired including vehicles for the additional staff as well as nine additional mowers to assist with the peak mowing period.
- The additional funding will also enable TCCS to deliver an extended mowing programme which is expected to run until May 2021. Fire Fuel Reduction Mowing was completed in November 2020. A second pass is scheduled to be completed by February 2021.

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## Key Information

### 2019-20 Budget

- \$36m has been allocated in 2020-21 recurrent budget for delivering horticultural maintenance and cleaning services using a mix of in-house government staff and contract service providers.
- Key areas of expenditure include approximately \$10.765m to deliver a Canberra-wide mowing program that includes sportsground mowing.

### Mowing

- Typically, public open spaces are mown every four weeks and arterial roads every five weeks during peak growing periods. Under current growing conditions, grass growth between cycles results in longer grass than would normally be expected.
- Substantial rainfall in mid-August and October 2020 resulted in rapid and widespread grass growth. The main program of mowing commenced on 31 August 2020 and is expected to be in place until May 2021 due to the favourable seasonal conditions.
- The open and transparent approach to providing information including through the mowing map and facilitating community requests for service has contributed to a large number of community requests.
- High soil moisture levels are causing groundwater tables to rise, meaning the risk of soil saturation increases with even small rainfall events. This prevents mowing due to the risk of bogging with the attendant safety and land damage issues.
- Mowing of sportsgrounds is undertaken on a more frequent basis to ensure the playing surface remains safe and fit for purpose.
- The rapid expansion of African Love Grass (ALG) within the ACT creates issues for mowing crews and contractors. ALG grows very rapidly after rain and produces viable seed within two weeks. ALG is readily spread by wind, water and mowing equipment and limiting its spread has been a challenge.
- TCCS ALG control program is underway to target areas that were treated previously to ensure effective control. This program involves targeted spot spraying of ALG in lightly affected areas and more intensive use of herbicide and follow up over sowing with grass in heavily infested areas. Approximately 200 hectares was treated using a range of techniques.

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### ISSUE: Green Bins and FOGO

#### Talking Points

#### Food Organics and Garden Organics (FOGO)

- In the 2019-20 Budget \$973,000 was provided to undertake early planning for a Food Organics and Garden Organics (FOGO) waste facility and service, plus the development of a food waste avoidance campaign pilot.
- On 10 August 2020, ACT Labor announced a food waste collection service will be rolled out across Canberra by 2023 if they are re-elected at the upcoming election.
- The Parliamentary and Governing agreement identifies this commitment to “Roll out a household food waste collection service by 2023, starting with a pilot program in Belconnen in 2021”.
- ACT Waste Feasibility Study identified that around 143,000 tonnes of organic waste go to landfill each year, which is around half of all landfill waste.
- More than a third of our household garbage contents (37%) is food waste which currently goes to landfill and contributes to greenhouse gas emissions.
- The household FOGO initiative aims to reduce the organic waste to landfill and to reduce the ACT’s emissions from the waste sector by up to 30%.
- A tender process for a Strategic Waste Infrastructure Planning Consultancy was completed in May 2020 and Arup Australia were engaged to develop the Strategic Waste Infrastructure Plan. As part of the engagement a Feasibility Study has been completed on the FOGO program to inform the Government on all aspects associated with the FOGO implementation.
- In August 2020 ACT NoWaste launched a Love Food Hate Waste food waste avoidance pilot focusing on ACT key householders with children still living at home. This is an 18-month program to raise awareness among Canberra residents of the volumes of food unnecessarily wasted, and to identify the social, financial, and environmental impacts of food waste and the steps that can be taken to reduce it.
- Since being launched, the Love Food Hate Waste web page has had 25,604 views, to 22 January 2021.

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**Green Bins**

- There have been no disruptions to services as a result of the COVID-19 pandemic.
- The roll-out of the opt-in household garden organic waste service, or ‘green bins’, was an ACT Labor election commitment announced on 28 May 2016.
- A pilot service was delivered to Weston Creek and Tuggeranong in 2017, followed by services commencing in Belconnen in September 2018. Registrations for the rest of Canberra commenced from 14 January 2019, and bin collections commenced on 1 April 2019.
- An improved collection calendar has been issued which incorporates the green bin into the current household garbage and recycling collection schedule. This means the recycling and green waste bins will be collected on alternate weeks.
- There have been 88,597 registrations for green bins as at 29 January 2021 – a take-up rate of approximately 52%.
- As at 29 January 2021, 40, 173 tonnes of organic garden waste has been collected from green bins since the pilot commenced in April 2017.
- The contamination rate to date is under 0.02% (by weight), which is an outstanding result and reflects the commitment by Canberra residents to using their green bins correctly.

**Background****FOGO**

- The Government released the ACT Waste Feasibility Study in May 2018, which included a recommendation that the green bins service be expanded to include food waste.
- The ACT Government consulted with the community on the Study’s recommendations over an eight-week period, and feedback from the consultation indicates the community is accepting of the recommendation.
- TCCS is undertaking planning work for a FOGO trial to test the service delivery and community engagement for the diversion of FOGO waste from landfill.
- A site has been identified by ACT NoWaste in the Hume Resource Recovery Estate and this site may be suitable to locate the FOGO processing facility. This has been identified to Minister Steel through a Brief in January 2021.
- An Environmental Impact Statement (EIS) Scoping Report Application was submitted to the ACT Planning and Land Authority in early February 2021 for the identified site.

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## Green bins

- In 2017-18 budget, the ACT Government provided \$10 million in capital funding to purchase green bins and a further \$24 million in recurrent funding over five years to deliver its green bins initiative to the community.
- The full roll-out of green bins is being delivered through two service contracts:
  - JJ Richards and Sons is providing kerbside collections, processing/product marketing and community education; and
  - SULO Australia is manufacturing, delivering and maintaining mobile garbage bins (MGBs) and managing customer registrations.

## Trash Pack industry

- The Government acknowledges that the new green bin service, while common place in most local government areas across Australia, is having an effect on operators of trash pack businesses in the ACT.
- In mid-2018 TCCS, through ACT NoWaste, entered a partnership with the Canberra Business Chamber to support the diversification or reskilling of any affected trash pack operators and identify new opportunities as the ACT waste industry evolves.
- This support included:
  - needs assessment of trash pack businesses and their employees;
  - tailored professional business coaching;
  - referral to counselling services if required;
  - identification of retraining and upskilling opportunities through apprenticeship schemes and other training pathways offered through CIT and supported by Skills Canberra; and
  - other redeployment opportunities. For example, the Territory's kerbside collection contractor SUEZ has extended an invitation to interested and suitably qualified operators to apply to join its workforce.
- The service agreement between TCCS and the Chamber expired on 30 June 2019. Trash pack operators are urged to contact the Canberra Business Chamber to discuss business coaching and Woden Community Services if they require counselling services.

## ACT Housing

- Registrations for green bins are managed through the new Waste Services Management System (WSMS) since 29 June 2020.
- The list of addresses for ACT Housing has been provided to ACT NoWaste by Community Services Directorate and has been integrated in WSMS.
- As a result, ACT Housing tenants are able to access green bin services in the same way as other ACT residents.

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## Transport and City Services

### ISSUE: Landfill Expansion, Rehab and Closure and Canberra Sand and Gravel

#### Talking Points:

#### Landfill expansion, rehab and closure

- The West Belconnen Resource Management Centre (WBRMC) has been an essential location for the safe and efficient disposal of:
  - waste arising from the Mr Fluffy program, which is over 95 per cent complete;
  - asbestos impacted buildings such as the Woden CIT campus (in progress), Currong Flats and Campbell Primary School; and
  - contaminated and non-contaminated soil material.
- The Government provided \$20m in the 2017-18 Budget for the rehabilitation and closure of the WBRMC.
- The site closed to the public for landfill operations on 3 September 2020.
- Following EPA approval, the site is planned to be handed over to the Ginninderry Joint Venture as part of the Ginninderry development, the timing of the handover is being currently worked out, in conjunction with the site rehabilitation timeline.
- The Ginninderry Joint Venture will redevelop Block 1586 into open public space with parkland, sports fields and other suitable features, subject to the necessary planning and environmental approvals.
- Landfill expansion through the construction of additional landfill cells at the Mugga Lane Resource Management Centre (MLRMC) commenced in May 2019 and was completed in August 2020; and is expected to provide landfilling capacity through to 2030, based on current levels of demand.
- The landfill rehabilitation program will continue on site at the MLRMC as decommissioned landfill cells are progressively capped over the next few years. Capping will limit water entering the landfill, reduce odour and landfill gas release, and promote vegetative growth over the progressively rehabilitated areas.

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- A dedicated asbestos disposal area at the MLRMC has been accepting asbestos fibres vacuumed or otherwise removed from houses since the commencement of the Mr Fluffy disposal program.
- The disposal location for soil and rubble from the demolition of Mr Fluffy affected houses changed from the WBRMC to the MLRMC landfill in April 2019.
- Mugga 2 Quarry (the former Mugga 2 bluestone quarry) provides long-term capacity to dispose of inert soil and waste materials generated from construction, road and development projects in the ACT.
- Mugga 2 once filled will be revegetated and incorporated into the surrounding nature reserve.
- Remondis Australia, who also manage the Mugga Lane Resource Management Centre, were successful in an open tender process to operate the Mugga 2 Quarry and services commenced 15 June 2020 and is now receiving inert waste material that was formerly disposed at the WBRMC.

### **Canberra Sand and Gravel**

#### The current status of the site

- Canberra Sand and Gravel green waste drop off is located at Parkwood Road, Belconnen. It is located of the same block (Block 1586) as the WBRMC.
- There is no immediate change to the current status of the Canberra Sand and Gravel (CSG) site at Parkwood Road from a public access perspective with green waste drop off still accepted and landscape supplies still able to be purchased.
- The green waste collected at the site is transferred to the North/West corner of the WBRMC, and placed into windrows for composting. This process previously occurred at the same location as the green waste drop off, however was transferred to its new location to facilitate the move of a 1km composting environmental clearance zone to accommodate the staged expansion of the Ginninderry development.

#### The services it provides in terms of green waste drop-offs

- Under the existing Licence Agreement, CSG are required to accept green waste from members of the public free-of-charge. Green waste must be less than 2m in length and 200mm in diameter.
- CSG at Parkwood have adopted fees for commercial green waste drop off. Pricing is included for your information at Attachment A. The pricing is the same as Corkhill Bros.

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## When it will close?

- The licence for the facility will cease 30 June 2021 to facilitate site remediation and handover to Ginninderry Joint Venture (GJV). CSG has advised that they would need cease accepting green waste from end-April to facilitate site handover on 30 June 2021.

## What the land will be used for once it is closed?

- This site, which is located on the same block as the WBRMC, will be remediated to a land use of Hills, Ridges and Buffers. The Ginninderry Joint Venture will redevelop Block 1586 into open public space with parkland, sports fields and other suitable features.

## What alternatives for green waste drop offs there will be once it is closed?

- Garden waste can be disposed of at Corkhill Bros. located at the MLRMC free-of-charge for members of the public.
- Residents can apply for a Green Bin as part of the Green Bins collection service. A one off \$50 fee applies and is free for concession card holders listed below:
  - ACTION Gold Card;
  - Department of Veterans' Affairs Gold Card;
  - Centrelink Pensioner Concession Card; and
  - MyWay Seniors Card
- Residents are also able to dispose of green waste at CSG in Vicars Street, Mitchell (fees apply) or at Weilwun Landscape Supplies on Morisset Road, Mitchell (fees apply).
- Other options for residents include organising a trash pack or garden waste skip bin service or undertaking home composting.

## Background

### West Belconnen Resource Management Centre

- Landfilling operations at the WBRMC ceased for public waste disposals on 3 September 2020 to allow rehabilitation and closure of the site.
- The former Mugga 2 Quarry has replaced a portion of WBRMC operations. The Mugga 2 Quarry commenced operations on 15 June 2020, operating as a landfill for approved waste soil and contaminated inert construction and demolition waste.
- A contaminated land auditor and environmental consultants have been engaged to undertake all necessary investigation, design and reporting activities to facilitate rehabilitation of the WBRMC.
- A contractor will be engaged in 2021 to undertake rehabilitation, capping and ancillary works.
- On EPA approval the site will be handed over to the Ginninderry Joint Venture.

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- Parkwood Road Recycling Estate (PRRE) is located in the northeast area of the WBRMC site. The Government provided \$5m in the 2018-19 Budget for Stage 1 of a staged investigation and rehabilitation program of the PRRE.
- One PRRE tenant with a long-term lease will remain on site up to or beyond handover to the Ginninderry Joint Venture.

### Emergency Landfilling Post-WBRMC Closure

- A procurement for an emergency landfilling contingency was presented to the Government Procurement Board (GPB) on 12 May 2020. GPB's endorsement has been provided for the procurement to enter into a deed of agreement with Veolia Environmental Services for the standing provision of emergency landfilling services at their Woodlawn landfill, located near Tarago NSW. This is currently being procured. This would be triggered in the event the entire MLRMC landfill is closed due to a business interruption event emergency (e.g. significant fire or contamination event).

### Mugga Lane Landfill Expansion and Remediation

- The expansion of landfill construction at the Mugga Lane landfill takes the forecast extended life of landfilling to 2030. The construction of the landfill cells at Mugga Lane was completed in August 2020 and landfilling commenced in September 2020.
- TCCS entered into a contract with a new landfill gas management contractor, LGI Limited, in June 2019. The new agreements at the Mugga Lane and West Belconnen landfills ensures the safe and environmentally compliant management of landfill gas for the next 15 years, with extension options for a further two periods of five years.
- The new contract with LGI Limited will see infrastructure upgrades at Mugga Lane landfill, including at least four power generators at Mugga Lane, each with the capacity of producing 1.06 megawatts of energy. Gas extraction through new infrastructure commenced on 10 June 2020.
- LGI Limited has installed an enclosed flare at the old West Belconnen landfill to manage the safe destruction of landfill gas onsite, as the volumes are not enough to provide a commercially viable quantity for sale.

### Mugga 2 Quarry

- The Mugga 2 Quarry site is a former "blue stone" aggregate quarry, located on the Mt Mugga ridgeline. The quarry was operational from the 1930s to the late 1990s. Blue stone was excavated out of the ridgeline resulting in a large cavity of around 2.8 million cubic metres.
- Capital works funding of \$2.9m was provided in the 2014-15 Budget for infrastructure works to make the site suitable to operate as a landfill, including safe access for heavy vehicles.
- The capital works project was to provide a site for the disposal of fill and non-friable asbestos contaminated materials to support construction and development projects in

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the ACT region. It was also in response to the then fill pit at Mugga Lane reaching capacity in late 2015, and the finite filling capacity at the WBRMC.

- Mugga 2 is a long-term solution to address the Territory's decreasing fill disposal capacity, providing a controlled, safe location for the acceptance of Virgin Excavated Natural Material (clean fill), beneficial reuse material and asbestos containing material generated from construction, road and development projects in the ACT.
- The Mugga 2 area will be rehabilitated to match the surrounding landscape of the Mt Mugga Nature Reserve, part of the Canberra Nature Park. This will be achieved through filling the quarry void over 20-30 years with inert waste materials; and the profiling of the landscape to match the surrounding landform and landscaped with endemic plant species.

### Canberra Sand and Gravel

- Under the existing Licence Agreement, CSG are required to accept green waste from members of the public free-of-charge.
- Commercial customers are charged on a per-load basis as per the Corkhills Green Waste drop off at the MLRMC.
- The CSG green waste acceptance and processing costs the Territory \$250,000 per year. A longer-term solution for the acceptance of green waste for Belconnen and North Canberra is being investigated as part of Waste Infrastructure Planning. An option of accepting green waste at the Mitchell Resource Management Centre or a new alternate site in North or North/West Canberra is part of these investigations.

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## Transport and City Services

### ISSUE: Bulky Waste Collection

#### Talking Points:

- Bulky waste collections started for residents in Gungahlin and Tuggeranong on 15 July 2020, and for eligible concession card holders from all ACT suburbs.
- An election commitment was made by ACT Labor to rollout the service to the whole ACT region in early 2021.
- The 2019-20 budget provided funding for a phased rollout of a bulky waste service for the ACT and the 2020-21 budget allows this service to be fast-tracked and will start in Belconnen from April 2021 and all other Canberra suburbs from July 2021.
- As part of the Parliamentary and Governing Agreement for the 10th Legislative Assembly, the Government has agreed to provide a free bulky waste collection service to every house in Canberra by 2021.
- Under the service, households receive one collection per financial year of up to two cubic metres.
- The service is complemented by an interactive booking system which includes a calendar for residents to select a preferred date and a calculator to help them gauge the quantity of items.
- The service has been designed to maximise resource recovery and reuse, as well as promote opportunities for social enterprise and social inclusion.
- The ACT Government set a minimum 30% resource recovery rate from all items collected by weight, and SUEZ has partnered with GIVIT and the Salvos and Vinnies to identify items that can be sold through their shopfronts, keeping items out of landfill. The resource recovery rate to the end of January 2021 was 44%.
- The new service will include 'Last Chance Saturday' providing local charities and the community an opportunity to rescue items free of charge from SUEZ's facility in Hume on nominated Saturdays. To date there has not been sufficient material to hold a 'Last Chance Saturday'.

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- On Wednesday 1 July 2020 bookings opened for residents in Gungahlin and Tuggeranong and for eligible concession card holders in all regions. As at 15 February 2021, 6.94% of residents in the rolled-out suburbs have booked for the service.
- New employment opportunities will be created through the bulky waste service which will increase as the service expands.
- SUEZ will be introducing an indigenous driver training program to assist in the delivery of the new service and will redeploy staff from other areas of their business who otherwise may have lost their jobs due to COVID-19 impacts.
- The ACT Government also provides funding to GIVIT – a not for profit organisation that connects people in need with people who have items to give. If you have items to give, you can register them at [www.givit.org.au](http://www.givit.org.au).
- The ACT Government recognises that particular challenges are faced with delivering a bulky waste service in multi-unit developments with shared waste enclosures. We are working with a number of body corporates and strata managers to minimise their time requirements in booking the service on behalf of residents.
- This includes an online interactive form and hard copy form for them to provide to residents, as well as providing assistance to coordinate the collection with SUEZ and training on how to use the service. Contact with strata managers and residents of multi-unit developments will continue to ensure they are supported with information and resources.
- The ACT Government is in discussions with SUEZ on the configuration of the service to commence in Belconnen in April 2021 and other suburbs from July 2021.

### **Background**

- In the 2016 election, ACT Labor committed to introducing a bulky waste pick up service for every home in Canberra. This service is commonly provided by local councils across Australia.
- The 2018-19 Budget provided funding to:
  - continue the existing bulky waste service for concession card holders until 30 June 2020;
  - ongoing funding for GIVIT; and

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- undertake research to design a future whole of Canberra bulky waste service.
- During the tender advertisement period a number of industry briefing sessions were held to address concerns raised by local businesses who rent skip bins, mixed waste trash packs and provide hard waste pick up services to households.
- These sessions provided an opportunity for the ACT Government to highlight details of the planned service, the rationale and timing, and to explain the ACT Government tender process, including the Secure Local Jobs requirement.
- As it was possible that local waste collection providers may be engaged as sub-contractors for provision of the service under a head contractor, the ACT Government increased the Secure Local Jobs and Local Industry Participation assessment weighting from the minimum 10%, to 20%. However, the response from the preferred Tenderer did not include subcontracting arrangements for these businesses as the insurances and reputational risks associated with such an arrangement are too high. As such, the parties acknowledged this scope to be excluded from the service agreement.
- To improve accessibility to the service, the ACT Government proposed an extension service to residents for a fee to assist them to move their bulky and heavy items prior to collection. Eligible concession card holders will have access to the extension service free of charge, as part of their annual collection service. This extension service will not be provided in 2020-21 due to COVID-19 social distancing rules. Appropriate notice period for the contractor will be established to mobilise service in a future date (TBC and subject to funding). On 5 June 2020 the ACT Government signed a contract with SUEZ to provide the services.
- The services commenced to residents in Gungahlin and Tuggeranong from 15 July 2020. Those in Belconnen, Hall and Molonglo were to have the scheme from 2021-22, followed by Woden and Weston Creek the following year and then the inner-north and inner-south by 2023-24. However, as part of the Parliamentary and Governing Agreement for the 10th Legislative Assembly in the ACT, the Government agreed to provide a free bulky waste collection service to every house in Canberra by 2021.

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## Transport and City Services

### ISSUE: COAG Export Bans

#### Talking Points:

- On 13 March 2020 the Council of Australian Governments agreed to the timetable and definitions to ban the export of recycled waste streams for plastic, paper, glass and tyres.
- While COAG determined that the ban should commence on 1 July 2020, the current COVID-19 pandemic has resulted in a delay of commencement.
- The timeline now stands as:
  - Unprocessed glass exports banned by January 2021 (previously July 2020);
  - Exports of mixed waste plastics that are not of a single resin or polymer banned by July 2021;
  - All whole used tyres including baled tyres exports banned by December 2021;
  - Exports of single resin or polymer plastics that have not been reprocessed banned by July 2022; and
  - Mixed and unsorted paper and cardboard exports banned by no later than July 2024.
- The Commonwealth expects to introduce legislation to implement the ban in late 2020 to achieve these targets.
- On 6 July 2020 the Commonwealth announced the \$190 million Recycling Modernisation Fund to support investment in new infrastructure to respond to the COAG Waste Export Ban.
- The ACT was pleased to announce its component of the Fund on 15 July 2020, at a joint media event with the Hon. Sussan Ley MP, Minister for the Environment. The announcement outlined a partnership with the Commonwealth funding \$10.5 million of the \$23.2 million co-funded upgrade program to the ACT's Material Recovery Facility in Hume.
- The Material Recovery Facility upgrades will deliver better identification and separation of recycling streams such as paper, glass and plastic, reducing contamination rates and providing better quality recycled materials that are able to meet the Commonwealth Licencing conditions imposed by the Ban.

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- This partnership delivers on the ACT's commitment to secure critical infrastructure upgrades for the Territory and surrounding NSW regional councils, outlined in the ACT Government and Canberra Region Joint Organisation Recycling Prospectus 2020.
- Planning is underway to implement these infrastructure upgrades, with design work expected to begin in 2021. Upgrades will be conducted in stages with completion largely achieved between 2021 and 2023.
- The unprocessed glass exports ban that commenced in January 2021 will not have an impact in the ACT, as glass sand generated at the ACT MRF is used locally and not currently exported.

### Background

- The COAG Waste Export Ban is Target 1 of the National Waste Policy Action Plan, and so forms a component of a broader national approach to reducing waste and increasing resource recovery.
- The *Waste Reduction and Recycling Act 2020* commenced in December 2020 to enact the enforcement of the ban.
- Planning is underway through a Project Management and Contract Administration (PMCA) consultancy engaged to progress the design and development of the specifications and infrastructure requirements to implement these upgrades.

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## Transport and City Services

### ISSUE: Single Use Plastics

#### Talking Points:

- Our society can no longer throw away responsibility for the plastics littering our environment. Examining how we use – or even better, avoid – consumer single-use plastic items such as bags, straws, food containers and disposable plastic cutlery is a collective discussion that we need to have.
- Consultation occurred via the *Phasing out single-use plastics discussion paper* between April and July 2019, receiving more than 3,300 interactions.
- After a thorough analysis of available options, the Territory announced in December 2019 that we would regulate to phase out single-use plastic in the ACT in 2020 via the *Plastic Reduction Bill 2020 (Bill)*, commencing with single-use plastic stirrers, cutlery and polystyrene food and beverage containers.
- A ‘Next steps policy document’ was also released presenting an overview of items to be phased out and setting a timeline.
- Consultation showed that business and community members demonstrated strong support for taking regulatory action to phasing out avoidable single-use plastics, including an expectation that this be harmonised with other jurisdictions where possible.
- The ACT Plastic Reduction Taskforce was established to support these goals. The Taskforce comprises representatives from key local and national industry, business, environment and disability advocacy bodies.
- We delayed introduction of this Bill due to the COVID-19 pandemic, however, community and industry remain supportive of our proposals and the ACT Government remains committed to progressing legislation to ban certain single-use plastics.
- A public exposure draft of the Bill and Explanatory Statement was released in August 2020 as the first stage in the implementation of this phase out.
- Seven submissions were received in response to the exposure draft of the Bill, primarily from Taskforce members. Issues raised through submissions were considered and where possible have been addressed in the Bill.

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- The Government also released an updated ‘next steps policy document’ with revised timelines due to COVID-19. This is also available on Your Say.
- On 2 December 2020, the Bill was introduced in the Legislative Assembly. The Bill is likely to be debated in early 2021. The new legislation will commence on 1 July 2021. More information is available on the YourSay and City Services websites.
- We thank our local businesses, many who have continued to use sustainable alternatives to single-use plastic throughout this challenging time. The legislation is crucial to ensure that we reduce the amount of plastic going to landfill and into our environment.
- We look forward to continuing to engage with our community and business on the ACT Government’s plan to ban certain single-use plastics. The Territory has recognised the need to address important social equity concerns for items such as single-use plastic straws, and while these will be phased out in time, we will make sure that they remain available to those who need them.
- Once the *Plastic Reduction Act 2020* commences on 1 July 2021, implementation will focus on education rather than enforcement.
- The ACT Government joins other progressive Australian state and local governments, and international governments, in tackling single-use plastics beyond earlier bans on lightweight, single use plastic bags.
- On 17 February 2021 the Minister for Disability conducted a roundtable with the disability sector focusing on straws and identifying any impacts on the disability community that would result from a ban of these items.
- Several topics were covered during the session, primarily focusing on concerns in relation to the Plastic Reduction Bill - in particular the banning of straws and the best model for ensuring that people who have a medical or accessibility requirements are able to easily access plastic straws.

**Background**

- The September 2018 *Unfantastic Plastic – Review of the ACT Plastic Shopping Bag Ban* report helped bring into focus the environmental and other impacts of single-use plastic shopping bags, and single-use plastics more generally. This review was undertaken by the Office of the Commissioner for Sustainability and the Environment.

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- Target 5 of the National Waste Policy Action Plan is to phase out problematic and unnecessary plastic by 2025. Under this target, the Commonwealth are currently engaging with jurisdictions on a National Plastics Plan. This has been led by the Commonwealth and will be released by the end of 2020.
- A National Plastics Summit on 2 March 2020, hosted by Commonwealth Environment Minister Sussan Ley, convened a cross-section of 200 senior individuals across government, industry and the community. There is widespread recognition of the need for reducing plastic use and increasing recycling. This Summit will inform the creation of the National Plastics Plan, due to be released shortly.
- The ACT Government is working with the Australian Packaging Covenant Organisation and the packaging industry to phase out problematic and unnecessary single use plastics packaging nationally through redesign, innovation or alternative delivery methods and implementation of three other packaging recycling targets by 2025:
  - 100% of packaging will be reusable, recyclable or compostable;
  - 70% of plastic packaging will be recycled or composted; and
  - 30% average recycled content will be included across all packaging.
- The ACT Government joins other Australian jurisdictions in quickly moving to tackle problematic and unnecessary single-use plastics.

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## Transport and City Services

### ISSUE: Odour Mugga Lane Tip

#### Talking Points:

- ACT NoWaste engages environmental consultants to undertake odour surveys, monitoring and reviews of the odour generated from the Mugga Lane landfill precinct and surrounding areas on a quarterly basis. These surveys have indicated that under certain weather conditions certain odours can be detected outside the boundary of the MRLMC.
- Surveys have shown the furthest detection of distinct odour was 800 metres from the site boundary in August 2019, 400m in November 2019, and since that time no detection of odour outside the boundary for landfill specific odours.
- A tarpaulin trial was implemented in mid-2019 to further assist landfill operations and odour management and is still currently underway. This is an alternative technology to the traditional method of using soil as a daily cover material over the active landfill tip face and has shown to significantly reduce offsite odour impacts.
- The commitment by the ACT Government to remove food waste from red bins and process this food waste combined with garden waste to a reusable material by 2023 will divert this organic waste stream from landfill and will contribute to the overall lowering of landfill odours generated from this putrescible waste stream.
- The scope of the audits has been increased to monitor odours emanating for entities not associated with the landfill in this precinct, such as the Green Waste Composting facility and the Material Recovery Facility as well as other local manufacturing and processing businesses.

#### EPA Input:

- The Environment Protection Authority (EPA) have previously investigated complaints from residents that odour from the activities at the Mugga Lane Resource Management Centre (MLRMC) was impacting them.
- On each of those occasions, the EPA has assessed compliance against the relevant EPA approvals and have not found the activities at the MLRMC to be in breach of their requirements to minimise odour.

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- In response to new complaints, the EPA takes action to determine whether there has been any significant operational events (planned or unplanned) by the MLRMC which would impact on odour generation.
- The last related odour complaint received by the EPA was on 4 January 2021 but a specific source of the odour was not able to be identified by the EPA.
- In accordance with its procedures, the EPA engages with the operators at and around the MLRMC on the day odour complaints are received. To date, the EPA has not found any evidence that planned or unplanned events at the MLRMC have impacted on odour generation. As a result, no further regulatory action has been undertaken.
- Should anyone have concerns about odour, they may make a report to the EPA by contacting Access Canberra on 13 22 81. Citizens can then ask to speak to an environment protection officer to discuss their concerns.

### Key Information

- Since the beginning of 2016, Access Canberra has received 130 complaints about odour as follows:
  - 2016 – 83\*
  - 2017 – 28
  - 2018 – 7
  - 2019 – 3
  - 2020 – 9
  - 2021 - 1

\*For 2016, of the 83 complaints, 58 of these were from Ms Nicole Lawder MLA's office, with 50 of these being anonymous.

### Background Information

- Landfill facilities are not zero emitters of odour and under certain climatic conditions, odour may be detected beyond the MLRMC boundary.
- The ACT Government's Separation Distance Guidelines for Air Emissions November 2017 (the Guidelines) provide recommended separation distances between various emission sources such as landfills and sensitive land uses such as residential. The recommended separation distances aim to ensure that incompatible land uses are located in a way that minimise the impacts of odour and polluting air emissions.
- The Guidelines specify a separation distance of 500 metres for a landfill. The nearest residences are located approximately one kilometre from the MLRMC.
- Odour modelling undertaken by ACT NoWaste as part of the landfill expansion shows acceptable odour impacts for nearby built up and residential areas, with odour being

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diluted to very low levels through a separation distance of over one kilometre, noting that odour is a matter of individual perception.

- Since December 2018, ACT NoWaste has engaged SLR Consulting to undertake quarterly odour monitoring surveys of the MLRMC. The most recent surveys undertaken in December 2020 showed no detection of odour in residential areas. These surveys are not publicly available, but are undertaken to measure ambient odour levels surrounding the MLRMC to ensure existing site operations/controls are mitigating odour impacts on surrounding areas.

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Transport and City Services

## ISSUE: Fyshwick Waste Facilities

### Talking Points:

- The ACT Government is examining issues surrounding proposed waste management facilities in Fyshwick.
- Waste management facilities within the ACT need to comply with the requirements of the *Waste Management and Resource Recovery Act 2016* and comply with the Waste to Energy Policy, the ACT Waste Management Strategy 2011-2025 and the Waste Feasibility Study.
- The ACT Government has already taken steps to put a moratorium on waste to energy in the ACT, through the Waste to Energy Policy 2020-25.
- The ACT's Waste Management Strategy clearly outlines that resource recovery facilities should be co-located in Hume.
- To this end, and in line with the Parliamentary and Governing Agreement, the Government will seek advice on the best way to facilitate the outcomes contained in the Government's Waste Strategy to locate waste processing facilities in Hume.
- Conversations are taking place between Transport Canberra and City Services (TCCS) and the Environment Planning and Sustainable Development Directorate (EPSDD) regarding this matter. EPSDD are the lead agency given planning matters fall within the Directorate.
- The ACT Government remains an active and engaged stakeholder in waste facility proposals and will ensure that key waste-related impacts and issues are addressed as part of waste facility proposals.
- The Fyshwick Business Association engaged the consultancy DelosDelta to conduct a study into the impact of a generic large scale waste facilities being established in Hume vs. Fyshwick. The study indicates that locating large scale waste infrastructure in Hume would provide greater benefits to the ACT. This is an independent study that is neither endorsed or not endorsed by the ACT Government.
- On 10 February 2021, the ACT Government introduced amendments to the Planning Act into the Legislative Assembly to ban development

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applications for waste facilities in Fyshwick form being approved. This legislation was debated and passed on 11 February 2021 and is now in force.

- TCCS and EPSDD are now undertaking a two stage planning review to assess where large scale waste infrastructure should be located. The first stage of this review will be to develop exemptions to allow small to medium, low-impact businesses to operate in Fyshwick.

#### **Capital Recycling Solutions (CRS)**

- CRS are proposing a waste transfer station and recycling facility in Fyshwick to process a maximum of 300,000 tonnes of municipal, commercial and industrial waste per annum.
- There have been no discussions or agreements between CRS and ACT NoWaste regarding diversion of red bin or commercial and industrial waste from the Mugga Lane landfill to any future facility.
- In July 2020, the Environmental Impact Statement was accepted for this project.
- In November 2020, CRS submitted the Development Application for the proposed facility. The Development Application has not yet been publically notified.
- The CRS Fyshwick proposal cannot go ahead in its current form due to the amendments to the Planning Act that were passed on 11 February 2021.

#### **Hi Quality**

- Hi Quality are proposing an integrated resource recovery facility with the capacity to process over 1 million tonnes per annum of waste.
- Hi Quality have submitted an EIS but it has not been accepted.
- The CRS Fyshwick proposal cannot go ahead in its current form due to the amendments to the Planning Act that were passed on 11 February 2021.

#### **ACT Container Deposit Scheme (CDS)**

- The ACT CDS commenced in June 2018. Re.Turn It, the ACT CDS Network Operator, opened a number of collection points across Canberra, including a bulk sorting depot on Gladstone street, Fyshwick.
- ACT CDS Network Operator Return-It operate a depot in Fyshwick. They are currently located to in Gladstone Street Fyshwick but on 25 February they will relocate to Barrier Street Fyshwick. No development application was required for the new site and therefore the new legislation does not affect it.

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## Background

- The offices of Mick Gentleman MLA, Minister for Planning and Land Management, and Rebecca Vassarotti MLA, Minister for the Environment, have indicated an interest in engaging with you in their ongoing work on this issue noting your waste responsibilities.
- The location of waste facilities requires both planning considerations (e.g. suitable locations and zoning) and environment considerations (e.g. air quality).
- ACT NoWaste and Planning are continuing to work together to progress the two-stage planning review.
- On 19 November 2020 you responded to the Clerk of Legislative Assembly regarding a petition lodged Ms Elizabeth Lee MLA regarding high-volume waste processing sites in Canberra Inner South. In this response you reiterated the points outlined in the talking points above.

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**Portfolio/s:** Transport

City Services

**ISSUE: TRANSPORT CANBERRA AND CITY SERVICES CAMPAIGNS –  
1 July 2020 to 31 January 2021**

**Bulky waste**

- The free bulky waste collection service started in all households in Gungahlin and Tuggeranong on 15 July 2020, while remaining available to concession card holders in all ACT suburbs.
- This campaign aimed to inform Canberra residents of the start of the service's rollout and encourage Gungahlin and Tuggeranong residents to book their free collection.
- The targeted campaign included the production of a 30 second and 15 second video, GIFs, banners and photography for digital advertising. The digital advertising included ads on The Canberra Times and RiotACT websites, through the Google Display Network and via social media. Out of home advertising was also used, with placement in local shopping centre precincts.
- A total of \$24,460 ex GST was spent on the production of creative assets for the campaign.
- A total of \$40,073.84 ex GST was spent on media placement in this first phase of the campaign which ran until early September 2020.
- A liftout was also included in the July edition of the ACT Government's Our Canberra newsletter which was distributed to all households in Gungahlin and Tuggeranong at a cost of \$3,510 ex GST.
- During this campaign, from July to mid-September 2020 the bulky waste page of the City Services website was viewed 45,820 times; there were over 3.531 million impressions from the digital, social and out of home advertising; and a click through rate of 0.16% for the digital advertising and 0.76% for the social advertising.
- A second phase of the bulky waste campaign was undertaken in December 2020 and January 2021.

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TRIM Ref:

- This campaign aimed to remind Gungahlin and Tuggeranong residents to book their free bulky waste collection and focussed on messaging around decluttering.
- The existing creative collateral produced for the first phase of the campaign was used.
- The campaign included radio advertising through the Australian Traffic Network and social media advertising.
- A total of \$7,453.86 ex GST was spent on media placement in this second phase of the campaign.
- A total of \$5,217.30 ex GST was spent on a letterbox drop in November and December 2020.
- During the second phase of this campaign, in December 2020 and January 2021 the bulky waste page of the City Services website was viewed 10,795 times; there was a reach of 779,000 through the Australian Traffic Network ads and 215,671 impressions from the social advertising.
- Total campaign spend
  - Phase 1:** \$68,043.84 ex GST.
  - Phase 2 (summer):** \$12,671.16 ex GST.

### **Disruptions to household waste and recycling services**

- Household waste and recycling kerbside collections in a number of Canberra suburbs were disrupted due to protected industrial action by drivers employed by collection contractor Suez.
- Industrial action was undertaken on three occasions – 2 November 2020, 9 November 2020, and two consecutive days on 17 and 18 November 2020.
- The campaign aimed to inform affected residents of the disruptions and provide them with information on the alternative arrangements available.
- The targeted campaign included radio advertising, digital advertising, roadside signage and letterbox drops. The creative collateral for the campaign was prepared in-house by the Transport Canberra and City Services Communications team.
- A total of \$24,968.28 ex GST was spent on media placement.
- A total of \$27,960.93 ex GST was spent on corflute signage and variable message signs.
- A total of \$15,045.95 ex GST was spent on letterbox drops.

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- During the three phases of this campaign, from late October to mid November 2020 the relevant latest news items on the City Services website were viewed 57,523 times and the bin collection calendar web page was viewed 35,682 times. The media buy through Tilt received 706,073 impressions on social media and 40,925 through the radio advertising. There was an average click through rate of 8.9% on social media.
- Total campaign spend: \$67,975.16 ex GST.

**Love food, hate waste campaign**

- Reducing food waste is a key recommendation in the ACT Waste Feasibility Study to minimise waste to landfill and supports the National Food Waste Strategy 2017 which aims to halve food waste by 2030.
- Love Food Hate Waste is a pilot program delivered that aims to raise awareness about food waste and encourage residents to find ways to avoid it.
- The Love Food Hate Waste pilot launched on 7 August 2020 and is currently funded to June 2021.
- The first phase of the Love Food Hate Waste campaign focused on raising people's awareness that food waste is an issue. \$46,825 ex GST was spent on media placement which ran until mid-September 2020.
- During this campaign, from early August to mid-September 2020 the Love Food Hate Waste page of the City Services website was viewed 15,093 times; there were over 6.749 million impressions from the digital, social and out of home advertising; and a click through rate of 0.36% for the digital advertising and 0.97% for the social advertising.
- The Love Food Hate Waste summer campaign ran in December 2020 and January 2021. This phase of the campaign spent \$20,790 ex GST on media placement to continue to raise awareness on food waste while introducing seasonally relevant knowledge about actions to reduce food waste.
- During the second phase of this campaign, in December 2020 and January 2021 the Love Food Hate Waste page of the City Services website was viewed 717 times. There were also 313,071 impressions through the social advertising.
- The communications strategy and campaign content was developed by creative agency Balance Advertising. \$13,547 ex GST was spent on the production of creative assets between July and December 2020.
- The Love Food Hate Waste campaign included the production of videos, banners and promotional collateral. The digital advertising included ads on The Canberra Times website, through the Google Display Network and via social media. Out of home advertising was also used, with placement in local shopping centre precincts.

Total campaign spend: **Phase 1:** \$60,372 ex GST. **Phase 2 (summer):** \$20,790 ex GST.

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**Portfolio:** City Services**ISSUE: RECYCLING OF SOLAR PANELS (PHOTOVOLTAIC)****Talking points:**

- A photovoltaic solar system (PV) consists of modules, inverters, batteries and installation and control components for modules, inverters and batteries. PV is intended to be an environmentally beneficial technology through its life-cycle in comparison to other means of energy generation.
- PV panels, inverter equipment and batteries are increasingly being purchased and deployed as an alternative to traditional means for energy generation.
- According to the latest [\*National Survey Report of Photovoltaic Applications in Australia\*](#), by 2019 Australia saw a greater than ten-fold increase over the total installed capacity of 1.3 GW in 2011. In fact, more solar was installed in 2019, than the total historical installed capacity to the end of 2014. Australia's total installed capacity more than doubled from 2017-2019, with 7.1 GW installed at the end of 2017, led by growth in the residential, commercial, and large-scale solar sectors.
- PV system components have an estimated average life span of between seven to 35 years. The life-cycle impacts of PV systems include the end-of-life management of the materials. That is, as PV equipment reaches the end of its useful life span the level of recovery, recycling, re-use and safe disposal is an important part of PV's environmentally beneficial performance.
- Due to the recent boom in solar installations, PV systems are expected to enter Australia's waste stream in significant volumes from around 2023.
- Current estimates are that across Australia during 2018 approximately 6,000 tonnes of PV panels required disposal, and this is expected to rise sharply to about 100,000 tonnes in 2035<sup>1</sup>.

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<sup>1</sup> PV Systems Stewardship Options Assessment – Options Feasibility Study 2018 (Equilibrium)

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## PV Recycling in Australia

- Although there is a growing expectation from consumers and the general community for more resource recovery and recycling of end-of-life PV products, end-of-life management of PV systems has historically proven *ad hoc*. There has, however, been promising movement in this space over the last year.
- The Commonwealth recently closed a [Partnership Call for a Product Stewardship Scheme for Photovoltaic Systems](#), aiming to establish a national scheme to increase resource recovery and recycling, and minimise the environmental, health and safety impacts of end-of-life PV systems in Australia. The scheme is expected to be voluntary/ industry led, and support the whole supply chain to take responsibility for PV systems, including at end of life, through a self-funded model. Applications closed on 29 January 2021, and announcement of the successful partnership arrangement is anticipated later in 2021.
- Australia is also starting to see the development of a local PV recycling industry, as evidenced by Reclaim PV, Australia's first dedicated solar panel recycling company, [recently leasing land in Lonsdale, South Australia, to develop an at-scale processing facility](#). The company already has around 70,000 stockpiled panels to process, and has indicated its intention to set up further sites in regional areas processing up to 50 tonnes each into the future.

## PV Recycling Process in general

- A 2018 Study<sup>2</sup> suggested that:
  - PV panel dismantling is a specialised activity and ordinary e-waste recyclers are generally not equipped to handle end-of-life PV products;
  - The cost and handling requirements for PV recycling, as well as access to recyclers is a barrier to recovering resources from these products;
  - PV panels remain excluded from some jurisdiction's regulatory actions, such as e-waste bans, partly because there is a lack of

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<sup>2</sup> PV Systems Stewardship Options Assessment – Options Feasibility Study 2018

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- domestic recycling capacity;
- There is *ad hoc* refurbishment and redistribution of PV panels domestically and through export; and
  - Material value in PV panels is low as laminated glass is the bulk of the product by weight and a low value commodity for recovery and recycling. The value may decline further as future design and production changes reduce the recyclable materials in PV panels.
- PV panel waste treatment can vary from pre-treatment (sorting, preparation for re-use and/or recycling) to final treatment (recovery of the materials for further recycling and treatment). The treatment operations can consist of mechanical, thermal as well as chemical treatment processes. A majority of treatment facilities across the world apply mechanical processes to separate the materials used in PV panels.
  - All PV technologies are equally suitable for recycling and treatment, with average recycling rates of 70 per cent for silicon based and up to 90 per cent for non-silicon based PV Panels. Especially glass, aluminium, copper, silver and certain semiconductors can be recovered for the production of new materials. Plastics from the EVA (Ethylene Vinyl Acetate) foil cannot be recycled and are treated in waste-to-energy plants in other jurisdictions.

### What is the ACT doing?

- PV related products have long been identified as an emerging e-waste stream with a lack of local reprocessing options.
- PV products have been listed since 2016 on the ‘Minister’s priority product list’ under the Commonwealth’s *Product Stewardship Act 2011* (now the *Recycling and Waste Reduction Act 2020*). To that effect, on 25 November 2016 the Victorian Government sought and received endorsement through the Meeting of Environment Ministers to convene a multi-jurisdictional working group to work with the PV sector.
- The resulting PV working group (PVWG) was tasked to develop a national product stewardship approach for PV products. The ACT has been an active member of the working group since its inception. The ACT’s interest is due partly to its already achieved policy of 100 per cent renewable energy by 2020, and the fact that in the ACT PV sector and related products are expected to grow significantly in the near future, supported by a range of

initiatives including rebates. Therefore, end-of-life management of PV related products will become a challenge.

- The PVWG historically has met every two months, however due to factors including the Covid-19 pandemic, it is currently unclear when the group will next meet.
- In March 2019, the PV Systems Stewardship Options Assessment final report was released, finding that a voluntary or co-regulatory approach for PV panel stewardship would be feasible, with the co-regulatory approach more likely to be achievable and deliver outcomes more consistent with the Product Stewardship Act. The Commonwealth has now proposed a voluntary/ industry-led approach through its recent partnership call.
- The ACT would like to be part of a national solution due to the complexity involved in the product types and chemistries of PV systems. Once a product stewardship scheme (voluntary, co-regulatory or mandatory) is finalised to manage PV products, there may be financial implications for the ACT Government. Although it is not possible to quantify these costs at this point in time, any national solution is considered to be efficient in terms of knowledge sharing and economies of scale compared to developing an isolated ACT based solution.

### **Background**

- The ACT Government is committed to improving the Territory's performance in waste management. This is reflected in the *ACT Waste Management Strategy 2011-2025* (the Strategy).
- The goal of the Strategy is to ensure that the ACT leads innovation to achieve full resource recovery and a carbon neutral waste sector. It also sets an ambitious target of 90 per cent resource recovery by 2025.
- The ACT also has also met its policy to achieve 100 per cent renewable energy target by 2020.
- Due to increase in uptake of PV systems in recent years it is likely that the PV related sector will grow significantly in the ACT and end-of-life management of PV related products will become a challenge.
- Product stewardship is an intervention utilised to correct market failures to properly account for the environmental costs of product manufacture, packaging and use. The defining principle of product stewardship is to minimise the environmental impact of products by placing the responsibility for end-of-life treatment on the manufacturers, importers, distributors, retailers and consumers of the product.

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- Currently the Commonwealth is seeking to form a voluntary/ industry led stewardship scheme through its partnership call. If a co-regulatory or mandatory product stewardship approach is taken to manage PV products, there may be costs involved for the ACT Government, although it is not possible to quantify these costs at this point in time:
  - Scheme development: If funding is sought to nationally ‘scale-up the scheme’, this may trigger the need for contribution by jurisdictions as per COAG/ National Cabinet funding formula [The formula requires 50 per cent contribution from the Commonwealth, and the other 50 per cent to be contributed by the states and territories according to their population.]
  - Scheme implementation: Implementation of the scheme in the ACT may require funding in terms of, for example, education and capital expenditure for establishing drop-off points across the ACT.
  - Impact on industry: Given the ACT’s policy settings around renewable energy, PV related sector and products are expected to grow significantly in the near future. Any scheme to manage PV related products is therefore expected to have impact on the sector.

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## Transport and City Services

### ISSUE: Republic Development / Cameron Avenue traffic management

#### Talking Points:

- Geocon have commenced offsite works on Cameron Avenue for the Section 200, Belconnen development (known as ‘The Republic’).
- The works by Geocon include –
  - Modifying the roundabout at the intersection of Cameron Avenue and Chandler Street to provide pedestrian and cyclist improvements (e.g. pedestrian refuge improvements and narrowing of the through lane with speed cushions on approach).
  - Additional storage within the carriageway for turning movements, including dedicated right-turn lanes into the development.
  - A new right-turn lane out of Cameron Avenue onto Eastern Valley Way, dedicated left-turn from Eastern Valley Way onto Cameron Avenue and associated modifications to traffic signals.
  - Verge works to provide for on-road cycling along Cameron Avenue.
- During construction, a small section of Cameron Avenue is closed to westbound traffic between Eastern Valley Way/Aikman Drive and Edmonstone Place.
- Detours are in place on College Street and Emu Bank.
- Closures to nearby footpaths is also required on the eastern side of the Cameron Avenue/Chandler Street roundabout as well as on Chandler Street (eastern side) between Cameron Avenue and approximately 40 metres south towards College Street.
- The road and nearby footpath closures are required to allow gas main relocation as well as verge and footpath upgrades.
- Geocon recently advised of significant delays to the schedule due to latent conditions affecting the high pressure gas main upgrade
- The closures are expected to remain in place to end of November 2021.

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- TCCS has included information on [www.cityservices.act.gov.au](http://www.cityservices.act.gov.au) and social media posts will be published. Geocon is also required to undertake communications and consultation was completed with affected businesses and residents.
- All works are being funded by Geocon including traffic management and communications. The only costs to TCCS relate to process of TTM approval and minor communications (update to TCCS website and social media), operational acceptance and final inspection.

### Key Information

- The Cameron Avenue works are to address the impacts of Geocon's development at Section 200 Belconnen.
- The works were scheduled to be completed by the end of February 2021 but due to unforeseen issues Geocon has recently adjusted the date to the end of November 2021
- Extensive transport modelling and TCCS design review was undertaken as part of the approval process.

### Background Information

- The section 200, Belconnen development comprises multiple mixed use towers including residential units, a hotel and retail including Woolworths Metro.
- The development is being progressed over stages, most recently, *High Society* which comprises residential units, an Abode hotel and ground floor retail.
- The original development approval included requirements to install traffic lights at the intersection of Cameron Avenue and Chandler Street and a roundabout at the intersection of Edmondstone Place and Cameron Avenue. However, traffic modelling by an independent consultant found that this arrangement would not work.

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## Transport and City Services

### ISSUE: Transport Strategy

#### Talking Points:

- The ACT Transport Strategy 2020 (the Strategy) was launched on 26 August 2020. The Strategy focuses on managing road congestion and reducing vehicle greenhouse gas emissions, as well as providing flexible, reliable and sustainable ways for Canberrans to move around our city.
- The vision of the Strategy is for a world class transport system that supports a compact, sustainable and vibrant city. That means prioritising a well-connected public transport network, high quality walking and cycling infrastructure, and connecting people to local and regional centres.
- The Strategy sets out the Government's approach to achieving this vision and provides a framework for planning and investment in transport for the next 20 years. It replaces the previous transport strategy, Transport for Canberra 2012-31, by building upon and updating its objectives.
- As Canberra recovers from the COVID-19 pandemic, we face the possibility of increased congestion and emissions if more people begin to rely on cars. The Strategy outlines how the ACT can harness the opportunity of the pandemic to permanently grow the number of people walking and riding in the community beyond COVID-19.
- TCCS recognises the critical relationship between transport, land use, planning and climate change and has established governance arrangements that enable collaboration, oversight and accountability. Working collaboratively will ensure any new and emerging opportunities are harnessed to contribute further to the strategic vision of the Strategy.
- Work is underway on two key deliverables:
  - Movement and Place Framework – A framework to support practitioners in applying Movement and Place consistently and in line with the objectives of the Strategy. The Movement and Place concept balances the

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dual function of streets, which is moving people and goods and enhancing the places they connect and pass through.

- Investment Framework – Adopting a balanced and strategic investment framework in line with this strategy’s vision and future transport needs. It will provide a way to identify, assess and prioritise transport initiatives.
- The content of a third key deliverable, a Safe Systems Framework, is being scoped as part of the implementation of the Movement and Place Framework. A Safe Systems Framework is a standardised approach to apply Safe Systems to ensure that transport projects and programs reduce both the likelihood and severity of crashes.
- Other plans and initiatives that will form part of the Transport Strategy implementation program include:
  - a) ACT Transport Recovery Plan;
  - b) City-Wide Active Travel Plan;
  - c) Light Rail Network Plan refresh;
  - d) Transport Canberra Zero Emission Transition Plan (this was released publicly in September 2020);
  - e) Customer Strategy for Transport Canberra;
  - f) Canberra Regional and Inter-city Rail Plan; and
  - g) Mobility as a service.
- The Strategy’s success will be monitored and evaluated through the ongoing collection of data, for example through the Household Travel Survey, ACT greenhouse gas emissions inventory, bike barometer data, and data on transport movements.

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## ISSUE: Future Light Rail Network

### Talking Points:

- Growing Canberra around a reliable public transport network will guide our city to become increasingly more sustainable, compact, and well connected, maintaining the world class standard of living experienced by Canberrans.
- An integrated transport network with light rail at its heart is fundamental to that strategy.
- In 2015, the ACT Government released the Light Rail Network Plan which outlines the future light rail network for Canberra.
- Light rail will underpin our modern public transport system as it connects major population areas, employment centre and social and cultural hubs across Canberra.
- In March 2020, I announced pre-feasibility studies would be carried out on stages 3 and 4 of the Canberra Light Rail Network with Government allocating \$250,000 over 2019-20 and 2020-21 in the mid-year budget.
- This funding demonstrates our continued commitment to progressing Government's vision of a city-wide light rail network.
- The aim of these investigations is to examine the objectives and opportunities for future corridors, with a view to further defining strategic alignment and staging options for the east west link as well the further extension of the north south spine to Tuggeranong.
- The Light Rail Network is centred around a north-south spine connecting Gungahlin and Tuggeranong, and an east-west link connecting Belconnen to the City and east toward NSW via both Fyshwick/Kingston and the Airport, and complements the city's broader planning, climate and transport objectives in driving a more compact and inclusive urban form.

- As with many transport infrastructure projects, there is a large upfront cost for building each stage, with the benefits accruing over time as our city grows. This is why the ACT Government will deliver the future light rail network progressively in stages over the years ahead.
- Our immediate priority for the public transport network is to continue to build patronage through reliable and accessible public transport, particularly on our Rapid bus corridors.
- We will strategically transition our core Rapid bus corridors to light rail as per our network plan and in accordance with demand and city objectives.
- Operation of the first stage of the light rail network from the City to Gungahlin commenced on 20 April 2019, with more than one million passenger boardings in the first three months.
- Pre-COVID-19, daily patronage on light rail is already exceeding our 2021 business case forecasts and prior to COVID-19 we saw a 7.1% increase in the number of journeys across the network compared to the same period last year.
- **Off the success of this route, the ACT Government is now progressing with the second stage and building light rail to Woden.**
- Stage 2 of light rail to Woden is expected to be operational around the mid-2020s. As per the Parliamentary and Governing Agreement, the ACT Government is undertaking feasibility investigations into extending Light Rail from Woden to Mawson as part of the Stage 2 project. These initial investigations are being led by Major Projects Canberra.
- Transport Canberra is leading investigations into the technical and operational feasibility of express services between City and Woden. The findings of these investigations are currently underway.
- As outlined in the ACT Infrastructure Plan, the next priority will be to take light rail to Canberra's west by connecting Belconnen and the City. This will provide the first stage of a future east-west link.

- Intersecting the north-south spine at the City, Stage 3 of light rail will connect to Canberra's second-largest town centre in Belconnen as well as linking key facilities like Calvary Hospital, University of Canberra, the Australian Institute of Sport, and the Australian National University.
- Already an area with growing transport demand, the further addition of around 30,000 new residents at Ginninderry in the coming decades makes Belconnen to the City the natural choice for the third stage of light rail and to shaping the future of Canberra.
- The ACT Infrastructure Plan identified the Woden Town Centre to Tuggeranong Town Centre corridor as Stage 4 of the network.

**ISSUE: Zero Emissions Buses (Incl Bus Fleet)****Talking Points:**

- As of 1 March 2021, Transport Canberra has an in service fleet of 451 vehicles (excluding flexible transport vehicles).
- On 6 August 2019, 40 rigid Euro VI diesel buses were purchased via a Deed of Variation with Scania Australia. The 40 buses have been delivered to TC. This completed the \$43.8m program for supply of 80 buses under the 2017-18 budget in support of Network 19.
- In the 2019-20 ACT budget process, Transport Canberra received funding for the purchase of 84 buses to replace its ageing and non-DDA compliant fleet issues under the 'Better buses to support the new bus network' initiative.
- The total funding of \$44.51 million is currently profiled over three years ending 2022-23.
- In September 2020, the ACT Government released the Zero Emission Transition Plan for Transport Canberra (the Plan). The Plan identifies how Transport Canberra will transition its public bus fleet to zero-emissions by 2040, and the key steps for getting there, including the fleet, enabling infrastructure, skills, approaches and complementary policy measures.
- The Plan identifies the need to immediately replace 34 aged Renault buses which are beyond their economic and physical life. These buses will be procured via a short-term lease arrangement or similar, rather than an outright purchase. This will be followed by procurement of the first tranche of 90 battery electric buses and their supporting infrastructure.
- This commitment was reinforced in the 10<sup>th</sup> Assembly Parliamentary and Governing Agreement which states that the Government will procure 90 battery electric buses in this current term of government and lease (diesel) buses only to meet peak fleet needs.

- Transport Canberra has now commenced procurement planning for both the leasing arrangement of 34 replacement buses and the first tranche of battery electric buses.
- The initial 34 replacement buses will be procured via a short-term lease arrangement. Procurement of these vehicles will commence in early 2021 with the first vehicles expected to arrive by the end of 2021 subject to delivery timeframes. The procurement process will also be open to battery electric buses.
- Market sounding for the first tranche of at least 90 battery electric buses commenced in December 2020 and is due to finish in late March 2021.
- The market soundings will be used to inform the procurement approach with formal procurement expected to commence in the second half of 2021 subject to budget and procurement approvals. These buses will provide replacements for retiring fleet and will be housed and charged at a combination of the new Woden Depot (operational commencement scheduled for early 2023) and other off-site locations.
- These fleet purchases will improve accessibility and passenger comfort, increase reliability and lower maintenance costs on the new public transport network. Diesel buses leased will be the latest and highest standard of low emissions vehicles, in contrast to the Renault buses they replaced, which do not comply to emissions standards.

## Key Information:

- The age of the operational Transport Canberra bus fleet of 451 buses at 1 February 2021 is as follows:

Age	Models	Number in Fleet
0-5 yrs.	Scania K320UB, Yutong E12, Scania K360UA	133
5-10 yrs.	Scania K360UA, MAN A69 18.320, Scania K320UB, Scania 360UB	134
10-15 yrs.	MAN A69 18.310 CNG, Scania L94UB CNG. Scania 360UB	90
15-20 yrs.	Irisbus Agoraline, Scania L94UB CNG.	60
20-25 yrs.	None.	0
25-30 yrs.	Renault PR100.2,	34

## Current Bus Fleet:

Transport Canberra Statistics (as at 1 February 2021)		
	Number	Percentage
<b>Transport Canberra Operational Fleet</b>	451	
<b>DDA Accessible</b>	417	92.5
<b>Bike Racks</b>	429	95.1
<b>Climate Controlled</b>	417	92.5

- Currently 34 buses operating in the Transport Canberra fleet do not have climate control. These buses are the Renault PR100.2 model with an average age of 29 years.

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**ISSUE: Woden Bus Depot****Talking Points:**

- Transport Canberra and City Services and Major Projects Canberra are currently working with the contractor to finalise the detailed design for the new Woden Depot project following community engagement earlier this year.
- Construction is expected to commence in 2021 with commencement of operations anticipated in 2023.
- Woden Bus Depot consists of two phases of work:
  - Phase 1: Demolition, decontamination, design and Development Application (DA); and
  - Phase 2: Construction and commissioning.
- To ensure future proofing of the depot for an electric bus fleet, Phase 2 of the project was split to deliver a part build out of the depot sufficient to meet its operational requirements and to house 60 diesel buses (Phase 2 Stage 1). Under this arrangement, the full build out of the depot to the maximum capacity and accommodate electric buses, Phase 2 Stage 2, would be carried out at a future date when budget permitted. The revised design excludes the previously proposed multi-storey carpark.
- Following the release of the Zero Emission Transition Plan and the commitments made in the 10<sup>th</sup> Parliamentary and Governing Agreement, Transport Canberra is now proposing to recombine Stages 1 and 2, Phase 2 under a single delivery whereby the remaining site capacity would house zero emission vehicles (approximately 40 vehicles).
- A supplier has already been contracted to deliver the first stage of the Woden Bus Depot. It is expected that Transport Canberra, via TCCS Infrastructure Delivery and Major Projects Canberra, will work with the existing contractor to incorporate zero-emission components into the current design to enable construction of the full depot to commence in 2021.
- The 2020-21 Budget includes \$800,000 over two financial years for investigations, design and project support for zero emissions. Additional construction funding has been provisioned for future consideration.
- This will enable a share of the future zero emission vehicles procured through Tranche One of the transition to be housed at the Depot.

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- This presents an important opportunity to accelerate the transition to zero emission transition in line with Government's commitments and community ambition while reducing pressure on the existing bus depots at Tuggeranong and Belconnen.
- The combined delivery of Stages 1 and 2 however is subject to budget approval and discussions with the existing contractor have not commenced.
- TCCS will be liaising with Treasury and Major Projects Canberra on how to ensure a value for money outcome for the delivery of the complete project.

### Shea Street Intersection upgrades

- The intersection at Shea Street and Athllon Drive requires upgrading to signalise exit of buses from the Depot onto Athllon Drive. This could occur as part of the Athllon Drive duplication project at a future date to avoid redundant works in the short term.

- **Woden Bus Depot Timeline**

Milestones	Status/Completion
Funding	2016-17 Appropriation \$25.775m 2019-20 Appropriation (Mid-Year Review) \$17.0m 2020-21 Additional funding approval \$0.8m, with construction provisioned. Total: \$43.575m
Design services - design to Development Application (DA) stage	In February 2018, GMB Architects were engaged to progress the original concept design and functional brief prepared by SMEC (with MR Cagney and Canberra Town Planning). Richard Crookes Constructions was appointed in 2018 to continue design to DA stage. Complete – DA lodged on 1 May 2020. Lodgement fee paid 16 September 2020
Demolition of existing buildings and removal from contaminated sites register.	This was completed by AGH Pty Ltd in 2018.
Relocation of existing underground services.	Richard Crookes Constructions has undertaken relocation of the water main and has submitted a DA for relocation of the sewer main to the West of the site. Completed December 2020
Workforce Consultation	The preliminary design concepts were distributed to the TC workforce and relevant unions in November 2018. Pre DA Consultation completed February 2020.

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## QUESTION TIME BRIEF

	Regular ongoing workforce consultation is occurring as detailed designs are developed further.
Development Application	Lodgement 16 September 2020 Development Application Approved 20 January 2021
Detailed Design (including workforce and external stakeholder consultation)	To be undertaken from February 2021 to June 2021 (post DA approval process).
Building Application (BA) approval	Lodgement expected on completion of detailed designs. Approval expected between August 2020 and October 2020.
Construction Commencement	Construction to commence once detailed design and BA are completed and approved. Expected to commence Q3 2021.
Construction Completion	Expected Q2 2022.
Fitout and commissioning	Q2 – Q4 2022
Operations Commence	Q1 2023 (estimated date)

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**ISSUE: NEW TICKETING – COSTS AND BENEFITS****Talking Points:**

- In December, the Government announced that the single select process would be closed following a review that the system would not deliver a value for money solution for Canberra. **A Confidentiality Deed, which remains current, was entered into by both parties precluding any discussion in relation to the single select process or parties involved.**
- A new tender process will commence to procure a ticketing system designed to provide Canberra's public transport users with convenient and flexible payment methods with real time travel information, as well as seamless transfer between buses, light rail and other modes.
- The current ticketing and real time information systems have been in place since 2010 and 2014 respectively and are now outdated. Feedback from public transport users also tells us that the real time information they are currently receiving is slow and does not meet contemporary travel behaviours.
- As part of this new system, public transport users will benefit from a range of high-tech features aimed at making it easy to plan, pay for and take public transport.
- In December the Government announced that an open tender process would now be progressed, so that a system with the right technology for Canberra and that represented value for money could be procured.
- Market sounding is due to commence in early 2021 with the expectation that this will ensure the new ticketing solution will provide flexible payment options, a real time app for customers to track their journey.
- Government plans to open the tender process to the market with the goal of replacing MyWay with a new system in 2023.
- Funding for this project was appropriated through the 2019-20 Budget Review.
- Funding allocation is \$37.946 million over four years in capital injection. (Included as NFP in the TCCS chapter of the 2020-21 Budget statements - page 32 chapter H).

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- Full disclosure of the \$37.946 million is at page 248 of the 2020-21 Budget Outlook document.

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Transport and City Services

## ISSUE: PATRONAGE FOR BUSES AND LIGHT RAIL

### Talking Points:

- Since the onset of COVID-19 Canberra has seen an overall drop in patronage on buses and light rail. Whilst patronage fell dramatically in early April 2020, it has gradually increased, with schools and commuters accounting for around 75% year on year return.
- The drop was as a response to the restrictions and guidelines Government advised to passengers to ensure they were COVID-SAFE. This included a number of measures such as spreading journeys across the day rather than travelling in the peak.
- Generally, this means between about 10am and 3pm on weekdays, after 6pm on weekdays or on the weekend.
- To help passengers plan a journey at a quieter time, Transport Canberra regularly publishes information about the quietest times for each Rapid bus and light rail route online at [www.transport.act.gov.au](http://www.transport.act.gov.au).
- Whilst Canberra has still not experienced community transmission of COVID-19, these measures will continue to be important as our city continues through the Canberra Recovery Plan, Easing of Restrictions Roadmap and implement guidelines from National Cabinet.

### If asked...how many journeys are being made on public transport?

During the week ending 21 February 2021, total journeys were 268,2689, which is an increase from the previous weeks.

The proportion of boardings on buses has remained relatively consistent at 80% for buses, with 20% of boardings on light rail.

Source: NetBi ticketing data

Cleared as complete and accurate:	22/02/2021	
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Lead Directorate:	Transport Canberra and City Services	

## ISSUE: TRANSPORT RECOVERY PLAN

### Talking Points:

- The ACT Transport Recovery Plan (The plan) is part of the ACT Transport Strategy 2020, published in September 2020.
- The plan, due to commence in the first quarter of 2021, will lead Transport Canberra's efforts to set transport once again on a healthy and sustainable path as we manage the impacts of COVID-19 and transition beyond.
- The plan will focus on harnessing this opportunity to adapt, improve and innovate, so that we can make the most of this period, for the benefit of all Canberrans, now and in the future.
- The plan describes the current context and references the world and Australia-wide responses to COVID-19, along with the measures and initiatives to improve public transport and ways of encouraging people back from levels that, in Canberra, dropped to a low of 14% compared to year on year patronage, in early April 2020.
- A transition will be required to enable us to effectively move from the current position to the 'new normal', taking advice from Government in light of the introduction and administration of a vaccine, along with consideration of factors including:
  - Industry and academic research findings, ACT Government commitments, implementation of a Public Transport Strategy and Recovery Plan as identified in the ACT Transport Strategy 2020; and
  - consideration for the current environment and advice from the Chief Health Officer and a plan to reintroduce measures in the cases of infection in the ACT.

### Communication:

- A key element of the plan will be the internal and external communications activity that will be fully aligning with the Public Information Communications Centre.

Transport and City Services

## ISSUE: WEEKEND BUSES/TRANSPORT ACTION PLAN

### Talking Points:

- The ACT Government is continuing to implement the Transport Action Plan to improve the reliability of weekend bus services in Canberra, and particularly to continue to recruit more bus drivers to provide services for our community.
- In accordance with the Transport Action Plan, the Government plans to continue to progressively increase the frequency of local bus services as there is capacity to do so without affecting the reliability of services for Canberrans using public transport on weekends.
- The first such increase was in October 2020, when the frequency of all local bus services across Canberra was increased to hourly or better from around 6am to 12pm. This change added an extra 236 services to the Saturday timetable.
- Transport Canberra regularly recruits and trains new drivers as required to ensure reliability of these services and to meet natural attrition.
- Transport Canberra expects to further increase the frequency of local bus services on weekends by the middle of 2021.
- This approach reflects what we heard from public transport users last year – that the reliability of services was the most important thing to them.
- The ACT Government remains committed to delivering the actions set out in the Transport Action Plan, to ensure that Canberrans have access to frequent and reliable public transport on weekends and, at the appropriate time, encourage more Canberrans to use our city's bus and light rail services.
- Reliability of weekend services is currently tracking above the 99.5% target since the October increase.

## ISSUE: Public Transport - Whitlam

### Talking Points:

- Transport Canberra is committed to investing in our public transport network to meet population growth, provide choice and encourage sustainable travel patterns.
- Providing public transport services as leading infrastructure has shown to reduce car ownership and shape more sustainable transport choices. As outlined in the 2020 Transport Strategy, the coordination of land release and transport, and providing quality public transport, cycling and walking upfront is critical to the success of new suburbs. That is why public transport is a priority when designing and developing new suburbs.
- Where appropriate, these services will be in addition to our network rather than a simple reallocation, and stretching, of our public transport resources. This means we optimise our assets while ensuring avoiding losers through change.
- Transport Canberra continues to assess and plan future network needs in accordance with our network framework and service principles.
- The 2020 Transport Strategy, Territory Plan, Light Rail Network Plan and Planning Strategy all outline the structure of our public transport network with high frequency rapid corridors linking our main activity centres. This includes services that link the future stages of the Molonglo District with surrounding employment and activity centres.
- The rapid public transport corridors are supported by a comprehensive network of feeder services with clear service frameworks so it's easy to navigate your way to a destination. This core network of Rapid services is supported by feeder and local bus services which connect customers from their home to local services and rapid corridors.
- The Molonglo district is serviced by 2 rapid services, the R7 and the R10. These provide direct access from Denman Prospect, Coombs and Wright to the City via Adelaide Avenue. These services have been well patronised since their introduction in 2019.

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- In the future, Transport Canberra expects the Rapid 10 service will extend north to Belconnen providing greater choice and flexibility for the Molonglo residents. This aligns with our strategic planning frameworks and reflects the changes to our network first introduced in the 2012 Transport for Canberra plan, based on the work of Jarrett Walker's work around Human Transit.
- Planning for this extension and the broader fleet and infrastructure needs is currently underway. This planning will support the built environment connections and align with our public transport hierarchy of rapid, local and feeder services. The future Molonglo River Bridge will be critical to enabling the expansion of these services north.
- The exact alignment and timing of this extension will be determined by fleet capacity, land use development and the ultimate design of Molonglo Stage 3.
- Select Rapid bus corridors will be converted to light rail in accordance with the Light Rail Network Plan, as demand increases. Future light rail has already been considered in the design of our road infrastructure in the Molonglo district and our investment in the bus network will ensure we can transition to light rail in the long term future.
- In the future, as the Molonglo road network expands Transport Canberra will continue to expand its planning and services in accordance with its service and design principles to form a connected network across the integrated transport system.
- The Estate Development Plan (EDP) for Whitlam has identified a potential bus route through the suburb, using Sculthorpe Ave. As such, the road has been designed to accommodate buses in the future. There are also currently bus stops on John Gorton Drive adjacent to the suburb – in preparation for a future bus route.
- Transport Canberra use new and existing data collection techniques to continually assess and optimise our services . We will continue to invest in, expand and grow our network in accordance with the core service principles while still allowing flexibility to adjust our systems in response to continuous data collection, analysis and review.

Transport and City Services

## ISSUE: Shared Micromobility

### Talking Points:

- The vision of the ACT Transport Strategy 2020 includes the facilitation of new forms of mobility such as shared, dockless bikes and e-scooters, referred to as ‘shared dockless micromobility’ (micromobility).
- Micromobility services provide flexible transport options, on their own or in combination with public transport, as an alternative to the car.
- The trial of dockless bike share in 2018 demonstrated that, by and large, operators and Canberrans do the right thing where other cities have failed.
- It is up to all of us, as a community, to use the paths with care and consideration for others, particularly the more vulnerable. People riding scooters (and bikes) must observe the rules and are encouraged to exercise judgement and ride to the prevailing conditions – crowds, weather, or other people using the paths. Friends also need to look out for each other, for their safety and the safety of others.
- The ACT Government is working closely with the shared use e-scooter providers to monitor the ongoing impact of these schemes and ensure that they can be used safely and effectively.
- About half the trips we make are around 5km or less. E-scooters are ideal for these short trips and Canberrans are embracing e-scooters to meet this need using both privately owned devices and the shared schemes.

### Key information:

- Canberra’s micromobility services include 200 bikes and 1500 scooters.
- Permits have been issued under the *Public Unleased Land Act 2013 (PULA)* and according to the *Dockless Shared Micromobility Policy* (scooters) and the *Dockless Bike Share Guidelines* (bikes) which set the expectations for the protection of the public realm and related community safety.

- Existing laws apply to rider behaviour (for example, the *Road Transport (Road Rules) Regulation 2017*) and consumer protection laws about the terms and conditions agreed between the operator and the customer.
- All three operators are responsible for monitoring and rebalancing their fleets and have agreed to terms within their land use permits including fees and fines if the ACT Government is forced to collect them. Thus, operators have an interest in working with their customers to do the right thing.
- Geofencing technology is used by providers to manage where the devices can and cannot be ridden and parked. There are a couple of high pedestrian 'go-slow' areas where e-scooters are programmed to be ridden no faster than 15km/hr.
- The same rules apply to people riding e-scooters as bikes with some novel rules for e-scooters. They must slow down to 15km/hr on footpaths and travel no faster than 25km/hr on shared paths. They may not ride on the road unless there is no path, or it is otherwise impractical to use the path.
- The ACT Government is taking an evidence-based approach to monitoring the schemes to assist in transport planning and land management. The datasets will be made available on the ACT Government Open Data Portal. Key statistics between 1 September 2020 and 26 January 2021 include:
  - Canberrans have taken a total of 547,943 scooter rides using shared schemes.
  - The average trip distance using shared schemes is 2.1 kilometers and the average trip time is nearly 13 minutes.
  - 63 admissions were recorded by the Canberra Hospital Service.
  - 13 accidents have been recorded in the ACT Crash Database.
  - The ACT Government has received 47 complaints and enquiries. All land use issues have been resolved within required timeframes.
  - Questions about infringements issued by ACT Policing should be directed to the Minister for Police and Emergency Services.

Transport and City Services

## ISSUE: AUTOMATED VEHICLES (AVs)

### Talking Points

- The *ACT Transport Strategy 2020* includes a direction to work with relevant partners to undertake trials of AVs to ensure the ACT is ready to embrace these technologies as they mature into the Australian marketplace.
- The recently released *ACT Road Safety Action Plan 2020-2023* also includes commitments to: work with industry to support AV trials and ensure learnings inform future regulation and infrastructure planning; contribute to national regulatory reforms to support the deployment of AV technologies; and play a key role in supporting a consistent and collaborative approach across Australia.
- The ACT has already conducted three successful AV trials since 2017; the City Walk Transdev Autonomous Shuttle Trial, the IRT Kangara Waters Trial and Seeing Machines CANdrive Trial. While none of these trials have involved fully automated vehicles and in each trial, a human driver (or “chaperone”) has always been present, the ACT will look for opportunities to undertake further trials where it is appropriate and safe to do so.
- The ACT Government actively participates in the national forums involving AV policy development and contributed towards an updated “Guidelines for Trials of Automated Vehicles in Australia”. The guidelines aim to ensure a nationally consistent and safe approach to AV trials.
- The ACT Government is also working with the National Transport Commission, the Commonwealth, and other jurisdictions, on import and safety regulations for AVs.

## Background

- AVs are an emerging vehicle technology with the potential to significantly change how we use vehicles and access services. There are six autonomy levels for AVs. These range from Level 0 where the human driver controls all aspects of the driving task, to Level 5 where the vehicle is fully automated and drives itself without any human intervention. Level 5 vehicles may not have a steering wheel or accelerator/brake pedals.

## Policy framework

- The ACT Transport Strategy provides the key policy framework for AVs in the Territory. Forecasts of the availability of differing levels of AVs are varied at present, however it is likely that AVs will also be electric, which can create enormous opportunities for emissions reduction from our transport sector.

## Regulatory framework

- In November 2017, the then Transport and Infrastructure Council agreed to establish a national regulatory framework to support the safe, commercial deployment of AVs, known as the Safety Assurance System. The development of the framework is being led by the National Transport Commission (NTC).
- The regulatory framework will need to consider multiple elements including: first supply arrangements, in-service safety regulations, necessary road infrastructure changes, licensing, registration, and insurance requirements.

## Vehicle-generated data

- In May 2020, the NTC consulted with the public, industry, and government stakeholders on a framework for government access to and use of data generated by vehicles, including automated vehicles. This data has the potential to help road transport agencies create public value by enhancing network operations, investment, maintenance, planning and improving road safety.

## AV trials

- The NTC and Austroads developed '*Guidelines for trials of automated vehicles in Australia*' in consultation with all jurisdictions to support nationally consistent conditions for AV trials in Australia.
- Recently, Domino's Pizza and Kiwibot, a US-based developer of small, ground-based autonomous delivery vehicles approached the ACT Government. They are seeking support for a 2-week proof-of-concept trial of the Kiwibot technology as an initial step to identify and address any concerns ahead of a wider trial of 25 robots across eight ACT suburbs. TCCS is working closely with CMTEDD and other relevant parts of the Government on this proposal.

**ISSUE: Regulation of Zero Emissions Vehicles (ZEVs)****Taxi and Rideshare****Talking Points:**

- The ACT Government has identified the transition to net zero emissions as a priority issue in the 10<sup>th</sup> Assembly - Parliamentary and Governing Agreement.
- This includes a commitment to significantly expand the number of zero emissions vehicles in the ACT, by implementing a pathway for the ACT to use only zero emissions public transport, garbage trucks, taxi and rideshare vehicles by the mid-2030s.
- The ACT Government will also implement a program of zero-interest loans of up to \$15,000 for households and not-for-profit community organisations to assist with upfront costs of investing in zero emissions vehicles.

**Background**

- Currently the ACT taxi industry is heavily regulated while regulation of rideshare is limited with no regulation on fares, no cap on the number of licences and minimal licence fees.
- In the absence of any mandate on ZEVs, the ACT taxi industry has already moved of its own volition towards use of low and zero emissions vehicles with two-thirds of the current fleet of 183 vehicles being hybrids. By contrast, the ACT rideshare industry fleet of 2,127 vehicles is predominately made up of petrol and diesel vehicles.

<b>Vehicle type</b>	<b>Taxi</b>	<b>Rideshare</b>
<b>Hybrid, electric, plug-in hybrid</b>	66.7%	15.7%
<b>Petrol</b>	21.9%	76.2%
<b>Diesel</b>	7.7%	7.6%
<b>LPG or Petrol/LPG option</b>	3.8%	0.6%

- As rideshare drivers largely use their own private vehicles, they will be able to access the financial incentives available to households to encourage the uptake of zero

emissions vehicles. This could result in a perception that the rideshare industry is being treated more favourably than taxi operators who may not be able to access such incentives. It is anticipated that the taxi industry may seek financial assistance to transition over to ZEVs.

- Currently in the ACT, in order to be registered as a taxi, vehicles must meet maximum use or age requirements:
  - a. a vehicle cannot be registered as a standard taxi if the vehicle is eight years old or older or has been used as a taxi for six years or more;
  - b. a vehicle cannot be registered as a single capacity wheelchair accessible taxi (WAT), if the vehicle has been used as a taxi for eight years or more or if the vehicle is 10 years old or older; and
  - c. a vehicle cannot be registered as a dual capacity WAT if the vehicle has been used as a taxi for 10 years or more or if the vehicle is 12 years old or older.
- As a result of these maximum use and age requirements for taxis, it is anticipated that the existing ACT taxi fleet will be replaced by the mid-2030s.

### ACT's Transition to Zero Emissions Vehicles Action Plan 2018-21

- The ACT's Transition to Zero Emissions Vehicles Action Plan 2018-21 outlined a series of actions identified as the first steps in supporting the rapid uptake of ZEVs in the ACT.
- The action plan identifies incentives available to support and accelerate the transition to ZEVs including zero stamp duty on new ZEVs, a 20% discount on registration fees and permitting ZEVs to drive in transit lanes until 2023.

### Free registration for ZEVs

- This measure was supported under the 2020-21 ACT Budget and is being progressed by the Minister for Water, Energy and Emissions.
- On 21 January 2021, Government announced that it would waive registration fees on new Zero Emissions Vehicles (ZEVs) for the first two years of registration from May 2021. This measure is designed to encourage more Canberrans to purchase ZEVs.
- This measure will meet commitment A(2)ii under the Parliamentary and Governing Agreement to, 'provide financial incentives for the purchase of ZEVs. This includes free vehicle registration for new ZEVs for two years, introduced as soon as practical'.

Transport and City Services

## **ISSUE: Mobile Device Detection Camera (E105 – budget item)**

### **Talking Points:**

- Addressing the issue of driver distraction is a high priority for the ACT Government as we strive for *Vision Zero*: no deaths or serious injuries on ACT roads. Driver Distraction is a focus area in the ACT's *Road Safety Action Plan 2020-2023*.
- Drivers who look at mobile devices while driving are three times more likely to be involved in a crash than non-users. Texting, browsing and emailing on a mobile device while driving increases a crash risk by ten times.
- Taking your eyes off the road for longer than two seconds doubles the risk of a crash. At 60km/h if you look at your phone while driving for just two seconds, you travel 33 metres blind.
- 1,008 infringement notices and 190 cautions issued in the Territory for mobile device use while driving in 2020.
- There is a need for a new technological solution to encourage social change and stop people using their mobile devices, in particular mobile phones, while driving.
- The 2020-21 ACT Budget provides \$9.954 million to expand the ACT Road Safety Camera Program to include mobile device detection cameras in the ACT. The cameras will be rolled out from the second half of 2021.
- This funding covers engagement of a supplier to deliver, maintain and install mobile device detection cameras, other operational camera costs including staffing, road infrastructure, upgrades to ACT Government ICT systems, and the funding of education and awareness activities in the ACT.
- The Government is working closely with the ACT Human Rights Commission and the Privacy Commissioner to ensure all privacy and human rights implications are fully considered and any impacts properly managed.

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- Existing security and privacy safeguards for road safety cameras will be maintained. These safeguards include restrictions on use and disclosure of images, protecting images from loss and encryption of images.

### Key Information

- The 2019-20 Budget Review provided \$365k over 2019-20 and 2020-21 to enable the Government to develop a framework for the possible future introduction of mobile device detection camera technology in the ACT.
- The inclusion of these cameras in the ACT's road safety camera program will complement the ACT's general deterrence method for improving road user behaviour.
- The ACT road environment is likely to lend itself more to transportable cameras and the ACT Government will work with ACT Policing in finalising the list of locations for the cameras to ensure the greatest road safety benefit.
- During the initial three months of camera operation, drivers caught using their mobile device illegally by a camera will be issued with a warning letter to encourage them to change their behaviour.
- TCCS is working closely with the Privacy Commissioner, Human Rights Commission and the Office of the Chief Digital Officer on addressing any privacy and security concerns associated with the use of these cameras.
- Legislative reforms will be required to the Territory's road transport legislation to allow for the use of these cameras in the ACT. Amendments will be required to the *Road Transport (Safety and Traffic Management) Act 1999*, *Road Transport (Safety and Traffic Management) Regulation 2017* and *Road Transport (Offences) Regulation 2005*. The legislative reforms proposed include:
  - allowing for the use of the cameras to enforce illegal mobile device use while driving;
  - requirements for maintenance, testing, sealing and use of the cameras;
  - allowing for front on images of a vehicle to be taken by the cameras;
  - providing that an image taken by the camera is evidence of an offence;
  - expanding existing security and privacy safeguards; and
  - consequential amendments to the ACT's road transport infringement notice management scheme and enforcement framework.

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## Background

- A mobile phone detection camera can be deployed in two ways: either fixed to a permanent structure such as a bridge, traffic lights or overhead gantry, etc; or a transportable option set up to operate from the roof of a vehicle or a trailer that is moved to different locations on the network.
- These cameras use a sensor system which detects and records the presence and speed of all vehicles and a specialised camera system captures high-resolution evidence of phone use. These cameras use advanced artificial intelligence image analysis techniques to detect whether a driver is using a mobile device. This detection happens in a matter of seconds and any image that does not indicate a mobile device is deleted. Where illegal mobile device use is detected by a camera, this is confirmed by an authorised person.
- From December 2019, the NSW Government has been rolling out mobile phone detection cameras. Recent figures released by Transport for NSW reported that between 1 March 2020 and 30 June 2020 the NSW mobile phone detection camera program checked more than 13.6 million vehicles, resulting in more than 33,000 drivers captured illegally using their phones whilst driving. NSW has reported that since the first NSW pilot was conducted in January 2019, the rate of illegal mobile phone use has fallen from 1.22% to 0.27%.
- The current penalty in the ACT for a driver who uses a mobile device for messaging, social networking, mobile application or accessing the internet is a maximum court fine of 20 penalty units (currently \$3,200 for an individual) or a current infringement notice penalty of \$589 and 4 demerit points. This penalty reflects the seriousness of the conduct and the potential risk associated with this dangerous behaviour.
- The penalty for learner and provisional driver is a maximum court fine of 20 penalty units (currently \$3,200 for an individual) or infringement notice penalty of \$589 and 4 demerit points.
- The penalty for drivers who use their hand-held mobile device to make or receive a call is a maximum court fine of 20 penalty units (currently \$3,200 for an individual) or infringement notice penalty of \$480 and 3 demerit points.
- The penalties for mobile device use will be the same, regardless whether the offence is captured by a camera or the police.
- The 2020-21 ACT Budget provides funding to expand the ACT Road Safety Camera Program to include mobile device detection cameras in the ACT, as follows:

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<b>Financial Impacts Summary</b>	<b>2020-21</b>	<b>2021-22</b>	<b>2022-23</b>	<b>2023-24</b>	<b>Totals</b>
	<b>\$'000</b>	<b>\$'000</b>	<b>\$'000</b>	<b>\$'000</b>	<b>\$'000</b>
<b>Capital Impacts</b>					
Capital					
<b>Expense Impacts<sup>(a)</sup></b>					
Expenses – JACS	0	144	150	154	<b>448</b>
Expenses – Access Canberra	210	762	911	929	<b>2,812</b>
Expenses – TCCS	726	2,073	1,922	1,973	<b>6,694</b>
Expenses – depreciation					
<b>Total Expenses</b>	<b>936</b>	<b>2,979</b>	<b>2,983</b>	<b>3,056</b>	<b>9,954</b>
<b>Revenue/Savings/Offsets Impacts</b>					
Revenue (Provision)	0	6,311	7,762	5,570	<b>19,643</b>
Savings					
Offsets <sup>(b)</sup>					
<b>Staffing Impact</b>					
<b>Total Additional FTEs (number)</b>	<b>0</b>	<b>10.38</b>	<b>10.38</b>	<b>10.38</b>	<b>31.14</b>

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**Portfolio/s:** Consumer Affairs  
Business and Better Regulation  
Transport and City Services

**ISSUE: TAKATA AIRBAGS – VEHICLE REGISTRATIONS  
CANCELLATIONS/SUSPENSIONS**

**Talking points**

- The Takata airbag recall is the largest and most complex automotive recall globally; in Australia around 4 million vehicles are affected.
- Defective Takata airbags have been associated with over 300 serious injuries and 26 deaths globally; including a death in Sydney in July 2017 and a serious injury in Darwin in April 2017.
- In February 2018, a compulsory recall notice was issued by the Commonwealth Minister in relation to these airbags.
- Takata airbags have been recalled because the propellant that triggers the airbag deployment is defective, so in some circumstances when the airbag is triggered it may deploy with too much explosive force, rupturing the airbag inflator housing causing sharp metal fragments to shoot out and hit vehicle occupants.
- The Alpha and Critical non-alpha inflators have a significantly higher safety risk; due to a manufacturing design flaw as they do not deploy as intended.
- Beta airbag inflators are also captured by the recall but pose a lower risk.
- All jurisdictions have been prioritising the immediate recall of alpha and critical non-alpha type airbags due to the high-risk nature.

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Economic Development  
Objective Ref: 21/03092

- All manufacturers of vehicles subject to the compulsory recall are taking action to replace airbags in vehicles including:
  - writing to vehicle owners;
  - working with vehicle owners to ensure possibly faulty airbags are replaced;
  - providing replacement vehicles where appropriate; and
  - towing vehicles from and to owner's residences to facilitate airbag replacements.
- Unfortunately, there are a number of vehicles where the registered owner has been informed of the requirement to act under the recall and has not done so or the owner has refused to allow the vehicle airbags to be replaced.
- On 2 November 2020, the Australian Competition and Consumer Commission (ACCC) highlighted that over 90,000 cars with deadly Takata airbags are still on Australian roads.
- More than half of these vehicles are located in just three of Australia's largest capital cities with 46,000 of the remaining cars located in Melbourne, Sydney and Brisbane, particularly in the outer suburbs.
- The ACCC data suggests that there are approximately 1,800 airbags in the ACT (excluding alpha and critical non-alpha airbags) that still require Takata airbag remediation.

### Vehicle Registration Sanctions

- In January 2020 the then Minister for Justice, Consumer Affairs and Road Safety introduced regulations under Road Transport legislation to provide Access Canberra, as the functional arm of the Road Transport Authority, with the power to refuse, cancel or suspend registration of vehicles that are subject to a compulsory or voluntary recall notice issued under the Australian Consumer Law.
- Access Canberra has commenced a sanction process against current vehicle owners of non-remediated alpha and critical non-alpha vehicles.
- **As of December 2020 there are 265 registered and 106 unregistered vehicles in the ACT** that still contain Alpha and Critical non-alpha airbags.

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- These figures can and have changed as other non-remediated vehicles are registered in the ACT and as the ACCC reclassify or identify more vehicles as having alpha or critical non-alpha airbags.
- Access Canberra is working collaboratively with interstate jurisdictions and the ACCC to implement checks to identify vehicles with Takata airbags that have not been replaced prior to their registration in the ACT.
- Owners of vehicles fitted with an Alpha or Critical non-alpha airbag will receive a final warning to have the airbag replaced in the first quarter of 2021. If no action is taken, the vehicle registration will be suspended.
- Owners of vehicles fitted with Beta airbags will also receive a letter encouraging the replacement of the airbag in their vehicle, warning them about the dangers of the airbag and the potential vehicle registration sanction if no action is taken.

## Background Information

- Since the 2018 recall announcement, over 71,000 airbags have been replaced in the ACT.
- Access Canberra continues to be in regular contact with Alpha and Critical non-alpha airbags affected vehicle owners, the clear advice provided to these owners is that the vehicles should not be driven and should be towed to the dealer for urgent replacement.
- Access Canberra has undertaken several activities to inform the community about Takata airbag safety concerns by:
  - Directly contacting vehicle owners by telephone and mail, whose vehicle has been identified as not having its Takata alpha airbag replaced; and
  - Publishing information on the Access Canberra website.
- Access Canberra represents the ACT Government on the cross -jurisdiction Takata Interagency group.

## Communications, media and engagement implications

- In February 2020, Access Canberra's role in refusing, cancelling, or suspending the registration of vehicles subject to a compulsory or voluntary recall notice was announced via a media release and website content.

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- In July 2020, a social media advertisement was posted on the ACT Government Facebook page, encouraging Canberran's to check if their car is fitted with Takata airbags before heading away over the school holidays. The post reached more than 17,000 people and had more than 300 link clicks. People interacted with the post more than 600 times.
- In July 2020 Access Canberra sent a letter to Alpha / Critical non-alpha affected vehicle owners informing of new legislative powers and possible sanctions to registration. Engagement with these owners has continued in an effort to encourage Takata airbag remediation.

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## Transport and City Services

### ISSUE: Transport Canberra - COVID-19

#### Talking Points:

- The Government continues to encourage Canberrans to travel in off-peak periods, where possible, to help avoid crowding on public transport.
- While no community transmission has occurred to date in Canberra, it is important that Canberrans keep doing the right thing to help reduce the risk of outbreaks. The best way to do this is to travel at quieter times if possible, when fewer other people are on buses and light rail vehicles.
- Generally, this means between about 10am and 3pm on weekdays, after 6pm on weekdays or on the weekend.
- To help passengers plan a journey at a quieter time, Transport Canberra regularly publishes information about the quietest times for each Rapid bus and light rail route online at [www.transport.act.gov.au](http://www.transport.act.gov.au).
- This will continue to be important as our city moves through the Canberra Recovery Plan, Easing of Restrictions Roadmap and implement guidelines from National Cabinet.
- When using public transport, Canberrans should always:
  - maintain as much distance as possible from other passengers and public transport staff at stops, as well as on buses and light rail vehicles;
  - practice good hygiene, including covering their mouth when they sneeze or cough, and washing their hands regularly;
  - stay at home if they are unwell; and
  - use a registered MyWay card, to help contract tracers respond quickly to any outbreak.

#### If asked...what is Transport Canberra doing to slow the spread of the virus?

- Transport Canberra continues to implement a range of measures to help keep our bus drivers and community safe. These include:
  - Stepping up cleaning at light rail stops and bus stations as well as on-board vehicles;
  - cash-free public transport;

Cleared as complete and accurate: 24/02/2021  
Cleared by: Deputy Director-General Ext: 54105  
Contact Officer name: Shonah Stratton Ext: 58479  
Lead Directorate: Transport Canberra and City Services

- use of bus rear doors where possible;
- the closure of bus front seats; and
- keeping passengers informed.

Cleared as complete and accurate: 24/02/2021  
Cleared by: Deputy Director-General Ext: 54105  
Contact Officer name: Shonah Stratton Ext: 58479  
Lead Directorate: Transport Canberra and City  
Services

## ISSUE: Safety of food delivery drivers in the ACT

### Talking Points:

- Protecting vulnerable road users is a priority of the ACT Government and is an essential element of our commitment to achieving Vision Zero, which means achieving zero deaths or serious injuries on ACT roads.
- That is why we have implemented measures such as a minimum passing distance for drivers when overtaking a cyclist, a new driver competency focused on how to drive safely around vulnerable road users and a specific course on vulnerable road users as part of the new Graduated Licensing Scheme in the ACT.
- Food delivery riders are particularly vulnerable on our paths and roads.
- In 2018, the ACT Government provided Pedal Power ACT funding to work with Ascent Training to develop and pilot a defensive cycling course as part of the 2018-19 ACT Road Safety Grants Program.
- The course focused on improving cyclists' awareness of the personal and environmental factors that increase the likelihood of accidents and encourage the development of a planned and defensive mindset when cycling on road.
- As part of the development of this course, Pedal Power identified food delivery riders as one of their key intended audiences and received strong encouragement and input from a major meal delivery service in the ACT. The pilot courses were conducted in 2019 and early 2020. There were 6-10 participants for the first two courses and the final course had one participant.
- The evaluation process showed that the course offered value and insight to protect people riding in traffic and city centres, however unfortunately, there was a low level of enrolment from riders working in the meal delivery industry, despite the pilot being directly promoted to food delivery managers and services and being offered for free. The final report provided by Pedal Power ACT can be viewed online at [www.justice.act.gov.au/sites/default/files/2020-12/Project%20Completion%20Report.pdf](http://www.justice.act.gov.au/sites/default/files/2020-12/Project%20Completion%20Report.pdf). Transport Canberra and City Services will continue to engage with Pedal Power ACT on this issue.

Cleared as complete and accurate: 26/02/2021  
Cleared by: Deputy Director-General Ext. 54105  
Contact Officer name: Kim Hosking Ext: 70166  
Lead Directorate: Transport Canberra and City Services

## **CMTEDD (WSIR) Input:**

- Food delivery riders, engaged either directly by a food business or under gig economy platform arrangements, are particularly vulnerable users of our paths and roads.
- The ACT's work health and safety laws operate to ensure all workers are afforded health and safety protections while at work as well as the health and safety of all persons at a workplace.
- Food delivery operators are a person conducting a business or undertaking (PCBU) under work health and safety laws. As a consequence, WHS obligations are owed to food delivery riders they engage to manage health and safety risks for food delivery riders, including:
  - ensuring the equipment they use is safe; and
  - that they have the necessary training, instruction and supervision to work safely.

## **Minister for Sport and Recreation**

### **QTB Index**

**March 2021**

1	TCCS Witness List
2	Sport and Recreation COVID-19 response
3	Major Sport and Recreation Infrastructure
4	Sportsgrounds Fact Sheet
5	Budget Day Brief – Compensating for loss of own-source revenue due to COVID-19
6	Budget Day Brief - Feasibility and design studies for community infrastructure and upgrades
7	Budget Day Brief – Roads and Community Infrastructure – Upgrades to Existing Sportsgrounds



**LEGISLATIVE ASSEMBLY**  
FOR THE AUSTRALIAN CAPITAL TERRITORY

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

**WITNESS LIST FOR COMMITTEE AND HANSARD**  
**ESTIMATES 2020-2021 AND ANNUAL AND FINANCIAL REPORTS 2019-20**

To assist the Committee with its records and Hansard in recording the appearance of all officers who are likely to give evidence to the Committee, you are requested to provide the following information.

1. Please email a completed witness list at least one week before the hearing to [LACommitteePTCS@parliament.act.gov.au](mailto:LACommitteePTCS@parliament.act.gov.au)
2. Please include the names of all officers who are likely to give evidence to the Committee.
3. Please provide one witness list per portfolio area or agency for each hearing (usually delineated by the timeslots on the hearing schedule).
4. For questions, please contact the Committee Secretary, **Dr Brian Lloyd, on ext 50137** or [LACommitteePTCS@parliament.act.gov.au](mailto:LACommitteePTCS@parliament.act.gov.au)

WITNESS DETAILS	
Minister/Statutory Officer:	Minister for Sport and Recreation
Portfolio area / directorate / statutory authority:	Sportsgrounds / Transport Canberra and City Services
Hearing date & time:	Wednesday 3 March 2021 3.30 –4.15pm
Honorific (Dr, Ms, Mr, Mrs, Prof) / Full name / Position / Branch or Division / Directorate or Agency	
Ms Alison Playford, Director-General, Transport Canberra and City Services	
Mr Jim Corrigan, Deputy Director-General, City Services, Transport Canberra and City Services	
Mr Stephen Alegria, Executive Branch Manager, City Presentation, City Services, Transport Canberra and City Services	
Ms Cherie Hughes, Chief Operating Officer, Transport Canberra and City Services	
Ms Rebecca Kelley, Executive Branch Manager, Sport and Recreation, Chief Minister, Treasury and Economic Development Directorate	
Mr Jeremy Smith, Executive Branch Manager, Infrastructure Delivery, City Services, Transport Canberra and City Services	
Mr Nathan Grieg, Director Facilities, Infrastructure Delivery, Transport Canberra, Transport Canberra and City Services	

## Sport & Recreation

### ISSUE: TCCS Sport And Recreation Facilities – Response To COVID-19

#### Talking Points:

- Sports are currently operating in accordance with Canberra’s Recovery Plan Stage ‘COVID NORMAL’ which came into effect in February 2021.
  - Unless otherwise provided for in the Public Health Directions, gatherings and events over 1,000 people need an exemption from ACT Health;
  - GIO Stadium, Manuka Oval and outdoor enclosed grandstands with tiered seating can have up to 100% capacity. Density for any unfixed seating areas should be calculated using the one person per two square metre rule; and
  - Check In CBR mandatory for all restricted business activities and customers must use it to check in to venues (from 6 March 2021).
- All sports must have a clear “Return to Play in a COVID-safe Environment” framework that details how, in a sport-specific setting, activity will be delivered under this first phase and any subsequent phases. This framework should provide clear and consistent guidelines for participants, coaches and volunteers, while also providing confidence to participants that their activity is being conducted safely and in accordance with requirements.
- The ACT Government has waived all winter and summer sportsground hire fees until 1 April 2021. However, bookings are required to ensure that fields can be protected from unauthorised use and that toilet facilities and lighting (as required) can be made available.
- Commercial operators, including bootcamps, are required to place bookings for use of ACT Government sportsgrounds also. Their activities should also comply with Stage 4 requirements, including outdoor gatherings requirements.
- Ongoing collaboration is underway with CMTEDD Sport and Recreation to ensure all sporting groups are supported in the transition that is underway.

**Sport & Recreation****ISSUE: Major Sport and Recreation Infrastructure**

Major sport and recreation infrastructure works in progress or completed recently include:

**Stimulus Phase 1 – Local Roads and Community Infrastructure - \$1.0m**

- TCCS has allocated Australian Government funding under the LRCI program to undertake the following works (funding arrangements scheduled to be completed in February 2021):
  - Construction of new accessible adult change facilities at Woden Park, including a toilet and change facility that caters for users with high support needs and their carers where they require additional space, assistance and specialised equipment to allow them to use toilets safely and comfortably. Works are scheduled for completion in February 2021.
  - Upgrade of the pavilions at Stirling 1 Enclosed Oval and Kambah 1 District Playing Fields (DPF) will include:
    - Upgrades to meet the ACT Government’s Female Friendly Change Rooms @ Sporting Facilities guidelines;
    - upgrades to ensure sustainable use of resources such as water efficient devices and new LED lighting systems;
    - general pavilion refurbishment works to replace aging infrastructure (including improvements to health and safety for user groups);
    - installation of bike racks;
    - upgrade of accessible facilities such as toilet/change areas and tactile/braille door signage;
    - installation of external bin enclosures for waste management;
    - upgrade of ageing services; and
    - installation of water refill stations.
  - The construction of a water meter pit at Stirling 1 Enclosed Oval will address safety concerns that exist with the ageing and outdated pit.
  - Works at Stirling 1 and Kambah 1 are scheduled to commence in early-2021 and completed before 30 June 2021.

**ACT Government Stimulus – LED Sportsground Lighting - \$0.3m**

- TCCS is installing LED sportsground lighting at Amaroo 2 DPF to allow better utilisation of the facility.
- The LED lighting at Amaroo will be commissioned in April 2021, prior to the end of daylight saving, ready for the winter season.

Cleared as complete and accurate:

16/02/2021

Cleared by:

Executive Group Manager

Ext: 75716

Contact Officer Name:

Stephen Alegria

Ext: 79833

Lead Directorate:

Transport Canberra and City Services

[Return to Index](#)

## ACT Government Stimulus – Boomanulla Oval - \$0.1m

- Works were completed in December 2020, including:
  - An upgrade of the existing changerooms comply with the ACT Government’s Female Friendly Change Rooms @ Sporting Facilities guidelines. The upgrades provide a welcoming space for all athletes and include:
    - lockable shower cubicles;
    - power points for accessories adjacent to wet areas;
    - individual toilet cubicles;
    - shelving in appropriate locations for personal accessories.
  - An upgrade of the existing path/driveway to remove trip hazards and improve accessibility.

## TCCS Better Infrastructure Fund- Boomanulla Oval - \$0.82m

- In late 2020, works commenced on the construction of new disabled carparking adjacent to the main building. Works are now complete.
- Early planning for the replacement of the existing demountable building (the old library building) is underway. TCCS is continuing to work with the Aboriginal and Torres Strait Islander Elected Body to refine the scope so that the facility meets the current and future needs of the Aboriginal and Torres Strait Islander community.
- All works are scheduled for completion mid-2021.

## Stimulus Phase 2 – Local Roads and Community Infrastructure - \$1.0m

- TCCS has allocated Australian Government LRCI funding to undertake the following works (funding arrangements scheduled to be completed in February 2021):
  - Installation of new sportsground lighting at Bonner DPF;
  - Female friendly upgrades to existing sportsground pavilions; and
  - An irrigation upgrade at Curtin DPF.
- Planning is underway with the installation of the sportsground lighting at Bonner DPF scheduled for early 2021.
- TCCS is currently reviewing its female friendly upgrade program to identify sites that can be upgraded within the existing budget. It is anticipated that the sites will be formalised in February 2021 with all works completed by 30 June 2021.
- The design for the irrigation upgrade at Curtin DPF is being reviewed and project planning is underway. Noting the need to minimise the impact on sportsground user groups, works are scheduled for late-2021.

## Sport and Recreation

### ISSUE: Sportsground Fact Sheet

#### Talking Points:

The Sport and Recreation section within Transport Canberra and City Services (TCCS) manages a range of ovals and facilities to support sporting groups' participation at a fit for purpose standard, including the maintenance of playing surfaces, irrigation systems and amenities and floodlight maintenance.

- This activity contributes to the ACT's proud position of having the highest physical activity participation rates in the country.
- There are 127 separate oval sites across Canberra which contain approximately 442 hectares of public land, including 282 hectares of irrigated grass and 160 hectares of dry land grass. There are 882 individual hireable sporting fields.
- Usage for 2019-20 included 74,245 hours hired with 22,274 hours of those under lights over the 66 sites that have floodlights.
- TCCS also manages three Community Recreational Irrigated Parks at Crace, Franklin and Moncrieff.
- The annual survey of visitors to sportsgrounds in 2019-20 found that 85 per cent of respondents were satisfied with the overall management of these sportsgrounds. The sampling was undertaken during late March at the time of the initial lockdown of the COVID-19 in the ACT. Reasons for the downturn in satisfaction were not outlined in the survey results however the drought and bushfire-related conditions experienced in 2019 and early 2020 may have contributed to the result.
- The ACT Government funds around 86 per cent of the cost of maintaining sportsgrounds, with the remainder generated from user fees and charges. Fee revenue has been impacted by fee waivers provided as a result of the health emergency.
- All revenue received from the hire of ACT Government sportsgrounds offsets the costs associated with the ongoing maintenance of these valuable community assets.
- Increases to sportsground fees and charges are normally implemented each year in the period between the end of the winter season and the start of the summer season.
- Fees and charges for 2019-20 increased by the Wage Price Index of 2.5 per cent from 1 October 2019.

Cleared as complete and accurate: 17/02/2021  
Cleared by: Executive Group Manager Ext: 76588  
Contact Officer name: Stephen Alegria Ext: 79833  
Lead Directorate: Transport Canberra and City Services

**Portfolio/s:** Transport and City Services

Sport and Recreation

**Continuing Government Services – Compensating for loss of own-source revenue due to COVID-19 (BP3)**

	2020-21	2021-22	2022-23	2023-24	Total
	\$'000	\$'000	\$'000	\$'000	\$'000
Expenses	22,090	0	0	0	<b>22,090</b>

**Initiative description (as per budget papers)**

The Government will continue to support delivery of services to the community in 2020-21, by assisting agencies experiencing cost pressures and reductions to own-source revenue as a result of COVID-19, through measures including:

- supporting Events ACT with the continued delivery of events which include COVID safe measures;
- providing Transport Canberra and City Services Directorate (TCCS) and Transport Canberra Operations additional support for reduced fares and fee revenue;
- providing the Chief Minister, Treasury and Economic Development Directorate (CMTEDD) additional support for Government shopfronts to provide a safe environment for ACT Government staff and the community;
- supporting Venues Canberra amidst ongoing cancellations and limited venue capacity; and
- offsetting lost revenues for the Canberra Region Visitor Centre, due to the impact of COVID-19 on local tourism.

**Sports and Recreation Component**

	2020-21	2021-22	2022-23	2023-24	Total
	\$'000	\$'000	\$'000	\$'000	\$'000
Revenue foregone	1,531	0	0	0	<b>1,531</b>

**Component Description**

Includes appropriation to cover loss of revenue from Sportsgrounds due to COVID-19 and the freezing of fees through to March 2021.

**Election Commitment / Parliamentary Agreement details**

Not applicable

**Key deliverables and timetable**

Not applicable

**Previous Funding Provided / Project development details**

Not applicable

## Portfolio/s: Transport and City Services

### Sport and Recreation

#### Feasibility and design studies for community infrastructure and upgrades (BP3)

	2020-21	2021-22	2022-23	2023-24	Total
	\$'000	\$'000	\$'000	\$'000	\$'000
Expenses	2,520	0	0	0	2,520

#### Initiative description (as per budget papers)

The Government will fast track a range of feasibility and design work on projects across Canberra in the next four months to develop a pipeline of shovel-ready proposals for future consideration.

#### Sport and Recreation Component

	2020-21	2021-22	2022-23	2023-24	Total
	\$'000	\$'000	\$'000	\$'000	\$'000
Expenses – Transport Canberra and City Services Directorate	567	0	0	0	567

#### Component Description

This project advances the forward design of the Phillip Enclosed Oval to detailed design stage. The improvement will bring Phillip District Enclosed Oval into line with other high-quality enclosed facilities in the ACT such as Greenway Oval and Gungahlin Oval. The project will include a new stand-alone community pavilion providing two new change rooms, canteen and associated facilities, provision of 61 new car parking spaces including disabled car parking to solve parking constraints, LED lighting and refurbishment of the Michael O'Connor Grandstand including roof repairs and repainting.

#### Election Commitment / Parliamentary Agreement details

- Election Commitment LAB 051: Undertake major improvements to the Woden Valley Enclosed Oval (known as Phillip Enclosed Oval), including a new pavilion, upgraded grandstand and lights and additional parking (\$7.5m).
- Parliamentary and Governing Agreement – Appendix 3: ACT Labor Policy Platform for the 10<sup>th</sup> Assembly – Sport and Recreation: 12.1

#### Key deliverables and timetable

Project is due for completion by 30 June 2021.

#### Previous Funding Provided / Project development details

Construction business case is to be prepared for consideration in the 2021-22 budget process.

## Portfolio/s: Transport and City Services

### Sport and Recreation

#### Road and community infrastructure (BP3)

	2020-21	2021-22	2022-23	2023-24	Total
	\$'000	\$'000	\$'000	\$'000	\$'000
Capital – Transport Canberra and City Services Directorate	715	2,660	0	0	<b>3,375</b>
Capital – Chief Minister, Treasury and Economic Development Directorate	1,035	4,020	0	0	<b>5,055</b>
<b>Total Capital</b>	<b>1,750</b>	<b>6,680</b>	<b>0</b>	<b>0</b>	<b>8,430</b>
Depreciation	0	57	294	294	<b>645</b>
Expenses – Transport Canberra and City Services Directorate	5,170	2,730	7	33	<b>7,940</b>
Expenses – Chief Minister, Treasury and Economic Development Directorate	0	0	10	61	<b>71</b>
Expenses – Environment, Planning and Sustainable Development Directorate	200	0	0	0	<b>200</b>
<b>Net cost of services</b>	<b>5,370</b>	<b>2,787</b>	<b>311</b>	<b>388</b>	<b>8,856</b>

#### Initiative description (as per budget papers)

This initiative is funded by a Commonwealth *Local Roads and Community Infrastructure* (LRCI) grant to deliver local projects to support jobs and the resilience of the economy while recovering from the COVID-19 pandemic.

This initiative will provide improvements to road and cycling infrastructure, playground and recreational infrastructure as well as waste, public toilet and library facilities.

#### Sport and Recreation Component

	2020-21	2021-22	2022-23	2023-24	Total
	\$'000	\$'000	\$'000	\$'000	\$'000
Capital – Transport Canberra and City Services Directorate	600	400	0	0	<b>1,000</b>

#### Component Description

Sportsground upgrades at multiple sportsgrounds including improving LED lighting at Bonner Neighbourhood Oval, the continuation of the pavilion upgrades to achieve female friendly compliance and irrigation connections at Curtin District Playing fields.

### **Election Commitment / Parliamentary Agreement details**

- Election Commitment LAB 050a: Upgrades to Existing Sportsgrounds.
- Parliamentary and Governing Agreement – Appendix 3: ACT Labor Policy Platform for the 10<sup>th</sup> Assembly – Sport and Recreation: 12.1

### **Key deliverables and timetable**

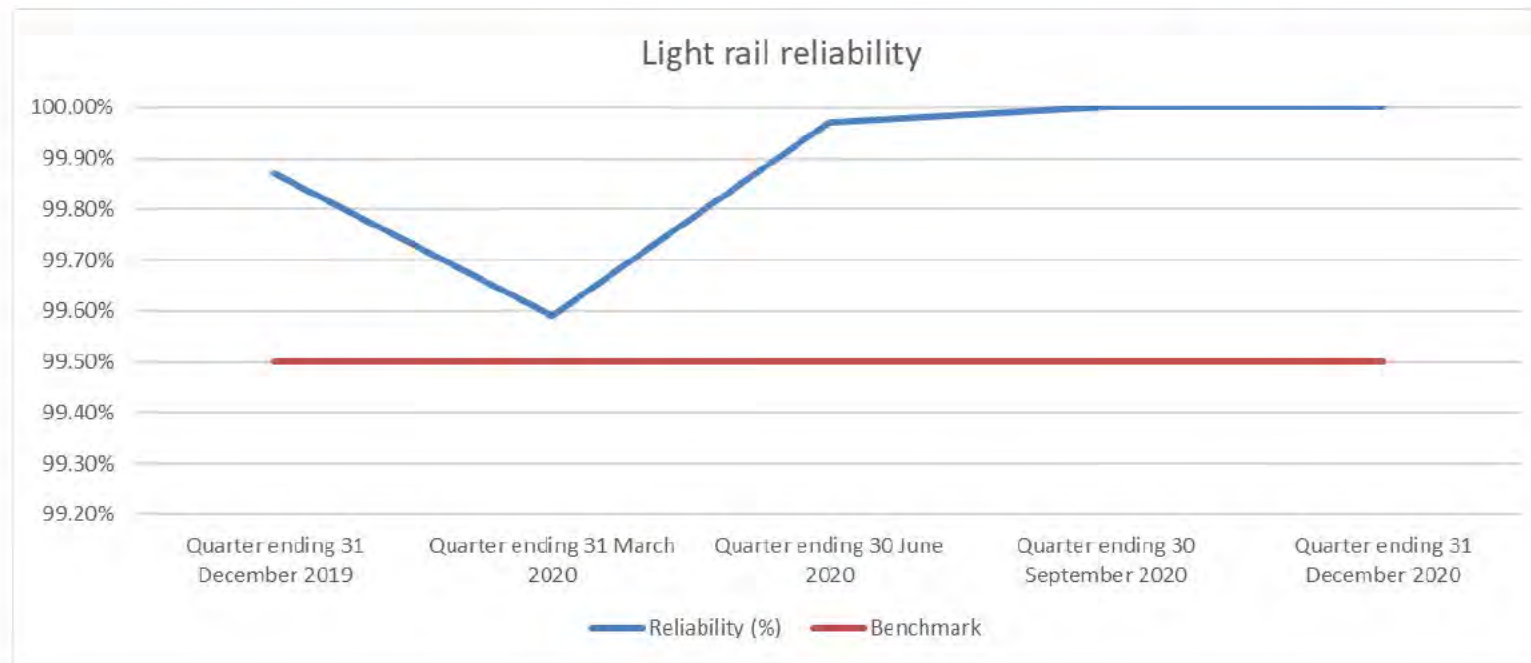
Sportsground upgrades to be completed by 31 December 2021.

### **Previous Funding Provided / Project development details**

- 20-21 LRCI 1<sup>st</sup> Round - \$1.0 million
- Screwdriver ready - \$0.3 million
- 20-21 Better Infrastructure Fund (Sportsgrounds facilities improvement program) - \$0.86 million

Light Rail reliability (Quarterly Report 1 October to 31 December 2020)

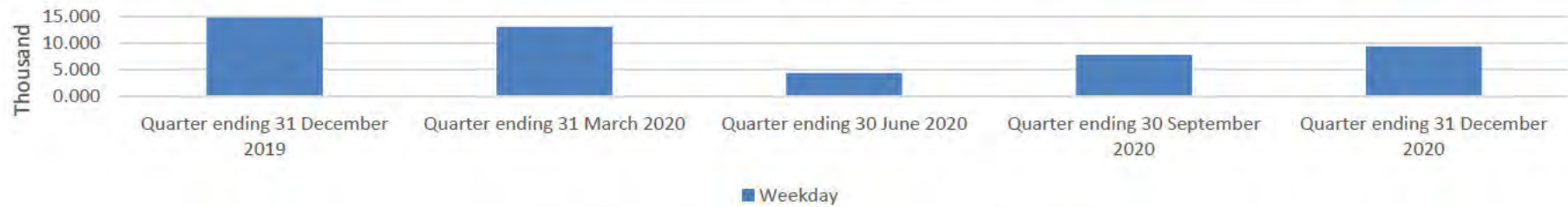
	Quarter ending 30 September 2018	Quarter ending 31 December 2018	Quarter ending 31 March 2019	Quarter ending 30 June 2019	Quarter ending 30 September 2019	Quarter ending 31 December 2019	Quarter ending 31 March 2020	Quarter ending 30 June 2020	Quarter ending 30 September 2020	Quarter ending 31 December 2020
<b>Reliability (%)</b>	-	-	-	99.4%	99.8%	99.9%	99.6%	100.0%	100.0%	100.0%
<b>Benchmark</b>	-	-	-	99.50%	99.50%	99.50%	99.50%	99.50%	99.50%	99.50%



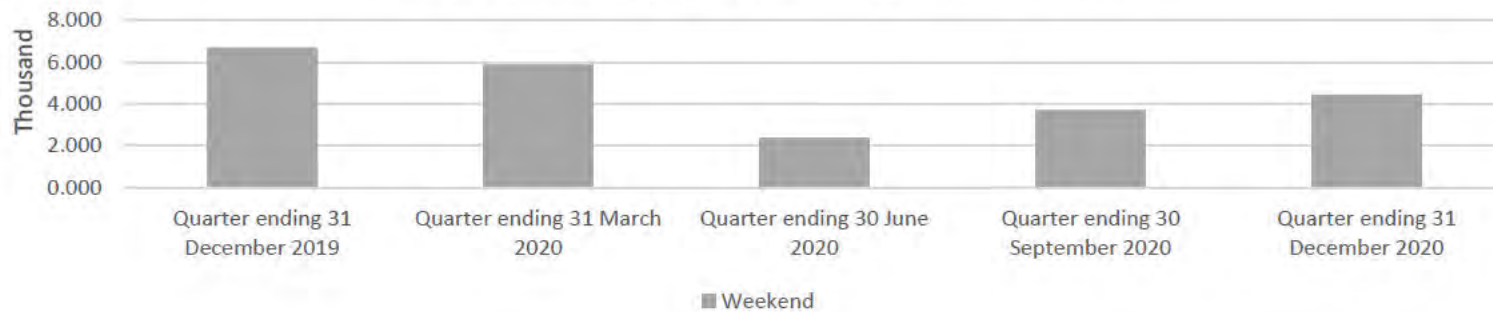
### LR daily average

Day type*	Quarter ending 30 June 2019	Quarter ending 30 September 2019	Quarter ending 31 December 2019	Quarter ending 31 March 2020	Quarter ending 30 June 2020	Quarter ending 30 September 2020	Quarter ending 31 December 2020
<b>Weekday</b>	15,669	15,266	14,805	13,062	4,410	7,824	9,372
<b>Weekend</b>	8,361	6,793	6,698	5,886	2,383	3,718	4,456
<b>All days</b>	13,455	12,871	12,437	10,942	3,848	6,664	7,975

#### Light rail average daily boardings - weekdays



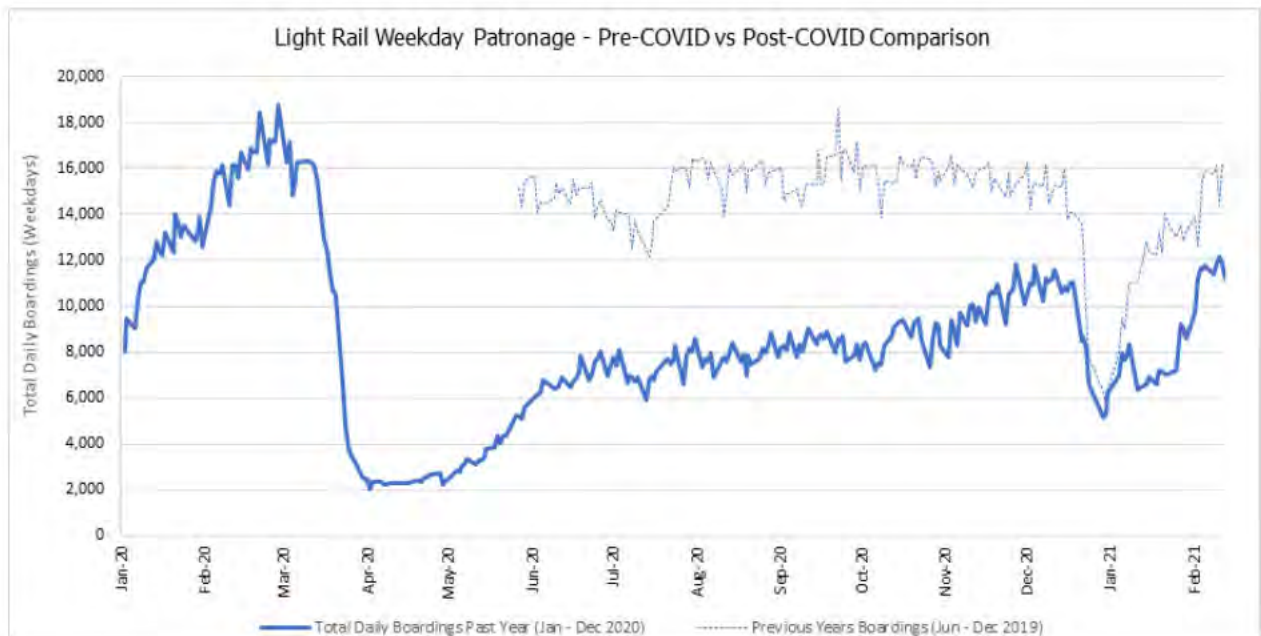
#### Light rail average daily boardings - weekends



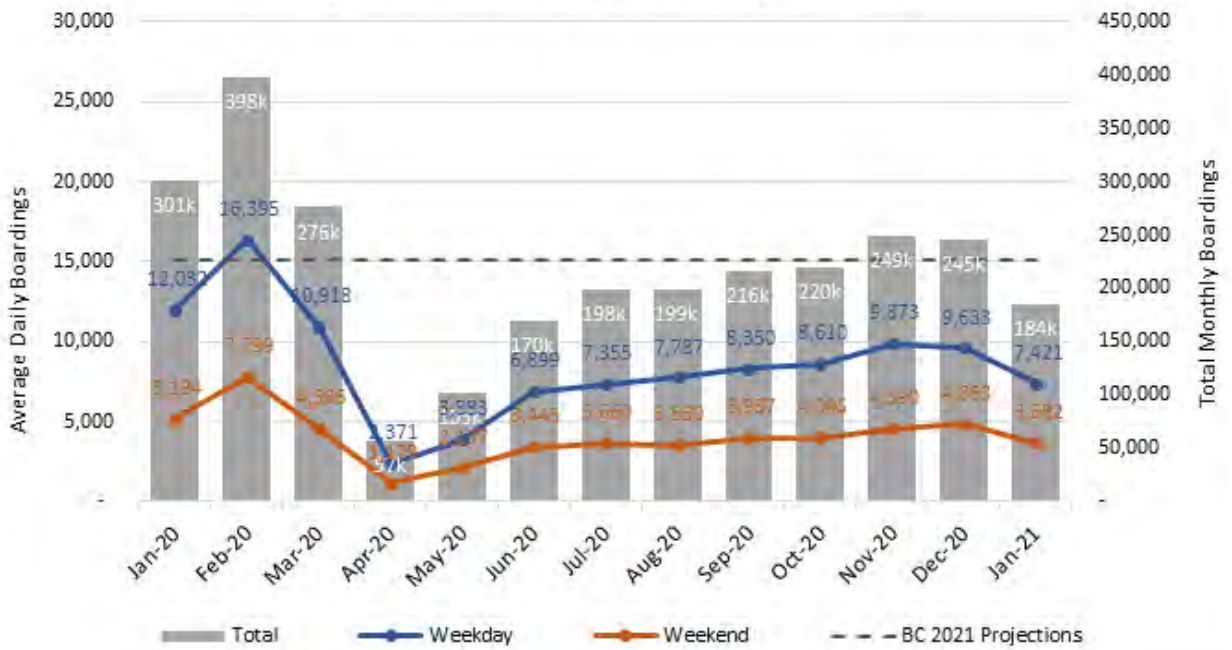
### Year to Date – Light Rail Boarding’s per Month (Excluding Public Holidays)

Week and Dates	Average Daily Boardings*		Total Boardings	
	Weekdays	Weekends	Per Month	Accumulative
October 2019	15,822	7,152	411,496	2,505,542
November 2019	15,640	6,957	391,049	2,896,591
December 2019	12,810	6,035	316,535	3,213,126
January 2020	12,032	5,194	301,262	3,514,388
February 2020	16,395	7,799	398,082	3,912,470
March 2020	10,918	4,586	276,068	4,188,538
April 2020	2,371	1,179	57,312	4,245,850
May 2020	3,883	2,137	102,908	4,348,758
June 2020	6,899	3,445	170,337	4,519,095
July 2020	7,355	3,660	198,438	4,717,533
August 2020	7,787	3,550	199,026	4,717,533
September 2020	8,350	3,987	215,598	5,132,157
<b>October 2020</b>	<b>8,610</b>	<b>4,005</b>	<b>220,465</b>	<b>5,352,622</b>
<b>November 2020</b>	<b>9,873</b>	<b>4,590</b>	<b>248,636</b>	<b>5,601,258</b>
<b>December 2020</b>	<b>9,633</b>	<b>4,863</b>	<b>245,301</b>	<b>5,846,559</b>
<b>January 2021</b>	<b>7,421</b>	<b>3,682</b>	<b>184,439</b>	<b>6,030,998</b>

*Excluding Public Holidays. Source: MyWay ticketing system (MyWay Transactions and Paper Tickets)*



Light Rail Boardings per Month (Avg and Total)



## **ISSUE: Light Rail performance**

### **Talking Points:**

- Light Rail performance consistently exceeds the benchmark of 99.50% with reliability at 99.97% for the quarter ending 31 December 2020.
- In January 2021, Canberra Metro Operations (CMET) achieved 100% of monthly scheduled services run for the first time.
- In January 2021, light rail reached its 6 millionth passenger boarding.
- Canberra Metro has been recognised by several awards for operational performance since light rail services commenced in 2019.
  - Canberra Metro was presented the Partnership Awards London 'Partnership Award' on 9 December 2020 for *Gold Medal – Best Operational Project – Transport*.
  - Canberra Metro was presented the Infrastructure Partnerships Australia 'National Infrastructure Award' on 3 December 2020 for *Winner – Operator and Service Provider Excellence*.
  - Canberra Metro was presented the Engineers Australia 'Australian Engineering Excellence Award' on 15 September 2020.
  - Major Projects Canberra was presented the Australasian Railway Association 'Australasian Rail Industry Award' on 15 October 2020 for *Rail Sustainability Winner*.

	Actual Spend			Total	Comment
	Q1 20-21 FY	Q2 20-21 FY			
Murray Cleaners (Payroll Tax inclusive)	353,126.82	223,081.78		576,208.61	
Depot Cleaning & supplies (GST Exclusive)	170,865.67	179,984.57		350,850.24	
LR Cleaning (GST Exclusive)	159,153.81	170,223.89		329,377.70	
<b>Total</b>	<b>683,146.30</b>	<b>573,290.24</b>		<b>1,256,436.55</b>	These are the actual COVID spend Dec YTD that has been reported to ACT Health and 50% of these cost are recovered

	Q3 20-21 FY	Estimate Q4 20-21 FY	Total Full Year Estimate	Comment
Estimate for Covid related expense	600,000.00	362,217.98	2,218,654.53	These are the estimated spend for the next 2 quarter. This will varies depending on the level of cleaning.

Revenue	Full Year Budget	Comment
Bus Fare Reduction	-10,341,253.00	
Concession Reduction	-3,914,438.00	
<b>Total</b>	<b>-14,255,691.00</b>	These are the budget reduction that has been applied in 20-21 FY inclusive the Mid Year Review Budget
Community Service Obligation -Additional funding received	14,255,000.00	These are the additional appropriation that has been provided to TCO in Mid Year Review Budget relating to reduced fares
Community Service Obligation -Additional funding received	536,000.00	
Other revenue - Additional Funding received	536,000.00	
<b>Total</b>	<b>1,072,000.00</b>	These are additional funding received for the COVID related expense incurred by TCO between Jan-Jun 21

<b>Revenue Estimate shortfall</b>	<b>Full Year Estimate</b>	
	-1,178,405.01	These are the estimated shortfall for the current financial year based on the revised budget.

### ISSUE: Waste data – Key metrics FY 2020-2021

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Cleared as complete and accurate: 04/03/2021  
Cleared by: Anthony Haraldson Ext: 72840  
Contact Officer name: Valerie Papin Ext: 70342  
Lead Directorate: Transport Canberra and City Services

**Annual report statistics – FY2019-2020 (end of year)**

<b>Metric</b>	<b>Unit of measure</b>	<b>Value at 30 June 2020</b>
GIVIT monetary donation from ACT NoWaste	\$ per annum	180,000
GIVIT items requested	Items per annum	55,325
GIVIT items donated	Items per annum	76,776
Paintback scheme	Litres recovered	230,958
National Television and Computer Scheme	Tonnes recovered	483
Food and Organics material estimated from households	Tonnes per annum	31,000
Food and Organics material estimated from businesses	Tonnes per annum	20,000
Garage Trail sale events	Number of individual events held	843 (correct value: 750)
Garage Trail sale – waste diverted from landfill	Kg per annum	500 (correct value: 54,130kg)

Cleared as complete and accurate: 04/03/2021  
 Cleared by: Anthony Haraldson Ext: 72840  
 Contact Officer name: Valerie Papin Ext: 70342  
 Lead Directorate: Transport Canberra and City Services

### Annual report statistics – FY2020-2021 (31 December 2020)

Metric	Unit of measure	Value at 31 December 2020
GIVIT monetary donation from ACT NoWaste	\$ per annum	92,000 (184,000 full-year)
GIVIT items requested	Items per annum	N/A
GIVIT items donated	Items per annum	N/A
Paintback scheme	Litres recovered	122,456
National Television and Computer Scheme	Tonnes recovered	420
Garage Trail sale events	Number of individual events held	249
Garage Trail sale – waste diverted from landfill	Tonnes per annum	N/A

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**Accountability Indicators – FY2019-2020 (end of year)**

<b>Metric</b>	<b>Unit of measure</b>	<b>Value at 30 June 2020</b>
Waste to Landfill tonnages per head of population	Ratio based on total population	0.56 (target: 0.55)
Annual resource recovery rate tonnages per head of population	Ratio based on total population	1.7 (target: 1.5)
Resource recovery rate	Percentage of total waste stream	76 (target: 75)
Resident satisfaction rate with waste collection	Percentage of surveyed population	89 (target: 90)
Contract cost of landfill waste per tonne	\$ per tonne	19.80 (target: 18.80)
Annual cost of domestic kerbside waste collection services per head of population	\$ per head of population	21.09 (target: 21.04)
Annual cost of domestic kerbside recycling collection services per head of population	\$ per head of population	12.04 (target: 11.99)
Number of mattresses diverted from landfill	Number of mattresses	43,695 (target: 37,000)

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Container Deposit Scheme	Redemption rate in percentage	50.0 (target: 60.0)
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**Accountability Indicators – FY2020-2021 (mid-year)**

<b>Metric</b>	<b>Unit of measure</b>	<b>Value at 31 December 2020</b>
Waste to Landfill per head of population	Ratio based on total population	0.28 (target 0.25)
Contract cost of landfill waste per tonne	\$ per tonne	19.28 (target 19.00)
Annual cost of domestic kerbside waste collection services per head of population	\$ per head of population	11.07 (target 10.63)
Annual cost of domestic kerbside recycling collection services per head of population	\$ per head of population	6.00 (target 6.05)
Number of mattresses diverted from landfill	Number of mattresses	22,075 (target 18,500)
Container Deposit Scheme	Redemption rate in percentage	57.6 (target: 60.0)

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**Kerbside collection stats – 30 June 2020**

<b>Metric</b>	<b>Unit of measure</b>	<b>Value at 30 June 2020</b>
Bulky Waste collections	Collections completed	3,327
Green bin registrations	Bins issued	81,738
Green waste collected since program started	Tonnes	24,778
Green waste contamination rate	Percentage of total collected	0.03
ACT kerbside comingled recycling collected	Tonnes	31,954
ACT kerbside waste collected	Tonnes	76,495
QBN kerbside comingled recycling processed by MRF	Tonnes	N/A
QBN kerbside waste collected	Tonnes	9,445
MRF material recycled – Steel	Tonnes	1,281
MRF material recycled – Aluminium	Tonnes	1,014
MRF material recycled – PET	Tonnes	953
MRF material recycled – HDPE	Tonnes	880

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MRF material recycled – Mixed Plastics	Tonnes	795
MRF material recycled – Glass 12-60mm	Tonnes	15,080
MRF material recycled – Paper	Tonnes	20,833
MRF material recycled – Cardboard	Tonnes	7,858

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### Kerbside collection stats – 31 December 2020 (or as stated)

Metric	Unit of measure	Value at 31 December 2020
Bulky Waste collections	Collections completed	5,053 (29 January 2021)
Bulky Waste collected from kerbside	Tonnes	284 (29 January 2021)
Bulky Waste Recovery Rate	Recovered material as a percentage of collected material	44% (29 January 2021)
Green bin registrations	Bins issued	88,597 (29 January 2021)
Green waste collected since program started	Tonnes	40,173 (29 January 2021)
Green waste collected (this financial year)	Tonnes	15,395 (29 January 2021) <i>*we will collect the equivalent of April 2017-June 2020 (3.25 years) in FY 2020-2021</i>
Green waste contamination rate	Percentage of total collected	0.02% (29 January 2021)
ACT kerbside comingled recycling collected	Tonnes	16,002
ACT kerbside waste collected	Tonnes	41,150

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QBN kerbside comingled recycling processed by MRF	Tonnes	N/A
QBN kerbside waste collected	Tonnes	5,079
MRF material recycled – Steel	Tonnes	576
MRF material recycled – Aluminium	Tonnes	493
MRF material recycled – PET	Tonnes	647
MRF material recycled – HDPE	Tonnes	585
MRF material recycled – Mixed Plastics	Tonnes	1,879
MRF material recycled – Glass 12-60mm	Tonnes	10,638
MRF material recycled – Paper	Tonnes	9,120
MRF material recycled – Cardboard	Tonnes	5,452

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