



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 2019-122

Information to be published	Status
1. Access application	Published
2. Decision notice and schedule	Published
3. Documents	Published
4. Additional information identified	No
5. Fees	n/a
6. Processing time (in working days)	29 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

From: [REDACTED]
Sent: Tuesday, 19 November 2019 10:05 AM
To: CMTEDD FOI; CSD FOI; EDU Legal Liaison; EPSDFO; ACT Health FOI; JACS FOI; TCCS_FreedomOfInformation; MPC FOI; EnvComm
Cc: [REDACTED]
Subject: FOI Request - Annual Reports briefing documents

Good morning

I write to request under the *Freedom of Information Act 2016* final documents prepared for or used during the 2018-19 Annual Reports hearings.

These documents may include, but are not limited to, briefs prepared for the Minister and other witnesses whether or not they appeared or were used.

I ask that my request be transferred to other entities that may hold relevant documents. Duplicate documents may be excluded.

If you have any questions, please do not hesitate to contact my office on [REDACTED]

Kind regards,

[REDACTED]
ACT Legislative Assembly



ACT
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Transport Canberra and
City Services

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

By Email: [REDACTED]

Dear [REDACTED]

Freedom of information request: Reference - 19-122

I refer to your application made under the *Freedom of Information Act 2016* (the FOI Act), received by Transport Canberra and City Services Directorate (TCCS) on 19 November 2019 in which you sought access to:

- final documents prepared for or used during the 2018-19 Annual Report hearings by TCCS.

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.

TCCS was required to provide a decision on your access application by 17 December 2019. I thank you for agreeing to an extension to 8 January 2019.

Decision on access

Searches were completed and the ministerial briefing package identified. The package is in two parts. The first part covering briefing created for the Annual Report hearings on the directorate's key achievements. The second part capturing portfolio question time briefs. Also included are answers to questions asked on notice which, for completeness, I have included in the release.

I have decided to grant access, under section 50 of the Act, to copies of documents with deletions applied to information that I consider would be contrary to the public interest to disclose under the test set out in section 17 of the Act.

The ministerial briefing package is indexed and so, on this occasion, have not provided a schedule of documents.

Statement of Reasons

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

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 have decided to release all information except for information that may prejudice the protection of an individual's right to privacy or reputation under the Human Rights Act.

One of the documents contains a case summary of a dog attack and decision. I have removed the names of the dogs involved as this information together with information on the breed of the dogs, which I am releasing. Release of this information could lead to the identification of the owner involved and perhaps to the victim.

Online publishing - disclosure log

Under section 28 of the Act, TCCS maintains an online record of access applications called a disclosure log. Your original access application and my decision will be published in the TCCS disclosure log from 3 days after the date of this decision. Your personal details and other personal information will not be published.

You may view TCCS' disclosure log at [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 FOI Act. You have the right to seek Ombudsman review of this outcome under section 73 of the FOI Act within 20 working days from the day that my decision is published in the 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: ombudsman@ombudsman.gov.au

ACT Civil and Administrative Tribunal (ACAT) review

Under section 84 of the FOI 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 the ACAT at:

ACT Civil and Administrative Tribunal

Level 4, 1 Moore Street

GPO Box 370

Canberra City ACT 2601 Telephone: (02) 62071740 www.acat.act.gov.au

If you have any queries 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.

Yours sincerely

A handwritten signature in blue ink, appearing to read 'K. Scheul', written in a cursive style.

Kristine Scheul
Information Officer

7 January 2019

**Minister for Transport
Minister for Roads and Active Travel
Minister for City Services
Minister for Recycling and Waste Reduction**

**Standing Committee on Environment, Transport and City Services
Annual Report Hearings**

15 November 2019

*Suzanne Orr MLA, Chair
Miss Candice Burch MLA
Mr James Milligan MLA*

1.	Key Achievements Transport Canberra
2.	Key Achievements City Maintenance and Services
3.	Key Achievements Waste and Recycling
4.	Key Achievements Roads ACT and Infrastructure
5.	Key Achievements Active Travel
6.	Key Achievements Libraries ACT
7.	Key Achievements Yarralumla Nursery
8.	Key Achievements Birrigai
9.	Key Achievements Capital Linen Services
10.	Key Achievements Cemeteries



ANNUAL REPORT HEARING BRIEF

Portfolio/s: Transport
Transport

ISSUE: 2018-19 Key Achievements – Transport Canberra

New public transport network

Talking points:

- In April 2019, the ACT Government delivered a new public transport network, integrating bus and light rail services across the city for the first time.
- This network includes 10 Rapid routes – up from 4 in the previous network – each running at least every 15 minutes on weekdays.
- Collectively, these Rapid bus and light rail services account for more than 60% of all boardings across the network.
- The network also includes a wide range of other services across the city, including:
 - 47 local bus routes across the city;
 - three peak bus routes from the Lanyon Valley to the City and Barton at peak times;
 - more than 220 dedicated school bus services each day; and
 - other services provided by Transport Canberra including services to the Alexander Maconochie Centre and the flexible transport service.
- The results of this change are clear – more Canberrans are using public transport. In the first quarter of 2019-20 (1 July to 30 September 2019), the number of journeys recorded on Transport Canberra services was 6.4% higher than during the same period in 2018.
- I recognise that there are further improvements that can be made to the network to give all Canberrans a better public transport service. That's why the Government is continuing to invest in the public transport network, such as through the construction of a third bus depot at Woden to deliver more bus services.

Cleared as complete and accurate:	07/11/2019	
Cleared by:	Deputy Director-General	Ext: 54105
Information Officer name:	Patrick Fischer-Reid	
Contact Officer name:	Patrick Fischer-Reid	Ext: 76349
Lead Directorate:	Transport Canberra and City Services	



ANNUAL REPORT HEARING BRIEF

Light rail

Talking points:

- In April 2019, stage 1 of Canberra's light rail network commenced passenger services.
- Millions of trips have now been made on light rail, with more than 15,000 passengers using the service on a typical weekday. This is already exceeding the 2021 patronage projections from the business case for the project.
- Light rail is now carrying around 20% of all passengers using Transport Canberra bus and light rail services, doing the heavy lifting along one of our busiest transport corridors. This means more buses are available to provide new Rapid and local services in other parts of the city, such as:
 - Rapid 3 from Spence to the Airport via Belconnen and the City;
 - Rapid 5 from the City to Erindale and Lanyon;
 - Rapid 7 from the City to Weston Creek; and
 - Rapid 9 from Belconnen to Watson via Dickson.
- I look forward to further extensions of the light rail network to Woden, Belconnen, the Airport and Tuggeranong helping to transform our city and give more Canberrans the choice to use public transport.

Priorities for 2019-20

Talking points:

- While more Canberrans are using public transport as a result of the new network, I know that there is more we can do to improve public transport right across the city and give everyone a realistic choice about how they get around.
- Some of the priorities for 2019-20 are:
 - monitoring and continuing to adjust services in the new network to address issues and make services work better for more people;
 - ensure that Canberrans have a reliable weekend bus service by implementing the Government's ten-point Transport Action Plan, which includes a strong focus on recruiting more bus drivers; and
 - delivering new Park and Ride spaces so that more Canberrans have the choice of not driving all the way to work, starting with a new Park and Ride near the Well Station Drive light rail stop.

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ANNUAL REPORT HEARING BRIEF

Portfolio/s: City Services

City Services

ISSUE: 2018-19 Key Achievements – City Maintenance and Services

Talking points:

Key achievements (pages 46-48)

- TCCS utilities primarily in-house staff to deliver **urban land management** services and is committed to improving job security for operational staff through increasing the proportion of permanent positions in the workforce over time.
- The principles and priorities in the **Better Suburbs Statement** continue to be used to guide decision-making and inform a community-centric approach to service delivery.
- The **urban parks and places volunteering program** has been significantly boosted through the Adopt-a-Park initiative. The grants program attracted strong community interest and the successful applicants will be announced in December 2019. At least six new community groups are being formed in addition to the existing 39 groups.
- The **Woden Experiment** provides an attractive and functional focal point for activation and has seen increased community use of the Woden Town Square.
- The **Silver Sprayers murals** are part of a street art program that continues to deliver positive community engagement and amenity improvements across the City.
- TCCS continues to review best practice weed control techniques including for **African Lovegrass** from scientific sources and industry experts while trialling new techniques to suit local conditions and specific weed types.
- The spring planting program to enhance the **urban forest** is underway with 750 trees being planted at selected locations across the City. There has been a strong response by the community to nominate a location where they would like a tree to be planted in future, with over 400 responses received in the first week.

Priorities for 2019-20 (pages 48-50)

- Preparation of an Urban Forest Strategy is underway and a consultant has been engaged to deliver a draft in February 2020. Community consultation on the strategy scheduled for Autumn 2020. Work is well underway to plan and procure trees for the 17,000 trees planting program, with 750 additional trees to be planted in Autumn 2020 prior to an expansion of tree planting from Spring 2020 onwards.

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- **Tree Week** is scheduled for May 2020 and will build on the previous successful program with broad range of activities and collaboration with tree experts, academia, institutions and the community.
- The '**Tree Selector**' **web app** will reference the Municipal Infrastructure Standards and will enable the community to select a tree that is appropriate for their situation. The app is expected to be finalised in December 2020.
- An internal review of the **TCCS Strategic Asset Management Framework (SAMF)** has been completed. The SAMF provides guidance to ensure the efficient and effective financial management of the Directorate and to ensure adequate control over the assets and the Directorate.
- Implementation of the **Assetic Asset Management System** is underway with migration of core asset data from the existing asset management system. Work is also underway to improve asset maintenance planning and field accessibility to the system.
- Work to improve the **Fix My Street interface** is ongoing and will focus on better feedback loops to the customer in relation to the status and progress of work requests. It will also seek to refine the workflow system to enable operational staff to respond to requests in the field.
- An update of the **Urban Parks and Places and ACT Roadside Memorial policies** is well underway and expected to be completed before the end of 2019.
- TCCS has responsibility for maintenance of landscapes and infrastructure associated with the **ACT Healthy Waterways project** and is working collaboratively with EPSDD and the maintenance contractor to optimise the maintenance opportunities for these sites.
- A **review of the outcome of the Woden Experiment** will inform the future design and management of similar activations across the City.
- The Feasibility Study into the provision of **microparks** included a pilot project in Garema Place; the preparation of concept design plans for six permanent and two temporary microparks; the development of a Micropark Guide to manage site selection and design principles; and models for development and maintenance. The

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establishment of permanent microparks is subject to 2020-21 Budget consideration and relevant planning approvals.

- Planning is underway to deliver **100 recycling and 50 waste bins** to priority locations across the City to support a clean and healthy environment. Priority locations are in high use areas such as town centres and district parks as well as locations where community requests can be addressed.
- The Licensing and Compliance "**Compliance Targeting team**" consisting of 6 dedicated staff commenced 1 July 2019 and has been very successful in engaging with the community on a range of municipal compliance matters. The CTT's work is supported by a marketing strategy utilising face to face and online methods to promote responsible behaviour.
- **Process and system improvements to licensing and land use approvals** are underway to make them more efficient, streamlined and client friendly. The improvements will enable simple bookings to be made automatically, reducing the administrative burden and increasing ease of use for customers.

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Portfolio/s: Recycling and Waste Reduction

ISSUE: 2018-19 – Key Achievements – Waste and Recycling

Talking points – key achievements 2018-19:

- Through the *ACT Waste Management Strategy 2011-2025* the ACT Government has set ambitious Territory targets to generate less waste, drive towards 90% resource recovery, ensure a cleaner environment and deliver a carbon neutral waste sector.
- ACT NoWaste delivered a broad program of work for the ACT community in 2018-19 with the aim of reducing waste to landfill and delivering sustainable waste management services. The following activities were undertaken:
 - Undertook extensive consultation on phasing-out avoidable single-use plastics in the ACT, with over 3,000 responses throughout the consultation process.
 - Began planning and preparation for future implementation of food and garden organic collection and processing for ACT residents.
 - Delivered waste and recycling services to ACT households, including household rubbish and recycling bin collections, provision of landfill services, implementation of the Container Deposit Scheme, free bulky waste collections for concession card holders, providing mattress and e-waste recycling facilities.
 - Engaged with the community through the award-winning Recycling Discovery Hub and participating in events, expos, tours, talks and workshops to drive behavioural change and raise awareness of the importance of recycling right.
 - Worked with our counterparts to contribute to policy development at the national, state and local level, including the National Waste Policy and Action Plan and the National Food Waste Strategy. We also consulted with the local community and

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industry on the development of a waste-to-energy policy for the ACT.

- Worked with business to ensure compliance with regulatory requirements and introduced a new development code to seek to ensure new developments are designed to incorporate best practice waste management.

Priorities for 2019-2020

- Further investigate organics recovery options, undertake a food waste avoidance campaign pilot and contribute to the National Food Waste Strategy.
- Undertake early planning for a food organics and garden organics waste service.
- Upgrade the Hume Materials Recovery Facility and develop a long-term Strategic Infrastructure Plan to increase resource recovery opportunities and plan a waste asset network able to meet the ACT's long-term needs.
- Continue work on initiatives to improve the return rate of the ACT CDS, to simplify its administration and to collaborate with other jurisdictions to harmonise with schemes delivered in other states and territories.
- Continue contribution to the national waste policy agenda through the MEM and participation in related interjurisdictional working groups.
- Continue the ACT's involvement with the Australian Packaging Covenant Organisation towards achieving the National Packaging Targets.
- Develop waste to energy and single use plastics policies.
- Continue work on a more regionally harmonised levy design and its implementation.

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Talking points: individual topics

- Single Use Plastics
 - On 16 April 2019 a discussion paper was released on the ACT Government Your Say website. We ran information sessions to support the consultation and submissions were welcomed until the end of July.
 - During this process we received more than 3000 responses, including participation in information sessions as well as responses to surveys, submissions and comments on the Your Say website. Business and community members who participated in the consultation process demonstrated very strong support for phasing out avoidable single-use plastics.
 - The results of the consultation are now being considered and the consultation report is available on the Your Say website. They will help inform the future approach to single-use plastics in the ACT.
- Bulky Waste
 - On Friday 30 August, Minister Steel announced the new bulky waste collection service; which received widespread media coverage.
 - Under the new service, households will receive a single free collection per year of up to 2 cubic metres.
 - The services will be rolled-out in Gungahlin and Tuggeranong in July 2020, Belconnen, Molonglo and Hall 2021-22, Woden Valley and Weston Creek 2022-23 and the Inner North and Inner South 2023-25. The phased roll-out covers a wide range of housing types and demographics in year one, allowing the experiences to inform further development of the services as they are rolled out more widely.
 - *Note* - Funding for the current concessional services ends on 30 June 2020, and potential options for continuing this until the new service rolls-out are being considered.

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- Container Deposit Scheme
 - There are 21 collection points operating in the ACT where Canberrans can redeem beverage containers for a 10-cent refund. The contract requires 18 collection points.
 - Express collection points (18) provide options to receive a refund via electronic transfer, or to donate the amount to the charity.
 - Three bulk depots (in Fyshwick, Mitchell and Phillip) are available to return larger numbers of beverage containers. These bulk depots offer options to receive the refund electronically, in cash, or to donate to charity.
 - As at 5 November 2019, over 40 million containers in total had been returned at collection points.
 - On 28 February 2019 the ICRC released an interim report for public comment with a public forum to discuss the report held on 20 March 2019. In August 2019 the Minister tabled the final ICRC Report in the Legislative Assembly.
 - The ICRC's final recommendations include seeking opportunities for harmonising the ACT CDS with other schemes, that scheme documents be published in the interest of greater transparency, that payments by beverage suppliers have an overdraft facility, and that the ACT Government should work with its counterparts in other jurisdictions in developing guidance for beverage suppliers to help with product innovations that are consistent with litter reduction.

- Green Bins
 - There have been 73,981 registrations for green bins as at 31 October 2019, representing a take-up rate of 42%
 - As at 31 October 2019, 14,360 tonnes of organic garden waste have been collected from green bins since the pilot commenced in April 2017.
 - This is an opt-in service. The take-up rate across Canberra as at 31 October 2019 is 43%.

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- The contamination rate to date is under 0.02% (by weight), which is an outstanding performance and reflects the commitment by Canberra residents to using their green bins correctly.
- Waste Levy
 - The levy has initially been implemented as a 2019-20 gate fee increase at ACT Government-owned waste management facilities for all legislative fees for waste disposal to landfill, applied to commercial customers (approximately an additional 7 per cent increase above indexation).
 - The levy is expected to generate \$1.290 million in revenue in 2019-20 which is being used to offset the costs of undertaking further policy work on options to improve waste avoidance and re-use ahead of landfilling, including standardising levies.
- MRF shut down
 - In January 2019 the Materials Recovery Facility was issued a non-disturbance noticed by Worksafe ACT for a range of safety breachers. The facility was closed for six days in total while the MRF Operator rectified safety issues.
 - The MRF has been in full operation since the site re-opened following the six-day closure.
 - The MRF operator has since employed a health and safety manager, and introduced a range of efficiency safety measures. A Performance Management Committee has also been established, with representatives from the MRF operator and the ACT Government to ensure issues are raised in a timely manner.
 - \$5.154 million was allocated in the 2019-20 Budget to construct a purpose-built area to store and separate baled products ready for market and provide an area for the transfer of co-mingled and CDS material in the event of an emergency.

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Key Information

2018-19 key statistics	
Rubbish and recycling collections	7 million household rubbish collections 74,235 tonnes of waste to landfill from kerbside collection 3.6 million recycling collections 31,081 tonnes material recovered through the MRF
Recycling Drop Off centres	4,792 tonnes of paper and cardboard recovered
Green bins	69,673 households registered as at 30 June 2019 – 39% of ACT households 11,766 tonnes collected through the kerbside collection
Container Deposit Scheme	27.3 million containers redeemed through the CDS Network collection points 45.2m containers redeemed through the Hume Materials Recovery Facility Total of 50.4% of containers redeemed through the scheme over the FY 21 drop off points across Canberra 5 NSW councils use the ACT CDS; Snowy Monaro, Queenbeyan Palerang, Yass Valley, Bega Valley and Upper Lachlan.
Soft Landing Mattress Facility	37,324 mattress received for recycling by soft landing
Bulky waste	3,383 free bulky waste collections for concession card holders
Community engagement	5,440 residents took part in visits to the Hub and community engagement activities 253 registrations for the Garage Sale Trail, averaging 976 kg sold for reuse per garage sale Over 80,000 visitors to the Recyclopaedia National Recycling Week – ABC live broadcast from the Discovery Hub, partnered with industry to deliver activities, information sessions, tour, open days and workshops.
Policy	Single-use plastic consultation saw participation of over 3,000 Canberrans (note – closed end July) Agreement on the National Waste Policy, continued work on govt commitments, including implementation of National Packaging Targets
Regulation	53 waste facilities licensed and 157 waste transporters registered

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Background Information

- Export Ban

In light of the 9 August Council of Australian Government agreement to banning export of waste plastic, wastepaper, glass and tyres, the ACT Government will consider the program of work required to meet the following export ban commitments:

- All waste glass by July 2020
- Mixed waste plastics by July 2021
- All whole tyres including baled tyres by December 2021
- Remaining waste products, including mixed paper and cardboard, by no later than 30 June 2022.

- Single use plastics

The ACT Government is also committed to 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 packaging recycling targets.

- Green Bins

- 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.
- There were some minor issues with public housing residents accessing the scheme, resulting from a database issue. This issue has now been resolved.
- At no stage have there been any issues for Defence Housing residents.

- Waste Levy

- The ACT Budget 2019-20 invested in better recycling and waste management, to be supported through a levy on disposal of waste.
- Levies and/or bans on landfilling waste are part of a spectrum of policy interventions used both internationally and in Australia to achieve significant diversion of waste from landfill. Work is underway to standardise the application of levies and this will inform the policy work
- Waste levies are designed to:
 - provide an incentive for waste generators to reduce the amount of waste they generate and send to landfill;

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- improve the competitiveness of reuse, recycling and recovery against landfilling; and
 - fund programs and initiatives to support efforts by government, business and the community to reduce waste and increase recycling.
- Bulky Waste
 - In the 2016 election, ACT Labor committed to introducing a bulky waste pick up service for every home in Canberra.
 - A phased roll-out starting in Gungahlin and Tuggeranong will allow the Territory to trial the service on a range of different housing types and demographics, with a view to refining the service for future roll-out years.
 - To improve accessibility to the service, the Territory will also offer 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.
 - An industry information session with Trash Pack and Skip Bin operators was held Monday 2 September to highlight details of the planned service, the rationale for the service and the implementation schedule.
 - A subsequent industry information session was provided on Friday 20 September, explaining the ACT Government tender process and Secure Local Jobs requirement. It may be opportunities for local waste collection providers to be engaged as sub-contractors for provision of the service under a head contractor.
 - A public tender for the services is scheduled for release in the coming weeks.
- Container Deposit Scheme
 - The Container Deposit Scheme delivers on a key 2016 ACT Labor election commitment. The scheme promotes recovery, reuse and recycling of beverage containers, as well as reducing litter and the number of beverage containers going to landfill.
 - Containers in the ACT's kerbside yellow-lidded bins are redeemed through the CDS, with the 10-cent refund shared between the Territory and the Hume Material Recovery Facility operator, Re.Group.
 - All containers that are collected are transported to the Hume Material Recovery Facility to be baled and sold for recycling.
 - Around 50% of containers sold are being redeemed through the CDS.

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ANNUAL REPORT HEARING BRIEF

Portfolio/s: Roads and Infrastructure

ISSUE: 2018-19 Key Achievements – Roads and Infrastructure

Talking points:

- At 30 June 2019, Roads ACT was responsible for the maintenance of 3,172 kilometres (over 24.1 million square metres) of surfaced roads within the ACT;
- The public stormwater network includes surface channels and storages (e.g. ponds and retarding basins) as well as the underground stormwater pits and pipes;
- The ACT Government owns more than 80,000 lights on streets, footpaths, arterial roads and in various public parks and other open spaces around the ACT; and
- Public lighting is the ACT Government's highest use of electricity (25 per cent) and produces 18 per cent of the government's greenhouse gas emissions.

Road maintenance and safety – road resealing

- Just over one million square metres of resurfacing (410,000 square metres of Territorial and 650,000 square metres of Municipal road network) was carried out in 2018-19;
- 5.25 per cent of the Territorial road network (target 5.0 per cent) was resurfaced;
- 3.96 per cent of Municipal road network (target 4.0 per cent) was resurfaced; and
- During 2018-19, 166 sites around the ACT were treated with heavy patching.

Innovation and eco-friendly road resurfacing treatments

- reclaimed asphalt pavement in all asphalt overlays and patching at the rate of 15 per cent in 2018-19;
- 90 per cent of all bitumen used for resealing contained 20 per cent scrap rubber such as car tyres; and
- trialed a new type of asphalt made from a range of recycled materials. Every tonne of this asphalt product contains approximately 800 plastic bags, 300 glass bottles, 18 used printer toner cartridges and 250 kilograms of reclaimed asphalt.

Stormwater infrastructure

- > 230 Gross Pollutant Traps (GPTs) were cleaned;
- > 109,261 metres of the 3,930,000 metre network of pipes were cleaned; and
- > 20,013 of 83,912 sumps were cleaned.

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Bridges

- five bridges were strengthened to the SM1600 bridge strength standard – providing greater access for higher productivity vehicles to deliver essential freight within the Territory.

Traffic signals

- 18 additional sets of traffic signals were constructed in the 2018-19 financial year; and
- A total of seven sets of traffic signals have been constructed in the 2019-20 financial year.

Speed Zones

- Forty kilometre speed zones have been extended in the Belconnen Group Centre, Manuka and Braddon town centres area and Casey local centre.

Public lighting

- Completed the first year of the seven-year streetlight Energy Performance Contract;
- A total of 17,700 lights were replaced with LED luminaires; and
- 12,800 smart cells installed on the streetlight network.

Capital works and development support

Gundaroo Drive – Stage 1 – \$31.2 million

- The duplication of Gundaroo Drive Stage 1 between Mirrabai Drive and Gungahlin Drive is now operational and opened to traffic.

Gundaroo Drive – Stage 2 – \$30.0 million

- Gas main relocation works by Jemena along the corridor have been completed and the compound has been removed. Road construction works between Nudurr Drive and Barton Highway are progressing well with this section now open to traffic. Works on the defects rectification and landscaping continue;
- Earthworks and Bridgeworks to install the bebo arch bridge on the section of road between Nudurr Drive and Gungahlin Drive Extension are in progress. Speed reductions are currently in place to ensure these works are undertaken safely with minimal disruption to road users; and
- The project is due for completion by mid-2020.

Aikman Drive (Ginninderra Drive to Emu Bank) – \$9.8 million

- The duplication of Aikman Drive between Ginninderra Drive and Emu Bank was delivered to support the construction of the University of Canberra Public Hospital (UCPH) by augmenting the capacity of the adjacent road and cycle path network;

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- Construction work commenced in November 2016 and was completed in December 2017;
- The second stage of the project including the extension of Pantowora Street is complete with defect rectifications currently underway; and
- The third and final stage of the project, being a shared path between on the southern verge of Ginninderra Drive between Aikman Drive and Allawoona Street commenced in April 2019 and is now complete.

Horse Park Drive Duplication (Federal Highway to Amaroo Playing Fields intersection) – \$57.0 million

- The Gungahlin region is growing, and Horse Park Drive is a key access road for the region with around 18,000 vehicles travelling along it each day;
- The project involves the duplication of Horse Park Drive between the Federal Highway interchange and Mulligans Flat Road;
- The duplication has progressed well with all four lanes opened to traffic in May 2019. Landscaping works will continue to be undertaken along the corridor; and
- The project is being delivered in a number of stages:
 - Stage 1 – Federal Highway to Well Station Drive intersection;
 - Stage 2 – Well Station Drive to Anthony Rolfe intersection;
 - Stage 3 – Anthony Rolfe to Gundaroo Drive intersection;
 - Stage 4 and 5 – Gundaroo Drive to Mulligans Flat Road intersection; and
 - Stage 6 – between Mulligans Flat Road to Amaroo Playing Fields including Katherine Ave / Roden Cutler Dr intersection upgrade; and
- The extension of the project through to Amaroo School playing fields intersection (Stage 6) was added to the above scope of works. These works include a number of safety features to ensure kids are safe on their way to and from school.

Ginninderra Drive/Tillyard Drive and Tillyard Drive/Lhostky Street - \$4.0 million

- Ginninderra Drive is one of Canberra's oldest major arterial roads that was originally connected to the Barton Highway and linked the northern suburbs of Canberra;
- The objective of this project is to improve the overall public safety of the transport network at both intersections, including improved safety and crossing opportunities for pedestrians and cyclists. The modification of the intersections from uncontrolled to controlled intersections should result in a reduction of accidents occurring;
- The completed Preliminary Sketch Plan (PSP) identified that the proximity of Tillyard Drive with Lhostky Street intersection is influenced by the under capacity and poor operation of Ginninderra Drive and Tillyard Drive intersection. Lhostky Street is a main public transport

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and active travel connection to Charnwood local shopping area, local schools and community facilities;

- The PSP traffic analysis identified that intersection improvements to Ginninderra Drive and Tillyard Drive intersection were required to be linked with improvements to Tillyard Drive and Lhotsky Street, as improving only one intersection would be at the detriment to the second;
- Design and construction tenders were advertised in December 2018 and construction commenced in April 2019. Works are now complete and the road is now open to traffic. Minor defects rectification continues.; and
- Minor program delays have been experienced due to prolonged negotiations with Icon Water regarding the relocation of a water main located within the intersection. The relocation is nearing completion and expected to be completed shortly.

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Portfolio/s: Transport

City Services

ISSUE: 2018-19 – Key achievements – Active Travel

Talking points:

- The Active Travel Office continued delivering on the Government's commitment to increasing walking and cycling in 2018-19 in three key areas:
 1. developed a strategy to create a **user-friendly network** out of Canberra's extensive **off road paths** by improving customer information, signage, safety and by fixing missing links;
 2. improved and continue to work on **improving safety around ACT schools** to encourage greater participation rates in active travel; and
 3. delivered **behavioural change initiatives** that encourage people to walk and ride bikes, in particular to connect to the new integrated public transport system through dockless bike share, Park and Pedal and Bike and Ride.

Talking points: Key Areas

1. A user-friendly off road network
 - Ten colour-coded principal routes between the city and town centres and main routes that connect to group centres, major destinations and employment areas have been identified.
 - These make the network identifiable to the community and visitors, similar to the road and public transport networks. They can be accessed as print maps, in the updated Active Travel Practitioners Tool and in the TC online Journey Planner.
 - Potential future routes were planned such as links to the Molonglo Valley and new path infrastructure such as along Horse Park Drive.

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- The CBR cycle route wayfinding signage was developed that will be trialled in 2019-20. The signage will be user-friendly and integrated with updated online and printed customer information.
- Design of safer priority crossings of roads along principal and main routes has commenced. Priority locations will be completed in 2019-20.
- Design for capital works has progressed to extend the network through centres. These works include the Belconnen Bikeway, Woden cycle loop, Heysen Street link and Tuggeranong Anketell Street to the lake links.
- The updated Municipal Infrastructure Standards for active travel were released in early 2019. These design standards will improve the quality, safety and usability of walking and cycling facilities.

2. Improving safety around ACT schools

- The Active Streets for Schools program was expanded to include an additional 52 schools in 2018-19 bringing the total to 81.
- The Active Streets program delivers infrastructure improvements around schools to support walking and riding to school. The program also provides educational resources to schools, including a map.
- TCCS has commenced working with each of the schools and their communities to identify potential infrastructure improvements to deliver through the program. Improvements will start being delivered this financial year and will include footpaths, crossings, speed humps and wayfinding signage.
- The School Crossing Supervisor program was expanded to include an additional five schools at the beginning of the 2019 school year. There are now 25 supervised crossings in the ACT.
- The new schools to receive a supervisor were selected based on how children were likely to catch buses as part of the new network and existing pedestrian and traffic volumes at the crossings.
- A School Crossing Supervisor program evaluation is being finalised and will be released soon to see whether supervisors have improved safety perceptions around schools.

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3. Behavioural change initiatives

- The trial of dockless bike share conducted in the ANU, Parliamentary Triangle, the City and suburbs immediately north of the City Centre was used responsibly, and with few complaints from the community, despite experiences in other cities.
- Airbike's land use permit has been renewed to April 2020. Airbike indicated that it may seek to expand its fleet following a current roll-out of upgraded bikes, with the possible inclusion of e-bikes.
- The ACT Government supported a number of ride and walk to work and school events in 2018-19.
- TCCS delivered events in Belconnen and Tuggeranong during *Spoke Up! for women's health* to address the lower rates of female participation in cycling for transport in these regions with pop-up information stalls in Tuggeranong and a new parents' meet-up at the Belconnen Learn to Ride Centre.
- The first year of data from the MacArthur Avenue bike barometer was recorded showing that Canberrans tend to cycle to work and education consistently throughout the year with only minor dips in summer and winter.

Key Information

2018-19 key information	
A user-friendly off road network	\$2m capital funding for cycling network improvements over two years
Improving safety around ACT schools	Active Streets program <ul style="list-style-type: none"> • Additional 52 schools in 2018-19 the program includes 29 public, 12 catholic and 11 are independent; • 81 schools in total; • \$2 million over four years; and • In addition to Active Streets, \$1.05 million was provided in 2017-19 to deliver infrastructure improvements around schools. A further \$1.25 million is committed during 2019-20.

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	<p>The School Crossing Supervisor program</p> <ul style="list-style-type: none"> • 25 schools supported by supervisors includes a mix of public (16), catholic (5) and independent schools (4); and • \$2,221 million over four years.
Behavioural change initiatives	<p>On 31 July 2018, TCCS launched a 6-month trial of dockless bike share with an Australian company, Airbike.</p> <ul style="list-style-type: none"> • the trial included 200 bikes. <p>Dockless bike share trips were, on average, a bit over 1km in distance and about the same amount of time as a brisk walking pace.</p> <p>The first year of data from the MacArthur Avenue bike barometer shows fairly consistent use of the Sullivan's Creek shared path throughout the year with peaks in autumn and spring with only a small decline in winter and summer of around 12-18 per cent.</p> <p>behavioural change initiatives (not schools) were funded from internal TCCS resources.</p>

Background Information

1. A user-friendly off road network
 - The Government has worked closely with stakeholder groups to identify the principal routes and deliver the network improvements.
 - This initiative is funding better wayfinding signage and route markings, safer crossings where paths cross busy roads and feasibility studies for priority missing links.
2. Improving safety around ACT schools
 - The Active Streets program is primarily targeted at primary schools, with the educational resources for children who are learning to travel independently.
 - Primary schools that hadn't previously received Active Streets support were invited to express their interest in joining the program. All 52 schools that highlighted their interest are included in the program.
 - The program commenced with a pilot at four schools in 2015-16 and included 25 schools throughout 2016-18, bringing the total number supported to 81.

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- A School Crossing Supervisor program commenced at 20 school crossings in February 2018, with another five school crossings added to the program at the beginning of the 2019 school year.
- In addition, six crossing supervisors have temporarily been deployed along the light rail corridor at key stops near schools, to support children as they commence using light rail.
- HOBAN Recruitment has been engaged to deliver the crossing supervisors on behalf of the Territory, which includes the recruitment, training, rostering and providing uniforms to the supervisors. Supervisors must hold or obtain a Working with Vulnerable People check.

3. Behavioural change initiatives

- On 31 July 2018, TCCS launched a six-month trial of dockless bike share with an Australian company, Airbike.
- The trial included 200 bikes in the central area of Canberra including the Civic Centre, Australian National University (ANU) and the Parliamentary Zone (managed by the National Capital Authority (NCA)).
- The trial was managed jointly between the ACT Government, NCA and ANU. Land use permits were issued by each of the land managers (in the ACT under the Public Unleased Land Act 2013 (PULA)) and other issues were managed under memoranda of understanding. The land managers waived applicable land use fees for the purposes of the trial.
- The trial of dockless bike share, and ongoing operation shows that most usage is between the Civic Centre and the Australian National University and between Civic Centre and Braddon.
- Community engagement activities as part of Light Rail Stage 2 included discussion events, community events and pop-ups, attendance at major events such as Enlighten and the Seniors Expo and community messaging through ACT Government channels.
- Events included: Canberra Walk and Ride Week, ActSmart's *Change your mode for March* campaign, and the Big Canberra Bike Ride in March. Walk to Work Day was held in April. *Spoke Up! for women's health*: a week of activity to encourage more women to cycle and walk was held in September and most recently Ride to Work Day in October.
- Canberra's first bike barometer, located at the junction of MacArthur House and the Sullivan's Creek shared path, was launched in December 2017.

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ANNUAL REPORT HEARING BRIEF

Portfolio/s: Territory and Business Services

Libraries ACT

ISSUE: 2018-19 Key Achievements – Libraries ACT

Talking points:

- The library's new Integrated Library Management System will be live from 21 November. This is an exciting improvement to our library services which will make the library easier to use and allow users to do more. The project was being implemented throughout 2018-19.
- The new system offers improved searching, additional membership functionality (including resetting your own passphrase online), and other options like reviewing and sharing your favourites online.
- In 2018-19, the total loans were less than the previous year, however the number of digital loans increased by 23%, and the total number of visits to the library increased by 3%.

	2018-19	2017-18	Variance
Loans	2,502,095	2,624,843	-5% (-122,748)
Digital loans (included in total loans)	521,639	425,289	23% (96,350)
Visits	1,971,559	1,908,866	3% (62,693)

- The National eDeposit Scheme became operational on 30 May 2019. This was a significant milestone for the ACT Heritage Library, as one of the founding members of the scheme.
- In its new home at 255 Canberra Avenue, Fyshwick, the ACT Heritage Library developed and hosted a major exhibition celebrating the 50th anniversary of the Apollo 11 moon landing in 1969.
- As well as providing research and collection support to the ACT Government and community researchers, the ACT Heritage Library is now hosting regular programs targeting local history, family history and preservation of personal collections and memorabilia.

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Key Information

- In 2018-19 Libraries ACT had:
 - 2,502,095 loans (1,980, 456 physical and 521,639 digital).
 - 1,971,559 visits.
 - 75,176 participants at 3,113 lifelong learning programs (including 49,366 participants at Giggle & Wiggle and story time).
- Libraries ACT works to establish connections with specific communities, particularly the multicultural and Aboriginal and Torres Strait Islander communities, and with families to support them in their children's literacy and language development.
- The library employs a Multicultural Learning Coordinator, an Aboriginal and Torres Strait Islander Coordinator, and a Family Literacy Coordinator to work with these communities.
- Targeted library programs in 2018-19 included: regular bilingual story times (12 languages); story time featuring Ngunnawal and Wiradjuri language; and outreach programs for families with children who are disadvantaged, developmentally or otherwise vulnerable.

Background Information

- The ACT Heritage Library relocated to 255 Canberra Avenue, Fyshwick in January 2019. This provides a larger, customised space for collections and a dedicated reading room for researchers. It also offers an additional location for loan and return of all library materials (including from the public library).
- The National eDeposit scheme is a collaboration between state and territory libraries, which enables publishers to meet their legal deposit obligations to lodge their works with libraries. It makes electronic deposit easier, digitally preserving contributions and enabling wider audience reach. Note: ACT does not have legal deposit legislation.
- Libraries ACT was funded \$2.2 million to replace its outdated, inefficient and unstable Library Management System (LMS) and RFID system with an Integrated Library Management System (ILMS).
- These systems are central to delivery of library services as they store and manage library collections and membership databases, and manage circulation activity (loans, returns, and requests) and security of library materials. Library customers use these systems to browse, search, borrow, renew and return material, including both physical and digital items.

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ANNUAL REPORT HEARING BRIEF

Portfolio/s: City Services

ISSUE: 2018-19 Key Achievements – Yarralumla Nursery

Talking points:

- During 2018-19 Yarralumla Nursery (the Nursery) grew approximately 350 different varieties of plants and trees, with over 300,000 individual plants grown and sold.
- The Nursery:
 - manages the ACT Government Plant Issue Scheme and issued 3,849 plants in 2018-19 to eligible home owners;
 - provided over 50,000 plants for the National Arboretum Canberra since its commencement;
 - grew Gallipoli Lone Pine seedlings and Gallipoli Rose in collaboration with the Australian War Memorial;
 - coordinated the purchase and storage of over 1,000,000 bulbs and annuals for Floriade prior to planting;
 - delivered over 1,200 trees for Stage 1 of the Light Rail Project;
 - contracted Koomarri to deliver horticultural services using a work team of supported employees;
 - provided vocational training for young people from the Black Mountain School and more recently Woden School;
 - provided vocational training in horticulture for work experience students and volunteers;
 - participated in the Corrections Community Services Work Program in partnership with the Justice and Community Services Directorate (Alexander Maconochie Centre);
 - provides return to work placements for injured ACT Government employees; and
 - provided horticultural advice in accordance with the ACT Biosecurity Strategy.

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Objective Ref:
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Background Information:

- The Nursery is an ACT Government owned commercial wholesale plant nursery, which commenced in 1914.
- It is the largest wholesale nursery in the southern tablelands and sells high quality, competitively priced plants to landscape, wholesale and retail industries, Landcare groups, local and state governments and the Federal Government.
- The Nursery propagates and grows cool climate plants including local, rare and endangered species from its own plant stock and seed bank.
- The Plant Issue Scheme, first introduced in 1930 to preserve the garden city concept of Walter Burley Griffin, provides owners of new residential land in the ACT with an allocation of free plants to help establish new suburbs with plants suitable to Canberra's climate.
- The Nursery currently has 25 FTEs plus six Koomarri employees under contract, along with return to work volunteers and work experience placements.

Priorities for 2019-20:

- **Commence growing street and park trees at Yarralumla Nursery to support the ACT Government's large-scale tree planting program over the next four years:**
 - Developing a Production Plan - selecting suitable replacement species that are performing well in Canberra's harsh climate, e.g. oak trees, eucalypts, etc. mix of evergreen and deciduous; and
 - Winter/Spring 2019 - Collected/sourced seed stock and commenced growing trees in consultation with the Urban TreeScapes team.
- **Continue to increase productivity by modifying production methods and procedures:**
 - Direct growing of cutting of select species into Gro-tubes;
 - Modifying potting machine turntable and additional roller door to improve safe access;
 - Growing more parent stock within Nursery grounds; and
 - Improved processes for picking/detailing of plants to reduce handling.
- **Increase growing area for plants within the Nursery footprint:**
 - Install rolling benches in selected greenhouses;
 - Use of recycled concrete to improve plant health;
 - Realignment of roadways and blocking and stacking to increase production area. The width of walkways is in accordance with industry standard/WHS requirements.

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ANNUAL REPORT HEARING BRIEF

Portfolio/s: City Services

ISSUE: 2018-19 – Key achievements – Birrigai Outdoor School

Talking Points

- During 2018-19 Birrigai delivered educational programs to 102 school groups and 37 community and corporate groups.
- Utilisation of Birrigai increased during 2019 when compared to previous years. Birrigai had visitors on site for 93% of available 'school days' with an average of 100 visitors per day. This compares to 2018 where Birrigai had visitors on site for 77% of available 'school days' with an average of 89 visitors per day, and 2017 where Birrigai had visitors on site for 81% of available 'school days' with an average of 88 visitors per day.
- Program development work has focused on creating new Indigenous programs. New programs developed include an Early Childhood Program on the concept of Songlines, as well as programs relating to Indigenous use of fire, shelter building, and Indigenous plant uses. These programs have been developed with local Aboriginal and Torres Strait Islander people, and take advantage of the CSIRO's Indigenous Science Inquire resources.
- Facility improvement works were undertaken to improve access roads, landscaping of grounds and garden beds and to implement recommendations from the 2018 Bushfire Operational Plan.

Asbestos Remediation

- Recurrent funding of \$617,000 was allocated over 2018-19 and 2019-20 to remediate two priority areas contaminated by fragments of bonded asbestos.
- Of the funding provided, \$300,000 was expended to seal a section of unsealed road behind the Hatcliffe Building and Learning Centre and landscaping of slopes to improve stability and mitigate erosion. Newly capped areas remain fenced until revegetation takes hold.

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- In 2019-20, remediation works are programmed to finalise stabilisation of banks adjacent to the cabins.

Background

- Birrigai is a residential outdoor education centre that is located in a natural environment next to the Tidbinbilla Nature Reserve and offers a range of programmed activities that cater for local, regional, interstate and international schools from preschool to Year 12.
- Birrigai is jointly managed by the Transport Canberra and City Services (TCCS) Directorate and Education Directorate.
- Birrigai staff has a total of 13.6 FTEs comprising 8 FTEs for TCCS employees and 5.6 FTEs for Teaching staff from the Education Directorate.
- Birrigai also opens its doors to a wide range of community and corporate groups for specialist teambuilding and leadership programs, including workshops, seminars and special events.
- Visitors at Birrigai engage in outdoor, environmental, science, and Australian and Indigenous history focused education programs that aim to support schools in the delivery of the Australian curriculum.

Asbestos Remediation

- During the major 2003 bushfires, Birrigai suffered destructive fire damage to several buildings. Some of these buildings were constructed from building materials containing bonded asbestos, similar to the that found in bathroom walls, vinyl floor tiles and roof eaves in many of Canberra's homes.
- The destroyed buildings were cleaned up after the fires and incomplete demolition processes left small amounts of asbestos containing material behind. Contaminated soil was also used as fill material in four locations within the site. Over time some small fragments of building rubble including small fragments of bonded asbestos have surfaced, most likely caused by erosion through rain, wind and drought.
- The concentration of asbestos is generally considered low and poses a negligible risk to site occupants. In-situ containment, e.g. capping and ground stabilisation with minimal removal was identified as the most effective remedial option.
- Birrigai has a current Asbestos Management Plan in place, which includes bi-annual inspections overseen by a qualified asbestos assessor, along with a visual inspection of

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the affected areas by trained staff following heavy rain events reduces the risk to site occupants.

Note: Birrigai Outdoor School operates on a cost recovery basis and has an annual deficit of approximately \$140,000 per annum.

Birrigai Priorities for 2019-20:

- **develop marketing strategy to increase community and corporate visitor numbers at Birrigai.**

Birrigai held a store at the Tidbinbilla Open Day to promote the programs on offer and to raise awareness of Birrigai as a function facility.

- **develop and implement new programs targeted at the indigenous cultural tourism market.**

Establish partnerships with local Aboriginal and Torres Strait Islander organisations and business to facilitate cultural tourism activities, e.g. Adam Ship indigenous cooking class.

- **Recruit to an Aboriginal and Torres Strait Islander identified position.**

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ANNUAL REPORT HEARING BRIEF

Portfolio/s: Territory and Business Services

ISSUE: 2018-19 Key Achievements – Capital Linen Service

Talking points:

- In 2018-19, Capital Linen Service (CLS) delivered over 6,860 tonnes of laundry to customers across the ACT and regional NSW. The result is almost 10% cent higher than the 2018-19 Accountability Indicator 2.5a target of 6,242 tonnes of laundry delivered and the highest annual sales volumes on record.
- The hotel sector grew by 10% in terms of linen volumes delivered and more than 9% in sales revenue.
- During the reporting period, CLS commenced servicing customers from regional NSW including Wagga Wagga and Goulburn.
- Quality management certification AS/NZ 9001:2015 was maintained during 2018-19, in line with Accountability Indicator '2.5b Retain Certification of Quality Management Standard AS/NZ 9001:2015'. The laundry is periodically audited on a six-monthly program and has maintained ISO certification for over seventeen years without a single major non-conformance raised.
- Capital Linen Service continued the upward trend in the annual Net Promotor Score (NPS). This year the NPS which measures customer satisfaction reached 66. The positive survey result reflects CLS as valuing customer satisfaction as a high priority. An organisation with a net promotor score over fifty (50) is considered excellent, whilst an organisation with a score over seventy (70) is considered world class.
- During the 2018-19 financial year, CLS delivered a rostering and time and attendance system which will assist in providing greater clarity around the management of workforce costs against customer demand.

Key Information

- In 2019-20, CLS will cease reporting against Accountability Indicator 2.5a Tonnes of Laundry Delivered. The Indicator does not measure performance of the service provided, only volumes delivered. CLS has changed the Indicator to 'Percentage of all Items Ordered Delivered in Full'. The change better reflects CLS' service delivery objectives and is aligned with customer expectation. Customer feedback from annual customer surveys ranks reliability as critical from a customer service delivery perspective. The new Indicator seeks to measure performance associated with reliability of service.

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- CLS made a small loss in 2018-19 of less than 1% of sales revenue. The operating result reflects a year of significant upfront purchase of linen associated with growth in the hotel sector.
- The Net Promoter Score calculation evaluates customer loyalty by subtracting the detractor score (customers who score CLS' customer service between 1 and 6) from the promotor score (customers who score CLS' customer service between 9 and 10).
- CLS undertook significant market research in regional NSW with a view to determine alternate and viable markets outside of the ACT. As part of this market research, CLS looked to identify any local providers who may be impacted by competition from CLS. The identification of small local providers resulted in CLS excluding particular regions for expansion and focused on areas where only large national providers had significant market share.

Background Information

- Capital Linen Service provides a managed linen service to a range of customers including public and private hospitals, health and aged care providers, hotels, restaurants, major tourist attractions, educational institutions and emergency services.
- CLS supplies around 200 products across four categories; accommodation; table linen; hospital and theatre linen categories; as well as processing customer owned goods.
- The hotel sector accounted for around 57% of all volumes of linen delivered during 2018-19 whilst Canberra Health Services, CLS' largest customer accounted for around 32% of all linen delivered during 2018-19.
- Due to fluctuating customer demand, CLS' workforce ranges from around 130 to 145 people.
- CLS has a diverse workforce with 7 out of 10 workers born overseas.

Cleared as complete and accurate:	07/11/2019	
Cleared by:	Deputy Director-General	Ext: 54105
Information Officer name:	Craig Jordan	
Contact Officer name:	Daniel Childs	Ext: 6213 3204
Lead Directorate:	Transport Canberra and City Services	



ANNUAL REPORT HEARING BRIEF

Portfolio/s: City Services

ISSUE: 2018-19 Key Achievements – Cemeteries

Talking points:

- Canberra Cemeteries performed 627 interments in 2018-19 consisting of 487 burials and 140 ashes interments.
- Woden Cemetery had 203 Burials and 104 Ashes interments; Gungahlin Cemetery had 278 burials and 32 ashes interments; and Hall Cemetery had six burials and four ashes interments.
- While interments were down on last year's 678 (record high), this represents the equal third busiest year on record.
- The level of service and maintenance provided to the community has remained at a high standard. This is evidenced by the 2018 Transport Canberra and City Services Directorate (annual) Community Survey, in which a satisfaction score of 98% was achieved.

Key achievements

- The Government has reviewed the Cemeteries and Crematoria Act 2003.
 - The review commenced with a comprehensive ten-week community engagement process from October to December 2018.
 - During the engagement process Government met with a diverse cross section of multicultural and religious communities in the ACT.
 - Through this process the Government identified that one in ten people who have a religious or cultural need in relation to burial or cremation do not have this need met.
 - The review is nearing completion with new laws anticipated soon.
- At last year's annual report hearings Ms Tara Cheyne MLA raised an issue of lost ashes at Canberra's private crematorium.
 - Subsequently more cases of potentially lost ashes were discovered;
 - The Government launched an independent audit to investigate these cases;
 - The audit has been completed and the final report and recommendations have been made publicly available;

Cleared as complete and accurate:	07/11/2019	
Cleared by : Craig Jordan	Executive Group Manager	Ext: 74279
Cleared by:	Deputy Director-General	Ext:
Information Officer name:		
Kara Dunn		
Contact Officer name: Kara Dunn		Ext:
Lead Directorate:	Transport Canberra and City Services	



ANNUAL REPORT HEARING BRIEF

- Through the audit one urn of missing ashes was recovered, but unfortunately not all missing ashes were recovered;
- The private crematorium is working with Government to implement the recommendations of the report; and
- The report and recommendations have informed the review of the Cemeteries and Crematoria Act 2003.

Priorities - 2019-20

- Progressing the development of the Southern Memorial Park project; and
- The establishment of a crematorium at Gungahlin Cemetery.

Key Information

- Natural Burials have been offered at Gungahlin Cemetery since December 2015. Since that time, 37 burials have taken place and a further 27 allotments have been reserved; and
- The percentage of families choosing burial or interment of ashes with Canberra Cemeteries was at 29 per cent. The long-term trends indicate a steady increase towards cremation.

Background Information

1. Performance Indicators (Non-Financial)

- The actual results were achieved close to the targets, with 100% resolution on client and stakeholder matters;
- The actual number of deaths was higher than estimated which impacted the results;
- The stakeholder satisfaction results were at 91% with only one funeral director suggesting some improvements; and
- The availability (in the next four years) of the denominational spaces is expected to decline mainly due to the capacity at Woden cemetery; this will be addressed by revisiting the Gungahlin Masterplan.

2018 engagement process – groups engaged

- During the 2018 public engagement process the Government consulted with:
 - the ACT Multicultural Advisory Council;
 - the Canberra Interfaith Forum;
 - the Chairperson of the Hindu Council of Australia;
 - members of the following communities:
 - Jain;
 - Sikh;

Cleared as complete and accurate:	07/11/2019	
Cleared by : Craig Jordan	Executive Group Manager	Ext: 74279
Cleared by:	Deputy Director-General	Ext:
Information Officer name:		
Kara Dunn		
Contact Officer name: Kara Dunn		Ext:
Lead Directorate:	Transport Canberra and City Services	



ANNUAL REPORT HEARING BRIEF

- Hindu;
 - Buddhist;
 - Jewish;
 - Islamic;
 - Sukyo Mahikari; and
 - Brahma Kumari.
- Consultation sessions were offered to Aboriginal and Torres Strait Islander Groups through the Elected Body including a session held at Boomanulla Oval.

Cleared as complete and accurate: 07/11/2019
Cleared by : Craig Jordan Executive Group Manager Ext: 74279
Cleared by: Deputy Director-General Ext:
Information Officer name:
Kara Dunn
Contact Officer name: Kara Dunn Ext:
Lead Directorate: Transport Canberra and City
Services

MINISTER STEEL

Transport Canberra

Question Time Briefs

26 – 28 November 2019

TRANSPORT	
1.	Transport Strategy
2.	Bus Fleet
3.	Flexible Transport Buses - Special Needs Transport
4.	Integrated Public Transport Network - Patronage for Buses and Light Rail
5.	Integrated Public Transport Network - School Services
6.	Integrated Public Transport Network - General Issues Identified
7.	New Bus Network - Bus Stop Removal
8.	'No Child Left Behind' Policy
9.	Bus Reliability on Weekends
10.	Ticketing Integration across Light Rail and Buses and Procurement of a New System
11.	Transport Canberra Enterprise Agreement
12.	Tuggeranong bus network changes
13.	Anketell Street – Bus Re-routing
14.	NXTBUS
15.	Light Rail Stage 3
16.	Fraser Terminus
17.	Driver Recruitment
18.	Electric Buses
19.	Woden Bus Depot



QUESTION TIME BRIEF

Portfolio/s: Transport

ISSUE: TRANSPORT STRATEGY

Talking Points

- The review of the Territory's Transport Strategy has been undertaken in close alignment with the reviews of the planning and climate change strategies, recognising the close links between these critical policy areas.
- The final ACT Transport Strategy will refresh and replace the 2012 Transport for Canberra and will define our vision for transport from 2020-2045.
- As part of the review, a discussion paper was released for public consultation during late 2018.
- The discussion paper proposed the utilisation of a 'Movement and Place' framework and provided potential strategic directions, possible actions, infrastructure, programs and services needed to meet Canberrans' needs and expectations towards 2045.

Outcomes of community consultation

- Consultation was undertaken from 18 December 2018 to 31 March 2019. Over 14 weeks, engagement occurred with the community through a variety of formats including an online YourSay Quick Poll and survey, formal submissions, community engagement workshops, a youth workshop, Community Council presentations and social media.
- The consultation resulted in over 350 responses and generated over 1,000 ideas for Government to consider.
- The community has already told us a lot about transport in Canberra, and what works and what doesn't. The consultation therefore focused on the key areas that were yet to be fully explored with the public; active travel; safety; inclusion and accessibility; and future transport.
- Key findings of the consultation reflect that Canberra's lifestyles are changing and that our transport network must support more varied trip needs including remaining open to future technologies and new ways of doing things.
- More generally, feedback indicated that the strategy needs to support the achievement of a more connected transport network and cater to people of all ages and abilities, providing more choices and options that are available on-demand and easy to access.
- There is also strong support from the community for a transport system that can accommodate our City's future needs through integrated transport and land use planning.
- A listening report on the consultation was published on YourSay on 30 April 2019. A final consultation report was published in August 2019.
- Community feedback will be considered in finalising the Strategy.

Cleared as complete and accurate:

12/11/2019

Cleared by:

Deputy Director-General

Contact Officer name:

John Bowdery

Ext: 54105

Lead Directorate:

Transport Canberra and City Services

Ext: 78467



QUESTION TIME BRIEF

Background

- The 2017–18 ACT Budget provided funding to undertake a review of both *Transport for Canberra* and the *ACT Planning Strategy 2012* to guide future transport planning, infrastructure and services. This work was to support the development of new policies to make Canberra future ready as the city grows.
- *Transport for Canberra* provided a good strategic basis to support planning and investment into Stage 1 and 2 of Light Rail, redesign of the ACT's bus network and continued active travel upgrades such as the Belconnen Bikeway and establishment of the Active Travel Office. It also informed road infrastructure investments including upgrades to the Majura Parkway and Constitution Avenue.
- However, since the release of *Transport for Canberra* in 2012, significant changes occurred, including a changing population, urban renewal, changing densities, an increasingly urgent need to respond to climate change and other environmental challenges, and emerging technology such as autonomous vehicles. This was the basis upon which funding was provided in 2017–18 to review the ACT's approach to transport with the development of a new strategy.
- Following a Machinery of Government changes, responsibility for the review of *Transport for Canberra* was transferred from Environment, Planning and Sustainable Development Directorate (EPSDD) to Transport Canberra and City Services (TCCS) Directorate on 1 July 2017.
- The ACT Government's discussion paper on the draft transport strategy, *Moving Canberra*, is available at: <https://www.yoursay.act.gov.au/moving-canberra>
- The feedback received during this process will be used to inform the final Strategy, which TCCS is currently working on.
- Based on the results of the consultation, it is evident that Canberrans want a future ready network that can accommodate for our City's future needs and integrated transport and land use planning.

Cleared as complete and accurate:

12/11/2019

Cleared by:

Deputy Director-General

Contact Officer name:

John Bowdery

Ext: 54105

Lead Directorate:

Transport Canberra and City Services

Ext: 78467

QUESTION TIME BRIEF**Portfolio:** Transport**ISSUE: BUS FLEET****Talking Points:**

- As of 1 November 2019 Transport Canberra has an in service fleet of 452 vehicles (this does not include flexible transport vehicles).
- The Government allocated \$43.8 million for 80 additional bus purchases in the 2017-18 Budget.
- This was to support the introduction of new rapid bus services for Network 19.
- The first 40 of these buses, 30 Rigid Scania Euro VI diesel buses and 10 Scania Euro VI diesel articulated buses were delivered in 2018.
- Due to space and maintenance constraints only 16 of these buses were added to the fleet. The remainder were used to replace ageing diesel buses.
- On 6 August 2019, 40 rigid Euro VI diesel buses were purchased and will be delivered between November 2019 and June 2020. This will complete the \$43.8m program for supply of 80 buses.
- On 12 April 2019 Transport Canberra advertised a Request for Expression of Interest (REOI) to supply the second round of 40 buses in the program. This was to be the first stage of a two stage procurement process that would test the market for fuel efficient diesel, low emission hybrid, and buses with zero emission technology. To avoid delays in replacing the current ageing fleet these buses have now been ordered via the Deed of Variation for 40 buses with Scania Australia.
- However, the REOI/RFP procurement process will be ongoing and is likely to be completed in 2020 and will now be used to purchase 50 diesel buses and potentially up to 34 electric buses, following the announcement of a further \$44.51m in the 2019-20 Budget to purchase 84 buses over the next four years. These will improve accessibility and passenger comfort, increase reliability and lower maintenance costs on the new public transport network.
- As a general rule, the oldest buses in the Transport Canberra fleet are retired first. Currently, these are the orange Renault PR100.2 buses.
- New buses entering the Transport Canberra fleet are capable of servicing all routes and services. They are not allocated to any particular routes or services.

Cleared as complete and accurate: 07/11/2019
Cleared by: Deputy Director-General Ext: 54105
Contact Officer name: Ian McGlinn Ext: 78000
Lead Directorate: Transport Canberra and City Services

QUESTION TIME BRIEF

Key Information:

- The age of the operational Transport Canberra bus fleet of 452 buses at 1 October 2019 is as follows:

Age	Models	Number in Fleet
0-5 yrs.	Scania K320UB, Scania K360UA	123
5-10 yrs.	Scania K360UA, MAN A69 18.320, Scania K320UB,	156
10-15 yrs.	MAN A69 18.310 CNG, Scania L94UB CNG.	60
15-20 yrs.	Irisbus Agoraline, Scania L94UB CNG.	39
20-25 yrs.	Renault PR100.3,	5
25-30 yrs.	Renault PR100.2, Renault PR100.3	69

- Currently 74 buses operating in the Transport Canberra fleet do not have climate control comprising:
 - 58 Renault PR100.2 - Average age 27 years; and
 - 16 Renault PR100.3 - Average age 25 years.
- Currently 74 buses operating in the Transport Canberra fleet are not wheelchair accessible comprising:
 - 58 Renault PR100.2 - Average age 27 years; and
 - 16 Renault PR100.3 - Average age 25 years.

Current Bus Fleet:

Transport Canberra Statistics (as at 1 October 2019)			When next 40 buses are in service*
	Number	Percentage	
Transport Canberra Operational Fleet	452		
DDA Accessible	378	83.63	92.48
Bike Racks	426	94.25	94.25
Climate Controlled	378	83.63	92.48

*Assuming Operational fleet remains at 452.

Cleared as complete and accurate: 07/11/2019
 Cleared by: Deputy Director-General Ext: 54105
 Contact Officer name: Ian McGlinn Ext: 78000
 Lead Directorate: Transport Canberra and City Services



QUESTION TIME BRIEF

Portfolio: Transport

ISSUE: FLEXIBLE TRANSPORT BUSES/SPECIAL NEEDS TRANSPORT

Talking Points:

- The Flexible Transport Office manages a suite of ACT Government specialised transport services including the operation of Special Needs School Transport (SNT), the Aboriginal and Torres Strait Islander Community Bus and the Flexible Bus Service.

Fleet:

- The SNT fleet comprises:
 - 18 x 21 seat wheel chair accessible minibuses; and
 - 1 x 12 seat wheel chair accessible minibus.
- The Aboriginal and Torres Strait Islander Community program comprises:
 - 2 x minibuses (one is wheel chair accessible).
- The Flexibus is operated utilising the SNT fleet available in the middle of the day.

Patronage:

- The SNT network provides transport to and from ACT public schools for 347 students with disabilities and 50 Introductory English Class students using 42 buses and 14 taxis each school day.
- The service delivers to 42 specialist and mainstream schools Canberra wide.
- Transport Canberra operates 12 routes in the network, Keirs Bus Service operates the remaining 30 routes.
- The Flexible Bus Service (using the Transport Canberra SNT fleet in the middle of the day) provides approximately 300 – 350 passenger movements per week.
- Eligible passengers for the Flexible Bus Service are broadly described as those who do not have access to private transport, as either a driver or passenger, and cannot use public transport. This includes:
 - older people who have mobility impairments;
 - people with a disability; and
 - Aboriginal and Torres Strait Islander people.
- The Aboriginal and Torres Strait Islander Community Bus service provides on average approximately 150 passenger movements per week. This figure includes trips provided by volunteers (provided by ATSIC) outside normal office hours.

Cleared as complete and accurate:	16/09/2019	
Cleared by:	Executive Director	Ext: 70058
Contact Officer name:	Fleur Flanery	Ext: 75486
Lead Directorate:	Transport Canberra and City Services	



QUESTION TIME BRIEF

Portfolio: Transport

ISSUE: INTEGRATED PUBLIC TRANSPORT NETWORK – PATRONAGE FOR BUSES AND LIGHT RAIL

- More Canberrans are getting out of their cars and using public transport.
- In the first quarter of 2019-20 (1 July to 30 September 2019), Transport Canberra recorded 6.4% more journeys on public transport than during the same period in 2018.
- This means that in just a three month period, there were more than 250,000 extra public transport journeys on buses and light rail.
- This includes large increases in the number of journeys made on both weekdays and weekends. In the first quarter of 2019-20, Transport Canberra recorded:
 - 5.1% more weekday journeys on public transport than during the same time in 2018; and
 - 19.8% more weekend public transport transport journeys than during the same time in 2018.

If asked...what about light rail patronage?

- Canberrans are using light rail in huge numbers.
- The business case for light rail from Gungahlin to Civic estimated that in 2021, there would be around 15,120 boardings on light rail services each weekday.
- On 15 July 2019, our city's light rail line carried its millionth passenger. I am pleased to advise that the service continues to be hugely popular with Canberrans, and that light rail has now reached a further milestone of carrying two million passengers in late September 2019.

Cleared as complete and accurate:	11/11/2019	
Cleared by:	Deputy Director-General	Ext: 54105
Information Officer name:	Patrick Fischer-Reid	
Lead Directorate:	Transport Canberra and City Services	



QUESTION TIME BRIEF

- Overall, around 20% of boardings on public transport are now on light rail.
- The Government looks forward to extending light rail to Woden, Belconnen, Canberra International Airport and Tuggeranong, so that even more Canberrans can use light rail to get around.

If asked...are school students travelling more

- More school students are using public transport in Canberra than before the introduction of the new public transport network.
- In the first quarter of 2019-20 (1 July to 30 September 2019), Transport Canberra recorded a 1.7% increase in the number of bus and light rail journeys made by school students compared to the same period in 2018.
- While some students are changing buses more, this has been offset by other students who are now able to make a direct trip.
- On school days during Term 2, 2019 about 74% of school students using public transport caught a single bus or light rail vehicle as part of their journey. In comparison, during the same period in 2018, this figure was 81%.
- Of those students who do transfer, almost all change between buses or light rail vehicles just once, with only 2.6% of school students journeys during Term 2 2019 involving two or more transfers.

If asked...is the extra patronage due to customers being forced to transfer?

- No. Canberrans are making more actual journeys on bus and light rail than they did in the old network.
- In the first quarter of 2019-20 (1 July to 30 September 2019), Transport Canberra recorded 6.4% more journeys on public transport than during the same period in 2018.

Cleared as complete and accurate:	11/11/2019	
Cleared by:	Deputy Director-General	Ext: 54105
Information Officer name:	Patrick Fischer-Reid	
Lead Directorate:	Transport Canberra and City Services	



QUESTION TIME BRIEF

- While some customers are changing buses more, this has been offset by other customers who are now able to make a direct trip.
- Around 72% of customers using public transport now catch a single bus or light rail vehicle as part of their journey. Prior to the commencement of the new network, this figure was around 77%.
- Of those customers who do transfer, almost all change between buses or light rail vehicles just once, with only around 3.3% of all journeys including two or more transfers.

Cleared as complete and accurate: 11/11/2019
Cleared by: Deputy Director-General Ext: 54105
Information Officer name: Patrick Fischer-Reid
Lead Directorate: Transport Canberra and City Services



LEGISLATIVE ASSEMBLY
FOR THE AUSTRALIAN CAPITAL TERRITORY

SELECT COMMITTEE ON ESTIMATES 2019-2020

Ms Candice Burch MLA (Chair), Ms Bec Cody MLA (Deputy Chair), Mrs Giulia Jones MLA,
Ms Caroline Le Couteur MLA, Mr Michael Petterson MLA

ANSWER TO QUESTION ON NOTICE

Miss C Burch: To ask the Minister for City Services

Ref: Transport and City Services, Budget Statement H

In relation to: Public Transport Boardings

Can you provide the Committee with a breakdown of the total number of passenger boardings by:

- a) Total passenger boardings on Light Rail since April 21st
- b) Total passenger boardings on the bus network since April 21st
- c) Average number of boardings per journey under old network
- d) Average number of boardings per journey under Network19

Mr Chris Steel MLA: The answer to the Member's question is as follows:-

- a) Between 21 April 2019 and 30 June 2019, there were 877,407 boardings recorded on Transport Canberra light rail services.
- b) Between 21 April 2019 and 30 June 2019, there were 3,579,088 boardings recorded on Transport Canberra bus services.
- c) Between 30 April 2018 to 1 July 2018, there was an average of 1.30 boardings per journey on Transport Canberra bus services.
- d) From the commencement of the new public transport network on 29 April 2019 to 30 June 2019, there was an average of 1.36 boardings per journey on Transport Canberra bus and light rail services.

Approved for circulation to the Select Committee on Estimates 2019-2020

Signature:

Date:

5/7/19

By the Minister for Transport and City Services, Chris Steel MLA

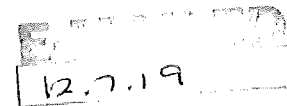


LEGISLATIVE ASSEMBLY
FOR THE AUSTRALIAN CAPITAL TERRITORY

SELECT COMMITTEE ON ESTIMATES 2019-2020

Ms Candice Burch MLA (Chair), Ms Bec Cody MLA (Deputy Chair), Mrs Giulia Jones MLA,
Ms Caroline Le Couteur MLA, Mr Michael Pettersson MLA

ANSWER TO QUESTION ON NOTICE



Ms Caroline Le Couteur MLA: To ask the Minister for Transport

Ref: Transport and City Services, Budget Statement H, p.17, Output Class 1: Transport Canberra

In relation to: Public transport services and patronage

1. How many public transport services are scheduled under Network 19 for each of the following:
 - a. Weekdays (standard/not school or public holidays)
 - b. Saturdays
 - c. Sundays?
2. How many bus services are scheduled under Network 19 for each of the following:
 - a. Weekdays (standard/not school or public holidays)
 - b. Saturdays
 - c. Sundays?
3. How many public transport services were scheduled for each of the following under the network that applied immediately prior to commencement of light rail:
 - a. Weekdays (standard/not school or public holidays)
 - b. Saturdays
 - c. Sundays?
4. For June 2019, what was the daily average number of public transport journeys, by originating district, for:
 - a. Weekdays, total of all passenger types
 - b. Saturdays, total of all passenger types
 - c. Sundays, total of all passenger types
 - d. Weekdays, concession passengers other than children and students
 - e. Saturdays, concession passengers other than children and students
 - f. Sundays, concession passengers other than children and students?
5. For June 2018, what was the daily average number of public transport journeys, by originating district, for:
 - a. Weekdays, total of all passenger types
 - b. Saturdays, total of all passenger types
 - c. Sundays, total of all passenger types
 - d. Weekdays, concession passengers other than children and students
 - e. Saturdays, concession passengers other than children and students
 - f. Sundays, concession passengers other than children and students?
6. What was the percentage of public transport journeys that included 2 or more transfers?
 - a. In June 2019
 - b. In June 2018?

Mr Chris Steel MLA: The answer to the Member's question is as follows:-

1. Public Transport services scheduled in the current public transport network (as at 11 July 2019) are:

- a) 4,345 on weekdays during ACT public school terms (on Fridays there are 4,356 services due to Light Rail running extending evening services).
- b) 2,232 on Saturdays.
- c) 1,776 on Sundays and public holidays.

2. Bus services scheduled in the current public transport network (as at 11 July 2019) are:

- a) 4,106 on weekdays during ACT public school terms.
- b) 2,074 on Saturdays.
- c) 1,647 on Sundays and public holidays.

3. Bus services scheduled in the public transport network during April 2019 (immediately prior to the commencement of light rail services) were:

- a) 3,662 on weekdays during ACT public school terms.
- b) 1,345 on Saturdays.
- c) 999 on Sundays and public holidays.

4 a to f) The table below sets out the daily average number of journeys by originating district in June 2019, for certain groups of passengers.

'District' is taken to have the same meaning as in s5 of the *Districts Act 2002*.

June 2019						
	Weekday, all passengers	Weekday, concession passengers other than children and students	Saturday, all passengers	Saturday, concession passengers other than children and students	Sunday, all passengers	Sunday, concession passengers other than children and students
Canberra Central	22,074	2,507	7,456	1,210	5,434	922
Woden Valley	5,153	880	1,348	398	1,031	322
Belconnen	10,228	1,575	3,484	702	2,597	552
Tuggeranong	5,308	792	1,077	343	849	285
Molonglo	371	35	103	24	77	19
Jerrabomberra	46	7	13	4	9	4
Gungahlin	7,522	932	3,015	514	2,154	408
Weston Creek	1,431	218	296	108	228	87
Majura	301	32	88	9	79	7
Unknown	284	56	105	27	78	27
TOTAL	52,717	7,033	16,985	3,339	12,535	2,633

Source: MyWay ticketing system, June 2019

There were no recorded journeys on regular Transport Canberra bus or light rail services that originated in the districts of Booth, Coree, Cotter River, Hall, Kowen, Mount Clear, Paddys River, Rendezvous Creek, Stromlo or Tennent in June 2019.

A small number of journeys were recorded but unable to be assigned to an originating district due to technical error. These journeys are listed as 'unknown'.

5 a to f) The table below sets out the daily average number of journeys by originating district in June 2018, for certain groups of passengers.

'District' is taken to have the same meaning as in s5 of the *Districts Act 2002*.

June 2018						
	Weekday, all passengers	Weekday, concession passengers other than children and students	Saturday, all passengers	Saturday, concession passengers other than children and students	Sunday, all passengers	Sunday, concession passengers other than children and students
Canberra Central	19,699	2,173	5,202	907	3,534	672
Woden Valley	5,425	879	1,315	381	937	284
Belconnen	10,398	1,540	3,224	620	2,321	479
Tuggeranong	5,584	776	1,001	316	749	242
Molonglo	288	39	59	19	44	16
Jerrabomberra	89	16	13	7	4	2
Gungahlin	5,944	642	1,593	259	1,159	209
Weston Creek	1,309	200	216	96	149	73
Majura	262	28	80	9	68	9
Unknown	279	56	64	17	49	12
TOTAL	49,276	6,349	12,768	2,632	9,013	1,997

Source: MyWay ticketing system, June 2018

There were no recorded journeys on regular Transport Canberra bus services that originated in the districts of Booth, Coree, Cotter River, Hall, Kowen, Mount Clear, Paddys River, Rendezvous Creek, Stromlo or Tennent in June 2018.

A small number of journeys were recorded but unable to be assigned to an originating district due to technical error. These journeys are listed as 'unknown'.

6 a and b) The percentage of public transport journeys made on Transport Canberra services using a MyWay card that included two or more transfers was 1.99% in June 2018 and 3.33% in June 2019.

These figures excludes journeys made by customers using tickets other than MyWay cards, as it is not possible to calculate the proportion of these journeys that included two or more transfers.

Approved for circulation to the Select Committee on Estimates 2019-2020

Signature:



Date:

11/7/19

By the Minister for Transport and City Services, Mr Chris Steel MLA



QUESTION TIME BRIEF

Portfolio: Transport

ISSUE: NEW BUS NETWORK – SCHOOL SERVICES

Talking Points:

- More school students are using public transport in Canberra than before the introduction of the new public transport network.
- In the first quarter of 2019-20 (1 July to 30 September 2019), Transport Canberra recorded a 1.7% increase in the number of bus and light rail journeys made by school students compared to the same period in 2018.
- While some students are changing buses more, this has been offset by other students who are now able to make a direct trip.
- On school days during Term 2, 2019 about 74% of school students using public transport caught a single bus or light rail vehicle as part of their journey. In comparison, during the same period in 2018, this figure was 81%.
- Of those students who do transfer, almost all change between buses or light rail vehicles just once, with only 2.6% of school students journeys during Term 2 2019 involving two or more transfers.

If asked...what changes have been made to services for schools since the new network started?

- Transport Canberra is closely monitoring the new network and making minor adjustments to services, where appropriate. In particular, I have asked Transport Canberra to focus on services used by school students.
- As anyone who has caught light rail would know, Canberrans are flocking to this new service, including many school students either living or attending schools along the corridor.
- To help make sure that everyone who wants to can use it, the ACT Government has temporarily increased the frequency of light rail services while it investigates a permanent solution by:

Cleared as complete and accurate:	08/11/2019	
Cleared by:	Deputy Director-General	Ext: 54105
Information Officer name:	Judith Sturman	
Contact Officer name:	Patrick Fischer-Reid	Ext: 76349
Lead Directorate:	Transport Canberra and City Services	



QUESTION TIME BRIEF

- authorising Canberra Metro to run an additional service to the City between 7.45am and 8.15am on weekdays; and
- two additional services on weekdays between 3.00pm and 4.00pm to assist with loadings northbound to Gungahlin , at the conclusion of the pm peak at 6.00pm extending a service to the Market place providing on average a 10 minute headway northbound from Alinga st until 6.30pm.
- There have been more than 100 adjustments to bus services made since the commencement of the new network, including:
 - increasing the capacity of particular routes by scheduling additional buses or larger buses to meet higher than expected demand from school students;
 - making minor timing changes to services to ensure that students can catch a connecting service or that buses arrive or depart schools at the best time for students; and
 - changing the platforms or bus stops used by buses to better manage how buses move through interchanges or pick up and drop off students near schools.
- Some of the specific changes Transport Canberra has made include:
 - adding an additional trip on school route 1010, leaving Burgmann Anglican School each afternoon to accommodate the higher than expected number of students using this service;
 - scheduling a larger bus on school route 1038 from St Francis Xavier College and St Matthew's Primary in the afternoon to accommodate the higher than expected number of students using this service; and
 - adjusting the departure time of a some Rapid 9 services leaving Dickson for Belconnen to make it easier for students from schools such as Daramalan College and Lyneham High to connect with other services.

Cleared as complete and accurate:	08/11/2019	
Cleared by:	Deputy Director-General	Ext: 54105
Information Officer name:	Judith Sturman	
Contact Officer name:	Patrick Fischer-Reid	Ext: 76349
Lead Directorate:	Transport Canberra and City Services	



QUESTION TIME BRIEF

If asked...how is Transport Canberra continuing to engage with schools?

- Transport Canberra is continuing to work with schools, the Education Directorate and parent groups to address specific concerns around services for students and make improvements.
- In particular, this has involved:
 - recruiting a dedicated School Liaison Manager; and
 - working closely with the School Transport Liaison Committee which includes representatives of schools and parent groups – to identify concerns and ways in which we can better communicate with schools, parents and students about future network changes.
- Transport Canberra has also received very positive feedback about many of the changes for school students from drivers, parents, schools and students relating to:
 - improvements to the information available to schools, parents and students through the publication of a bespoke school pack for each school showing all available Transport Canberra services; and
 - the deployment of customer service assistants in major interchanges to help students and other customers navigate the network.

If asked...what extra assistance is available for students using the new network?

- Transport Canberra staff are out in interchanges, helping customers understand the new services and get around.
- The ACT Government has deployed customer service assistants in major interchanges at Gungahlin, Woden, Belconnen, Tuggeranong and the City. Customer service assistants are on duty from 7am to 11am and 2pm to 6pm on weekdays in these interchanges.
- Customer service assistants can help students navigate interchanges or make connections. Customer service assistants are proactively approaching

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QUESTION TIME BRIEF

students who appear to need assistance, particularly younger students or those who may be using public routes or interchanges for the first time.

- Transport Officers have also been available to assist students, and are responsible for managing incidents involving students, such as if a bus breaks down and a replacement bus is called to take students to school.
- The ACT Government has also deployed school crossing supervisors across the city.
- The program commenced at 20 school crossings in February 2018, with another five school crossings added to the program at the beginning of the 2019 school year.
- In addition, six crossing supervisors have temporarily been deployed along the light rail corridor at key stops near schools, to support children as they commence using light rail.
- School crossing supervisors are deployed near light rail stops at Ipima Street, Dickson Interchange, Nullabor Avenue and Mapleton Avenue.
- The location and delivery timeframes for the supervisors will be reviewed over the first six months of light rail operation.

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LEGISLATIVE ASSEMBLY
FOR THE AUSTRALIAN CAPITAL TERRITORY

SELECT COMMITTEE ON ESTIMATES 2019-2020

Ms Candice Burch MLA (Chair), Ms Bec Cody MLA (Deputy Chair), Mrs Giulia Jones MLA,
Ms Caroline Le Couteur MLA, Mr Michael Pettersson MLA

**ANSWER TO QUESTION TAKEN ON NOTICE
DURING PUBLIC HEARINGS**

Asked by Miss C Burch on 21 June 2019: Mr Duncan Edghill took on notice the following question(s):

Ref: Hansard Transcript 21 June 2019 – Page 618.

In relation to: Number of times transport officers have had to transport children home.

MRS JONES: I think Candice wanted to go back to your question when you have finished.

THE CHAIR: Sorry, I just wanted to go back to school children quickly. Mr Edghill, did you say that if a child, for example, had stayed on a bus too long, missed their stop and needed to get home, a transport officer would drive them home, and then you would know about that incident? Can you take on notice for me the number of times transport officers have had to drive children home, the number of incidents like that there have been?

Mr Edghill: Yes. And I can say—I can take it on notice, but it is a very rare event. We bump our side-view mirrors a reasonable amount, but anything to do with school children is typically a really, really rare event, and something that gets escalated quite quickly.

Ms Fitzharris: And can I just say, you know, there were, I think, 240 dedicated school services in the previous network, and there are not 223.

Mr Edghill: 224.

Ms Fitzharris: 224. So—

MS LE COUTEUR: There is not a lot less.

Minister Fitzharris MLA: The answer to the Member's question is as follows:—

Since the commencement of the new bus network on 29 April 2019, field staff have transported students to their destination (school or home) 10 times. For the same period last year, field staff transported students to their destination (school or home) 5 times. This includes all individual cases where field staff have transported students (e.g. including student missed a bus), rather than only instances where a student has stayed on a bus too long and missed their stop. Such incidents are notified internally.

Approved for circulation to the Select Committee on Estimates 2019-2020

Signature:

Date: 28/6/19

Minister for Transport, Ms Meegan Fitzharris MLA



QUESTION TIME BRIEF

Portfolio: Transport

ISSUE: NEW BUS NETWORK – GENERAL ISSUES IDENTIFIED

Talking points:

- Overall, the new public transport network is performing well and more Canberrans are using the new services.
- Transport Canberra has been closely monitoring services and customer feedback since the new network commenced and has already made more than 100 minor adjustments to services to address certain issues.

Light rail changes

- To make sure everyone who wants to can use it, the ACT Government is increasing the frequency of light rail services by:
 - authorising Canberra Metro to run an additional service to the City between 7.45am and 8.15am on weekdays; and
 - two additional services on weekdays between 3.00pm and 4.00pm to assist with loadings northbound to Gungahlin, at the conclusion of the pm peak at 6.00pm extending a service to the Market place providing on average a 10 minute headway northbound from Alinga Street until 6.30pm.

Bus network changes

- Transport Canberra is closely monitoring patronage and loadings on a number of very busy services, including Rapid 5, Rapid 4 and Route 32.
- Transport Canberra has also responded to help customers understand the changes to services since the commencement of the new network. In particular:
 - Transport Canberra staff have been highly visible in the City Interchange, helping customers who may have been unaware that

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Lead Directorate:	Transport Canberra and City Services	



QUESTION TIME BRIEF

some services now depart from Alinga Street west of Northbourne Avenue, outside the Melbourne Building; and

- Transport Canberra has adjusted destination signs on some bus routes to make it clear to customers where services are terminating. For example, destination signs on southbound R4 services now clearly show whether a service is terminating at Woden or Tuggeranong.

Changes affecting school students

- In addition to higher frequency on light rail services, there have been more than 100 adjustments to bus services made since the commencement of the new network. These have included:
 - increasing the capacity of particular routes by scheduling additional buses or larger buses to meet higher than expected demand from school students;
 - making minor timing changes to services to ensure students can catch a connecting service or that buses arrive or depart schools at the best time for students; and
 - changing the platforms or bus stops used by buses to better manage how buses move through interchanges or pick up and drop off students near schools.
- Some of the specific changes Transport Canberra has made include:
 - adding an additional trip on school route 1010, leaving Burgmann Anglican School in the afternoon to accommodate the higher than expected number of students using this service;
 - scheduling a larger bus on school route 1038 from St Francis Xavier College and St Matthew's Primary in the afternoon to accommodate the higher than expected number of students using this service; and
 - adjusting the departure time of some of the Rapid 9 services leaving Dickson for Belconnen to make it easier for students from schools

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QUESTION TIME BRIEF

such as Daramalan College and Lyneham High to connect with other services.

- Transport Canberra is engaging with all schools and closely monitoring services used by students, and will continue to make adjustments to services, where appropriate.

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Lead Directorate: Transport Canberra and City Services



QUESTION TIME BRIEF

Portfolio: Transport

ISSUE: NEW BUS NETWORK – BUS STOP REMOVAL

Talking Points:

- As part of the introduction of the public transport network, Transport Canberra reviewed the location and use of bus stops across the city.
- The objective of this review was to ensure that the new network struck the right balance between having faster bus services and having bus stops close to where people live and work.
- This review resulted in:
 - new bus stops being opened;
 - bus stops moving;
 - the use of bus stops changing, particularly due to local or Rapid services now stopping at some bus stops which were previously served only by school services; and
 - bus stops being closed.
- Overall, prior to 29 April 2019, there were 3040 bus stops in use in Canberra.
- There are now 2434 bus stops in use in Canberra, a net reduction of 606 bus stops.
- This includes 202 'school services only' bus stops which were closed. In many cases, if students missed their bus at these stops, in the previous network, there was no other bus to catch until the next day.
- There are now just 59 bus stops that are only served by school services, most of which are located on school grounds.
- Almost all students catching public transport to school now use the same bus and light rail stops as other customers, meaning that if they miss their bus they can catch the following service to school.

Cleared as complete and accurate:	08/11/2019	
Cleared by:	Deputy Director-General	Ext: 54105
Contact Officer name:	Patrick Fischer-Reid	Ext: 76349
Lead Directorate:	Transport Canberra and City Services	



QUESTION TIME BRIEF

- As part of the new network, Transport Canberra:
 - opened 13 new light rail stops;
 - opened 59 new bus stops; and
 - reinstated 11 former bus stops that were not in use in the previous network.

Background:

- Prior to the new network commencing, there were 269 bus stops used for school services only.
- The number of bus stops used only by school services was reduced by 202, to 67 bus stops. These bus stops are mainly located on school grounds.
- A small number of other bus stops used exclusively by school services remain, for example in areas where no regular services operate (such as at the Narrabundah Long Stay Caravan Park and Mt Vernon Circuit in Gleneagles).
- Transport Canberra is developing a program to remove infrastructure (for example old shelters) at closed stops and reinstate at other stops identified across the network.

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Lead Directorate:	Transport Canberra and City Services	



QUESTION TIME BRIEF

Portfolio: Transport

ISSUE: 'NO CHILD LEFT BEHIND' POLICY

Talking Points:

- Transport Canberra makes the responsibility for the safety of school students their highest priority. Parents rely on Transport Canberra to deliver their children safely to and from school and home.
- In April 2016, Territory and Municipal Services endorsed the Safety Travel of Students and Minors internal policy.
- The content of this policy was formatted into a Transport Canberra policy document in 2017 that substantially identifies the same expectation regards to not leaving a school student or minor at a bus stop.
- Transport Canberra recognise that the policy was written at a time when there were dedicated school bus stops. Potentially this would mean that a student that missed the school bus would not be able to catch another bus, as no regular services would be scheduled to call at the stop.
- In the new bus network, Transport Canberra expect drivers to communicate to the control centre when a child is unable to board a bus, to either advise the student the time of the next bus, or in certain circumstances dispatch field staff to assist.
- The new bus network uses very few dedicated student bus stops, which reduces the risk of a child being left at a dedicated school bus stop alone.
- Transport Canberra is committed to improving its policies in line with best practice and will continually review policies to ensure school students and minors safety remains the highest priority, and is reviewing the policy at the schools liaison committee that meets once each school term.

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Cleared by:	Executive Director	Ext: 70058
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QUESTION TIME BRIEF

Portfolio: Transport

ISSUE: BUS RELIABILITY ON WEEKENDS

Talking Points:

- In the three months from 1 July to 30 September 2019, Transport Canberra delivered 87.3% of weekend bus services – well below the target of 99.5% of all bus services to be delivered.
- This level of reliability is not meeting the expectations of the Government or Canberrans. For this reason, the Government released the Transport Action Plan on 17 September 2019, which sets out 10 key actions to improve the reliability of weekend bus services across our city.
- Work has commenced on nine of the ten actions. Two actions are already complete with the introduction of an interim weekend bus timetable on 28 September 2019 and six standby drivers at each of Transport Canberra's depots to maintain service reliability on weekends.
- We have already seen significant improvements in weekend reliability in the first seven weekends of the interim timetable.
- I am advised that Transport Canberra has met its reliability target on five of the seven weekends since the interim timetable was introduced.
- I am pleased to say that Canberrans are continuing to use weekend bus services since the introduction of the interim timetable. Almost 230,000 journeys were recorded on buses and light rail over these seven weekends, approximately 32,000 more than the same period in 2018. This shows how important reliability is for encouraging Canberrans to use public transport.
- Transport Canberra is pressing on with other actions in the Transport Action Plan, particularly recruiting and training more drivers.
- I am advised that since the new integrated transport network commenced on 29 April 2019, 66 new drivers have been employed by Transport Canberra. In the same period, only 32 drivers retired, left Transport Canberra or moved to other positions meaning an overall increase of 34 drivers servicing the community. Another ten drivers commenced training on 8 November 2019 and should graduate on 6 December 2019.

Cleared as complete and accurate:	12/11/2019	
Cleared by:	Executive Director	Ext: 52639
Information Officer name:	Judith Sturman	
Contact Officer name:	Judith Sturman	
Lead Directorate:	Transport Canberra and City Services	



QUESTION TIME BRIEF

- Transport Canberra will continue to monitor the new timetable for reliability and as more drivers are available, make continual improvements to weekend services levels.
- The Government has committed to providing a regular quarterly update to the Legislative Assembly and the community. The first update was released on 24 October 2019, and I expect to be able to release the next update in January 2020.

Has patronage dropped on weekends since the introduction of the interim weekend timetable?

- Year-on-year patronage growth remains strong, with about 16% more journeys made on public transport over the first seven weekends of the interim timetable than during the same period in 2018.
- This shows how important reliability is for encouraging Canberrans to use public transport.

Can passengers receive information on which services are available?

- Information about services that are operating is being provided through the NXTBUS website and Access Canberra on 13 17 10. NXTBUS provides real time service information (within a 90 minute window) to assist people in planning their trip. Access Canberra operators also have this information.

How long will the interim weekend timetable be in place?

- Transport Canberra is working on as number of actions that will enable services to be increased when they can be delivered reliably. These actions include recruiting more drivers and an Action Plan that can be found on the Transport Canberra web site.

Will the 90 minute transfer time be changed?

- Customers travelling with a MyWay card will continue to be able to transfer between Transport Canberra services within 90 minutes of boarding.
- The Government's focus is on improving the reliability of weekend bus services and, over time, increasing the frequency of weekend bus services.

Cleared as complete and accurate:	12/11/2019	
Cleared by:	Executive Director	Ext: 52639
Information Officer name:	Judith Sturman	
Contact Officer name:	Judith Sturman	
Lead Directorate:	Transport Canberra and City Services	



QUESTION TIME BRIEF

- Customers who transfer between services but take longer than 90 minutes from when they first board may benefit from other features of the MyWay fare structure, including:
 - Off-peak fares at all times on weekends, with a single fare of \$2.55 for full fare customers, compared with \$3.22 at peak times;
 - A low daily cap of \$5.87 per day on weekends and public holidays for full fare customers, and just \$2.17 for students;
 - Free travel for seniors, pensioners and some concession customers on weekends; and
 - A monthly cap of 40 paid journeys.

Background

Reliability of Transport Canberra bus services – 28 September to 20 October 2019

Date	Weekend bus service reliability	Target weekend bus service reliability
28-29 September 2019	99.8%	99.5%
2-4 October 2019	97.3%	99.5%
12-13 October 2019	99.9%	99.5%
19-20 October 2019	99.8%	99.5%
26-27 October 2019	98.6%	99.5%
2-3 November 2019	99.8%	99.5%
9-10 November 2019	99.9%*	99.5%

* Weekend bus service reliability data for the weekend of 9-10 November 2019 is preliminary and subject to data validation.

Cleared as complete and accurate: 12/11/2019
 Cleared by: Executive Director Ext: 52639
 Information Officer name: Judith Sturman
 Contact Officer name: Judith Sturman
 Lead Directorate: Transport Canberra and City Services



QUESTION TIME BRIEF

Portfolio: Transport

ISSUE: TICKETING: INTEGRATION ACROSS LIGHT RAIL AND BUSES AND PROCUREMENT OF A NEW SYSTEM

Talking Points:

- Transport Canberra has installed a Ticket vending at the Canberra Airport to improve options for customers to purchase bus tickets and make it easier for visitors to use Transport Canberra transport options.
- Transport Canberra light rail is now fully integrated with the Transport Canberra bus fare structure and ticketing system. Integrated ticketing means that customers can transfer between light rail and buses under the same rules that apply to the Transport Canberra bus network.
- For customers who wish to purchase a single fare ticket – currently purchased directly from the bus driver – ticket vending machines (which accept both cash and cards), are available at every light rail stop and selected bus stations.
- Ticket vending machines are currently performing well at 99.95 percent reliability.
- Validators are in place to enable tap on/tap off of MyWay cards on the platforms of all light rail stops and have been well accepted by passengers in regards to the information provided on card information displayed.
- ACT Government is also undertaking a procurement process for a new ticketing system. New 'next generation' systems are starting to be adopted in public transport systems overseas and are being considered or trialled in other Australian States. A new ticketing system for the ACT would provide for the use of smartphones and debit and credit cards rather than a dedicated public transport smart card (i.e. MyWay card).

Key Information

- MyWay is the ticketing system for Transport Canberra buses. MyWay cards were introduced in 2011 to replace paper tickets.

Cleared as complete and accurate:	07/11/2019	
Cleared by:	Deputy Director-General	Ext: 54105
Contact Officer name:	Paul Skidmore	Ext: 77582
Lead Directorate:	Transport Canberra and City Services	



QUESTION TIME BRIEF

- MyWay uses the MiFare Classic smartcard platform, which is no longer supported for transit applications. The contract for the MyWay system runs to October 2020.
- The trend in public transport ticketing is away from stored value cards (such as the MyWay system in ACT, Opal in NSW, Myki in Melbourne) and towards new forms of payment, including contactless (credit and debit bank cards) and mobile phone payments.
- A study was undertaken, by specialist consulting firm NineSquared, to examine the options and recommended directions for 'next generation' ticketing systems for the ACT.
- Timing on the introduction of 'next generation' ticketing is subject to the outcomes of the procurement process underway. While some elements could be delivered relatively quickly (visible ticket on a mobile phone), the use of debit and credit cards, and wider mobile phone functionality (example; Apple Pay) may take time to implement.

Cleared as complete and accurate: 07/11/2019
Cleared by: Deputy Director-General Ext: 54105
Contact Officer name: Paul Skidmore Ext: 77582
Lead Directorate: Transport Canberra and City Services



QUESTION TIME BRIEF

Portfolio: Transport

ISSUE: TRANSPORT CANBERRA ENTERPRISE AGREEMENT

Talking Points:

- On 7 June 2019, the Fair Work Commission approved the *Transport Canberra Operations (ACTION) Enterprise Agreement 2018 – 2021* (the agreement).
- The agreement commenced from 14 June 2019, in accordance with the *Fair Work Act 2009*.
- In line with Government commitment, the first pay rise was effective from 5 October 2017. The salary increase was paid on 30 May 2019 and associated backpay was paid on 13 June 2019.
- On 27 June 2019, the first payday following commencement of the agreement, all new conditions and entitlements were paid to employees.
- There are a number of changes from the last agreement, including:
 - **Workshop allowances and reimbursements** – an industry allowance has been included within the annualisation of salary and annual indexation of the amount provided to reimburse for footwear purchases.
 - **Driver Delegates** – four full-time shifts have been allocated for driving and union-related duties by workplace delegates to reflect the critical role delegates play in representing the interests of our drivers and providing direct input to management; co-ordinating important network activities such as testing the timing of runs, reviewing proposed details and shifts and co-ordinating and interfacing with drivers through the shift pick.
 - **Driver Trainer/Assessors** – a Trainer/Assessor Allowance of \$4,250 per year for each permanent trainer assessor required to hold and who holds a current Certificate IV qualification for heavy vehicle assessment has been included to reflect the additional workplace competencies and licenses required of trainer/assessors.

Cleared as complete and accurate:	16/09/2019	
Cleared by:	Executive Director	Ext: 70058
Contact Officer name:	Damon Hall	Ext: 70058
Lead Directorate:	Transport Canberra and City Services	



QUESTION TIME BRIEF

- **Transport Officer Numbers** – an additional four full-time transport officer positions have been created and will be filled to reflect our commitment to promote full-time positions where possible and growing the bus service and delivering a reliable and efficient bus network to our customers.
- **Special Needs Transport Drivers and Attendants** – a new Contact Allowance of \$1.16 per hour for Special Needs Drivers and an increase of \$1 per hour to the existing Contact Allowance for Special Needs Attendants to an hourly rate of \$2.16 per hour in recognition of their evolving role and duties in delivering our expanded services and the important role played by our Special Needs drivers and attendants in working with some of the most vulnerable members of our community.
- Voting on the proposed *Transport Canberra Operations (ACTION) Enterprise Agreement 2018 – 2021* (the agreement) occurred between 10 – 24 April 2019.
- 94 percent of employees voted to approve the agreement.

Key Information

- The ACTION Enterprise Agreement 2013–2017 nominally expired on 30 June 2017. Under the terms of the core conditions applicable to all ACT Public Service employees, negotiations for a new agreement commenced in November 2016.
- The *Fair Work Act 2009* (the Act) requires bargaining to be conducted in good faith and within the parameters specified by the Act. The Act permits bargaining representation by employee unions, and interested employees.
- In accordance with the Act, the Access/Consideration Period commenced on 29 March 2019 for all staff covered by the agreement.
- Voting on the agreement was conducted by Elections ACT:
 - attendance ballots took place at relevant work locations on 10, 11 and 12 April 2019.
 - postal ballots for employees on leave were open from 10 to 24 April 2019.

Cleared as complete and accurate:	16/09/2019	
Cleared by:	Executive Director	Ext: 70058
Contact Officer name:	Damon Hall	Ext: 70058
Lead Directorate:	Transport Canberra and City Services	



QUESTION TIME BRIEF

- At the time of the vote 1,015 employees were covered by the agreement, with 702 employees casting a valid vote. Of these 94 percent (or 663) of employees voted to approve the agreement.
- Agreements must be approved by the Fair Work Commission, with lodgement and voting arrangements prescribed by the Act. This includes consultative and explanatory requirements, as well as assessment against the Better Off Overall Test (BOOT).
- The Transport Workers' Union (TWU) and Australian Manufacturing Workers' Union (AMWU) are the main unions with coverage of drivers and transport officers, Special Needs Transport, workshop and trade employees respectively.

Cleared as complete and accurate: 16/09/2019
Cleared by: Executive Director Ext: 70058
Contact Officer name: Damon Hall Ext: 70058
Lead Directorate: Transport Canberra and City Services



QUESTION TIME BRIEF

Portfolio: Transport

ISSUE: TUGGERANONG BUS NETWORK CHANGES

Talking Points:

- More Canberrans are getting out of their cars and using public transport.
- In the first 10 weeks of the new public transport network, there were over 8.4 million boardings recorded on bus and light rail services in Canberra, and over 6.2 million journeys.
- Journeys on public transport are more than 7.5 percent higher over the first 10 weeks of the new network than over the same period in 2018.
- However, we know that in some districts, there have been modest falls in the number of customers using public transport on weekdays following the introduction of the new network.
- This is normal following such a large scale change in the public transport – customers for whom the services are no longer suitable find other options quickly, while it takes time to attract new customers who may not be aware of the services now available to them.
- The ACT Government is committed to providing a public transport network that works for all Canberrans, and I have asked Transport Canberra to consider options to address concerns and issues with the new network.
- In particular, I have asked Transport Canberra to focus on areas of Tuggeranong, Woden Valley and Belconnen where fewer customers are using public transport.

If asked...about services for residents of Michie St, Wanniassa?

- In the new public transport network, customers living on Michie Street, Wanniassa have access to simpler, more frequent and more direct bus services.

Cleared as complete and accurate:	16/09/2019	
Cleared by:	Executive Director	
Contact Officer name:	Judith Sturman	Ext: 52639
Lead Directorate:	Transport Canberra and City Services	



QUESTION TIME BRIEF

- Residents of Michie Street are served by Rapid 5, which stops frequently on Langdon Avenue. All addresses on Michie Street are within a 600 meter walk to the closest bus stop on Langdon Avenue, with Rapid 5 services to the City, Woden and Erindale, and some residents are as close as 220 meters.
- In the previous network, Michie Street was served by route 61 on weekdays, route 161 in the peak direction on weekdays and by route 964 on weekends.
- Compared with routes 61, 161 and 964, Rapid 5 offers residents of Michie Street a better service that:
 - **Runs more often**, with a bus every:
 - 10 minutes in the weekday peak, compared to every 30 minutes;
 - 15 minutes during the day on weekdays, compared to every 60 minutes; and
 - 30 minutes on weekends, compared to every 60 minutes;
 - **Is simpler and easier to understand**, with just the one route number and route instead of three every day of the week;
 - **Starts earlier and finishes later every day of the week**, giving residents more options for residents to use public transport; and
 - **Doesn't require residents to change buses to get to the City or Barton**, as every Rapid 5 service goes to the City. In comparison, just three route 161 services from Tuggeranong in the morning and three from the City in the afternoon on weekdays ran from the City to Waniassa, with no direct city services during the day or on weekends.
- The ACT government also provides a number of options for people with mobility impairments including a flexible bus service, community transport providers and a taxi voucher scheme.

Cleared as complete and accurate:	16/09/2019	
Cleared by:	Executive Director	
Contact Officer name:	Judith Sturman	Ext: 52639
Lead Directorate:	Transport Canberra and City Services	



QUESTION TIME BRIEF

Background

The following information was provided in response to QON 2618. Percentage change in journeys on Transport Canberra services, by originating district – June 2018 to June 2019.

	Weekday	Weekend	Whole week
Canberra Central	12%	48%	15%
Woden Valley	-5%	6%	-4%
Belconnen	-2%	10%	-1%
Tuggeranong	-5%	10%	-4%
Molonglo	29%	73%	32%
Jerrabomberra	-48%	33%	-46%
Gungahlin	27%	88%	32%
Weston Creek	9%	43%	11%
Majura	15%	13%	15%
Unknown	2%	61%	6%
TOTAL	7%	36%	9%

Cleared as complete and accurate: 16/09/2019
 Cleared by: Executive Director
 Contact Officer name: Judith Sturman Ext: 52639
 Lead Directorate: Transport Canberra and City Services

QUESTION TIME BRIEF

Portfolio/s: City Services

ISSUE: ANKETELL STREET

Talking Points:

- Buses were temporarily diverted via Cowlshaw Street in Greenway, while works have been delivered to upgrade the Anketell Street area between Reed Street north and Cowlshaw Street.
- Buses were able to move safely through this alternative area as the movements were controlled under an approved Temporary Traffic Management Plan (TTMP).
- Buses have now returned to Anketell Street as of the 6 August 2019, following the completion of the upgrade works. The works included:
 - a raised pedestrian zone and low speed traffic environment;
 - off-road cycle lane;
 - improvements to paved areas;
 - tree replacement with 27 additional trees;
 - wider pavement for outdoor dining;
 - improved lighting; and
 - more furniture along the street.
- TCCS is investigating capital upgrades that would be required for buses to safely move along Cowlshaw Street on a permanent basis.

Background

- The Tuggeranong Master Plan 2012 completed by EPSDD identified a number of priorities for improvements in the Tuggeranong Town Centre. The ACT Government continues to deliver Town Centre Improvements and Active Travel Works initiatives in the Tuggeranong Town Centre in line with the Master Plan.
- Anketell Street improvements have been funded over two stages. The preliminary plan for the upgrade between Pitman Street and Reed Street North was funded in 2015-16; this included detailed design and construction of Stage 1 of the upgrade, the entry area to the Town Square that links Anketell Street to Lake Tuggeranong foreshore. In 2017-18 funds were allocated over two financial years to complete detailed design and construct Stage 2 works to complete the Anketell Street upgrade.

Cleared as complete and accurate:	11/10/2019	
Cleared by:	Deputy Director-General	Ext: 75819
Contact Officer name:	Jeremy Smith	Ext: 72738
Lead Directorate:	Transport Canberra and City Services	



QUESTION TIME BRIEF

- Stage 1 Anketell Street works were completed in 2017, improving the entry to the Town Square from Anketell Street.
- Stage 2 Anketell Street works were completed in July 2019; this in the detailed design and construction of all other improvements along Anketell Street between Pitman and Reed Street north.

Project Scope

- The key objective of the Anketell Street improvements was to:
 - create an inviting pedestrian friendly destination, promoting walking and cycling in and around this central part of the town centre;
 - Improve active travel connectivity in, through and around one of Canberra's major centres by integrating the existing active travel network with key activity nodes and destinations;
 - Encourage active lifestyles in one of Canberra's major centres through the provision of inviting, appropriate and safe active travel infrastructure for a broad cross section of the community; and
 - Complement the ACT Government's aspirations of urban renewal and revitalisation of Canberra's major centres through investment in high quality public spaces and places.

Funding

- 2015-16 Budget allocated \$0.53 million
 - preparation of preliminary plans for the full Anketell Street upgrade; and
 - final design and construction of Stage 1 of the upgrade.
- 2017-18 Budget allocated \$3.0 million
 - final design and construction of Stage 2; and
 - preparation of a feasibility study and concept plan to improve the Town Square and the laneway.

Consultation - Stage 1

- Two rounds of public consultation via the TCCS Yoursay website were completed in 2016 for the design of Stage 1.
- In early 2016, consultation and workshops were held with targeted public stakeholders before completion of the detailed design. Stakeholders included Tuggeranong Community Council, Pedal Power and other relevant community, leaseholder and trader representatives.

Cleared as complete and accurate:	11/10/2019	
Cleared by:	Deputy Director-General	Ext: 75819
Contact Officer name:	Jeremy Smith	Ext: 72738
Lead Directorate:	Transport Canberra and City Services	



QUESTION TIME BRIEF

Consultation - Stage 2

- In 2017, 4,200 residential, community and commercial premises were letterbox dropped and advised of three drop in sessions being held on Anketell Street as part of consultation on the design of the Stage 2 works.
- Southpoint and other businesses on Anketell Street were kept informed on progress of works from April 2018 and in the six months leading up to the commencement of construction in January 2019.
- Email correspondence, face to face and telephone discussions with businesses on Anketell Street in relation to the construction program and outdoor café leasing arrangements also occurred during the six-months leading up to the commencement of construction.
- TCCS Project Managers and Contractors have maintained extensive communication with traders during the construction phase.

Cleared as complete and accurate: 11/10/2019
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2019

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

**Response to Legislative Assembly Resolution “Tuggeranong –
Anketell Street – Re-routing of Buses”**

Tabling Statement

**Mr Chris Steel MLA
Minister for Transport**

Madam Speaker, I am pleased to be able to report back to the Legislative Assembly on the Government's progress on improvements to the Tuggeranong Town Centre.

As members will be aware, the ACT Government is continuing to invest in our town centres, including the Tuggeranong Town Centre. The Government has delivered several improvements as part of Stage 2 of upgrades to Anketell Street, including:

- a raised pedestrian zone and low speed traffic environment;
- an off-road cycle lane;
- improvements to the paved areas;
- tree replacement with 27 additional trees planted;
- wider pavement for outdoor dining;
- improved lighting; and
- more furniture along the street.

This built on the success of improvements delivered in late 2017 as part of Stage 1 of the project to improve the Anketell Street courtyard opposite South.Point shopping centre. These works removed the clutter and opened the space with a new open paved area, street furniture, a feature light and more suitable tree species.

Madam Speaker, since my last update to the Assembly in August the Government has made real progress in considering future capital works that would be required for buses to safely use Cowlshaw Street as an alternative to Anketell Street on an ongoing basis.

Transport Canberra and City Services has commenced design work for upgrades to Cowlshaw Street, which will be undertaken in two stages.

The first stage, which is underway now, will include identifying the requirements for buses to use Cowlshaw Street, particularly turning circles for the different kinds of buses in Transport Canberra's fleet. This stage will also include a survey of utilities in the area that may be affected by construction, consideration of how any works will align with on-road cycling improvements in the town centre.

Madam Speaker, based on this preliminary work, the second stage will include the design of specific infrastructure upgrades, in consultation with Tuggeranong residents, local businesses, bus drivers, the Transport Workers' Union, the Tuggeranong Community Council and other key stakeholders. This will include matters such as any required changes to intersections, the location of bus stops and other issues that are of interest to the community.

Madam Speaker, this further consultation with the Tuggeranong community will build on this Government's track record of working closely with businesses and residents. This Government worked closely with businesses and residents to develop and deliver improvements for the Tuggeranong Town Centre. This has included:

- two rounds of public consultation via the TCCS Yoursay website in 2016 for Stage 1 of the upgrades;
- consultation and workshops held with targeted public stakeholders in early 2016, prior to the completion of detail designs. These stakeholders included the Tuggeranong Community Council, Pedal Power and other relevant community, leaseholder and business representatives;
- a letterbox drop in 2017 of 4,200 residential, community and commercial premises, as well as three drop in sessions to inform the design of Stage 2 works; and

- direct engagement with South.Point and other businesses on Anketell Street on the progress of works from April 2018 and in the six months leading up to the commencement of construction in January 2019, particularly those with outdoor dining.

As I noted in August, it is important that the Government understands and delivers any necessary capital works prior to a change being made to bus services. The Government is working through these issues methodically, to get the best outcome for Tuggeranong.

I look forward to being able to provide a further update to members on this matter next year.



Speaker

Mr Chris Steel MLA
 Minister for Transport
 Legislative Assembly for the ACT
 CANBERRA ACT 2601

Dear Minister

TUGGERANONG—ANKETELL STREET—RE-ROUTING OF BUSES

At its meeting on Wednesday, 14 August 2019, the Assembly passed the following resolution:

“That this Assembly:

- (1) notes:
 - (a) that construction on upgrades to the public realm along Anketell Street have recently concluded;
 - (b) the ACT Government’s upgrades to Anketell Street have improved Tuggeranong’s main street through a raised pedestrian zone, a low speed traffic environment, an off-road cycle lane, improvements to paved areas, tree replacements with 27 additional trees along the street, wider pavements for outdoor dining, improved lighting, and additional street furniture;
 - (c) that there are a number of cafes and restaurants with indoor and outdoor seating areas along Anketell Street;
 - (d) the previous petition from Tuggeranong Community Council regarding the removal of buses along Anketell Street;
 - (e) buses have returned to Anketell Street in the short term; and
 - (f) the Minister for Transport and City Services wrote to business owners on Anketell Street on 9 August, noting that the Government was genuinely considering the option of removing buses on Anketell Street in consultation with bus drivers, including investigating what capital upgrades may be required for buses to safely move along Cowlshaw Street;

- (2) calls on the ACT Government to:
- (a) ensure Transport Canberra continues to engage with members of the Tuggeranong community on the future of buses along Anketell Street;
 - (b) work with businesses along Anketell Street to ensure the benefits of the upgrades to Anketell Street are fully realised;
 - (c) consult with bus drivers on any future plans to remove buses from Anketell Street;
 - (d) continue to investigate what capital upgrades may be required for buses to safely move along Cowlshaw Street as an alternative route on a permanent basis; and
 - (e) report back to the Assembly by the last sitting day of 2019.”

Yours faithfully



Joy Burch MLA
Speaker

29 August 2019

QUESTION TIME BRIEF

Portfolio/s: Transport

ISSUE: NXTBUS

Talking Points:

General – what is NXTBUS?

- NXTBUS is a real time passenger information system (RTPI) for Canberra buses that monitors the location of a bus so you can find out when the next bus departs, wherever you are.
- It has been operational since September 2015.
- NXTBUS looks 90 minutes ahead, with real time information updated every 30 minutes.
- NXTBUS is available at www.nxtbus.act.gov.au and accessible by computer, tablet or smartphone.
- NXTBUS data also provides input to the 22 passenger information displays (PIDS) at major bus interchanges.
- The NXTBUS data feed is also used by third party application providers including NextThere, for example.

Current service limitations with NXTBUS

- NXTBUS operates within some constraints, although improvements to the system are being continually reviewed.
- At the time of purchase the NXTBUS technology was considered 'leading edge', however since then, other systems have been developed that are more reliable. The next ticketing system to be procured by Transport Canberra is scoped to provide a superior real time product.
- The current constraints in the system from a customer perspective relate to occurrences where the information provided on the NXTBUS website may not accurately reflect the movement of a bus.
- This results in buses not showing on the system when in fact they are in service.
- This does not effect the majority of services and only occurs in certain circumstances such as:
 - when a bus does not travel on the designated route such as when there is a road work diversion; and
 - when a bus mechanical breakdown or incident prevents the bus from continuing, the bus is logged off the system.
- Transport Canberra is moving to a next generation ticketing system which will replace NXTBUS with an improved, modern, real-time system.

Cleared as complete and accurate: 16/09/2019
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Lead Directorate: Transport Canberra and City
Services

QUESTION TIME BRIEF

Portfolio/s: Transport

ISSUE: Light Rail Stage 3

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.
- The Network is centred around a north-south spine connecting Gungahlin and Woden, and an east-west link connecting Belconnen to the Canberra Airport, and complements the city's broader planning, climate and transport objectives in driving a more compact and inclusive urban form.
- Light rail will underpin our modern public transport system as it connects major population areas, employment centre, social and cultural hubs across Canberra.
- As with many transport infrastructure projects, however, 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.
- The light rail master plan aims to deliver a new stage of light rail roughly every five years.
- The program to deliver future stages of the city-wide network is also subject to change in response to strategic transport opportunities, the impacts of Commonwealth planning approval processes and the ACT's fiscal capacity.

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Cleared by:	Deputy Director-General	Ext:
Contact Officer name:		Ext:
Lead Directorate:	Transport Canberra and City Services	



QUESTION TIME BRIEF

- Our immediate priority for the public transport network is to continue to build patronage through reliable and accessible public transport, particularly on our rapid 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 our 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.
- Daily patronage on our light rail is already exceeding our 2021 business case forecasts and we have seen a 7.5% increase in the number of journeys across our network compared to the 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.
- Connecting light rail to Woden is occurring in two stages - City to Commonwealth Park (Stage 2A) and Commonwealth Park to Woden (Stage 2B).
- With the business case for Stage 2A endorsed, work has commenced on extending light rail to Commonwealth Park. This 1.7km extension, due to commence operations in 2024, will see three new stops added to the network and will help move an extra 3,000 passengers daily within the first year of operations.
- Stage 2 of light rail to Woden is expected to be operational around the mid-2020s.
- 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, with a following stage connecting the city to Canberra Airport.
- 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.

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Lead Directorate:	Transport Canberra and City Services	



QUESTION TIME BRIEF

- 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 onwards to the Airport via the Russell defence precinct.
- The ACT Infrastructure Plan identified the Woden Town Centre to Tuggeranong Town Centre corridor as Stage 4 of the network.
- This stage will provide a viable alternative to private car travel, reduce congestion from Tuggeranong to Woden and the CBD, and lead to urban renewal along the corridor – providing enduring support for local businesses, better transport options for Tuggeranong residents, and an economic boost for group centres in Mawson, Wanniassa and Kambah.

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Cleared by: Deputy Director-General Ext:
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QUESTION TIME BRIEF

Portfolio/s: Transport

ISSUE: FRASER TERMINUS

Talking points:

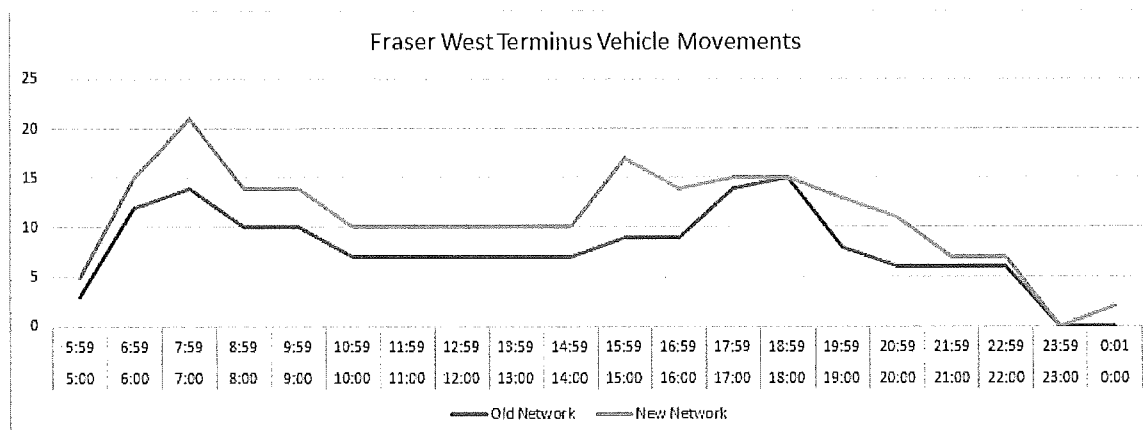
- The ACT Government is committed to providing a public transport network that works for all Canberrans, and I have asked Transport Canberra to follow up with residents who have raised concerns about the Fraser West terminus.
- There has been an increase in the number of buses using the Fraser West Terminus and I understand that this is causing some disruption for local residents.
- Transport Canberra has advised that driver information is being made available at the site which gives drivers clear direction on where to park and how long a bus can idle before the engine should be turned off.
- This will assist to alleviate concerns about noise pollution and buses parking in the wrong spot.
- The Fraser West Terminus is an important site for the network and Transport Canberra is reviewing operations at the site including undertaking a noise assessment.

Key Information

- In network 19 there has been a 40% increase (+63 per day) in the number of buses using the Fraser West Terminus.
- The largest increases are during the AM peak period (7-8am) where there are an extra seven vehicles on site and the PM school peak (3-4pm) where there are an extra eight vehicles (the old and new network are graphed below).

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QUESTION TIME BRIEF



- These buses are mostly spread across the day apart from those two concentrated peak times (AM Peak being the busiest).
- Buses are now running to the terminus later including just after midnight and more buses are starting earlier.

Background Information

- Since the introduction of Network 19, there are four separate complaints made from residents in relation to the Fraser West Terminus. Concerns raised from residents relate to the number of buses in the area, noise relating to buses idling and pollution.
- Transport Canberra representatives have been working with residents to mitigate their concerns while longer-term solutions are worked through.
- The site is crucial to the network. There may be a need to remove some services to reduce bus noise in the area. This could potentially be a part of the Network 2020 update.
- Shortening services may place additional pressure on the Kippax Terminus. Therefore, any changes to services would need to be carefully considered to ensure the issue is not re-created elsewhere within the network.
- Longer term Transport Canberra recommends a full review of all bus terminus facilities:
 - There are already pressures on facilities in Watson and Gungahlin from development and this same issue will continue to present itself.
 - A strategic master plan for these facilities would help identify locations and funding required to make the changes.

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QUESTION TIME BRIEF

Portfolio: Transport

ISSUE: Driver Recruitment

Talking Points:

- Transport Canberra has embarked on a comprehensive six stage recruitment process to engage more bus drivers.
- This recruitment process includes a written application, functional assessment, literacy and numeracy testing, psychometric testing, interview, police check and medical assessments.
- The final stage involves a license upgrade or pre-drive assessment for applicants holding the appropriate license.
- Following successful completion of the process, an applicant is empanelled into a four week Bus Driver Training course.
- The bus driver recruitment process that recently ran attracted 459 applications.

If asked how long is the recruitment process taking to produce qualified commuter bus drivers?

- The process to recruit has varied between four weeks (best case) and eleven weeks (slowest case) between an applicant submitting their application to Jobs ACT before they have been confirmed to undertake Bus Driver Training. Often this delay relates to receipt of documentation required to progress through the process.

How many applications are in process?

- There are presently 395 active applicants in the recruitment process.

Has Transport Canberra increased recruitment speed and effectiveness?

- The recent recruitment process has incorporated several modifications to increase speed and improve the outcomes of the process. These have included:
 - changing the order of applicant assessment elements to eliminate unsuitable applicants as quickly as possible;
 - weekend testing and assessment to reduce interruption to operations and accommodate applicants who would have encountered difficulty participating in assessments during normal working hours;
 - revising the medical examination process that has reduced this process by as much as 50% for applicants that require no additional examination;
 - increasing interactions with applicants to assist them move through the process quicker;
 - engaging selection panel support services which has reduced the delays in process; and

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- commencing the use of an online referee reporting system which has reduce the turn around on checks to as little as 12 hours, with the average reduced to approximately three days.

How much has the workforce grown?

- Since the introduction of the new network, 67 candidates have completed the Bus Operator in Training course successfully.
- During this same period there has been an attrition rate of 24 drivers.
- The cohort of drivers is often used as a recruiting ground to fill associated roles such as Transport Officers, Trainer/Assessors, depot staff and to fill management, support and policy roles within Transport Canberra Operations. Since the introduction of the new network this has further reduced the pool of drivers by nine.
- The result of the efforts to recruit and train drivers since the introduction of the new network has delivered a net increase of 35 drivers.

What further recruitment of drivers is planned?

- On 26 October 2019 Transport Canberra held a 'Come and Try Day'. The participants were very positive about their experiences and there were many questions about how to apply for a Bus Operator role with Transport Canberra. In total 106 participants drove a bus on the day, which is an increase over the similar event last year.
- This year the trainer assessors administered a modified version of our Functionality Assessment, which is one of the initial assessments in the recruitment process. Of the 106 participants 98 were assessed as capable of being trained as drivers and will be contacted in the coming weeks to encourage them to apply for jobs if their interest has been peaked by the experience of the day. Should they apply they will be fast tracked as they will have already passed the functionality assessment element of the recruitment process.
- Coinciding with the 'Come and Try Day' a new recruiting campaign commenced on Monday 28 October 2019. This campaign will run for 12 months. Applications will be provided fortnightly for processing, which should generate an ongoing flow of applicants to fill roles as they become available.
- Transport Canberra Operations HR is also currently investigating new lateral recruitment opportunities, including:
 - participation in the Australian Defence Force (ADF) Transition Employment Expo, this month, to encourage servicemen with heavy vehicle and diesel mechanic experience to consider Transport Canberra;
 - an initial approach to emergency services to feed into their transition from work programs similar to the planned activity with the ADF;

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QUESTION TIME BRIEF

- the Launch into Work Program which assists people who have been out of work for a considerable time (particularly women who may have had caring responsibilities) to transition back into work; and
- tailoring a program to assist participants to pre skill to meet Transport Canberra's needs.

What recruitment action was taken in preparation for Network 19

- Recruitment of bus drivers was ramped up in preparation for the introduction of Network 19. This activity recruited an additional 61 drivers.
- These figures do not include the impact of concurrent attrition.

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QUESTION TIME BRIEF

Portfolio: Transport

ISSUE: ELECTRIC BUSES

Talking Points:

- The Government has committed to a fully zero emission bus fleet by 2040.
- An operational trial of two electric buses and one hybrid diesel/electric bus in the Transport Canberra fleet was completed in October 2018. The final Trial Report was presented to Transport Canberra in February 2019 and is now available on the Open Access website.
- The trial and subsequent research and market testing has shown that electric buses are a viable alternative to diesel buses.
- A number of factors have been identified including infrastructure, power supply and design of depots that will require further investigation.
- Transport Canberra is undertaking a number of tasks to better understand these requirements and the additional costs that may be associated with them.
- Early in 2020 Transport Canberra will be working to develop the Zero Emissions Transition plan for buses and this work will include all the financial, economic and infrastructure modelling that will be required to inform the Government in transitioning to zero emissions.
- Until then Transport Canberra has committed to undertaking additional evaluations of electric buses beginning with the lease of a Yutong electric bus from December 2019.

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QUESTION TIME BRIEF

Portfolio: Transport

ISSUE: WODEN BUS DEPOT

Talking Points:

- The Government committed funding of \$25.75m in 2017-18 to construct a third bus depot in Woden.
- During the detailed design phase of the project, Transport Canberra (TC) identified that the initial funding provided would not be sufficient to complete the depot and deliver the project objectives.
- Since the original Business Case was developed, expected costs were further reviewed and revised.
- A budget bid for an additional \$17.241m was put to Budget Cabinet for consideration during the 2019 mid-year budget review.
- On 6 November 2019 Budget Cabinet approved the additional funding package.
- Work on this project had continued within the existing funding envelope while the mid-year review case was developed.
- Construction work on the new bus depot began early in 2019 with an early works package to relocate underground services. These works will be complete by mid-November 2019.
- Demolition of existing buildings, decontamination of the site and detailed design of the new depot is now complete.
- It is intended that designs for Development Application (DA) will be completed by December 2019 in consultation with all stakeholders.
- Once the DA has been approved, construction will begin.
- It is expected that the depot will be fully completed by Quarter 3 2021, and commissioned and operational in Quarter 4 2021.

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Lead Directorate: Transport Canberra and City Services

MINISTER STEEL

City Services

Question Time Briefs

26 – 28 November 2019

Roads / Active Travel	
1.	Road duplications and upgrades
2.	Intersection upgrades
3.	Road maintenance (including road resurfacing program)
4.	Footpath prioritisation and upgrades
5.	Well Station Drive / Flemington Road Shared Path – Temporary Measures
6.	Traffic calming measures
7.	IA Report on Road Congestion
8.	Black Spot Funding from the Commonwealth
City Services	
9.	Dog Attacks and DAS Seizure Powers
10.	Canberra Dog Model
11.	Litter Act Amendments
12.	Street trees – Including Information Urban Strategy
13.	Revitalising Town Centres/Shopping centre prioritisations and Upgrades
14.	Mowing, maintenance and cleaning of public assets
15.	Animal Welfare and Management
16.	Cemeteries (incl missing ashes investigation)
17.	Gungahlin Crematorium
18.	Playground strategy/works program
19.	Water Quality in Canberra's Lakes
20.	Compliance Targeting Team
21.	Nature Strip Guidelines
22.	Isabella Weir
23.	Streetlights (incl light pollution)
24.	Use of Glyphosate
25.	Tharwa Village Portable Water Supply

Recycling and Waste Reduction	
26.	Container Deposit Scheme
27.	Green Bins
28.	Waste to Energy
29.	Waste Feasibility Study
30.	Waste Levy
31.	Landfill Expansion Rehab and Closure
32.	Bulky Waste
33.	Single Use Plastics

Additional QTB's

34.	Belconnen Bikeway
35.	Kambah Shops
36.	Libraries – New Management System and Fines

Portfolio/s: Roads**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.

Project	Original Budget
Gundaroo Drive duplication	Stage 1 – \$31.2 million Stage 2 – \$30.0 million
Aikman Drive duplication	\$9.8 million
Ashley Drive duplication	Stage 2 – \$24.2 million Stage 3 – \$3.5 million
Cotter Road Stage 2 duplication	\$28.9 million
John Gorton Drive	3A – \$14.8 million 3B – \$10.3 million 3C – \$140 million (Concept Design estimate)
Horse Park Drive duplication	\$57.0 million

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 Lead Directorate: Transport Canberra and City Services

William Slim Drive duplication	\$0.25 million for design \$44.5million for construction
Athllon Drive corridor – infrastructure study and duplication concept design	\$0.7 million (with provision for delivery)
Morisset Road extension	\$1.4 million
William Hovell Drive duplication	\$2.0 million (with provision for delivery)
Canberra Brickworks Precinct access road and Dudley Street upgrade	\$8.0 million
Kent Street/Novar Street intersection upgrades	\$5.5 million
Monaro Highway Upgrade program	\$200 million over 5 years (funded 50% by the Federal Government)

Gundaroo Drive – Stage 1 – \$31.2 million

- The duplication of Gundaroo Drive Stage 1 between Mirrabai Drive and Gungahlin Drive is now operational and opened to traffic.

Gundaroo Drive – Stage 2 – \$30 million

- Gas main relocation works by Jemena along the corridor have been completed and the compound has been removed. Road construction works between Nudurr Drive and Barton Highway are progressing well with this section now open to traffic. Works on the defects rectification and landscaping continue.
- Earthworks and Bridgeworks to install the bebo arch bridge on the section of road between Nudurr Drive and Gungahlin Drive Extension are in progress. Speed reductions are currently in place to ensure these works are undertaken safely with minimal disruption to road users.
- The project is due for completion by mid-2020.

Aikman Drive (Ginninderra Drive to Emu Bank) – \$9.8 million

- The duplication of Aikman Drive between Ginninderra Drive and Emu Bank was delivered to support the construction of the University of Canberra Public Hospital (UCPH) by augmenting the capacity of the adjacent road and cycle path network.

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- Construction work commenced in November 2016 and was completed in December 2017.
- The second stage of the project including the extension of Pantowora Street is complete with defect rectifications currently underway.
- The third and final stage of the project, being a shared path between on the southern verge of Ginninderra Drive between Aikman Drive and Allawoona Street commenced in April 2019 and is now complete.

Ashley Drive Duplication Stages 2 and 3 (Erindale Drive to Johnson Drive) – Stage 2 – \$24.2 million

Stage 3 – \$3.5 million

- The section of road between Erindale Drive and Johnson Drive currently carries over 23,000 vehicles per day. Duplication has been delivered to address this growth.
- Works commenced in October 2016 and all lanes are now operational:
- Road resurfacing has taken place on the northbound carriageway of Ashley Drive between Johnson Drive and Isabella Drive and final line marking is complete. This work is part of the Australian Government's Roads to Recovery Program which supports the maintenance of the nation's local road infrastructure.
- The speed limit along Ashley Drive has been reinstated to 80 km/h on both carriageways.

Cotter Road duplication (Stage 2 – Tuggeranong Parkway to McCulloch Street) – \$28.9 million

- Continued development of the Molonglo region through the suburbs of Coombs and Wright has increased transport demands on the Cotter Road.
- The road capacity was augmented by duplicating the remaining section of Cotter Road between the Tuggeranong Parkway and east of the Yarralumla Creek; including the construction of a new eastbound carriageway bridge and infrastructure improvements to two existing bridges.
- A shared path has been constructed on the south side of Cotter Road, between the Yarralumla Creek cycle network and Streeton Drive.
- Works commenced in November 2016 and the project is complete with all lanes operational.

John Gorton Drive (three sections south from William Hovell Drive to existing John Gorton Drive south of the Molonglo River) – \$165.1 million including an estimate for bridge construction

- 3A – Construction of the first 900m south of William Hovell Drive was completed in June 2019. This project includes a trunk water main and other utility installations. There are two new signalised intersections, one with William Hovell Drive and one into the new suburb of Whitlam.
- 3B – Construction of the next 500m of John Gorton Dr (JGD) has commenced. The project includes another signalised intersection into Whitlam and future urban development in Molonglo 3 East. The project is due for completion in mid-2020.
- 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

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Cleared by:	Deputy Director-General	Ext: 75819
Contact Officer name:	Meghan Oldfield	Ext: 75716
Lead Directorate:	Transport Canberra and City Services	



QUESTION TIME BRIEF

and the consultancy for PSP design was awarded in April 2019. The PSP design will include detailed geotechnical investigations, development, and utility authority approvals. The PSP design will inform a future design and construct tender which will be the subject of a 2020/21 Budget bid.

Horse Park Drive Duplication (Federal Highway to Amaroo Playing Fields intersection) – \$57 million

- The Gungahlin region is growing, and Horse Park Drive is a key access road for the region with around 18,000 vehicles travelling along it each day.
- The project involves the duplication of Horse Park Drive between the Federal Highway interchange and Mulligans Flat Road.
- The duplication has progressed well with all four lanes opened to traffic in May 2019. Landscaping works will continue to be undertaken along the corridor.
- The project is being delivered in a number of stages:
 - Stage 1 – Federal Highway to Well Station Drive intersection;
 - Stage 2 – Well Station Drive to Anthony Rolfe intersection;
 - Stage 3 – Anthony Rolfe to Gundaroo Drive intersection;
 - Stage 4 and 5 – Gundaroo Drive to Mulligans Flat Road intersection; and
 - Stage 6 – between Mulligans Flat Road to Amaroo Playing Fields including Katherine Ave/Roden Cutler Dr intersection upgrade.
- The extension of the project through to Amaroo School playing fields intersection (Stage 6) was added to the above scope of works. These works include a number of safety features to ensure kids are safe on their way to and from school.

William Slim Drive Duplication (Better connecting Belconnen and Gungahlin)

- The Government is investing \$44.530 million over four years to duplicate 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.
- 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;
- Signalisation of the Dumas Street intersection;

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QUESTION TIME BRIEF

- Concept design for duplication of the unduplicated sections of Athllon Drive being the 2.4km section between Sulwood Drive and Drakeford Drive and a 0.6km section from Shea Street to Melrose Drive adjacent to the suburb of Phillip.
- The consultant has been engaged to undertake this initial phase of design work. A start-up meeting was held on 29 October 2019

Morisset Road extension (Planning better roads for our growing city initiative)

- The Government committed \$1.4 million 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.
- Morisset Road upgrade and extension is also needed to support the possible relocation of the Mitchell resource management centre which is linked to the new east Gungahlin School project.
- Design tenders have been called and are due to close on 7 November 2019

William Hovell Drive (Planning better roads for our growing city initiative)

- The Government has committed \$2 million 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.
- Design tenders were called and closed on 24 October 2019.

Canberra Brickworks Precinct access road and Dudley Street upgrade

- 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 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 vendor has been engaged. The construction tender closed on 12 September 2019 and is being assessed.
- The construction contract was anticipated to be awarded in November 2019 with work commencing on site in early 2020. Construction is expected to take 12 months for civil works

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with landscaping, including Native Temperate Grassland restoration, to be completed two years after civil works are completed.

- A Notice of Application for Review of Decision-DA 201935514 has been made by James Eldridge. A Directions Hearing was held on 27 September 2019.
- At the ACAT Directions Hearing the Canberra Brickworks access road and Dudley Street upgrade DA matter was held on Wednesday, 23 October 2019. The matter is still being negotiated with the applicant.

Kent Street/Novar Street intersection upgrades (part of the Delivering safer intersections initiative)

- 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.
- 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 Ave 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 proposal to undertake the detail design for this project has been assessed and the contract awarded. A start-up meeting was held on 17 October 2019.

Monaro Highway Upgrade program

- A Commonwealth investment program under the National Partnership Agreement on Land Transport Infrastructure Projects (the Agreement) has allocated \$100m 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 \$200m.
- 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.

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QUESTION TIME BRIEF

- The program comprises two key projects:
 1. Monaro Highway Upgrade project; and
 2. Monaro Highway Safety Improvements project.
- The Monaro Highway Upgrade project will make improvements to the Monaro Highway in the vicinity of Hume, specifically between David Warren Road and Johnson Drive. A consultant has been engaged for feasibility and design and will consider route alignment options and treatments for each of the intersections within the study area. Concept plans are scheduled to be delivered early 2020 with detailed design to follow. Construction activities are scheduled between 2021 and 2024; however, the current schedule does not allow for significant environmental approvals should they be required.
- The Monaro Highway Safety Improvements project will see the construction of an overtaking lane on the Monaro Highway between Old Cooma Road and Williamsdale Road and improvements at the Old Cooma Road intersection. Works are scheduled to commence in November 2019 and be completed before the commencement of the 2020 ski season in June 2020.

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Contact Officer name: Meghan Oldfield Ext: 75716
Lead Directorate: Transport Canberra and City Services



LEGISLATIVE ASSEMBLY
FOR THE AUSTRALIAN CAPITAL TERRITORY

SELECT COMMITTEE ON ESTIMATES 2019-2020

Ms Candice Burch MLA (Chair), Ms Bec Cody MLA (Deputy Chair), Mrs Giulia Jones MLA,
Ms Caroline Le Couteur MLA, Mr Michael Pettersson MLA

**ANSWER TO QUESTION TAKEN ON NOTICE
DURING PUBLIC HEARINGS**

Asked by Ms Caroline Le Couteur on 21 June 2019: Mr Chris Steel MLA took on notice the following question(s):

Ref: Hansard Transcript 21 June 2019 – Page 606.

In relation to: Monaro Highway

MS LE COUTEUR: You said you know there is going to be lots of cars. How much are you looking at induced travel demand from induced—from, I mean, historically basically everyone who builds better roads, a city that builds better roads finds what you have just said. There will be cars to fill them. But how much are you looking at the demand that is being induced by the roads that you are building?

Mr Steel: Well, I think—we can provide the specific number. I think it was 16,000 extra cars by 2031 on Monaro Highway. So that is what we know is going to come, and we know that part of that is from across the border, and that is not something that we have direct control of as an ACT government, but we know it is going to affect people who are travelling on that road from the ACT.

But I can come back to you on the specifics of your question on notice, if that is okay.

MS LE COUTEUR: That would be great.

Minister Chris Steel MLA: The answer to the Member's question is as follows:—

The Monaro Highway forms part of the Eastern Connector corridor within the ACT. This corridor provides an eastern bypass for Canberra, connecting Majura, Canberra Airport, Fyshwick and Hume. The corridor has an important freight function and connects the centres of Gungahlin and Tuggeranong to the airport as well as provides important links to the south eastern corner of NSW. Due to this key role it is anticipated there will be increased usage, due to increased traffic generation from the airport retail/commercial development, including increased intermodal freight movements from Canberra Airport and road and rail facilities in Fyshwick.

Transport modelling is done as part of initial planning work to inform the need for road network upgrades, or network operation changes. This modelling takes into account changes within and surrounding the ACT, inclusive of residential increases, changes in freight functions and changes in transport within the network, such as the introduction of Light Rail, and induced traffic. The model anticipates that there will be a growth from 2016 volumes of approximately 10,000 additional vehicles per day in 2031.

Approved for circulation to the Select Committee on Estimates 2019-2020

Signature:

Date:

28/6/19

Minister for Roads, Mr Chris Steel MLA

MINISTER FOR ROADS

ACT LEGISLATIVE ASSEMBLY QUESTION

Questions on Notice Paper, No 26

COPY

Question No. 2025

Ms C. Burch – Asked the Minister for Roads –

What is the total contract value, who is the contractor and what is the expected completion date for the projects of

- (a) Brisbane Avenue: Rehabilitation of Brisbane Avenue between Bowen Drive to National Circuit and improvements to stormwater sumps,
- (b) Griffith – Furneaux Street/Manuka Circle: Improvements to the intersection as part of the 2017-18 Blackspot Program,
- (c) Griffith – Telopea Park/Currie Crescent: Improvements to the intersection as part of the 2017-18 Blackspot Program,
- (d) Canberra Brickworks access road and Dudley Street upgrade: Construction of an access road into the Canberra Brickworks development precinct and upgrading of Dudley Street in Yarralumla,
- (e) Gungahlin town centre: Over the next 12 months Gungahlin's town centre and road network will be transformed,
- (f) Gundaroo Drive stage 1 duplication: Duplication of Gundaroo Drive from Gungahlin Drive to Mirrabei Drive/Anthony Rolfe Avenue,
- (g) Gundaroo Drive stage 2 duplication: Duplication of Gundaroo Drive from Gungahlin Drive to the Barton Highway,
- (h) Mirrabei Drive/Gundaroo Drive/Anthony Rolfe Avenue intersection signalisation: Replacement of the existing roundabout with traffic lights including full pedestrian provisions,
- (i) Gungahlin Place Park: Improvements to central Gungahlin Place median strip, between Efkarpidis Street and Hibberson Street,
- (j) Horse Park Drive duplication: Duplication of Horse Park Drive between Anthony Rolfe Avenue Katherine Avenue west and between the Federal Highway and Well Station Drive,
- (k) Ernest Cavanagh Street extension: Extension of Ernest Cavanagh Street between Hinder Street and Manning Clark Crescent,
- (l) Gordon – Drakeford Drive/Johnson Drive/ Woodcock Drive that intersects: Line marking improvements and intersection approach improvements as part of the 2017-18 Blackspot Program,
- (m) Greenway – Athllon Drive/ Don Dustan Drive/Scollay Street that intersects: Line marking improvements and intersection approach improvements as part of the 2017-18 Blackspot Program,
- (n) Monaro Highway – From Angle Crossing Road to Old Cooma Road: Line marking improvements as part of the 2017-18 Blackspot Program and
- (o) Molonglo 3 Roads and Infrastructure package: This first part of the Molonglo 3 Roads and Infrastructure package.

Mr Steel - The answer to the Member's question is as follows:

(a) Brisbane Avenue: Rehabilitation of Brisbane Avenue between Bowen Drive to National Circuit and improvements to stormwater sumps:

- total contract value \$2.296 million incl GST;
- completion is expected in mid-2019; and
- the contractor is Cord Civil.

(b) Griffith – Furneaux Street/Manuka Circle: Improvements to the intersection as part of the 2017-18 Blackspot Program

- total contract value \$0.489 million incl GST;
- project completed; and
- the contractor is Simeonov.

(c) Griffith – Telopea Park/Currie Crescent: Improvements to the intersection as part of the 2017-18 Blackspot Program,

- total contract value \$0.489 million incl GST;
- project completed; and
- the contractor is Simeonov.

Note (b) and (c) the sites were packaged together.

(d) Canberra Brickworks access road and Dudley Street upgrade.

This project is currently in design. The design is being finalised and environmental and planning approvals are being sought from the Commonwealth, NCA and EPSDD. Tenders for construction will be called in 2019.

(e) Gungahlin Town Centre: Over the next 12 months Gungahlin's Town Centre and road network will be transformed.

Understanding this request references the Gungahlin Bus Station and Hibberson Street Shared Zone:

- total contract value \$7.273 million incl GST;
- project completed; and
- the contractor is Guidelines.

(f) Gundaroo Drive stage 1 duplication: Duplication of Gundaroo Drive from Gungahlin Drive to Mirrabai Drive/Anthony Rolfe Avenue:

- total contract value \$21.55 million incl GST;
- completion is expected in late 2018; and
- the contractor is Woden Contractors.

(g) Gundaroo Drive stage 2 duplication: Duplication of Gundaroo Drive from Gungahlin Drive to the Barton Highway:

- total contract value \$21.92 million incl GST;
- completion is expected in mid-2020; and
- the contractor is Woden Contractors.

(h) Mirrabai Drive/Gundaroo Drive/Anthony Rolfe Avenue intersection signalisation: Replacement of the existing roundabout with traffic lights including full pedestrian provisions,

- total contract value \$4.76 million incl GST;
- completion is expected in late 2018; and
- the contractor is Woden Contractors.

Included as a variation to Stage 1 works.

(i) Gungahlin Place Park: Improvements to central Gungahlin Place median strip, between Efkarpidis Street and Hibberson Street:

This project has been designed and documented ready for tender. The project is to be tendered in the New Year, through an open tender process.

- Contractor yet to be appointed.

(j) Horse Park Drive duplication:

Duplication of Horse Park Drive between Anthony Rolfe Avenue Katherine Avenue west:

- total contract value \$24.19 million incl GST;
- completion is expected in mid-2019; and
- the contractor is Canberra Contractors.

Duplication of Horse Park Drive between the Federal Highway and Well Station Drive:

- total contract value \$12.4 million incl GST;
- completion is expected in late 2018; and
- the contractor is BMD Contractors.

(k) Extension of Ernest Cavanagh Street between Hinder Street and Manning Clark Crescent:

- total contract value \$4.3 million incl GST;
- completion is expected in late 2018; and
- the contractor is Dale and Hitchcock Civil Engineering and Landscaping.

(l) Gordon – Drakeford Drive/Johnson Drive/ Woodcock Drive that intersects: Line marking improvements and intersection approach improvements as part of the 2017-18 Blackspot Program:

- total contract value \$0.81 million incl GST;
- project completed; and
- the contractor is Capital Lines & Signs.

(m) Greenway – Athllon Drive/ Don Dunstan Drive/Scollay Street that intersects: Line marking improvements and intersection approach improvements as part of the 2017-18 Blackspot Program:

- total contract value \$0.61 million incl GST;
- project completed; and
- the contractor is Henness & Locktons.

(n) Monaro Highway – From Angle Crossing Road to Old Cooma Road: Line marking improvements as part of the 2017-18 Blackspot Program:

- total contract value \$0.81 million incl GST;
- project completed; and
- the contractor is Capital Lines & Signs.

(o) Molonglo 3 Roads and Infrastructure Stage 3A (first part of the project);

- Total contract value \$14.1 million incl GST;
- Completion is expected in early 2019; and
- The contractor is Woden Contractors .

Approved for circulation to the Member and incorporation in Hansard.



Chris Steel MLA
Minister for Roads

Date: 11/1/19

This response required 75 minutes to complete, at an approximate cost of \$152.07.



LEGISLATIVE ASSEMBLY
FOR THE AUSTRALIAN CAPITAL TERRITORY

SELECT COMMITTEE ON ESTIMATES 2019-2020

Ms Candice Burch MLA (Chair), Ms Bec Cody MLA (Deputy Chair), Mrs Giulia Jones MLA,
Ms Caroline Le Couteur MLA, Mr Michael Pettersson MLA

ANSWER TO QUESTION ON NOTICE

Nicole LAWDER MLA: To ask the Minister for City Services, Minister for Roads

Ref: TCCS, Budget Paper 3, Page 164

In relation to Delivering Safer Intersections

1. In Committee, Mr Marshall said:
"We also maintain a database of intersections and mid-block sections in the network, ranked according to their statistical history in terms of traffic volumes, speed data and crash history"
Would you please table that information for the committee?
2. What will the safety improvements at the Southern Cross Drive and Stark Street intersection in Holt include?
3. What will the safety improvements at the Belconnen Way and Springvale Drive intersection in Hawker include?
4. What will the safety improvements at the Kent Street and Novar Street intersection in Deakin include?
5. What will the safety improvements at the Launceston Street and Irving Street intersection in Phillip include?
6. When will the projects mentioned in questions 2 – 5 commence?
7. How much will the scoping study of the Hume Circle Roundabout cost?
8. When will the scoping study of the Hume Circle Roundabout take place?
9. When are the results of the scoping study of the Hume Circle Roundabout likely to be published?
10. What does "improve safe road access" mean in relation to Mt Taylor carpark? What work will be taking place?
 - a. How much will this project cost?
 - b. When will work on this project start?
 - c. When will work on this project finish?

Mr Chris Steel: The answer to the Member's question is as follows:--

1. See below for the top 10 list based on the 7 years of reported crash data (2011-2017).

Intersection	Rank
	2011-17
Barton Highway/ Gundaroo Drive/ William Slim Drive*	1
Athllon Drive/ Drakeford Drive/ Isabella Drive*	2
Canberra Avenue/ Sturt Avenue/ Wentworth Avenue (Hume Circle)#	3
Efkarpidis Street/ Hinder Street*	4
Barry Drive/ Cooyong Street/ Northbourne Avenue*	5
Ashley Drive/ Erindale Drive*	6
Ginninderra Drive/ Tillyard Drive*	7
London Circuit/ Northbourne Avenue*	7
Coranderrk Street/ Parkes Way (NCA asset)	9
Anzac Parade/ Parkes Way (NCA asset)	10

*Treated #investigated

Mid-block	Rank
	2011-17
Tuggeranong Parkway (Lady Denman Drive to Tuggeranong Parkway southbound Ramp –Tuggeranong Parkway to Cotter Road southbound Ramp)*	1
Tuggeranong Parkway (Hindmarsh Drive to Tuggeranong Parkway southbound Ramp – Drakeford Drive/ Sulwood Drive)*	2
Parkes Way (Glenloch Interchange – Parkes Way to Lady Denman Drive westbound Ramp)*	3
Tuggeranong Parkway (Cotter Road to Tuggeranong Parkway southbound Ramp - Tuggeranong Parkway to Hindmarsh Drive southbound Ramp)*	4
William Hovell Drive (Drake Brockman Drive/ Kingsford Smith Drive - Coppins Crossing Road)*	5
Monaro Highway (Hindmarsh Drive to Monaro Highway southbound Ramp – David Warren Road)*	6
Tuggeranong Parkway (Cotter Road to Tuggeranong Parkway northbound Ramp -Tuggeranong Parkway to Cotter Road northbound Ramp)*	7
Cotter Road (Picnic Lane - Mount Stromlo Road)*	8
Monaro Highway (Royalla Drive – Williamsdale Road)*	9
Brindabella Road (Cotter Road - Jim Bradley Crescent)*	10

*Treated

- 2- 5 Exact scope will be determined through the tender process. Upgrades will include signalisation and safety improvements for pedestrians and cyclists.
6. Exact timings will be subject to a tender process.
7. It is anticipated that the works will be in the order of \$200k, the balance of the funding will be used to bring the documents to Document Readiness stage.
8. It is anticipated that the works will commence late 2020.
9. Pending the works commencing as anticipated, it is expected the report will be published by late 2021.
10. This work seeks to improve the safe ingress and egress of vehicles from the Mt Taylor Carpark onto Sulwood Drive. This includes ensuring vehicles turning out of the carpark have sufficient road pavement, and suitable safe infrastructure to execute turns to merge back into traffic on Sulwood Drive. The anticipated works may include:
- Pavement widening on the southern side of Sulwood Drive at the two access points to the carpark area near Mannheim Street, to improve safe turning exits;
 - Potential construction of a median traffic island to provide a two-stage pedestrian crossing of Sulwood Drive near the intersection of Mannheim Street. This includes investigation and design of the works.
- a. It is anticipated that the works will cost \$120,000.
- b - c. It is anticipated that the design works will commence late 2020 with construction works commencing in 2021 with construction completion the same year.

Approved for circulation to the Select Committee on Estimates 2019-2020

Signature:



Date:

8/7/19

By the Minister for Transport and City Services, Mr Chris Steel MLA

ISSUE: INTERSECTION UPGRADES**Talking Points**

- The 2018-19 Budget provided \$8.1 million in capital funding across 2018-19 (\$3.2m) and 2019-20 (\$4.9m) to upgrade the intersections between Ginninderra Drive and Tillyard Drive, Tillyard Drive and Lhotsky Street, and Kuringa Drive and Owen Dixon Drive with traffic lights and other safety improvements to improve traffic flow and road safety.
- The separate Federal Highway/Old Well Station Road Intersection Signalisation project is also being delivered in 2018-19 from prior year budget.
- 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; and
 - Novar Street/Kent Street.

Ginninderra Drive/Tillyard Drive and Tillyard Drive/Lhotsky Street

- Ginninderra Drive is one of Canberra's oldest major arterial roads that was originally connected to the Barton Highway and linked the northern suburbs of Canberra.
- The objective of this project is to improve the overall public safety of the transport network at both intersections, including improved safety and crossing opportunities for pedestrians and cyclists. The modification of the intersections from uncontrolled to controlled intersections should result in a reduction of accidents occurring.
- The completed Preliminary Sketch Plan (PSP) identified that the proximity of Tillyard Drive with Lhotsky Street intersection is influenced by the under capacity and poor operation of Ginninderra Drive and Tillyard Drive intersection. Lhotsky Street is a main public transport and active travel connection to Charnwood local shopping area, local schools and community facilities.
- The PSP traffic analysis identified that intersection improvements to Ginninderra Drive and Tillyard Drive intersection were required to be linked with improvements to Tillyard Drive and Lhotsky Street, as improving only one intersection would be at the detriment to the second.
- Design and construction tenders were advertised in December 2018 and construction commenced in April 2019. Works are now complete and the road is now open to traffic. Minor defects rectification continues.
- Minor program delays have been experienced due to prolonged negotiations with Icon Water regarding the relocation of a water main located within the intersection. The relocation is nearing completion and expected to be completed shortly.

Cleared as complete and accurate:	08/11/2019	
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Contact Officer name:	Meghan Oldfield	Ext: 75716
Lead Directorate:	Transport Canberra and City Services	

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. Tenders for the design are being finalised and are expected to be advertised shortly.
- Construction works have been funded in 2019-20. Tenders for the design have recently closed and are currently being evaluated. Tenders are expected to be awarded in coming weeks.

Federal Highway/Old Well Station Road Intersection Signalisation

- The Federal Highway and Old Well Station Road intersection serves heavy vehicle traffic from the Mitchell Industrial Area and access to Exhibition Park in Canberra (EPIC), Bimberi and the Canberra Park Resort.
- Heavy vehicle movements at the intersection created the need to signalise this intersection.
- This intersection works are now complete, and the intersection is open to traffic.
- Old Well Station Road pavement rehabilitation works were completed in December 2018 and the road is now open to traffic.

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.

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.

Cleared as complete and accurate:	08/11/2019	
Cleared by:	Deputy Director-General	Ext: 75819
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Lead Directorate:	Transport Canberra and City Services	



QUESTION TIME BRIEF

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.

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.
- 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 Ave 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 proposal to undertake the detail design for this project has been assessed and the contract awarded. A start-up meeting has been held on 17 October 2019.

Cleared as complete and accurate:	08/11/2019	
Cleared by:	Deputy Director-General	Ext: 75819
Contact Officer name:	Meghan Oldfield	Ext: 75716
Lead Directorate:	Transport Canberra and City Services	



QUESTION TIME BRIEF

Portfolio/s: City Services

ISSUE: ROAD MAINTENANCE

Talking Points

- There are approximately 3,150km of roads across Canberra, which provide the backbone to the social, economic and transportation network of the city. The combined replacement value of all road and road related infrastructure is in excess of \$11 billion.
- Managing the road network includes programs that cover preventative maintenance, repairs of damaged sections of roads, and the replacement of older road pavement.
- To ensure roads are safe and available for use, the annual road resurfacing program aims to apply preventative maintenance to 5% of main roads and 4% of municipal roads, based on a target to cover the overall network in a 20-25 year cycle.
- In the 2018-19 financial year the funding was augmented by the \$1.5 million Road Resealing Blitz, to ensure the resurfacing targets can be achieved.
- The \$1.5 million Road Resealing Blitz appropriation continues into the 2019-20 financial year.
- Road maintenance works include:
 - road resurfacing, repairs to damaged sections of road, and replacement of older road pavement;
 - maintenance of bridges and culverts;
 - operation and maintenance of dams;
 - maintenance of community paths;
 - repair and replacement of signage and other roadside furniture;
 - maintenance of line markings;
 - operation and maintenance of streetlights, traffic signals and their ongoing electrical energy costs;

Cleared as complete and accurate:	08/11/2019	
Cleared by:	Deputy Director-General	Ext: 75819
Information Officer name:	Jim Corrigan	
Contact Officer name:	Ben McHugh	Ext: 74418
Lead Directorate:	Transport Canberra and City Services	



QUESTION TIME BRIEF

- stormwater operations and maintenance;
- sweeping of the road pavement including leaf removal; and
- emergency responses after vehicle crashes.
- Adopting a preventative maintenance approach assists in extending the life of the road and improves safety for all road users, as well as improving the appearance of the city.
- The road resurfacing program is generally conducted in the warmer months (between October and April). Information on the road resurfacing schedule is available to the community on the Transport Canberra and City Services website – [https://www.tccs.act.gov.au/roads-paths/Road Infrastructure and Maintenance/road-resurfacing/road-resurfacing-program](https://www.tccs.act.gov.au/roads-paths/Road%20Infrastructure%20and%20Maintenance/road-resurfacing/road-resurfacing-program)
- The “Better roads and lighting for Canberra” media release on 10 October 2019 announced the ACT Government’s program for the 2019/20 period which will see the resurfacing of 1 million square metres of roads. This equates to 230 lane kilometres across 21 ACT suburbs.

Recycled Material Road Resurfacing

- The ACT Government is currently trialing a new type of asphalt made from a range of recycled materials. As distinct from previous trials, this new asphalt product uses a mixture of recycled products from a number of different sources.
- The first trial was conducted in March 2019 at the roundabout on Gundaroo Drive between Pallin Street and Hollingsworth Street.
- The second trial was undertaken in May 2019 at the roundabout on Horse Park Drive between Whitrod Avenue and Burrumarra Avenue.
- The new asphalt product typically contains soft plastics, used printer toner cartridges, crushed glass and reclaimed asphalt materials.
- Every tonne of this asphalt product will contain approximately 800 plastic bags, 300 glass bottles, 18 used printer toner cartridges and 250 kilograms of reclaimed asphalt.

Cleared as complete and accurate:	08/11/2019	
Cleared by:	Deputy Director-General	Ext: 75819
Information Officer name:	Jim Corrigan	
Contact Officer name:	Ben McHugh	Ext: 74418
Lead Directorate:	Transport Canberra and City Services	



QUESTION TIME BRIEF

- The reclaimed asphalt has been sourced from local roads, glass from the ACT's kerbside recycling (yellow bin) system, and some of the soft plastics through the ACT Container Deposit Scheme.
- Along with the environmental and economic benefits of removing these products from the waste stream, and the similar cost compared to conventional asphalt, this new asphalt product is also used to create a safe and long-lasting road surface.
- The new asphalt is designed to be stronger and more resistant to deformation.
- The product is currently available at the same cost as conventional asphalt due to a decrease in bitumen content.
- Use of asphalt containing recycled material will be maximised for the 2019-20 and 2020-21 resurfacing programs and for a longer-term contract planned for execution in 2021.

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Cleared by: Deputy Director-General Ext: 75819
Information Officer name: Jim Corrigan
Contact Officer name: Ben McHugh Ext: 74418
Lead Directorate: Transport Canberra and City Services



LEGISLATIVE ASSEMBLY
FOR THE AUSTRALIAN CAPITAL TERRITORY

SELECT COMMITTEE ON ESTIMATES 2019-2020

Ms Candice Burch MLA (Chair), Ms Bec Cody MLA (Deputy Chair), Mrs Giulia Jones MLA,
Ms Caroline Le Couteur MLA, Mr Michael Petterson MLA

ANSWER TO QUESTION ON NOTICE

Ms Nicole Lawder MLA: To ask the Minister for City Services; Minister for Roads

Ref: TCCS, Budget Paper 3, Page 164

In relation to Better Roads for Canberra

1. In Committee, in a discussion about Commonwealth Avenue bridge, Mr Edhill said:
"At some point works would need to be done to the existing structures" Why might works need to be done on Commonwealth Avenue bridge?
 - a. What might need to be done on Commonwealth Avenue bridge?
 - b. What feasibility or scoping studies have been done in relation to those works?
 - c. What timeframe will these works take place in?

2. In Committee, in a discussion on the road maintenance budget, the percentage of roads in good condition, and the percentages of roads resurfaced annually, Minister Steel said
"There is not a direct correlation between the number in the back of the budget papers [the road maintenance budget] and the five percent target... the numbers reflect the fact that we have done a blitz this financial year and it will be going back to normal levels in the following financial years... we are still achieving the same targets".
 - a. What is the relation between the indicator "percentage of territorial roads resurfaced" and the indicator "percentage of territorial roads in good condition"?
 - b. If there is no relationship, how is the 5% calculated and what funds are allocated to it?
 - c. What constituted the "blitz"? How many kilometres of road were included in the blitz and where were those works?
 - d. The expected outcome of territorial roads in good condition for the financial year 2018-19 was 88%. In this financial year the expected outcome was 89%. If the \$17 million difference in the budget was reflective of a "blitz" why has there not been corresponding increase in the percentage of roads in good condition?
 - e. Will removing \$17 million in funding lead to a net decrease in the percentage of territorial roads in good condition?
 - f. What was the \$17 million in funding used on specifically, or rather where will the difference come from in 2019-20? Staff? Equipment? Materials?

3. Why was Aikman Drive selected for duplication?
 - a. What assessments have you done on the disruption that these works will have on commuting times? What was the outcome of those assessments?
 - b. How is progress for this work being tracked? What, if any, accountability measures are in place?

4. How is this investment being used to strengthen the ACT's bridge network? i.e. Building new stronger bridges, or replacing / reinforcing existing bridges?
 - a. Which bridges are benefiting from this investment?

- b. How is progress for this work being tracked?
 - c. What if any accountability measures are in place?
5. How did you determine that Gungahlin Town centre's road network needed improvements, over other town centres?
- a. How is progress for this work being tracked? What if any accountability measures are in place?
6. Why was Horse Park Drive selected for duplication?
- a. What assessments have you done on the disruption that these works will have on commuting times? What was the outcome of those assessments?
 - b. How is progress for this work being tracked? What if any accountability measures are in place?

Mr Chris Steel: The answer to the Member's question is as follows:--

1. Commonwealth Avenue bridge is a Commonwealth owned asset, administered and maintained by the National Capital Authority (NCA). The NCA have advised through a media release on 28 June 2019 - 'upgrade works will strengthen the existing structures, improve access for pedestrians and cyclists and ensure the Bridge continues to function safely for the next 50 years'. <https://www.nca.gov.au/media-statement-commonwealth-ave-bridge-surveying-works>. Requests for information relating to the scope of potential works required to the existing bridges, feasibility work completed and timeframes to complete, should therefore be directed to the NCA.
2.
 - a. The percentage of territorial roads in good condition is the qualitative measurement based on an index that measures attributes of the road such as roughness. Resurfacing slows deterioration or restores the condition of roads.
 - b. Resurfacing targets are based on the average expected life of surfacing treatments. The 5% target is associated with an expected useful life of 20 years.
 - c. The "blitz" initiative was to supplement the existing recurrent funding. The value of the Road Resealing blitz is \$4.5 million across the 3-year program appropriated as part of the 2017-18 Budget initiative 'Building a better city – Fixing local roads'. In 2019-20, the final year of the program, funding of \$1.5m has been appropriated to the program. The "blitz" funding initiative has significantly augmented the secondary component of the resurfacing program. Road sections treated with asphalt overlay in 2018-19 are listed below.

Road Name	From	To	Region
Gungahlin Drive	Oodgeroo Avenue	Sandford Street	Gungahlin
Gundaroo Drive	At the intersection with Pallin Street		Gungahlin
Horsepark Drive	At the intersection with Burramarra Avenue		Gungahlin
Drakeford Drive	At the intersection with Taverner Street		Tuggeranong
Hardwick Crescent	Starke Street	Starke Street	Belconnen
Alderson Place	Tralee Street	End	Hume

- d. The \$17 million difference in the budget is not reflective of the blitz. The Road Maintenance Category in the table on page 331 includes expenses related to Depreciation. The main driver for the decrease in 2019-20 Budget from the Estimated Outcome is the reclassification of expenses associated with the Light Rail Operations function to the Rail Transport row in the same table.
 - e. See above response.
 - f. See above response.
3. Aikman Drive was identified as a strategic duplication as part of the Canberra Strategic Transport Model (CSTM) in the future Capital Works Program for the access to Belconnen Town Centre. It was however brought forward for delivery at the request of the Health Directorate to provide adequate access and service for the University of Canberra Hospital.
- a. There was no specific assessment done, as there are a number of disruptions already occurring in the area.
 - b. Works on Aikman Drive are now complete. The ongoing annual accountability indicator used is *public satisfaction with the road network*.
- 4.
- a. The Bridge Strengthening Program is provided to bring bridges in line with the two national standards depending on location. These standards are SM1600 and T44. This program which is funded by the Federal Government is a rolling program and is progressively being rolled out across assets. Road bridges that form parts of the Heavy Vehicle Route Network, major arterial roads and major collector roads will be upgraded to SM1600 standard. All other bridges will progressively be upgraded to T44 standards. Currently works are being undertaken on bridges 5240 and 4004 on Tharwa Drive and the Tuggeranong Parkway respectively.
 - b. Transport Canberra and City Services maintains a database of all bridges across the Territory. Bridges are individually provided unique identifiers and are recorded as to what level of standard they are designed and constructed too. As works are completed under the Bridge Strengthening Program the database is updated to maintain accurate record of the Territory's assets.
 - c. The current Bridge Strengthening Program is funded by the Commonwealth Government. A requirement of this program is that as works are completed, these audits are completed by KPMG on behalf of the Department of Infrastructure and Regional Services. These audits ensure that works and budgets have been managed within the program requirements.
5. Rapid growth in population in the Gungahlin District necessitated upgrades to access to the Gungahlin Town Centre.
- a. Works on improvements of the Gungahlin Town Centre road network are now complete. Some minor rolling intersection closures to finalise Light Rail stage 1 works are likely to be required. The ongoing annual accountability indicator used is public satisfaction with the road network.
6. Rapid growth in population in the Gungahlin District necessitated upgrades to service the network, such as improvements to Horse Park Drive and Gungahlin Drive for peripheral road access to the south.
- a. There was no specific assessment done on the disruption that these works would have as this disruption would be similar to other duplications that have occurred throughout the ACT in the past, in that they would not be significant while the second carriageway was constructed, however there would on be minor disruption as the duplication is

connected at existing intersections. For the safety of workers the speed environment is reduced and warning signage is put in place to advise motorists of the activities.

- b. Works on Horse Park Drive are now complete. The ongoing annual accountability indicator used is *public satisfaction with the road network*.

Approved for circulation to the Select Committee on Estimates 2019-2020

Signature:



Date:

17/7/19

By the Minister for Transport and City Services, Mr Chris Steel MLA



LEGISLATIVE ASSEMBLY
FOR THE AUSTRALIAN CAPITAL TERRITORY

SELECT COMMITTEE ON ESTIMATES 2019-2020

Ms Candice Burch MLA (Chair), Ms Bec Cody MLA (Deputy Chair), Mrs Giulia Jones MLA,
Ms Caroline Le Couteur MLA, Mr Michael Pettersson MLA

**ANSWER TO QUESTION TAKEN ON NOTICE
DURING PUBLIC HEARINGS**

Asked by Mrs Jones on 21 June 2019: Mr Chris Steel MLA took on notice the following question(s):

Ref: Hansard Transcript 21 June 2019 – Page 601 and 602.

In relation to: Road Resealing

MS LAWDER: So how are you going to do that with \$17 million less?

Mr Steel: Well, there is not a direct correlation between the number in the back of the budget papers and the 5 per cent target, and last year—sorry this year in the 18-19 financial year, there was a road resealing blitz which is probably being picked up in those numbers.

And so there is an ongoing maintenance program which will help us to meet the 4 to 5 per cent target, and the numbers in there reflect the fact that we have done a blitz this year, and so it will be going back to normal levels in the following financial years.

MS LAWDER: Estimated outcome is the same.

Mr Steel: The same. So we are still achieving the same targets but that is right, there is not a correlation between the two, Ms Lawder.

MRS JONES: So can you please take on notice to confirm the value of the blitz?

Mr Steel: Yes, yes.

MRS JONES: So that we can then see how, going back to 182,277 is, in fact, not a step backwards from 199,252.

Mr Steel: Yes.

Mr Chris Steel MLA: The answer to the Member's question is as follows:—

The value of the Road Resealing blitz is \$4.5 million across the 3-year program appropriated as part of the 2017-18 Budget initiative 'Building a better city – Fixing local roads'. In 2019-20, the final year of the program, funding of \$1.5m has been appropriated to the program.

The Road Maintenance Category in the table on page 331 includes expenses related to Depreciation. The main driver for the decrease in 2019-20 Budget from the Estimated Outcome is the reclassification of expenses associated with the Light Rail Operations function to the Rail Transport row in the same table.

The Roads ACT budget specifically for roads maintenance, including resurfacing, pot hole repairs, line marking, and routine works will increase by 5% in 2019-20.

Approved for circulation to the Select Committee on Estimates 2019-2020

Signature:



Date:

4/7/19

Minister for Transport and City Services, Mr Chris Steel MLA



QUESTION TIME BRIEF

Portfolio/s: City Services

City Services

ISSUE: FOOTPATH PRIOTISATION AND UPGRADES

Talking Points

- Roads ACT manage approximately 3,110 kilometres of community paths (foot and cyclepaths), as at 30 June 2019.
- There are more than 600 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 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 provide a strategic pedestrian/cycling network by identifying missing links and upgrading facilities where usage is higher.
- Requests for missing links or to upgrade paths are received by Roads ACT from members of the public. Roads ACT 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, parks etc;
 - **Public Transport**—proximity to relevant public transport facilities to increase the possibilities of multi-modal trips; and

Cleared as complete and accurate:	07/11/2019	
Cleared by:	Deputy Director-General	Ext: 75819
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Lead Directorate:	Transport Canberra and City Services	

QUESTION TIME BRIEF

- **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.
- 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 2018 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.
- Walking and cycling infrastructure contributes to a number of national and ACT government policy directions, including the Healthy Weight Initiative, Climate Change Strategy, Active Travel Framework and other Sustainable Transport policy options.



QUESTION TIME BRIEF

Portfolio/s: Roads and Active Travel

ISSUE: WELL STATION DRIVE/FLEMINGTON ROAD SHARED PATH

Talking points:

- The project was initiated to address safety issues for pedestrians and cyclists accessing the Wells Station Drive and EPIC light rail stops, and improving the cycling access between Dickson, Mitchell and Gungahlin.

Key Information

- The objective is to expedite design and construction of the works to deliver the shared path, in stages, as soon as practicable.
- Due to site topography and limited underground services between EPIC and Sandford Street, it is likely that this component of the shared path will be able to be delivered by early 2020.
- The construction tender will be packaged to enable time effective delivery of the other more challenging path sections between Well Station Drive and Sandford Street by mid-2021. Complexities within these sections of the path including, significant verge angles (batters), services and the intersections at the Mitchell Resource Recovery Centre and Flemington Road/Lysaght Street mean that more detailed investigations and design are required.
- Necessary engagement with the relevant public and government stakeholders will be targeted and accelerated as much as possible to enable design to be finalised quickly and construction accelerated.

Background Information

- \$2.684 million has been allocated in the 2019-20 ACT budget to design and construct a 2.1km shared pedestrian and cycle path on the eastern verge of Flemington Road from Well Station Drive to Randwick Road in Mitchell.
- Preliminary site investigations and work for engaging a consultant to finalise design to construction ready drawings and to superintend construction is underway, and is expected to be finalised shortly.

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Cleared by:	Deputy Director-General	Ext: 76233
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Lead Directorate:	Transport Canberra and City Services	



QUESTION TIME BRIEF

Portfolio/s: City Services

ISSUE: TRAFFIC CALMING MEASURES

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 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 appropriate traffic speed.
- 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 and community input.
- 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 Transport Canberra's ability to run its bus services on affected roads. For example, the size and placement of speed cushions is selected to ensure that Transport Canberra 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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Cleared by:	Deputy Director-General	Ext: 75819
Information Officer name:	Jim Corrigan	
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Lead Directorate:	Transport Canberra and City Services	



QUESTION TIME BRIEF

- Transport Canberra and City Services (TCCS) is now utilising Bluetooth technology as part of its traffic studies to collect traffic volumes. This data is encrypted to ensure privacy of those involved.
- This new technology can gauge vehicular speeds and travel times, as well as the route choices that people make. It is particularly useful in determining the level of 'rat running' in suburbs.
- TCCS has included information on Bluetooth data collection on its website. The Bluetooth technology utilised by TCCS meets the requirements stipulated under the *Surveillance Device Act 2004*, to ensure privacy for individuals.

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Lead Directorate: Transport Canberra and City Services



QUESTION TIME BRIEF

Portfolio/s: City Services

ISSUE: INFRASTRUCTURE AUSTRALIA REPORT AND ROAD CONGESTION

Talking Points

Release of the 2019 Infrastructure Australia Audit

- We welcome the release of Infrastructure Australia's 2019 Audit, which presents a forward-looking view of the nation's infrastructure challenges and opportunities over the next fifteen years and beyond.
- The report indicates that unchecked, road congestion in the ACT and Queanbeyan is expected to grow and could affect some key arterial routes within the Territory.
- Our future capital works program is well aligned with the report findings and already recognises the importance of balancing the short-term impacts of new infrastructure construction with the long-term continued integration between land use and infrastructure planning.
- Our own ACT Infrastructure Plan demonstrates our understanding of the need to continue to invest in transport infrastructure to ensure our city remains one of the world's most liveable as Canberra grows toward a population of 500,000 by 2030.
- Given the anticipated population growth, there will be a need to optimise the existing road network to support the increase in travel demand, ease congestion and provide increased levels of maintenance to ageing road infrastructure.
- Our approach to road network optimisation will include continued investment in both roads and public transport, while progressively improving the infrastructure that also supports active forms of travel like walking and cycling.
- The ACT continues to invest in Light Rail infrastructure, which has proven to have high patronage, benefit mobility within the city and reduce congestion along the existing corridor. With the progression of Stage 2, this will continue to improve mobility and shape our city.

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 Cleared by: Deputy Director General City services
 Contact Officer name: Geoff Davidson
 Lead Directorate: Transport Canberra and City Services

Ext: 75819
 Ext: 59799



QUESTION TIME BRIEF

Key Information

- The report foreshadows that roads connecting Canberra to western and north-western development areas are expected to become increasingly congested (for example, Drakeford Drive/Tuggeranong Parkway/Parkes Way corridor, Barton Highway, Monaro Highway corridor, Kingsford Smith Drive/William Hovell Drive corridor).
- The ACT Government is continuing to build a better road network to keep Canberrans safe and moving. Work has commenced to deliver a major upgrade of the Monaro Highway aimed at delivering consistent and safe 100km/h speeds along its length. The ACT Government has provided up to \$100 million over five years to match funding from the Commonwealth for the Monaro Highway under the National Partnership Agreement on Land Transport Infrastructure Projects program.
- We are working to reduce travel times for people in Belconnen, Woden and Tuggeranong by delivering the full duplication of Athllon Drive, William Hovell Drive and the major arterial road between Belconnen and Gungahlin. These major road links provide rapid corridors for public transport as well as private vehicles, making it faster and easier for people to commute by bus from our town centres.
- We are also continuing to improve our transport modelling and predictive capability to support the deployment of road network solutions to address both the supply side (targeted road network improvements) and demand side (intelligent technology congestion management initiatives).

Background Information

- The 2019 Australian Infrastructure Audit is the second national Audit Infrastructure Australia has undertaken, after the first was published in 2015. It examines the infrastructure needs of the Australian community and industry – covering the major infrastructure sectors of energy, transport, telecommunications, water – and for the first time, social infrastructure and waste.
- The Audit is the first step in a program of work by Infrastructure Australia. The forthcoming Australian Infrastructure Plan will consider challenges and opportunities identified in the Audit that require action via policy reform.

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 Contact Officer name: Geoff Davidson
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QUESTION TIME BRIEF

- As part of the Audit, the ACT provided advice to Infrastructure Australia on the importance of understanding Canberra's regional context in considering infrastructure needs and priorities for the ACT and south-east NSW.
- The associated IA Infrastructure Priority List will respond to challenges and opportunities that require action via infrastructure investment. In the ACT's submission to IA's Infrastructure Priority List update we recently nominated both the ACT East-West Regional Freight Network and Canberra to Sydney Faster Rail as nationally significant projects warranting inclusion.

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QUESTION TIME BRIEF

Portfolio/s: Roads and Active Travel

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. It is anticipated that the Southern Cross Drive project will be designed in 2019-20 and completed in 2020-21. The project includes:
 - signalisation the intersection of Southern Cross Drive / Ross Smith Crescent; and
 - signalise the intersection of Southern Cross Drive / Chewings Street.
 - \$0.76 million for intersection improvements along Mawson Drive from Athllon Drive to Ainsworth Street to be delivered in 2019-20. The project includes:
 - channelisation to single lanes in both directions and for left turns;
 - conversion of Mountevans Street to left-in/left-out only;

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Cleared by:	Deputy Director-General	Ext: 75819
Contact Officer name:	Ken Marshall	Ext: 76588
Lead Directorate:	Transport Canberra and City Services	TCCS

TRIM Ref:



QUESTION TIME BRIEF

- 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 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.
- 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.

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Cleared by:	Deputy Director-General	Ext: 75819
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Lead Directorate:	Transport Canberra and City Services	TCCS



QUESTION TIME BRIEF

- 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. These include:
 - Hobart Avenue/National Circuit, Forrest – intersection improvements;
 - Boboyan Road (550m north of Orroral Road), Booth – installation of crash barrier;
 - Masson Street/McCaughey Street, Turner – signage and intersection improvements;
 - Barton Highway (between Gundarro Drive roundabout and Bellenden Street), Crace – speed limit reduction and associated improvements; and
 - Pialligo Avenue (Scherger Driver to Air Disaster Memorial Drive), Pialligo – speed limit reduction and associated improvements.
- The jurisdictional Black Spot Program funding notional allocation are as follows:

Black Spot Projects^(a)

\$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.

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QUESTION TIME BRIEF

Table 1. The 2019/20 approved funding covers the following:

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

*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).

Cleared as complete and accurate: 07/11/2019
 Cleared by: Deputy Director-General Ext: 75819
 Contact Officer name: Ken Marshall Ext: 76588
 Lead Directorate: Transport Canberra and City Services TCCS

TRIM Ref:



QUESTION TIME BRIEF

Portfolio/s: City Services

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.
- On 1 April 2019 I announced new resources to take a stronger and targeted approach to compliance on a range of City Services matters, with a focus on responsible dog ownership.
- New dangerous dog laws took effect in December 2017 with further amendments in December 2018. These changes are proving effective, with the implementation of the new legislation and a resulting increase in compliance activities.
- Under the current legislation (*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.
- This calendar year, Domestic Animal Services (DAS) has euthanised 36 dogs which were involved in serious attacks, with the fate of one dog awaiting the outcome of the ACAT tribunal appeal processes.
- This calendar year, 50 dogs have been released under Control Orders with strict conditions. These conditions are applied to ensure public safety.
- In 2018-2019, 498 warning and 236 infringement notices were issued for offences against the *Domestic Animals Act 2000*.
- To date in 2019-20, 72 infringements and 70 warnings have been issued for offences against the *Domestic Animals Act 2000*. The *Canberra Dog Model* was released on 24 May 2019, providing a blueprint for improved dog management in the ACT.

Cleared as complete and accurate:	13/11/2019	
Cleared by:	Deputy Director-General	Ext: 54105
Contact Officer Name:	Craig Jordan	Ext: 74279
Lead Directorate:	Transport Canberra and City Services	



QUESTION TIME BRIEF

Key Information

Table 1 Comparison of attacks reported between 2017, 2018 and 2019.

	2017 calendar year	2018 calendar year	2019 calendar year (year to date)
Incidents reported	539 attack/harass with 360 attacks confirmed: <ul style="list-style-type: none"> • 100 attack person • 216 attack Animal • 43 attack animal & person • 1 fatality incident (Oct 2017) 	795 attack/harass incidents received with 392 attacks confirmed.	473 attack/harass incidents received. 370 attack 126 harass
Released under Dangerous Dog Licence	9	9 Declared (4 released to owner, 1 pending review and 4 surrendered and euthanised).	5 Declared (1 euthanised, 3 released on licence, 1 pending decision).
Released under Control Order conditions	N/A- previous legislation did not provide for Control orders	68	50
Euthanised under direction of DAS	3	29	36
Euthanised after being surrender by owner	7	9	26 (includes dogs surrendered and cases where an owner did not apply for or agree to Dangerous Dog or Control Order conditions).

- 143 infringement notices have been issued to date in 2019; 37 for dogs being in public places in contravention of the legislation, for example in on-lead areas without a lead and not under effective control.
- 317 warnings have been issued to date in 2019; 53 for dogs being in public places in contravention of the legislation, for example in on-lead areas without a lead and not under effective control.
- 65 infringements have been issued to date for dogs harassing or attacking a person or animal.
- Whilst reports of incidents have significantly increased, from 539 in 2017 to 795 in 2018, the number of confirmed attacks only increased from 360 to 392 in this period. This is less than the estimated rate of growth of the dog population in the ACT.
- This is likely because of the harder approach being taken to applying the legislation that came into force in December 2017.

Cleared as complete and accurate: 13/11/2019
 Cleared by: Deputy Director-General Ext: 54105
 Contact Officer Name: Craig Jordan Ext: 74279
 Lead Directorate: Transport Canberra and City Services



QUESTION TIME BRIEF

Other

In June 2019, two Bull Arabs, [REDACTED] escaped their yard and attacked two dogs being walked on lead by their owner. The two sets of dogs are neighbours and share a common back fence. The dogs who were attacked required veterinary care which was promptly paid by [REDACTED] owner. The Deputy Registrar determined [REDACTED] should be euthanised. Upon receipt of this notification, [REDACTED] and [REDACTED] owner asked for the decision to be reconsidered and submitted evidence of significant repairs and upgrades done to their home to fully contain the dogs in their yard and prevent the dogs' escape in the future. They also submitted independent behavioural evaluations of each dog which noted with proper training and care they would not be a threat to society. Additionally, a number of character references for [REDACTED] owners, and in some cases the dogs, were submitted for consideration. The Registrar, upon considering the evidence presented and noting [REDACTED] owners were acting in a responsible manner, overturned the previous decision and declared both dogs to be Dangerous Dogs. The dogs have now been released to their owner. If the victim's owner wishes, the matter can be taken to ACAT.

Cleared as complete and accurate:	13/11/2019	
Cleared by:	Deputy Director-General	Ext: 54105
Contact Officer Name:	Craig Jordan	Ext: 74279
Lead Directorate:	Transport Canberra and City Services	

MINISTER FOR CITY SERVICES

COPY

ACT LEGISLATIVE ASSEMBLY QUESTION

Questions on Notice Paper, No 25

Question No. 2006

Ms Lawder – Asked the Minister for City Services –

- (1) How many dogs have been surrendered to Domestic Animal Services (DAS) in the past five completed financial years.
- (2) For how many of those dogs was a surrender fee paid.
- (3) What was the total revenue from surrender fees in the past five completed financial years.

Mr Steel - The answer to the Member's question is as follows:

(1, 2 & 3).

Year	No. of dogs surrendered	No. of dogs where a surrender fee was paid	Fees received
2018-2019 (as of 23 November 2018)	76	61	\$3,852.15
2017-2018	156	63* (from 10 October 2017 – 30 June 2018)	\$4,006.20
2016-2017	151	Not Captured *	Not Captured *
2015-2016	211	Not Captured *	Not Captured *
2014-2015	140	Not Captured *	Not Captured *
2013-2014	155	Not Captured *	Not Captured *

*Please note. On 10 October 2017, the Cashlink Accounting System was implemented at DAS. Prior to this date, the various revenue fees collected were not separately captured, as such the revenue received for surrender fees prior to 10 October 2017 cannot be determined or provided.

Approved for circulation to the Member and incorporation in Hansard.



Chris Steel MLA
Minister for City Services

Date: 21/11/19

This response required 55 mins to complete, at an approximate cost of \$73.

MINISTER FOR TRANSPORT AND CITY SERVICES

ACT LEGISLATIVE ASSEMBLY QUESTION

COPY

Questions on Notice Paper, No 32

Question No. 2551

MS LAWDER: To ask the Minister for Transport and City Services —

- (1) In relation to the Domestic Animal Service (DAS), in the past five years, how many dogs have been (a) surrendered to DAS, (b) seized by DAS, (c) returned to owners and (d) euthanised.

Mr Steel - The answer to the Member's question is as follows:

	2014-15	2015-16	2016-17	2017-18	2018- to 3 July 2019	Total
Surrendered	142	213	160	154	162	794
Seized	54	124	147	201	237	715
Returned to owners	783	849	680	536	620	3399
Euthanised	132	138	140	100	86	591

Approved for circulation to the Member and incorporation in Hansard.



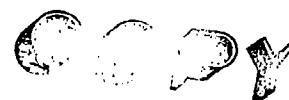
Chris Steel MLA
Minister for Transport and City Services

Date:...../...../.....

8/7/19

This response required 255 mins to complete, at an approximate cost of \$355.89

MINISTER FOR CITY SERVICES



ACT LEGISLATIVE ASSEMBLY QUESTION

Questions on Notice Paper, No 21

Question No. 1580

MS LAWDER: To ask the Minister for City Services—

- (1) How many dog attacks have been reported to Domestic Animal Services (DAS) in 2017-2018 broken down by month.
- (2) Of the attacks in part (1) how many (a) involved an attack on a person and (b) resulted in dogs being seized or held by DAS.
- (3) Of the dogs seized in part (2)(b), how many (a) had previously been held or seized by DAS, (b) were not registered when seized by DAS, (c) were returned to their owners and (d) were put down by DAS.

Mr Steel - The answer to the Member's question is as follows:

(1 – 2) In 2017-18, 485 dog attacks were reported. The table provides a breakdown of attacks on a person and the number of dogs seized. Due to a change in the way information is collected, a breakdown between these categories for June 2018 is unavailable.

Month	Attack on animal	Attack on person	Attack on person & animal	Attacks reported per month	Dogs seized per month
July 2017	18	9	6	33	15
August 2017	18	11	1	30	25
September 2017	19	7	3	29	20
October 2017	24	17	1	42	21
November 2017	25	18	10	53	19
December 2017	25	6	5	36	10
January 2018	30	12	8	50	17
February 2018	16	15	4	35	25
March 2018	23	8	5	36	22
April 2018	33	15	6	54	6
May 2018 (to 23/5)	21	15	5	41	11
June 2018	N/A	N/A	N/A	46	22
Total				485	213

3 (a) I have been advised by my directorate that the information sought is not in an easily retrievable form, and that to collect and assemble the information sought solely for the purpose of answering the question would require a considerable diversion of resources.

(b) See above.

(c) 191 dogs were returned (including dogs returned under control order or a dangerous dog licence).

(d) 22 dogs. (In the 2018 calendar year to 2 September, 154 dogs had been seized in relation to attack incidents and 78 have been declared dangerous, or released on control orders, or euthanised).

Approved for circulation to the Member and incorporation in Hansard.



Chris Steel MLA
Minister for City Services

Date: 19/9/18

This response required 100 mins to complete, at an approximate cost of \$161.16.



QUESTION TIME BRIEF

Portfolio/s: City Services

ISSUE: CANBERRA DOG MODEL

Talking Points

- The Canberra Dog Model was released in May 2019 and sets a vision for Canberra as a leader in dog management and commits to a range of immediate and longer-term actions.
- The Canberra Dog Model is based on the three principles of community safety, responsible dog ownership and animal welfare, and was informed by best-practice in Australia and internationally.

Off-leash Area Changes

- On 14 October 2019 updates to dog off-leash areas on ACTmapi were announced, with a total of 123 hectares of additional off-leash space, including eight additional dog swimming areas spanning the ACT.
- These changes follow a period of review after updates were made on 16 July 2019 to implement new rules under the Canberra Dog Model.
- Feedback from the community helped inform the 14 October 2019 updates to ensure there is adequate space for people to exercise their dogs in line with the rules laid out under the Canberra Dog Model.
- Signage will now be rolled out as a priority, particularly at dog swimming areas.
- The new rules around dog exercise areas under the Canberra Dog Model are:
 - all community paths, which were already dog on-leash, now have a 10 metre on-leash buffer either side of the path; and
 - all lakes and beaches are dog on-leash unless otherwise signposted.
- Existing rules around dog exercise areas are:
 - all streets, including footpaths, are dog on-leash;

Cleared as complete and accurate:	08/11/2019	
Cleared by:	Jim Corrigan	Ext: x75819
Cleared by:	Bernedette Mitcherson	Ext: x54105
Cleared by:	Craig Jordan	Ext: x74279
Contact Officer name:	Kirra Cox	Ext: x53406
Lead Directorate:	Transport Canberra and City Services	



QUESTION TIME BRIEF

- public playgrounds and BBQs are dog prohibited within 10 metres when in use;
 - dogs are prohibited on sportsgrounds during formal sporting events and are allowed off-leash at all other times (provided they are under effective control); and
 - other spaces, such as nature reserves and public swimming beaches, are dog prohibited and signposted accordingly.
- Following the July and October 2019 changes to dog exercise areas there is still 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 changes is available on the Transport Canberra and City Services (TCCS) website and on ACTmapi.

New Marketing Campaign

- The new marketing campaign on responsible dog ownership is being rolled out with new branding - 'Own a Dog, Own the Responsibility'.
- You will see marketing and educational videos pop up around the city and on social media.
- These will cover areas of responsible dog ownership such as effective control, desexing, microchipping, registration and the Yellow Dog campaign.

Targeted Education and Awareness

- A targeted education pilot program has rolled out in October 2019 to 50 early learning centres across the ACT, titled the 'Living Safely with Dogs' program.
- The program has already received positive feedback from participating schools as many children live with or nearby dogs and will benefit from understanding how to behave around dogs in a way that reduces risk of injury, including when not to approach a dog and what to do if a dog is acting aggressively.

Cleared as complete and accurate:	08/11/2019	
Cleared by:	Jim Corrigan	Ext: x75819
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Lead Directorate:	Transport Canberra and City Services	



QUESTION TIME BRIEF

- Preparations are underway for a smaller program to run in ACT prenatal centres to educate relevant staff on how to prepare new parents for raising a child with a family dog, titled the 'We Are Family' pilot program.
- These programs have been designed and implemented by the Victorian Government ('Living Safely with Dogs' and 'We Are Family') and are already successfully being used in Victoria and New South Wales.

Desexing Program

- Funding of \$15,000 has been allocated for a dog desexing program in partnership with the RSPCA ACT to be undertaken in the second half of 2019.
- This program is underway and 35 desexing vouchers have been made available. This amounts to roughly \$430 per dog, as larger dogs have higher costs and follow up care is often required.

Free Microchipping and Registration Days

- A free microchipping and registration day will take place at Domestic Animal Services in the second half of 2019.
- One free microchipping day has already been offered at the Domestic Animal Services Million Paws Walk stall in May 2019.
- Two additional 'update your details' stalls were held in June and July 2019 (A Pooch Affair and Dog Extravaganza).

Yellow Dog Campaign

- The Yellow Dog campaign is a global movement focused on raising awareness in the community of dogs that need space. This involves yellow materials, such as bandanas, ribbons, harnesses or vests to reduce the likelihood of unwanted interactions with other dogs or people.
- The rollout will be supported by merchandise, such as yellow vests, leads and ribbons, that will be able to be purchased from Domestic Animal Services or our partner organisations.

Cleared as complete and accurate:	08/11/2019	
Cleared by:	Jim Corrigan	Ext: x75819
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Cleared by:	Craig Jordan	Ext: x74279
Contact Officer name:	Kirra Cox	Ext: x53406
Lead Directorate:	Transport Canberra and City Services	



QUESTION TIME BRIEF

- The Yellow Dog campaign will be launched this year once the merchandise has been developed, such as vests and bandanas.
- This will be supported by targeted educational videos and materials to promote the campaign.

Pet Census

- A pet census was undertaken in August 2019 involving 2,500 people via phone and over 300 face-to-face interviews at dog parks.
- A report has been prepared, which finds:
 - 42% of ACT households own a pet (60,418 households with pets), with the majority of these households being single unit dwellings. The average number of pets in each of these households is 2.2 pets (totals at 131,347 pets in the ACT).
 - Dogs are the most commonly owned pet. 28% of ACT households own a dog (51,227 dogs in the ACT). The most common breed of dog is a Labrador.
 - Cats are the second most commonly owned pet. 16% of ACT households own a cat (32,405 cats in the ACT).
 - Compliance was shown to be very high at 98% for vaccinations, 97% for microchipping, 92% for desexing and 85% for registration.
 - The most common way dogs are sourced is from a breeder (49%), followed by a shelter (20%).
 - 21% of respondents have been involved in some form of dog attack.

Annual Registration

- Annual registration will commence under the Canberra Dog Model in 2020-21 at no additional cost to the existing upfront fee.
- New online systems are currently being investigated to ensure renewal of registrations is easy and user-friendly, and can simply be done through an email reminder.

Cleared as complete and accurate:	08/11/2019	
Cleared by:	Jim Corrigan	Ext: x75819
Cleared by:	Benedette Mitcherson	Ext: x54105
Cleared by:	Craig Jordan	Ext: x74279
Contact Officer name:	Kirra Cox	Ext: x53406
Lead Directorate:	Transport Canberra and City Services	



QUESTION TIME BRIEF

- Canberrans will be made well aware of the new system in advance of its commencement.

Incentivisation

- Incentives for dog owners are being explored and include new dog poo bags (biodegradable) and bins at all dogs parks in Canberra.

Background Information

Consultation and Education on Off-leash Area Changes

- The new off-leash area changes were originally announced under the Canberra Dog Model in May 2019.
- A media event launching the updated ACTmapi dog exercise zoning took place on 16 July 2019 and significant education and awareness on the ground has occurred since the announcement.
- The CTT and DAS Rangers have been engaging with the community in day to day operations and proactive patrols at key dog exercise area locations to ensure the community is well aware of the changes.
- These operational teams have been briefed on the changes and have taken an educate and engage approach while the community adjusts to the changes.
- TCCS has worked with external stakeholders in the local dog industry in gathering feedback on the 16 July 2019 changes to determine the 14 October 2019 changes, such as small organisations and walking groups. This is in line with the 'productive partnerships' objectives under the Canberra Dog Model.
- Community members were encouraged to contact communityengagement@act.gov.au with any questions or specific locations where they had concerns or questions (over 60 written enquiries were received through this process). Ongoing updates will always occur for our off-leash areas as new suburbs are established and data informs changes in specific locations.
- Materials have been handed out to dog owners at popular dog exercise locations including hard copy Canberra Dog Model booklets.
- Postcards have also been prepared under the new marketing campaign for release.
- The TCCS website has been updated to provide links to the new mapping, an FAQ and pdf maps.

Cleared as complete and accurate:	08/11/2019	
Cleared by:	Jim Corrigan	Ext: x75819
Cleared by:	Bernedette Mitcherson	Ext: x54105
Cleared by:	Craig Jordan	Ext: x74279
Contact Officer name:	Kirra Cox	Ext: x53406
Lead Directorate:	Transport Canberra and City Services	



QUESTION TIME BRIEF

Development of the Canberra Dog Model

- The Canberra Dog Model was released in May 2019 and is based on the three principles of community safety, responsible dog ownership and animal welfare.
- The Dog Model sets a vision for Canberra as a leader in dog management and commits to a range of immediate and longer-term actions that include:
 - off-leash area changes that were launched in July and October 2019 to ensure the community is clear on where dogs can and can't be off-leash;
 - a new marketing campaign to promote responsible dog ownership as part of a new Education and Awareness Strategy;
 - targeted education and awareness programs aimed at children and young families on how to be safe around dogs, which is a proven way to reduce dog attacks and improve community safety and are being rolled out now;
 - a new dedicated compliance team in City Services, rolled out in June 2019, focusing on key areas of responsible dog ownership such as not having a dog under effective control or not picking up after your dog;
 - a discounted dog desexing program in partnership with the RSPCA ACT, which is being rolled out now;
 - free dog microchipping and registration days, with the next one being scheduled for later this year;
 - launching the Yellow Dog campaign for dogs that need space (e.g. anxiety), with Yellow Dog materials expected to be available in coming months;
 - a pet census to better understand dog ownership in Canberra and target services to where they are needed – this has concluded;
 - annual registration to commence in 2020-21 at no additional cost to the existing upfront registration fee; and
 - other incentivisation initiatives to encourage and reward responsible dog ownership, such as increased dog bins and bags available in key locations.
- The objectives and actions in the Canberra Dog Model are based on proven best-practice dog management and welfare and have been informed by successful case studies from around the world. These objectives are:
 - all dog owners are responsible;
 - productive partnerships;
 - an educated community;
 - compliance is enforced;
 - rules are clear; and
 - responsible dog owners are rewarded.

Cleared as complete and accurate: 08/11/2019

Cleared by: Jim Corrigan

Ext: x75819

Cleared by: Bernedette Mitcherson

Ext: x54105

Cleared by: Craig Jordan

Ext: x74279

Contact Officer name: Kirra Cox

Ext: x53406

Lead Directorate: Transport Canberra and City Services

MINISTER FOR CITY SERVICES

ACT LEGISLATIVE ASSEMBLY QUESTION

COPY

Questions on Notice Paper, No 37

Question No. 2695

MS LAWDER: To ask the Minister for City Services

- (1) How many (a) dogs and (b) cats, can be held at the Domestic Animal Services (DAS) pound at Symonston.
- (2) Can any other domestic animals be kept at the DAS in Symonston; if so,
 - (a) what sorts of domestic animals are they?
 - (b) has the capacity of the pound ever been reached; if so how often?
 - (c) where are animals housed if capacity is reached?
 - (d) does the Government pay for this service?
 - (e) how much does this cost per animal per 24 hours, and
 - (f) how much has this cost in the past three financial years.
- (3) In relation to (a) dogs and (b) cats,
 - (i) has the capacity of the pound ever been reached; if so how often,
 - (ii) where are animals housed if capacity is reached,
 - (iii) does the Government pay for this service,
 - (iv) how much does this cost per animal per 24 hours, and
 - (v) how much has this cost in the past three financial years.

Mr Steel - The answer to the Member's question is as follows:

- (1) (a) 63.
(b) 12.
- (2) (a) Yes. Domesticated pigs, sheep, ferrets and chickens.
(b) No.
(c) RSPCA.
(d) Yes.
(e) Rates vary depending on the animal and circumstances.
(f) The Service Funding Agreement with the RSPCA (for a number of services) was:

2018-2019	\$748,470.00
2017-2018	\$732,000.00
2016-2017	\$744,950.00

- (3) (a) In relation to dogs.
 - (i) Yes.
 - (ii) RSPCA.
 - (iii) Yes.

- (iv) Rates vary depending on the animal and circumstances, but generally are between \$26.00 - \$101.00 per day (24hrs).
- (v) Please response above regarding the Service Funding Agreement with the RSPCA.

(b) In relation to cats.

- (i) No.
- (ii) RSPCA.
- (iii) Yes.
- (iv) Rates vary depending on the animal and circumstances.
- (v) See response above regarding the Service Funding Agreement with the RSPCA.

Approved for circulation to the Member and incorporation in Hansard.



Chris Steel MLA
Minister for City Services

Date:.....21/10/19

This response required 60 mins to complete, at an approximate cost of \$91.67



QUESTION TIME BRIEF

Portfolio/s: City Services

Transport Canberra and Business Services

ISSUE: Litter Legislation Amendments

Talking points:

- On 22 October 2019 the Legislative Assembly passed amendments to the *Litter Act 2004* (the Act). Most of the new provisions came into effect on 1 November 2019.
- The amendments to the Act:
 - update the objects of the Act to recognise that littering and illegal dumping can impact the amenity of the ACT and the wellbeing of its citizens;
 - introduce an escalating framework where penalties increase with the volume of litter deposited;
 - introduce a new framework for managing abandoned vehicles;
 - ensure that litter on private land can be appropriately covered including introducing an ability to act when construction materials are likely to escape a site and become litter;
 - improve offence provisions including increased infringement notices and introduce a new category of aggravated offences that include cigarette butts, matches and syringes; and
 - create a framework to manage extreme cases of hoarding (this framework does not take effect for up to 12 months).

Cigarette butts

- A new aggravated offence provision has been created for cigarette butts with a \$500 infringement notice.
- Under the amended laws, all cigarettes are treated as equally dangerous regardless of whether they are lit or extinguished.

Cleared as complete and accurate:	08/11/2019	
Cleared by:	Executive Branch Manager, Strategic Policy and Customer	Ext: 78467
Information Officer name:		
Contact Officer name:	Kirra Cox	Ext: 53407
Lead Directorate:	Transport Canberra and City Services	



QUESTION TIME BRIEF

- Determining if a cigarette is fully extinguished is very difficult. Cigarettes can appear to be extinguished but still be smouldering internally and re-light in windy conditions.
- The ACT Emergency Services Agency estimate that around 13% of grass fires are caused by littered cigarettes. This makes cigarettes particularly dangerous in the Bush Capital where our grasslands are often very dry.
- There have been past incidents where cigarette butts have led to fires in residential buildings when they were thought to be extinguished. For example, the Glebe Park Apartments fire in August 2019.

Uncovered loads

- Major roads in the ACT often have litter strewn on the road shoulders and along median strips or dividers. This is often due to drivers failing to cover loads.
- Debris falling from vehicles is not just unsightly, it is also dangerous.
- This is reflected in the increase in the fine for this offence from \$500 to \$1500 for failing to cover a load.
- Recent surveillance operations along Mugga lane indicate that approximately 1 in 100 vehicles do not appropriately cover their loads.

Escalating framework for dumping Litter

- The amended laws introduced a new escalating framework that covers dumping of litter of one litre and over, up to 200 litres and above.
- If a vehicle is involved in the dumping activities, a fine can be issued to the registered owner of the vehicle or business.
- These new provisions will support surveillance operations being conducted to target illegal dumping.

Cleared as complete and accurate:	08/11/2019	
Cleared by:	Executive Branch Manager, Strategic Policy and Customer	Ext: 78467
Information Officer name:		
Contact Officer name:	Kirra Cox	Ext: 53407
Lead Directorate:	Transport Canberra and City Services	



QUESTION TIME BRIEF

Litter on building sites

- The amended laws introduced provisions that allow the Government to take action if storage of lightweight construction material such as waffle pods are not secure.
- Waffle pods are a common construction material which, while on a building site would not be considered litter and subject to being stored in a waste enclosure.
- Currently a waffle pod only becomes litter if it is blown offsite. Once this has happened it is very difficult to determine where the material came from to issue an infringement.
- The introduction of these new provisions will allow a proactive approach to the enforcement of litter from building sites. There will now be more responsibility placed on site managers to secure building material which could escape and become litter.

Regulation of dockless bikes

- The amendments also introduced an ability to regulate dockless bike schemes in the future if there are issues with these bikes being abandoned and becoming litter.

Amenity impact and hoarding

- Hoarding is a serious issue that can impact amenity, wellbeing, cause stress for nearby residents, and put the resident of the hoarding property at risk of harm.
- Hoarding is a sensitive issue which often involves a mental health component known as hoarding disorder. The Act now contains a framework to manage the hoarding that takes a balanced approach supporting vulnerable people to make positive changes without imposing criminal penalties, whilst being robust enough to take action when softer approaches are ineffective or ignored.

Cleared as complete and accurate:	08/11/2019	
Cleared by:	Executive Branch Manager, Strategic Policy and Customer	Ext: 78467
Information Officer name:		
Contact Officer name:	Kirra Cox	Ext: 53407
Lead Directorate:	Transport Canberra and City Services	



QUESTION TIME BRIEF

- A mandatory code of practice is being developed to inform officers managing amenity impact cases. The code will:
 - require regular review of the circumstances of a person in relation to whom an abatement notice has been given in relation to an amenity impact due to hoarding;
 - allow for the establishment of, or referral to, a group made up of representatives from government agencies and support services to advise in relation to the management of amenity impacts caused by hoarding;
 - outline the circumstances in which a person whose hoarding has caused an amenity impact should be referred to a government agency or a support service; and
 - outline the least restrictive means reasonably available to the Director-General for dealing with amenity impacts caused by hoarding.
 - the code of practice cannot be made until 31 April 2020 at the earliest. After this time the code of practice can be approved and the provisions for managing hoarding can commence.
 - the hoarding provisions will automatically commence on 31 October 2020 if a code of practice is not made.
- Since the introduction of the Litter Bill in June 2019, Alistair Coe MLA has introduced an amendment to the *Planning and Development Act 2007* which seeks to address hoarding, using controlled activity orders on unclean leaseholds.
- The Coe amendment takes a hard approach to hoarding that essentially criminalises hoarding behaviour and is not consistent with best practice.

Protecting vulnerable people

- The amended laws contain protections for vulnerable people. Safeguards have been built into provisions to prevent people doing the right thing from being penalised. For example, littering is now an offence

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on private land however this does not apply if the littering occurs with the consent of the occupier.

- The *Litter Act 2004* is administered by Transport Canberra and City services (TCCS). The approach TCCS takes to enforcing the *Litter Act 2004* is outlined in the TCCS Accountability Commitment.
- The Accountability Commitment outlines a risk-based regulatory response. These models show that for minor offences such as littering where harm is minimal, support and engagement, followed by education and assistance are preferred over regulatory action.

Increased penalties

- Under the new laws, fines have increased for many existing offences and new fines have been introduced. This includes:
 - increasing the fine for littering if the item is small, for example a movie ticket or wrapper, from \$60 to \$150 for an individual;
 - increasing the fine for littering if the item is larger than a movie ticket up to 1 litre from \$200 to \$300 for an individual;
 - making the fine for dropping a cigarette butt \$500 for an individual, regardless if it is lit/unlit or extinguished, previously this was \$300;
 - increasing the fine for placing waste of inappropriate size, shape, type in a public bin from \$200 to \$300 for an individual;
 - increasing the fine for not securing a load on a vehicle or trailer from \$500 to \$1,500 for an individual;
 - increasing the fine for distributing, commissioning, authorising or arranging the distribution of unsolicited leaflets on motor vehicles or a structure from \$100 to \$200 for an individual;
 - increasing the fine for not returning a shopping trolley when directed to by an authorised person from \$60 to \$150;
 - introducing a new fine for failing to secure lightweight construction material on a building site;

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- introducing a new fine of \$300 for not complying with a request to remove litter; and
- introducing a new fine of \$300 for not complying with a notice to remove litter.

Background Information

- The Litter Bill was introduced into the ACT legislative Assembly on the 6 June 2019. The Bill was debated and passed on 22 October 2019.
- The Better Suburbs Statement 2030 identified household waste and recycling, which includes disposal of bulky waste that is often dumped illegally; as the equal second priority for City Services. It also identified public waste and recycling, which included illegal dumping as the fourth highest priority. This indicates that the people of the ACT are concerned about illegal dumping.
- Cleaning up litter and illegal dumping cost Transport Canberra and City Services (TCCS) \$3 million in the last financial year. Over \$400,000 of this was due to illegal dumping. This has increased to over \$550,000 in financial year 2018-19.
- Illegal dumping and abandoned vehicles are the third and fourth most common complaint through the Access Canberra “Fix my Street” program. In the 2016-17 financial year complaints for both issues increased by 30% on the previous year. This indicates that the people of the ACT want to see action taken on illegal dumping.
- The *Litter Act 2004* had not been updated since 2004, this included the penalties for littering offences.

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Portfolio/s: City Services

ISSUE: STREET TREES

Talking Points:

- Transport Canberra and City Services (TCCS) manages over 766,000 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), removing foliage near power lines, 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.
- The *Tree Protection Act 2005* is currently under review, and the community can provide input via YourSay until 8 December 2019.
- As part of Government's commitment to maintain a healthy and resilient urban forest, TCCS will develop 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. I recently announced that over 17,000 new trees will be planted across the city to ensure Canberra's beautiful urban forest is renewed and enhanced for future generations.
- 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.

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Key Information

- Storm Damage
 - As a result of several storm and wind events in early 2019, TCCS tree maintenance crews initially concentrated on making damaged trees safe and clearing tree debris from roads, driveways and footpaths. Tree maintenance teams then commenced a more comprehensive clean-up of fallen material and fallen trees and have recommenced work on existing jobs and prioritising new jobs that come in from members of the public. However, the significant levels of additional work arising from the storm damage has resulted in extensions in expected completion times for previously assessed works.
- Tree planting
 - A spring planting program of 750 trees commenced in late October 2019, with a further 750 planting sites programmed for autumn 2020. In addition, it is anticipated that further community plantings in 2019-20 will be undertaken through the Adopt a Park program and in the course of Tree Week in May 2020.
 - Over the next four years TCCS will be planting over 17,000 trees in streets, parks and other open spaces to increase tree canopy cover and help renew our urban forest. A production plan is being finalised for the provision of the 17,000 trees by Yarralumla Nursery and planting will commence in spring 2020 under this program.
 - A total of 1349 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 and the City Renewal Authority partnered together to plant an additional 39 advanced sized street trees in urban planting sites across Braddon and the City, and 731 young trees were handed over to TCCS for ongoing management.
 - TCCS has increased involvement with volunteer tree management groups, with activities including young tree maintenance, data collection for mapping, minor pruning and over 65 trees were planted by volunteers in autumn 2019.
 - All new trees will be 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 or contact Access Canberra on 13 22 81 so a replacement tree can be arranged. The government does not encourage people to plant trees on their nature strips as these trees may interfere with infrastructure.

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- 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 tree watering program commenced on 1 October 2018 with seven trucks allocated to watering approximately 18,000 juvenile trees across Canberra. This program was completed on 3 May 2019, with trucks stood down in periods of significant rainfall.
 - The 2019-20 season commenced in early October 2019.
 - Residents are encouraged to take an active role in watering street trees in their neighbourhood to aid their survival in the current dry conditions.
- Pruning vegetation around road signage and other infrastructure
 - Funding was initially provided in the 2015-16 Budget to carry out a scheduled program of works to remove vegetation that may be impeding road signage, parking signs and urban infrastructure to improve safety and amenity.
 - This program is ongoing and has focused on high use roads, suburban shopping centres and addressing public enquiries about line of sight issues.
- Tree removal
 - 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, 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:

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- 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 132281 or the Fix My Street online service accessible through 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.
- o 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.
- o 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 program
 - o A removal program of approximately 613 trees commenced in April 2019, with the remaining trees to be removed by the end of November in cooperation with Evoenergy as they are located close to powerlines. 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.
 - o 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 woody debris in nature reserves and in urban green space. Logs were also salvaged for use in nature play spaces in parks and schools.
 - o TCCS is renewing the treescape of City Hill. The majority of pine trees in this area have reached their end of life and require removal. ACT Heritage, the National Capital Authority (NCA) and the City Renewal Authority (CRA) have been approached for support for removal of all 40 remaining trees. The removal of the 40 trees took place in May 2019. A replanting program of the original 90 tree pattern is expected to be undertaken in Spring 2019 in consultation with ACT Heritage, the NCA and the CRA.
 - o TCCS is also renewing the treescape of Yarralumla Dog Park. A number of pine trees in this area have reached their end of life and require removal. The tree removal will be completed by mid-September 2019. The dog park will be subject to a series of short-term closures while the trees are being removed. These closures will last for a day at a time. Signage will be posted prior to any works.

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Some of the identified trees were used for arborist training prior to their removal. A replanting program will be undertaken in consultation with ACT Heritage. Further tree removals will be undertaken in the coming years as the remaining pine trees reach their end of life.

- 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.
 - 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
 - In the 2018-19 year, a total of 2257 applications were received, including 420 applications for which Development Approval advice was provided to ACTPLA (ESPDD).
 - A total of 2974 individual regulated trees were assessed in relation to a proposed damaging activity as outlined in the Act, through 1837 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. Of the trees subject to an application to undertake a potentially damaging activity, approval rates varied from 63.5% for major pruning to 96.1% for ground works within tree protection zones, where conditions to limit damage to trees can be put in place as part of the approval.
 - There were 197 applications that were not covered by legislation and 104 withdrawn or not yet finalised.
 - 22 requests to have the decision reconsidered were received, with four decisions changed following the reconsideration.
 - Only one appeal was lodged with the Administrative and Civil Appeals Tribunal (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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QUESTION TIME BRIEF

Portfolio: City Services

ISSUE: REVITALISING TOWN CENTRES / SHOPPING CENTRE PRIORITISATIONS

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 and Kambah 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.

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

Scope	<p>There are two project parts:</p> <p>Project 1 – Woden Town Square and Public Realm Improvements: This project includes two stages. Stage 1 is a temporary six-month activation of the Woden Town Square including the installation of permanent and non-permanent improvements to the urban realm link between the Woden Town Square and Corrina Street. Stage 2 follows on from Stage 1 with the design and construction of permanent improvements in the Town Square and the link through to Corrina Street that will retain the successful elements from Stage 1 along with new elements that renew this key pedestrian link.</p> <p>Project 2 – Pedestrian and Cycle paths: 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>Project 1 – Woden Town Square and Public Realm Improvements: Stage 1 temporary 6-month activation has been extended until February 2020 as the experiment has been successful in activating the Woden Town Square. A range of activities and events continue to be booked in the Town Square. Data collection and evaluation of the project prior to May 2019 shows an increase in visitors to the Town Square and an increased perception of people's sense of safety.</p> <p>Work on the Stage 2 design commenced in October 2019 and the design will be complete in November 2019 for tendering. Construction will commence in February/ March 2020.</p> <p>Project 2 – Pedestrian and Cycle paths: Government stakeholder consultation on draft preliminary plans was completed in May 2019. Draft Plans were completed in June 2019. Targeted public stakeholder consultation commenced in June 2019 and continue through October 2019. Preliminary plans were completed in October 2019. Draft Final design is expected to be completed in early November with public engagement scheduled for November-December 2019. Government stakeholder circulation for final design approval is scheduled to occur in November 2019.</p>

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

Scope	<p>There are two project parts:</p> <p>Project A – Tuggeranong Town Square & Laneways Upgrade: This project will progress the concept plan prepared in May 2018 for the Town Square and laneways upgrade, to detailed design and construction. 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>Project B – Pathway Improvements: This project will progress 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>
Progress	<p>Part A – Tuggeranong Town Square & Laneways Upgrade: A consultant was engaged to assist with public consultation which asked for feedback on the concept plans prepared in 2018. Consultation commenced in 26 September 2018 and closed on 26 November 2018. The tender for a consultant to finalise design and prepare construction tender documentation closed on 25 October 2018 and the contract was awarded in December 2018. Site survey and preliminary investigations has been completed and preliminary design was finalised in early April 2019. Detailed design was completed in June 2019 and lighting design approved in late June 2019; the design was presented for design approval by other government stakeholders in early July 2019; The Development Approval application for the shade structure was submitted in September 2019. Construction ready drawings were completed in October 2019 and the construction tender scheduled for release in November 2019 is being finalised.</p> <p>Part B – Pathways Improvements: Preliminary site assessment and review of the preliminary plans prepared in 2017 is complete. The tender for a consultant to finalise design and prepare construction tender documents was released on 11 November 2018 and closed on 29 November 2018 and the design contract awarded in January 2019. Site investigations have been completed and draft Preliminary Sketch Plans (PSP) were completed for review in mid-April 2019. Government and targeted public stakeholders consultation on draft PSP has been completed. Draft Final Sketch Plans (FSP) that were presented to government stakeholders in August 2019, are currently being finalised and due for submission on 18 November 2019. Minor delays whilst the interdependencies between this project and the potential bus rerouting project being confirmed.</p>

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

Scope	<p>There are three project parts:</p> <p>Part A – Belconnen bikeway: 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>Part B – Benjamin Way protected bikeway: 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>Part C – Belconnen Arts Centre foreshore path: 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>
Progress	<p>Part A – Belconnen bikeway: Community consultation for the Belconnen bikeway alignment and design elements was completed in July 2018. Final design for the full bikeway alignment was completed in early 2019.</p> <p>The construction tender was awarded in September 2019. Construction commenced in October 2019 and is scheduled to be completed late 2020. <i>Refer to separate specific QTB for Belconnen Bikeway for additional project information.</i></p> <p>Part B – Benjamin Way protected bikeway: Preliminary consultation was included in the Belconnen bikeway community consultation held in July 2018. A design consultant was engaged in October 2018 to prepare a new concept plan for targeted public stakeholder review. The revised concept plan was completed in December 2018. Targeted stakeholder consultation began in November 2018 and was completed in January 2019.</p> <p>A tender for a design consultant to complete the detailed design was released in March 2019 and was awarded in April 2019. Preliminary plans were completed in August 2019. Targeted public consultation commenced in September and continues in October 2019. Draft detailed design is expected to be completed in November 2019 for government stakeholder circulation and final design approval.</p> <p>Part C – Belconnen Arts Centre foreshore path: Preliminary geotechnical investigations and consultations to inform design have been completed. Design concepts for targeted stakeholder consultation and design development were completed in October 2018. The tender for a consultant to finalise design and superintend construction in preparation for construction closed in October 2018 and a consultant was engaged in December 2018. Site</p>

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	<p>investigations which commenced in January 2019 have been completed. Government and public stakeholder consultation on the preliminary design was completed in March 2019 and the revised design completed in early April 2019. Detailed design was finalised in August 2019 and construction ready completed in October 2019. The Development Approval request submitted in July 2019, was approved on 29 October 2019. The construction tender is being finalised and scheduled to be issued in November 2019; timing of tender release is contingent on the procurement method identified as most effective for timely tender release and co-ordination with the Belconnen Arts Centre Stage 2 extension construction currently underway on the BAC path project site.</p>
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Gungahlin Town Centre – Hibberson Street (2016-2018) (COMPLETE)

Scope	<p>This project has reconstructed Hibberson Street and developed a one way shared zone, from Gungahlin Place to Gozzard Street; to create a more pedestrian friendly environment and inviting street character. The changes included creating broader footpath upgrades, furniture, landscaping and lighting to improve the safety and amenity of Hibberson Street. Construction of the Hibberson Street Shared Zone commenced in tandem with the development of the Gungahlin Bus Station project.</p>
Funding	<p>The 2017-18 ACT Budget provided \$3 million as part of the <i>Building a better city – Revitalising local town centres</i> to the Gungahlin – Hibberson Street project.</p>
Progress	<p>Construction commenced in March 2018 and was completed in October 2018.</p>

Tuggeranong Town Centre – Anketell Street (north) Stage 2 (construction) and Laneway to the Lake (design) (2016 – 2018)

Scope	<p>There are two parts to stage 2 of this project.</p> <p>Part A – Anketell Street Upgrade Design and Construction: This project involves detailed design and construction of stage 2 of the Anketell Street (north) upgrade and builds on stage one improvements completed in 2017. The improvements will create a more pedestrian friendly and inviting street character on the north section between Reed and Pitman Streets. The changes include changes to the road carriageway, footpath upgrades, furniture, landscaping and lighting to improve the safety and amenity of Anketell Street (north) as well as creating a more pedestrian focused environment.</p> <p>Part B – Laneway to the Lake Design (COMPLETE): This project will also deliver a feasibility study and concept design for the laneway connection from Anketell Street to Lake Tuggeranong foreshore.</p>
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Funding	The 2017-18 ACT Budget provided \$3 million as part of the Building a better city – Revitalising local town centres to the Anketell Street (north) Stage 2 construction and Laneway to the Lake design project.
Progress	<p>Part A – Anketell Street Upgrade Design and Construction: The contract to finalise design and to superintend construction was awarded in mid-October 2017. The upgrade design was completed in April 2018 and the construction tender finalised in May 2018. Tenders for construction closed on 5 July 2018 and evaluation has been completed. All tenders received are over the budget available for construction. Additional funding has been identified, tender negotiations with the preferred tender have been successful and the construction contract was awarded in November 2018. Construction commenced on 14 January 2019, was completed in July 2019 and opened to traffic in August 2019. Note: Green paint cycleway marking, deferred until temperatures became warmer, was completed in October 2019.</p> <p>Part B – Laneway to the Lake Design (COMPLETE): A consultant was engaged in mid-October 2017 to prepare concept plans for the laneway design and Burton & Associates to facilitate the consultations. Site investigations and the first round of consultations which began in November 2017, have been completed. The second round of consultations on draft concept plan designs were completed in early March 2018. The Feasibility Study and Concept Plan were completed in April 2018.</p>

Group Centres

Kambah Village Group Centre – Improvements Stage 2

Scope	<p>This Stage 2 project will continue the detailed design and construction of improvements to the Kambah Village centre extending the work around to the eastern side of the public realm.</p> <p>Elements include new recreational / gathering space and carparking area to the south east side of the centre with more planting for shade. Other improvements called for by the community include upgraded playground, new furnishings, compliant and more direct access over the bridge from east of the suburb, new screened enclosure for the commercial bin collection area and new public toilets. The works will also deal with safety and compliance issues, particularly new compliant pedestrian lighting, and developing a compliant accessible path of travel to and within the centre and parking facilities for people with disabilities.</p>
Funding	The 2017-18 ACT Budget provided \$2 million as part of the Building a better city – Revitalising local town centres to the Kambah Village Group Centre Improvements Stage 2 project.

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QUESTION TIME BRIEF

2019-20 Capital Works

Local Shopping Centres Improvements 2019-20 (Fraser & Dunlop) In progress	
Scope	<p>Fraser: The scope of this upgrade is for works that improve public access and safety through path, pavement and other public infrastructure improvements; provide public amenity by installing benches and providing shade; enhancing landscape quality by improving public landscape assets.</p> <p>Dunlop: The scope of the upgrade is to install shade sails over a nearby public playground and to provide a community notice board.</p>
Cost	<p>\$800,000 is provided to deliver the scope of the Fraser and Dunlop upgrade.</p> <p>1. \$500,000 provided in the 2019-2020 ACT Budget under Better Infrastructure Funding (BIF).</p> <p>2. \$300,000 additional has been provided through a reallocation within the TCCS 2019-2020 BIF Program (B19/151).</p>
Progress	<p>Project Plan and Functional Brief have been approved and formal initiation of Procurement was achieved in early August 2019. The tender for a contractor to complete design and construct the works was advertised in September 2019 and the contract awarded on 30 October 2019. The project inception meeting on site with the project team was held on 1 November 2019 and detailed design has commenced. Construction is expected to start in mid-January 2020 and be completed in June 2020.</p>

2016 Program Delivery Method Review – Local Centres

- A strategic review of the current program approach to prioritising and delivering local centre upgrades was undertaken in 2015-16.
- The review process included improved coordination of works across the various government agencies to better target government investment.
- A key outcome of the review was the creation of a multi-criteria analysis tool, which can be used to prioritise upgrades and allows alternative funding models for future funding of these centres to be considered.

Shopping Centre Upgrade Program – Feasibility Studies Projects 2016-17

Feasibility Studies and Preliminary Designs – Duffy, Campbell, Fraser and Kaleen Shops COMPLETE	
Scope	<p>The local shopping centres in Duffy, Campbell, Kaleen (Gwydir Square) and Fraser were identified in the 2016 assessment as priorities for feasibility studies. The feasibility studies will inform future funding bids for the construction phase of local shopping centre upgrades. Consultation to inform these studies has been targeted to key stakeholders; this includes asset owners, other Government stakeholders, leaseholders, business, local community groups and targeted onsite conversations.</p>
Funding	<p>\$475,000 was provided in the 2016-17 ACT Budget.</p>
Progress	<p>The first stage of consultation was completed in May 2017. The second round of Government stakeholder consultation took place in September 2017 and stage two</p>

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 Lead Directorate: Transport Canberra and City Services



QUESTION TIME BRIEF

	public stakeholder consultations which began in October 2017, were completed in November 2017. Designs have been amended in response to both rounds of consultation. The project has been finalised with consultation and design reports completed in December 2017. Opportunities for co-contributions will be followed up as funding becomes available for construction.
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Shopping Centre Upgrade Program – Construction Projects 2016-17

Charnwood Group Centre upgrade 2016-17 COMPLETE	
Scope	The scope of this minor upgrade work addressed the pavement issues at the Charnwood Group Centre to improve safety and access. The works focussed on trip hazards, new compliant kerb crossings, ramps and improving public amenity.
Cost	\$230,000 capital upgrade funding was provided in the 2016-17 ACT Budget.
Progress	Construction commenced in late March 2017 and was completed in June 2017.
Kambah (Village) Group Centre Stage 1 upgrade 2016-17 COMPLETE	
Scope	This project delivered minor improvement works focussed on the main courtyard area to improve cleanliness, safety, access and the general public amenity. Improvements included a screen fence to block the view to the commercial bin area, removing the deck structure which created a better courtyard gathering space, replacing aged furniture assets with new furnishings including picnic settings and seats, improved safety with new compliant ramps and steps, new garden beds and deciduous tree plantings for summer shade.
Cost	\$300,000 Capital Upgrade Funding was provided in the 2016-17 ACT Budget.
Progress	Cleaning of permanent structures commenced in March 2017, construction commenced in May 2017 and was completed in July 2017.
Spence (Glassey Place) Local Shops upgrade 2016-17 COMPLETE	
Scope	This project delivered minor upgrade works to the local shops to improve the general public amenity. These improvement works created a new community gathering space, added shade sails to the playground, replaced aged furniture assets, improved safety with compliant access and two new car parks for people with disabilities.
Cost	\$370,000 Capital Upgrade Funding was provided in the 2016-17 ACT Budget.
Progress	Construction commenced in May 2017 and was completed in July 2017.

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QUESTION TIME BRIEF

Portfolio/s: City Services

City Services

ISSUE: MOWING, CLEANING AND MAINTENANCE OF PUBLIC ASSETS

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 usual spring flush of grass growth has not occurred in 2019 due to ongoing dry conditions. As a result, city-wide coordinated mowing operations are not anticipated to be required until significant rainfall occurs. Until this time, mowing will continue to be undertaken to address excessive grass on an as-needs basis.
- Resources usually allocated to mowing are allocated to other maintenance activities including weed control, repairs and maintenance of infrastructure and addressing community requests for service.

Key Information

2019-20 Budget

- \$32.2m has been allocated in 2019-20 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:
 - \$8.49m for cleaning and litter removal;
 - \$2.33m for asset maintenance;
 - \$10.296m for horticultural maintenance, weed and pest control;
 - \$10.765m to deliver a Canberra-wide mowing program that includes sportsground mowing; and
 - \$1.2m for water and electricity charges.

Asset maintenance service levels

- Service level standards are applied consistently across the city in accordance with regional Plans of Management, whereby higher use and high-profile areas (town and district parks and shopping centres) are managed and maintained to a higher

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standard than lower use areas (neighbourhood parks, pedestrian parkland and local centres).

- Cleaning of 90 local, group and city shopping centres is undertaken daily or weekly throughout the city.
- Cleaning of 69 public toilets in urban areas is undertaken daily or more frequently, depending on patronage.
- 117 BBQs across Canberra are cleaned twice weekly over the warmer months and weekly over the winter period.
- 509 playgrounds are inspected at least fortnightly with repairs carried out as required.
- Maintenance works are undertaken as required on 123 memorials and 361 artistic design features including artworks, sculptures, paintings, mosaics, street art and murals.
- Major arterial roads and open space areas are litter picked monthly, generally prior to mowing and more often as required.
- Town and district parks are inspected and litter picked at least weekly.
- As part of the initiative funding, cleaning of the 133 urban lakes and ponds is undertaken approximately two times a year, with major lakes four times a year, with additional cleaning after major storm events.
- High priority open space areas adjacent to larger lakes and ponds such as Yerrabi Pond, Lake Tuggeranong, Lake Ginninderra and Point Hut Pond are inspected and cleaned as part of the regular litter picking programs.
- High use areas in the public realm are inspected for illegal graffiti weekly with offensive graffiti removed within 24 hours and other graffiti within five days of being reported.

Mowing

- Typically, public open spaces are mown every four weeks and arterial roads every five weeks during peak growing periods. The current dry weather conditions have continued throughout spring 2019 and are predicted to continue. As a result, suburban mowing is still being undertaken on an ad-hoc basis, with teams targeting areas that require mowing.
- The first mowing pass of arterial roads commenced in October 2019. A second pass will commence mid November.
- Mowing of sportsground 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.

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- TCCS ALG control program is currently being plan for the coming months to target areas that were treated previously to ensure effective control. This program involved 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. The implementation of the follow up will be dependent on weather conditions.
- \$2.53m has been allocated in the 2019-20 Better Suburbs program for maintaining city services.

Other 2019-20 Budget initiatives

- An additional \$9.92m has been allocated in the 2019-20 Better Suburbs: Planting more trees and delivering more bins to local shops over the next four years including;
 - \$7.53m for planting of 17,000 trees;
 - \$2.05m towards additional waste and recycling bins.
- An additional \$0.20m towards dog park improvements and \$3m for improved play spaces which includes work to refresh and upgrade 20 play spaces across Canberra.
- An additional \$0.5m towards improving local shopping centres including Dunlop and Fraser.

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Transport & City Services

ISSUE: ANIMAL WELFARE AND MANAGEMENT

Talking Points:

Animal Welfare and Management Strategy

- The Animal Welfare and Management Strategy 2017–22 (the Strategy) is a five year plan focused on preventative action, particularly through public education to raise awareness, achieve best practice animal management and welfare outcomes.

Approach to Dog Management

- As identified as an immediate action in the Strategy, in late 2017 the Government introduced a comprehensive suite of amendments to the *Domestic Animals Act 2000* (the DA Act) to bring the ACT in line with best practice for managing dangerous and potentially dangerous dogs focused on community safety and responsible pet ownership. Further amendments to the DA Act were passed in December 2018.
 - The amended provisions have proven effective by allowing better management of dog attacks and ensuring public safety;
 - a rigorous approach is being taken to applying the new legislation;
 - Domestic Animal Services (DAS) now has two investigators embedded within the unit to assist Rangers with investigations; and
 - all ACAT appeals have been upheld, demonstrating that DAS undertakes robust and defensible investigations focused on protecting public safety.
- In 2018, the Government conducted an Independent Expert Review into the administration of the DA Act to identify opportunities for further improvement in the management of domestic dogs in the Territory.
- The Canberra Dog Model was released in May 2019, which was a recommendation of the Independent Expert Review and provides a range

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of initiatives centred around education and awareness and compliance and enforcement.

ACT Policing

- TCCS works closely with ACT Policing to manage dog attacks through sharing information and intelligence. DAS and ACT Policing have begun discussions to implement an operational Memorandum of Understanding (MOU) between the agencies.

Targeted compliance focus

- On 1 April 2019 six new rangers were announced to take a stronger and more targeted approach to compliance on a range of City Services matters, with a focus on responsible dog ownership.
- Compliance Targeting Team Rangers commenced in June 2019 and are taking a proactive approach, patrolling the suburbs at different times of the day to engage with and educate people. They will also take enforcement action where people are not complying with their responsibilities under the legislation.
- 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.
- People who blatantly ignore the rules will receive infringements.

Public education

- The key means to ensure a long term and sustainable reduction in dog attacks and other dog related incidents is to adopt a preventative approach through community education.
- DAS Rangers carry-out essential education and awareness functions on the ground to ensure the community is aware of their responsibilities. In addition to this, a dedicated Education and Awareness Officer has been working to implement a range of education and awareness initiatives committed to in the Canberra Dog Model, such as a new marketing campaign (see Canberra Dog Model QTB).

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- DAS vehicles are carrying new branding as well as targeted messaging to promote and reinforce responsible dog ownership requirements.

Cat Management

- The Environment, Planning and Sustainable Development Directorate (EPSDD) recently released a draft ACT Cat Plan for consultation, which closed on 3 July 2019. There was significant interest from the community, with 4087 responses received through the www.yoursay.act.gov.au website and surveys in libraries, as well as 17 written submissions received from community groups.
- TCCS holds responsibility over the operations relating to cat management, for example; regarding animal welfare and cat containment.
- Declared cat containment areas currently include Bonner, Crace, Coombs, Denman Prospect, Forde, Jacka, Lawson, Molonglo, Moncrieff, Throsby, The Fair at Watson, Wright, Taylor, Strathnairn, Macnamara and Gungahlin Town Centre (East) and Whitlam. Cat containment signage is erected in these areas to remind residents of their responsibilities as cat owners.
- Cat management is the responsibility of the pet owner. TCCS takes an educational approach to managing cat containment through providing advice to residents in response to individual enquiries. Information is also available through the TCCS website.

Greyhound Racing Ban

- TCCS has responsibility for enforcing the racing greyhound-related provisions of the DA Act and Animal Welfare Act 1992 (AW Act) that came into effect on 30 April 2018.
- TCCS is taking a proactive approach to engage with, and educate owners and keepers of racing greyhounds to ensure they are compliant with the new laws.
- TCCS officers undertake regular inspections and monitoring of racing greyhound training activities to ensure they are consistent with the law.

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RSPCA ACT

- TCCS holds a long-standing relationship with the RSPCA ACT as a key animal welfare stakeholder.
- 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.
- TCCS and RSPCA ACT have formed a working group to explore possible future options for forming a more collaborative and holistic approach to animal welfare and management in the Territory.

Inspectorate Services

- RSPCA ACT inspectors are appointed under the 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.
- DAS Rangers are appointed as inspectors to investigate animal cruelty and neglect cases under the AW Act.

New Animal Welfare Legislation

- The Animal Welfare Legislation Amendment Bill (the Bill) was passed on 26 September 2019 following a comprehensive review of the AW Act.
- This legislation supports the important work already underway in reducing dog attacks and rolling out the Canberra Dog Model, as well as delivering on a key action in the Strategy.

What are the main changes?

- The legislation recognises the sentience of animals as they are capable of feeling emotion and pain, meaning a person responsible for an animal is responsible for both the animal's mental and physical wellbeing.

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- New provisions for minor duty of care or cruelty offences using an escalating enforcement framework, including warnings, on the spot fines and increased court ordered penalties.
- Improved provisions around animal ownership bans, including a six month ban or permanent. This includes preventing a person or people jointly from owning, caring for and living with animals.
- The legislation adds clarity to the provisions around transporting dogs on or in moving vehicles to ensure dogs are appropriately restrained.
- The maximum timeframe for a person to report an injured mammal has been reduced from 24 hours to 2 hours. This means if a person hits an animal with their car, such as a kangaroo, and the animal is alive and needs veterinary assistance or to be euthanised, the person must report the incident to authorities within 2 hours.
- A new provision allowing a person to break into a vehicle to rescue an animal that is visibly in danger, such as if the dog is unconscious from heat exhaustion and DAS Rangers are unable to make it in time to save the animal.
- New offence provisions around 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.
- An assistance animals framework to give rights of access to persons with a disability who rely on an assistance animal. This will come into effect in April 2020 following a consultation period with relevant trainers, organisations and individuals.
- A pet business licensing scheme will be introduced as part of the new legislation, to be effective in April 2020. This will apply to pet shops and boarding kennels and ensures the ACT Government has the ability to take action in certain circumstances where animal welfare concerns are evident and will be developed in close consultation with the industries, including the Pet Industry Association of Australia and Canberra's pet shops and boarding kennels.

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When will the new legislation take effect?

- The majority of the Bill is effective from 17 October 2019, with the assistance animals framework and pet business licensing scheme to be effective from 10 April 2020 after targeted consultation with affected stakeholders, which has commenced.

What animals are covered by the new legislation?

- The Animal Welfare Act 1992 already provides protections for all animals based on the definition of an animal in the Act. This definition states that an animal means all live members of vertebrate species (other than humans), live cephalopods (e.g. an octopus or squid) and live crustaceans intended for human consumption. The amendments strengthen this further by recognising animals as sentient beings with their own intrinsic value.

Why are crustaceans not intended for human consumption not included in the definition of 'animal'?

- The new legislation does not propose to change the existing definition of 'animal', which covers live crustaceans intended for human consumption. Crustaceans intended for human consumption are the most common crustacean species at risk of suffering through improper storage and cooking methods.

Why are we recognising animals as sentient beings?

- It is well established in academic and scientific literature that animals are capable of feeling pain and emotions such as fear and happiness and as such deserve to have an acceptable quality of life. The amendments recognise this and that animals deserve to be treated with compassion. Leading jurisdictions around the world, such as New Zealand, have already recognised animals as sentient in their legislation.

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How will these changes be enforced?

- The Bill allows enforcement of laws through a number of mechanisms, including authorising RSPCA ACT Officers and ACT Government Rangers as animal welfare inspectors. This will ensure that the laws are effectively enforced.
- A key part of promoting animal welfare is education and awareness. The Canberra Dog Model, released in May 2019, sets out a vision for how education and awareness of responsible pet ownership can improve community safety and bring about better animal welfare outcomes.
- The Bill has also been designed to significantly improve the enforceability and responsiveness of the legislation. The Bill achieves this by applying a number of strict liability offences to offences ranging from minor duty of care to more serious offences. This means on the spot fines can be issued by our animal welfare inspectors for immediate on the ground action to be taken, in addition to formal warnings, tougher court ordered penalties and clearer provisions that can be upheld in the court.

What if my animal is sick?

- The new legislation makes it an offence for a person to fail to provide appropriate care for an animal they are in charge of. This includes not providing appropriate food, water or shelter and not arranging appropriate treatment if the animal is ill, diseased or injured. However, the legislation provides for a provision for reasonable excuse. If an animal is very ill in a way that the owner is likely aware veterinary treatment is needed, then the owner is required to seek treatment. This would obviously not apply to minor illness such as a dog with a mild virus or cough where it is clear the illness will resolve naturally with minimal discomfort to the dog.

Why change the laws about reporting of injured animals?

- The current AW Act already requires a person who injures an animal to report it to a person in charge (either the owner of the animal or the ACT Government). Under the new legislation a person who injures a mammal

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(for example hits a kangaroo with a car) and it is injured, they are required to report the incident within 2 hours (rather than 24 hours). This will mean that the ACT Government or wildlife groups can respond more effectively to cases of injured animals and ensure they are given appropriate veterinary treatment or, if the animal cannot be saved, be euthanised as quickly and humanely as possible.

- The changes also clarify that these laws apply to mammals rather than all animals. For example, under the current laws a person who hits a small lizard with their car is required to report this.
- It is not anticipated that these changes will result in increased reporting of injured animals. They are intended to set out clear expectations for the timeframe, details provided and general steps to take when a person injures an animal and will enable the Government to respond more efficiently to injured animals to alleviate suffering as soon as possible. These changes are particularly relevant in the context of increased numbers of kangaroos moving into residential areas due to dryer conditions.

What do I do if I hit an animal with my car or find an injured animal needing assistance?

- There are no strict guidelines around who to seek assistance from in these situations provided either a veterinarian, legitimate animal rescue organisation or the ACT Government is contacted, and the incident reported.
- There are animal rescue organisations available to assist injured wildlife in addition to ACT Government authorised officers for injured animals. Generally, for injured wildlife (other than kangaroos) call either Access Canberra on 13 22 81 or ACT Wildlife on 0432 300 033 – both these options provide for 24-hour assistance. For injured kangaroos specifically please call Access Canberra on 13 22 81.
- For assistance with injured domestic animals either Domestic Animal Services via Access Canberra on 13 22 81, a veterinarian or the RSPCA ACT should be contacted. The RSPCA ACT can be contacted within business

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hours on 02 6287 8100. Some veterinary practices are open 24 hours and Domestic Animal Services can provide 24-hour assistance.

What about animals in hot cars?

- The amendments explicitly make it an offence to leave animals in hot cars and provide protections for community members who break into hot cars to rescue distressed animals. Leaving dogs in hot cars has increasingly been an issue, particularly in warmer months, and can kill a dog very quickly.

What if I can't exercise my dog regularly? Do the changes require me to do this?

- The changes do not regulate how often a dog must be walked. The changes do, however, apply a strict liability offence (fine) for if a dog is confined in a way that prevents it from exercising for a continuous period of 24 hours, for example if it is confined to a small cage without room to exercise itself for days on end. This does not apply to an apartment or backyard space and takes into consideration a dog's age, physical condition and size. The changes explicitly provide protection for this.
- The current Act already has this strict liability offence provision in place; however, the changes add clarification and increase the penalty from 10 to 25 units.

Does this link with the Animal Welfare Strategy 2017-2022?

- Yes. The review of the Animal Welfare Act 1992 is a key action of the Strategy and the new legislation aligns with the principles of the Strategy.

Do the amendments do anything about dangerous dogs?

- In late 2017 and early 2018 the Government introduced a suite of amendments to the DA Act that strengthened dangerous dog laws and provide some of the strongest provisions in Australia, and arguably the world. The new legislation continues the Government's commitment to encouraging responsible dog ownership, which is a key action to reducing dangerous dog incidents.

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- Some of the new measures also expressly support dangerous dog laws and improved community safety, as well as animal welfare.

Why are you regulating pet shops?

- A high level regulatory framework for pet businesses forms part of the new legislation, with the scheme to be effective from April 2020 following a six month consultation period with the industry. Pet businesses often care for animals and regulations will help to ensure animals are appropriately sourced and treated, and continue to stamp out puppy farming. Many other jurisdictions are also moving to regulate pet businesses, and this is considered best-practice. This will also help support and promote pet shops doing the right thing. This will be a step forward for the ACT in animal welfare and has support from the Pet Industry Association of Australia (PIAA), which has nominated a representative for a working group to develop the scheme.

Why are you proposing regulating boarding kennels?

- A high level regulatory framework for boarding kennels forms part of the new legislation. Boarding kennels are trusted to care for pets, often over long periods of time, and there is the potential for serious animal welfare abuse or neglect to occur. Regulating these businesses provides a framework for minimum standards and will help ensure animals in boarding kennels are treated appropriately. This will also help support and promote boarding kennels doing the right thing. This will be a step forward for the ACT in animal welfare and has support from the Pet Industry Association of Australia (PIAA), which has nominated a representative for a working group to develop the scheme.

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Why are you proposing to regulate assistance animals?

- There is currently no regulatory or accreditation framework for assistance animals in the ACT. This means that a person can take animals that do not have appropriate training into schools and public places which poses a public safety risk. There is also no recognition, accreditation or identification framework for assistance animals.
- The new regulatory framework provides processes for registration and training of assistance animals, particularly assistance dogs, and also clarifies and expands the rights of access for people with assistance animals. This is something the community has been advocating for and will give the people who rely on assistance animals every day the confidence that their accredited animals cannot be refused access in vehicles or premises.

Why will it take 6 months for the assistance animal framework and regulation of pet businesses to commence?

- The changes to assistance animals and pet businesses will require collaboration with the industries and key stakeholders to ensure the new systems are fit for purpose and there is an adequate transition time for those affected to prepare and understand the changes.
- Work has commenced to consult with relevant stakeholders. A working group for each framework will be formed and separate consultations with individuals will also occur outside of the working groups.

Why are you not proposing to regulate the animal grooming industry?

- At this time, we are not proposing to regulate the animal grooming industry. If in the future there is a need, the new legislation provides options so that this industry could be regulated easily in future without amending the Act.

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Do the changes impact hunting activities?

- The changes make it an offence to use an animal to intentionally kill or injure another animal, for example using a dog to pin down a pig (e.g. pig dogging). This does not mean that people cannot take a dog hunting with them (e.g. flushing an animal); however, live baiting or the use of a dog to kill or injure another animal is an offence that can attract hefty court-imposed penalties.

Do the changes impact dog sports?

- No. Only activities where an animal is used to intentionally kill or injure another animal is captured. Legitimate dog sports, including retrieving trials, are not impacted.

Is homing pigeon racing covered?

- Pigeon owners would need to meet the requirements of animal welfare laws and should not permanently release domestic animals into the wild. There were already laws around releasing animals in the AW Act and laws about releasing animals into the wild under the Nature Conservation Act 2014. This would not extend to reasonable and appropriate use of homing pigeons.

Will I have to restrain my dog in a seatbelt when driving?

- No, dogs will not be required to wear seatbelts in cars but must be appropriately restrained in a way that they cannot move around or suffer injuries in an accident that could have been prevented e.g. a cage or harness attached to a car interior or back of a ute. This makes it an offence to not appropriately restrain an animal in a moving vehicle so as to not risk discomfort, serious injury or death during transit. For example, a dog on the back of a ute must be appropriately restrained to ensure it cannot jump or fall onto the road.

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MINISTER FOR CITY SERVICES
ACT LEGISLATIVE ASSEMBLY QUESTION

COPY

Questions on Notice Paper, No 28

Question No. 2150

Ms Le Couteur – Asked the Minister for City Services

In the last three years, how many (a) dog owners and (b) cat owners have been penalised for owning a dog/cat that is not de-sexed and what were (if any) the penalties.

Mr Steel - The answer to the Member's question is as follows:

The answer to Ms Le Couteur MLA question is summarised in the table below.

Period	Infringements Section 74 (1) Keeping a dog not de-sexed without permit \$500.00		Infringements Section 74 (2) Keeping a cat not de-sexed without permit \$350.00	
	Infringement	Warning Notice	Infringement	Warning Notice
2017 - 2018	22	34	0	0
2018-19 to 15 Feb 2019	19	51	0	1

Approved for circulation to the Member and incorporation in Hansard.



Chris Steel MLA
Minister for City Services

Date:.....

14/3/19

This response required 170 mins to complete, at an approximate cost of \$125.14

MINISTER FOR CITY SERVICES

ACT LEGISLATIVE ASSEMBLY QUESTION

Questions on Notice Paper, No 30

Question No. 2393

COPY

MR COE: To ask the Minister for City Services—

- (1) What is the process of managing or handling animal welfare complaints once they have been received by the (i) ACT Government, (ii) ACT Policing or (iii) other authorised animal welfare entity.
- (2) In relation to part (1), what was the (a) minimum, (b) median, (c) average and (d) maximum amount of time animal welfare complaints took to be finalised each year since 2007-08.
- (3) How many individuals were prosecuted for animal welfare offences each year since 2007-08 to date broken down by (a) type of offence and (b) suburb where offence occurred.
- (4) In relation to part (3), how many individuals were convicted of animal welfare offences each year since 2007-08 to date broken down by (a) type of offence and (b) suburb where offence occurred.
- (5) In relation to part (4), how many individuals were disqualified from keeping animals for each year since 2007-08 to date broken down by (a) type of offence and (b) suburb where offence occurred.
- (6) How many complaints have been received regarding the disqualified individuals keeping animals for each financial year since 2007-08 to date broken down by (a) type of offence or disqualification and (b) suburb.
- (7) In relation to part (6), how many animals have been removed from disqualified individuals each financial year since 2007-08 broken down by (a) type of animal, (b) suburb and (c) the outcome for animals, such as sold, destroyed or other disposed of.

Mr Steel - The answer to the Member's question is as follows:

- (1) Animal welfare complaints are managed through processes established under the *Animal Welfare Act 1992* which is administered by Transport Canberra and City Services (TCCS). TCCS has a Service Funding Agreement with the RSPCA ACT. Under this agreement RSPCA ACT provides animal welfare inspectorate services for the ACT Government. Currently, two RSPCA Inspectors are appointed under the legislative provisions in the Act. ACT Policing refers Animal Welfare complaints primarily to the RSPCA to investigate and manage. Where an animal welfare issue is identified outside business hours, ACT Policing refer the matter to Domestic Animal Services (DAS) for investigation and action.
- (2-7) Please find in the tables below the responses to some of the questions. Some of the information sought is not in an easily retrievable form and to collect and assemble the information sought solely for the purpose of

answering the question would require considerable resources. As such, in this instance, I do not believe that it would be appropriate to divert resources from other priority activities for the purposes of answering all of the Member's questions.

Table 1 - Animal Welfare Investigations, Prosecutions and Outcomes

	Jan – June 2015	July – Dec 2015	Jan – June 2016	July – Dec 2016	Jan – June 2017	July – Dec 2017	Jan – June 2018	July – Dec 2018
Number of Prosecutions	9	6	11	16	4	11	10	2
Number of People Convicted	9	6	11	13	4	5	7	1
Number of Animal bans Issued	5	4	10	6	Unavailable (independent provider not able to provide)	3	3	0
Number of complaints re. Breach of Animal ban	0	0	9	6	9	3	12	1

Approved for circulation to the Member and incorporation in Hansard.


Chris Steel MLA
Minister for City Services

Date:.....14/5/19

This response required 255 mins to complete, at an approximate cost of \$369.65

MINISTER FOR CITY SERVICES

ACT LEGISLATIVE ASSEMBLY QUESTION

Questions on Notice Paper, No 31

COPY

Question No. 2417

MS LE COUTEUR: To ask the Minister for City Services—

- (1) How many breeders' premises have been inspected since the *Domestic Animals (Breeding) Legislation Amendment Act 2015* has been in effect; of these, were any breeders found to be conducting intensive breeding.
- (2) Have any individual breeders been penalized; if so, (a) how many, (b) what type of penalties were given and (c) if the penalties were fines, were they the same amount each time or did this vary; if it varied, what was the maximum, minimum and average fines.
- (3) Have any breeding companies been penalized; if so, (a) how many, (b) what type of penalties were given and (c) if the penalties were fines, were they the same amount each time, or did this vary; if it varied, what was the maximum, minimum and average fines.
- (4) Have any dog breeders been found to have bred dogs outside of the allowable breeding age range (18 months to 6 years); if so, how many such instances have there been.
- (5) Have any dog breeders been found to have bred dogs resulting in more than one litter within an 18-month period; if so, how many such instances have there been.
- (6) Have any cat breeders been found to have bred cats outside of the allowable breeding age range (12 months to 7 years); if so, how many of such instances have there been.
- (7) Have any cat breeders been found to have bred cats resulting in more than three litters within a 2-year period; if so, how many of such instances have there been.

Mr Steel - The answer to the Member's question is as follows:

- (1) All premises are inspected before a breeding licence is granted. 40 breeding licences have been issued to date with a number currently being assessed.
- (2) No fines have been issued. DAS has identified several illegal breeders. These cases have been actioned, the dogs seized and de-sexed and returned to the owner or surrendered.
- (3) No.
- (4) No.
- (5) No.
- (6) No.
- (7) No.

Approved for circulation to the Member and incorporation in Hansard.


Chris Steel MLA
Minister for City Services

Date:.....14/5/19

This response required 21 mins to complete, at an approximate cost of \$33.27

MINISTER FOR ROADS

ACT LEGISLATIVE ASSEMBLY QUESTION

COPY

Questions on Notice Paper, No 31

Question No. 2437

MRS KIKKERT: To ask the Minister for Roads—

Answer to question on notice No 2339 provided a map of the distribution of 59 sites in the Ginninderra electorate identified for inclusion in heavy patching (using asphalt applied hot) programs that are not yet recorded as completed in the Transport Canberra and City Services Integrated Asset Management System, can a list detailing the street names of each site be provided as an attachment.

Mr Steel - The answer to the Member's question is as follows:


The total number of asphalt repairs for the Ginninderra Electorate is now 53, as at 11 April 2019. Some repairs have been completed and several added to the list.

The list of addresses below contain the current defects:

- 3 Fullagar Crescent, Higgins
- 1 Fullagar Crescent, Higgins
- Tillyard Drive, Flynn - at bridge 1013 (near Covington Crescent)
- Ginninderra Drive Charnwood at bridge 1015 (near fire station)
- Ginninderra Drive Charnwood adjacent fire station driveway
- Lhotsky Street at Townson Street roundabout, Charnwood
- Donnison Place, Charnwood
- 17 Donnison Place, Charnwood
- Tillyard Drive near Sadleir Place, Charnwood
- Britten-Jones Drive/Stockdill Drive Intersection, Holt
- Stockdill Drive Holt adjacent watering station
- Intersection of Stockdill Dr and Britten-Jones Dr, Holt
- 22 Postle Circuit, Holt
- Hardwick Crescent-in front of dry cleaner, Holt
- Bridge over old bus lane - 96 Totterdell Street, Belconnen
- Belconnen way off ramp (south bound), Belconnen
- 55 Lathlain Street, Belconnen
- Coulter Drive, Belconnen
- Benjamin Way, Belconnen (northbound lane near 81 Condell Street)
- Oatley Court (east) Carpark, Belconnen
- Corner Tillyard Drive and Kuringa Drive, Fraser
- 5 Waylen Place, Macgregor
- Carpark opposite 94 Macrossan Crescent, Latham
- North East corner Coulter Drive and Lachlan Street, Macquarie
- Stockdill Drive, Coree - approximately 2.9km from Drake Brockman Drive
- 21 Clark Close, Spence

- 9 Broadby Close, Spence
- Coulter Drive - slip lane onto William Hovell Drive, Cook
- Loading dock rear 28 Cook Place, Cook
- Lyttleton Crescent Cook
- 16 Morton Street Weetangera
- 65 Shumack Street, Weetangera
- 1 Brash Place, Melba
- Corner of Spalding/ Flierl Place, Melba
- 73 Alfred Hill Drive, Melba
- 15 Copland Drive, Melba (BMX track entry)
- 11 Gundara Street, Aranda
- Bandnalong Crescent, Aranda
- 40 Gingana Street, Aranda
- 26 Kesteven Street, Florey
- Coulter Drive (behind 9 Gatliff Place), Florey
- William Hovell Drive at turn into Kama Nature Reserve, Molonglo Valley
- William Hovell Drive South of Drake Brockman Dr, Hawker
- 21 - 25 Earle Place, Page
- 25 Earle Place, Page
- Coulter Drive intersection at 2 Ogilby Crescent, Page
- Spalding Street, Flynn (at 2 Flierl Place)
- Kingsford Smith Drive - opposite bus stop 4570, Flynn
- 13 Fitzherbert Place, Bruce
- Braybrooke Street, Bruce
- Haydon Drive, Bruce - adjacent bus stop 4803 (opposite Calvary Hospital)
- Coulter Drive, Hawker - southbound just before William Hovell Drive
- William Hovell Drive, Hawker - behind 13 Florina Place

Approved for circulation to the Member and incorporation in Hansard.



Chris Steel MLA
Minister for Roads

Date: 8/5/19

This response required 265 mins to complete, at an approximate cost of \$293.18

MINISTER FOR CITY SERVICES

ACT LEGISLATIVE ASSEMBLY QUESTION

Questions on Notice Paper, No 32

COPY

Question No. 2552


MS LAWDER: To ask the Minister for City Services —

- (1) How much money has been collected in total from the public in fees and fines issued by Domestic Animal Service (DAS), in the past five completed financial years.
- (2) How much money has been collected in total from the public in fees, fines etc issued by DAS for fees listed in Domestic Animals (Fees) Determination 2018 (1), Disallowable Instrument DI2018-77 (or any update).
- (3) If the amounts in parts (1) and (2) are not the same, what is the explanation for the difference
- (4) How much money has been collected in total from the public in fees, fines etc issued by DAS for fees listed in Domestic Animals (Fees) Determination 2018 (1), Disallowable Instrument DI2018-77 (or any update), in the past five completed financial years, broken down by (a) Registration of Dogs, (b) licences and permits, (c) seizure impoundment and transportation of dogs, (d) sale of dogs and (e) microchipping of dogs.
- (5) How much money has been refunded in total from the public in fees, fines etc issued by DAS for fees listed in Domestic Animals (Fees) Determination 2018 (1), Disallowable Instrument DI2018-77 (or any update), in the past five completed financial years.
- (6) How much money has been waived in total from the public in fees, fines etc issued by DAS for fees listed in Domestic Animals (Fees) Determination 2018 (1) the Disallowable Instrument DI2018-77 (or any update), in the past five completed financial years.
- (7) If it is not possible to simply print reports from standard accounting software to answer these questions, why not.
- (8) If it is not possible to simply print reports from standard accounting software to answer these questions, can the Minister provide those reports easily available to managers to monitor this data.

Mr Steel - The answer to the Member's question is as follows:

This information was previously provided to the Member through Question on Notice Paper, No 25, Question No. 2002.

Approved for circulation to the Member and incorporation in Hansard.


Chris Steel MLA
Minister for City Services

Date: 18/6/19

This response required 30 mins to complete, at an approximate cost of \$51

MINISTER FOR TRANSPORT AND CITY SERVICES

ACT LEGISLATIVE ASSEMBLY QUESTION

Questions on Notice Paper, No 34

Question No. 2599

COPY

MS LAWDER: To ask the Minister for City Services—

Has Domestic Animal Services or any associated parts of its parent Directorate lost all, or part of the data held in the past 10 years on the

- (a) registration of dogs,
- (b) the ownership of dogs,
- (c) the records of micro chipping of dogs,
- (d) de-sexing of dogs,
- (e) warnings issued on dog matters,
- (f) the seizure of dogs,
- (g) control orders on dogs,
- (h) records on dangerous dogs,
- (i) records of dogs euthanised;

if yes to any of parts (a) to (i),

- (i) for which years is data missing,
- (ii) how much data was lost,
- (iii) what is the nature of the missing data,
- (iv) has the loss of data resulted in a security breach,
- (v) has any personal data been accessed by unauthorised persons,
- (vi) were investigations conducted in to reasons for the loss,
- (vii) have investigations into the loss resulted in disciplinary action and
- (viii) what actions have been taken to ensure that data is now secure.

Mr Steel - The answer to the Member's question is as follows:

(a) – (i) No

Approved for circulation to the Member and incorporation in Hansard.



Chris Steel MLA
Minister for City Services

Date: 28/8/19

This response required 150 mins to complete, at an approximate cost of \$191.16

MINISTER FOR TRANSPORT AND CITY SERVICES

ACT LEGISLATIVE ASSEMBLY QUESTION

Questions on Notice Paper, No 34

Question No. 2600

COPY

MS LAWDER: To ask the Minister for City Services—

- (1) In relation to the six-member team announced in media reports on 16 July 2019 that are specifically targeting off-lead dogs, in the first four weeks of operation of the new team for (a) off-leash dogs, how many (i) cautions were issued, (ii) warnings were issued and (iii) fines were issued and (b) for dogs being within 10 metres of playgrounds and public barbecues how many (i) cautions were issued, (ii) warnings were issued and (c) fined have been issued.
- (2) In the four weeks of operation of the new team, how many dog attacks were (a) reported to and (b) investigated by, Domestic Animal Services.

Mr Steel - The answer to the Member's question is as follows:

- 1) In July 2019, the Compliance Targeting Team undertook 133 engagements related to compliance with dog laws. There was high compliance with dog control and management requirements with three non-compliance issues identified including one relating to off lead dogs and no instances of non-compliance regarding dogs within 10 metres of playgrounds and BBQs.

Consistent with the Licensing and Compliance Accountability Commitment, officers took an 'engage and educate approach and recorded the incidents to inform future action should repeated non-compliance be noted. No formal compliance action was required nor taken and no infringement penalty notices have been issued.

In addition, eight referrals were made to Domestic Animal Services to review and update dog registration details.

- 2) During these four weeks, Domestic Animal Services received 32 reported attacks and have commenced investigations into all 32 reports.

Approved for circulation to the Member and incorporation in Hansard.



Chris Steel MLA
Minister for City Services

Date: 9/9/19

This response required 45 mins to complete, at an approximate cost of \$80

MINISTER FOR CITY SERVICES

ACT LEGISLATIVE ASSEMBLY QUESTION

Questions on Notice Paper, No 34

COPY

Question No. 2601

MS LAWDER: To ask the Minister for City Services—

- (1) In relation to the information quoted by the Minister in his speech on 20 March 2019 concerning dog management, in each of the past five years to 30 June 2019 under the Animal Welfare Act, how many separate incidents have been reported under the Act to the Directorate by the Directorate or its agents and of those incidents how many
 - (a) were animal cruelty matters,
 - (b) were animal cruelty matters related to dogs and
 - (c) were not animal cruelty matters.
- (2) How many animal cruelty matters have been referred by the Directorate or its agents to the Director of Public Prosecutions (DPP) and of these how many have resulted in
 - (a) court action and
 - (b) prosecution.
- (3) How many animal cruelty matters concerning dogs have been referred by the Directorate or its agents to DPP, and of these how many have resulted in
 - (a) court action and
 - (b) prosecution.

Mr Steel - The answer to the Member's question is as follows:

- (1) Please see response to QON 2602.
- (2) (a) 72 matters proceeded to Court.
(b) 72 prosecutions under the *Animal Welfare Act 1992* were carried out by the Office of the ACT Director of Public Prosecutions.
- (3) (a) Out of the 72 matters listed above, 60 matters dealt with charges relating to (or involving) dogs. It should be noted that some of the 60 matters may have involved charges relating to other types of animals.
(b) See above.

Approved for circulation to the Member and incorporation in Hansard.

Chris Steel MLA
Minister for City Services

Date: 13/9/19

This response required 125 mins to complete, at an approximate cost of \$196.71



QUESTION TIME BRIEF

Transport & City Services

ISSUE: CEMETERIES AND CREMATORIA

Talking Points:

Southern Memorial Park

- The Government is exploring options to develop a cemetery in the South of Canberra to ensure that a full range of burial and interment services can be provided across Canberra.
- The Southern Memorial Park masterplan proposed a cemetery and a crematorium at a site on Long Gully Road in south Canberra.
- The Government has also undertaken a market sounding exercise to see if there is private sector interest in delivering and/or operating the Southern Memorial Park, or other cemetery and crematoria services in Canberra.
 - The key result of the market sounding was that while there is a high degree of interest in operating crematoriums, because they are profitable, there is little interest in operating cemeteries.
- This will ensure full consideration of the range of potential options for ensuring Canberra's diverse memorial needs are met.
- On 4 October 2018 the Canberra Times reported that InvoCare is planning on lodging an application to develop a crematorium on a site close to the proposed Southern Memorial Park.
 - The Government does not have specific information about this proposal at this time. This is a private proposal.

Lost Ashes

- In late 2018 a case of lost ashes by Norwood Park Crematorium was raised by Ms Tara Cheyne involving the ashes of Timothy Mol. More families also came forward following media on the issue. An investigation was launched immediately by the Directorate as the regulator for crematoria.
- Since the launch of the investigation the ashes of one family were located at Norwood Park, the privately run Crematoria and returned to the family. The ashes of another family were unfortunately unable to be located.

Cleared as complete and accurate:	04/11/2019	
Cleared by:	Deputy Director-General	Ext:54105
Contact Officer Name:	Craig Jordan	Ext:74279
Lead Directorate:	Transport Canberra and City Services	



QUESTION TIME BRIEF

- On 7 June 2019 the Directorate published a report from an independent audit into cases of lost ashes at Norwood Park Crematorium, which made six recommendations that included:
 - within 3 months Norwood Park should provide letters to the affected families outlining the outcome of each case and the measures taken to address their concerns (this has since occurred);
 - within 6 months Norwood Park should review all records in relation to the Children's Court Wall and any anomalies should be communicated to and discussed with the applicant for that memorial (this is underway);
 - within 6 months Norwood Park should review their records to identify any applicants that were not successfully communicated with when the Children's Court Wall was moved and take reasonable steps to communicate with those families (this is underway);
 - within 3 months Norwood Park should formally document a complaints management policy including proforma letters (this has since occurred);
 - within 3 months Norwood Park should formalise written policies and standard operating procedures for the management of ashes (these have been drafted); and
 - within 1 month Norwood Park should develop a plan to implement a new database that can be fully supported and includes more detailed information on ashes, with the system to be implemented within 12 months (planning and costing for this has since occurred).
- The Directorate is continuing to work with Norwood Park and its parent company (Propel Funeral Partners) to facilitate these recommendations being actioned. The private operator has committed to working closely with the affected families.
- The investigation also informed the review of the *Cemeteries and Crematoria Act 2003* to prevent cases of lost ashes from occurring.

Woden Cemetery

- Woden Cemetery is effectively fully subscribed for most major faiths. Burials will continue where a site has been reserved.
- The Government has decided not to proceed with the extension of Woden Cemetery.

Cleared as complete and accurate:	04/11/2019	
Cleared by:	Deputy Director-General	Ext:54105
Contact Officer Name:	Craig Jordan	Ext:74279
Lead Directorate:	Transport Canberra and City Services	



QUESTION TIME BRIEF

- Eddison Park is considered a key public open space area in Woden and particularly important as Woden Town Centre continues to grow.
- Not progressing with the Woden Cemetery expansion is consistent with the recommendations of the 2017 Inquiry by the Standing Committee on Environment and Transport and City Services into the management of cemeteries in the ACT.

Review of the Act

- A review of the *Cemeteries and Crematoria Act 2003* is nearing completion. The current Act is 15 years old and does not meet the diverse needs of all Canberrans.
- As part of the review, a community engagement process was undertaken from October to December 2018 that included:
 - an online survey (743 responses received);
 - two information sessions;
 - five information stalls and drop in sessions, including at local shopping centres and the Theo Notaras Multicultural Centre;
 - a discussion with the Directorate's Aboriginal and Torres Strait Islander Elected Body representative;
 - two focus groups;
 - seven written submissions; and
 - two in-depth one-on-one sessions.
- The following key findings resulted from the engagement process:
 - the community is not supportive of the introduction of a renewable tenure scheme at this time;
 - one in ten of respondents who had a religious or cultural need felt that their need was not being met, with many members of the community are crossing interstate for burial and cremation services; and
 - there is significant interest in alternative burial and cremation practices, particularly natural burial (which is already available at Gungahlin Cemetery) and new technologies.

Cleared as complete and accurate:	04/11/2019	
Cleared by:	Deputy Director-General	Ext:54105
Contact Officer Name:	Craig Jordan	Ext:74279
Lead Directorate:	Transport Canberra and City Services	



QUESTION TIME BRIEF

- Engagement with Canberra's Aboriginal and Torres Strait Islander groups was also undertaken to inform the review.

Background

- In November 2017 the Standing Committee on Environment and Transport and City Services delivered a report on the Inquiry into the management of ACT Cemeteries.
- The report made 12 recommendations including that the Government continue to monitor community needs and preferences, consider the development of a second crematorium as a priority, consider renewable tenure of burial sites and proceed with Southern Memorial Park. It also recommended that the *Cemeteries and Crematoria Act 2003* be reviewed.
- This review is underway.
- The public engagement process in late 2018 has gone a long way to understanding community needs, preferences and sentiment towards renewable tenure.
- Consultation with religious organisations and Aboriginal and Torres Strait Islander peoples is continuing in 2019 to ensure the needs of these groups are well understood.

Cleared as complete and accurate: 04/11/2019
Cleared by: Deputy Director-General Ext:54105
Contact Officer Name: Craig Jordan Ext:74279
Lead Directorate: Transport Canberra and City Services

QUESTION TIME BRIEF

Portfolio/s: City Services

City Services

ISSUE: Gungahlin Crematorium

Talking points:

- On 4 October 2019 the ACT Government announced the intention to build a publicly operated crematorium at the Gungahlin Cemetery.
- The crematorium will be built and operated by the ACT Public Cemeteries Authority (the Authority).
- The development will cost around \$2 million and is being funded by the Authority.
- In the 2018 community engagement on the review of the *Cemeteries and Crematoria Act 2003* the community told us they wanted a publicly operated crematorium in Canberra.
- Another key finding from the 2018 engagement was that some religious communities in Canberra do not have their needs met when it comes to burial and cremation, particularly our Hindu, Sikh and Jain communities.
- The new crematorium will help ensure that all the needs of our diverse community needs can be met.
- The Government will ensure that there is a level playing field for public and private crematorium facilities and will work with the Independent Competition and Regulatory Commission to set prices for the public crematorium.
- The facility is expected to be operational by the end of 2020.

Background Information

- There is currently one privately operated crematorium in Canberra, Norwood Park.

Cleared as complete and accurate:	08/11/2019	
Cleared by:	Deputy Director-General	Ext: 54105
Information Officer name:	Kirra Cox	Ext: 53407
Contact Officer name:	Craig Jordan	Ext: 74279
Lead Directorate:	Transport Canberra and City Services	



QUESTION TIME BRIEF

Portfolio: City Services

ISSUE: PLAYGROUND STRATEGY/WORKS PROGRAM

Talking points:

- There are 509 playgrounds 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 CRIPS) – 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.

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

Cleared as complete and accurate: 08/11/2019
 Cleared by: Deputy Director-General Ext: 75819
 City Services
 Contact Officer name: Jeremy Smith Ext: 72322
 Lead Directorate: Transport Canberra and City Services



QUESTION TIME BRIEF

Key Information

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 regard 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 has allocated a further \$3m to continue the play space improvements priorities.

Capital Program – Four-year picture

Year	Annual (\$'000)	Projects (\$'000)	Project Description Summary (refer below for details)
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
		\$175	Amenity Shade works to playgrounds
		\$595	Refresh works to playgrounds
		\$330	Level 3 Play space Audits and works
2018-19	\$2,200	\$1,900	Determined by Better Suburbs Citizens Forum – Play Plans for 5 suburbs; 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
2016-17	\$2,360	\$900	Playgrounds – four major upgrades
		\$200	Minor works for standards compliance
		\$360	Natural Playgrounds

Cleared as complete and accurate: 08/11/2019
 Cleared by: Deputy Director-General Ext: 75819
 City Services
 Contact Officer name: Jeremy Smith Ext: 72322
 Lead Directorate: Transport Canberra and City Services



QUESTION TIME BRIEF

		\$900	Shade sails and fences
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2019-20 Playground funding of \$3.0 million

- Play Spaces Upgrade works will include the following sub-projects:
 - Commence construction of the **5 Suburb Play Spaces**– following on from the 2018-19 Play Plans for Five Suburbs, this new project will deliver the first stage of detailed design and construction in Richardson, Waramanga, Torrens, Narrabundah and Higgins. This priority work will be guided by the individual Play Plan for each suburb. Tenders are expected to be called in November 2019 for the design and construction documentation and construction collaboration. Construction expected to start in February 2020 and be completed in by June 2020;
 - **Two new natural play spaces** – are to be delivered, designed and constructed as extensions of the play spaces in Kambah District Park in Tuggeranong and Yerrabi Pond District Park in Gungahlin. A design and construction tender is expected to be called in November 2019. Local community consultation is expected in November-December (utilising the knowledge of previous nature play installations) with designs finalised in January 2020 and construction to start in March 2020;
 - **Playground Amenity Shade Improvements** at six (6) playgrounds being Hughes, Isaacs, Monash, Isabella Plains, Macquarie and Greenway. The shade sail to the play area on Mortimer Lewis Drive in Greenway will be delivered as early works to be completed by Christmas 2019.
 - **Playground Refresh Works:** The refreshment works scope was determined by TCCS and covers 20 playgrounds over 17 suburbs. The 20 playgrounds receiving refreshments are based on high priority suburbs that are not receiving whole of suburb reviews over the next 4 years. The type of work includes the installation of seating, painting, play equipment and soft-fall mulch. Two works packages will be tendered in November 2019 and scheduled for completion in May 2020; and
 - **Playground Compliance Audits** will undertake assessments of all playgrounds across Canberra to identify priorities for future minor works.

Minor Works to address Non-compliances : will fix priority non-compliant playground elements so that they align with the current Australian Standards for playgrounds.

2018-19 Playground BIF – total funding of \$2.2 million

- Playground Community and Neighbourhood Priorities – (\$1.9 m)
 - Scope was determined by the Better Suburbs Play Space Forum;
 - Decisions were made in late October 2018 by the Forum to confirm priorities for the location, scope and funding spread for the following play space works packages;
 - Three new natural play spaces – one in each of the following: Glebe Park, City; Eddison Park, Phillip and in the suburb of Farrer. Consultants have been engaged, preliminary designs have been reviewed by stakeholders and community co-design groups. Designs were finalised in

Cleared as complete and accurate: 08/11/2019
 Cleared by: Deputy Director-General Ext: 75819
 City Services
 Contact Officer name: Jeremy Smith Ext: 72322
 Lead Directorate: Transport Canberra and City Services



QUESTION TIME BRIEF

early April 2019 and construction tenders for Farrer and Eddison Park play spaces advertised on 16 April 2019 and closed on 9 May 2019; tender evaluation was completed in May 2019 and construction started in July 2019. Farrer opened in October. Glebe Park and Eddison park work is nearing completion;

- Play Plans for five suburbs (Richardson, Waramanga, Torrens, Narrabundah and Higgins): A 'whole of suburb' Play Plan will be developed and a priority playground concept design for one playground developed for each. The project has been tendered and the consultant contracts were awarded in March 2019. Co-design consultation have been finalised, sites have been prioritised in line with community consultations. These designs were completed in September 2019. An additional round of community engagement with a YourSay survey was undertaken for an alternate site selection for Higgins, Tester Park;
- Playground Amenity Improvements and Playground Refreshment Works: The works scope was determined by the Better Suburbs Play Space Forum and covered 26 suburbs. The scope of work includes shade sails, accessible paths, inclusive play items, new fences and gates, seating, nature play elements, painting play equipment, mulching, retaining walls and other items. Two works packages have been tendered and construction contracts awarded in March 2019. Works are nearing completion. *Playground Safety and Compliance – Minor Works (\$300,000) - COMPLETE*
- The 2018-19 upgrades to 63 playgrounds around Canberra's suburbs, itemised by their suburbs and playground equipment, were identified by the Level 3 Playground Assessors Audit Report;
- The playgrounds listed have priority issues with individual components that are non-compliant with new standards and/or have aged equipment;
- Designs have been finalised, and the construction contract was awarded on 22 February 2019. Construction commenced on 13 March 2019; and
- The construction works were completed in July 2019.

2017-18 Capital Upgrades – total funding of \$577,000

- Natural Play Space – Giralang (\$100,000) – COMPLETE
 - \$100,000 was allocated to a natural play space in Giralang near the shopping centre location. The concept designs by students from the University of Canberra were presented to Suzanne Orr MLA and community members, resulting in a preferred design; and
 - Construction was completed in early August 2018 and the facility was subsequently opened by Suzanne Orr (MLA) with local Giralang Primary School children.
- Playground Minor Works and Audit (\$477,000) – COMPLETE
 - \$477,000 delivered a comprehensive Level 3 audit of all playgrounds as well as a package of minor upgrades on playground structures and soft fall to manage the highest priority and risk safety concerns and non-compliances in accordance with Australian Standards; and
 - The playground audit inspections completed and the final report was received in 2018.

Cleared as complete and accurate:	08/11/2019	
Cleared by:	Deputy Director-General	Ext: 75819
	City Services	
Contact Officer name:	Jeremy Smith	Ext: 72322
Lead Directorate:	Transport Canberra and City Services	



QUESTION TIME BRIEF

2016-17 Capital Upgrades – total funding of \$2.36 million

- Major Playground Upgrades (\$900,000) – COMPLETE
 - The 2016-17 upgrades delivered improvements to five play areas in four playground locations as follows:
 - Boswell Crescent in Florey;
 - Jacob Street in Evatt;
 - Howell Place in Gowrie; and
 - Gungahlin – Yerrabi Pond District Park – Giant Swing and Burmese Bridge.
- Shade Sails and Fencing (\$900,000) – COMPLETE
 - 30 playgrounds across Canberra have been improved with new shade sails;
 - Playgrounds prioritised for shade sails were selected based on highest usage, in terms of visitation and duration of stay to ensure the shade is provided where it will be of most benefit. Civic skate park was one of the facilities that has received a new shade sail as part of this funding;
 - Of the 30, one is going into the Boundless playground in Kings Park. This new shade structure is being delivered via Community Services Directorate as part of a larger upgrade project they have completed; and
 - Four playgrounds received fencing barriers to restrict direct access to nearby hazards and help carers manage their children in these locations.

Cleared as complete and accurate:	08/11/2019	
Cleared by:	Deputy Director-General City Services	Ext: 75819
Contact Officer name:	Jeremy Smith	Ext: 72322
Lead Directorate:	Transport Canberra and City Services	



QUESTION TIME BRIEF

Portfolio/s: City Services

ISSUE: WATER QUALITY

Talking Points:

- The ACT has over 4,000km of stormwater pipes, as well as other stormwater infrastructure.
- The stormwater network is the second largest road related asset with a replacement value similar to the road network at around \$4 billion. When combined, the road and stormwater assets total close to 70 percent of all road and road related infrastructure which is valued in excess of \$11 billion.
- Stormwater operations and maintenance play an important role in restricting flooding of public roads and private properties, protecting these assets from water damage. In addition, a fully functioning stormwater network helps to improve water quality in the lakes and other water courses across the Territory.
- Water quality in 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 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 infrastructure repair.
- The stormwater network comprises:
 - underground stormwater pipe network;
 - above ground lined and unlined channels;
 - stormwater sumps; and
 - stormwater quality improvements devices, such as Gross Pollutant Traps, lakes, water quality control ponds, wetlands and bioretention systems.

Better Suburbs

- Of the 14 service areas considered in the Better Suburbs Statement, the Forum considered increased funding for stormwater and water quality to

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Cleared by:	Deputy Director-General	Ext:75819
Information Officer name:	Jim Corrigan	
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Lead Directorate:	Transport Canberra and City Services	



QUESTION TIME BRIEF

be the most urgent in the short term, as well as the greatest importance in the long term to support the delivery of multiple outcomes.

- The Forum stated that the program of increased capital works expenditure should focus on three areas:
 - renewal of existing ageing infrastructure with naturalisation of waterways to support water quality, visual amenity and management of stormwater flows;
 - implementation of water harvesting systems to support drought-proofing; and
 - implementation of improved street sweeping technologies.

Auditor-General's Audit Report Acceptance of Stormwater Assets (January 2018)

- An audit was undertaken to review TCCS' management of stormwater asset acceptance processes, in consideration of other agencies involvement, including the Environment, Planning and Sustainability Development Directorate (EPSDD), Chief Minister, Treasury and Economic Development Directorate (CMTEDD) and the Suburban Land Agency (SLA).
- The audit concluded that acceptance processes are particularly deficient with respect to the design of stormwater solutions as these are negotiated between agencies who have competing objectives for stormwater assets. Governance that supports the acceptance of stormwater assets needs to be improved through improvements in agencies' risk management and performance reporting, and the updating of some codes and standards that guide the design and acceptance of assets.
- A total of 17 recommendations were made and agreed, out of which 9 identify TCCS as the lead agency.
- A taskforce was formed in October 2018 between the relevant agencies to consider implementation of the Auditor-General's recommendations, timeframes etc. Tracking and reporting of the response to the recommendations will be made annually to the audit committee.

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QUESTION TIME BRIEF

Measures to improve water quality

- EPSDD to provide input on ACT Wide Water Quality Monitoring program and H2OK.
- TCCS operates and maintains the stormwater network. Activities such as cleaning gross pollutant traps, unblocking and monitoring the stormwater network and litter picking around waterways helps to improve water quality.
- 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 leafy suburbs and other areas with a build-up of debris during leaf fall and will assist in preventing large quantities of leaf litter entering the stormwater system.
- The second stage of the project involves doubling the program during leaf fall season and investigating scheduling technology that will accept the geospatial data. This is currently being scoped out.
- TCCS is currently rolling out a Smart City backbone across the streetlight network. The Smart City backbone is likely to be rolled out mid-2021. Smart City sensors can help to gather information on pipeline monitoring and real time water quality testing. The opportunities for third party service providers smart water monitoring will be easily facilitated through the base infrastructure currently being rolled out. Future opportunities for smart sewer monitoring will also assist in improving water quality by monitoring and controlling sewer flows which can sometimes leak into the stormwater network.

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Cleared by:	Deputy Director-General	Ext:75819
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LEGISLATIVE ASSEMBLY
FOR THE AUSTRALIAN CAPITAL TERRITORY

SELECT COMMITTEE ON ESTIMATES 2019-2020

Ms Candice Burch MLA (Chair), Ms Bec Cody MLA (Deputy Chair), Mrs Giulia Jones MLA,
Ms Caroline Le Couteur MLA, Mr Michael Petterson MLA

ANSWER TO QUESTION ON NOTICE

Nicole LAWDER MLA: To ask the Minister for City Services; Minister for Roads

Ref: TCCS, Budget Paper 3, Page 129. Budget Statement H, Page 30.

In relation to Healthy Waterways

- 1) Why has an additional \$4.6 million been allocated for maintaining and operating Stormwater Quality Improvement System sites?
- 2) What will this additional funding mean for the Stormwater Quality Improvement System? i.e. More / upgraded sites, systems, equipment, technology? (please provide details).
- 3) Does nearly doubling the funding for the stormwater quality improvement system mean that the system was previously under resourced?

Mr Chris Steel: The answer to the Member's question is as follows:-

- 1) The 2019-20 annual recurrent increase is specifically to fund operation and maintenance of new water quality improvement assets delivered by EPSDD under the Commonwealth funded Healthy Waterways project. The funding agreement stipulated that capital funding was conditional on the ACT Government committing to appropriate recurrent operation and maintenance funding. Additional investments to future proof our stormwater infrastructure was identified as the number one priority of the Better Suburbs Program.
- 2) The increased funding is associated with the creation of new water quality infrastructure including bioretention systems and in-pond wetlands. In addition to maintenance activities (i.e. repairing damaged assets) these types of water quality infrastructure assets require active operation, involving cleaning of debris to ensure the assets achieve their intended function.
- 3) The increased funding is associated with further operation and maintenance required, resulting from the creation of new Commonwealth funded infrastructure.

Approved for circulation to the Select Committee on Estimates 2019-2020

Signature:

Date:

8/7/19

By the Minister for Transport and City Services, Mr Chris Steel MLA



QUESTION TIME BRIEF

Portfolio: City Services

ISSUE: COMPLIANCE TARGETING TEAM

Talking Points:

- As of 8 November 2019, the Compliance Targeting Team (CTT) has undertaken a total of 1,593 engagements and have issued 49 infringements and 151 warning notices.
- Of these engagements 1068 related to dog control matters. In all cases, the owners involved were educated about their responsibilities in relation to dog control and responsible pet ownership in general. Seventeen (17) warning notices and two (2) infringement notices have warranted being issued.
- A further 525 engagements related to unauthorised public land use and littering, with the majority of issues resolved quickly and approximately 50 referred for further investigation.
- The CTT pro-active covert camera operation has undertaken 37 operations at 16 different locations. From these activities, 62 offenders have been identified.
- Movable signs across Canberra have been targeted including the City, Gungahlin Town Centre, Tuggeranong Town Centre, Phillip, and Belconnen for non-compliance with the Movable Signs Code of Practice.
- More than 149 businesses have been visited with engagement resulting in a high level of immediate compliance. Fifty (50) warning notices have been issued to businesses where movable signs were found to be non-compliant with the code.

Background

- A new six-person Compliance Targeting Team (CTT) within City Services commenced full operations on 1 July 2019, for an initial trial period of six months.
- All members of the team were recruited from within TCCS and have undertaken training, been equipped with uniform and IT equipment and have access to vehicles. The team will continue to receive ongoing on-the-job mentoring from existing experienced City Ranger and Investigations staff.
- The team is targeting compliance with the *Domestic Animals Act 2000*, *Litter Act 2013* and *Public Unleased Land Act 2013* focusing on;

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Cleared by:	Executive Director	Ext: 75819
Contact Officer name:	Ben McHugh	Ext: 74418
Lead Directorate:	Transport Canberra and City Services	



QUESTION TIME BRIEF

- dog control, litter, illegal dumping, uncovered loads, unauthorised public land use, overhanging foliage, movable signage and tree damage.
- The CTT have fostered working relationships with other agencies including Parks and Conservation Service, Domestic Animal Services, Suburban Land Agency, City Renewal Authority, Access Canberra Parking Operations and internal TCCS business units to help improve compliance in the community.
- Cre8ive, a Canberra base multi-disciplinary design agency has been engaged to design a marketing strategy to support the approach of proactive compliance work. The marketing strategy is intended to engage and educate the public, advising them of the cost/impact of non-compliant actions/behaviour.

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Lead Directorate:	Transport Canberra and City Services	


Chris Steel MLA

Minister for City Services
 Minister for Multicultural Affairs
 Minister for Recycling and Waste Reduction
 Minister for Roads and Active Travel
 Minister for Transport
 Member for Murrumbidgee

COPY

ACT LEGISLATIVE ASSEMBLY QUESTION

Question Taken on Notice

25 September 2019

MS LAWDER: My question is to the Minister for City Services: in a media release on 24 May 2019 you announced the addition of a new six-person compliance team that will be highly visible in the community issuing infringements for dog owners doing the wrong thing. In answer to a question on notice on 9 September 2019 you stated that the six-member team, called the compliance targeting team, issued no infringement notices in its first month of operation in July 2019. Minister, how often do you receive reports on the effectiveness of the new team and what have those reports told you so far?

MR STEEL: I thank the member for her question and note that the media release provided that information. I also provided Ms Lawder with information in response to a question on notice. The compliance targeting team has been highly visible in the Canberra community. They have been targeting a range of different areas under city services legislation such as the Litter Act, the Public Unleased Land Act and domestic animals legislation.

Education is a key part of the compliance pyramid and they have started in relation to domestic animal matters with an education approach. They have undertaken 847 engagements thus far; 526 of these related to dog control. In all cases the owners involved were educated about their responsibilities in relation to dog control and responsible pet ownership in general. Only three warning notices have been issued and in fact one infringement notice has been issued.

MS LAWDER: Minister, of the notices issued, have any of them been for a second or subsequent offence?

MR STEEL: I am happy to come back to Ms Lawder on notice in relation to that question.

Chris Steel MLA - The answer to the Member's question is as follows:

I receive regular updates from my Directorate on the actions taken by the Compliance Targeting Team. Since its commencement, the Compliance Targeting Team has not issued any notices in relation to second or subsequent offences.

As of 18 October 2019, the Compliance Targeting Team has had 1,436 engagements and issued 97 Warning Notices and 27 Infringement Notices. Of these, 953 related to dog engagements, with one person issued an infringement for keeping an unregistered dog and 36 warning notices issued for:

- Not carrying equipment for removal of faeces – 2 warnings,
- Keeping a dog not de-sexed without a permit – 7 warnings,
- Person keeping an unregistered dog – 23 warnings, and
- Carer with dog not on leash in a public place – 4 warnings.

ACT Legislative Assembly

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Approved for circulation to the Member and incorporation into Hansard



Chris Steel MLA
Minister for City Services

Date: 23/10/19

QUESTION TIME BRIEF

A20353574

Portfolio: City Services

ISSUE: NATURE STRIP GUIDELINES

Talking Points:

- The Nature Strip Guidelines document (*Your Nature Strip: Guidelines for the Use of Residential Nature Strips*) has been finalised and is available on the TCCS website.
- The purpose of the Nature Strip Guidelines is to:
 - improve the community's understanding of the purpose of nature strips in an urban environment;
 - clearly set out the respective responsibilities of residents and the ACT Government;
 - assist Canberra residents to determine what types of activities can be undertaken on a nature strip without approval and which activities require approval;
 - provide opportunities for residents to undertake some low risk activities on the nature strip without going through the approvals process under the *Public Unleased Land Act 2013*; and
 - improve Canberra's food sustainability by providing opportunities for growing edible plants on the nature strip.
- The Guidelines also identify the types of activities that are unlikely to be approved (such as permanent fencing and retaining walls) and those which are prohibited (for example, parking on a nature strip).

Background Information

Consultation

- The Guidelines document was made available for internal, cross-directorate and external comment.
- Public consultation on the Guidelines was held from 20 January 2016 to 2 March 2016. The ACT Government received 324 responses to the survey as well as 27 written responses. Respondents were generally supportive of the Guidelines.

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Cleared by:	Deputy Director-General	Ext:75819
Information Officer name:	Jim Corrigan	
Contact Officer name:	Stephen Alegria	Ext:79833
Lead Directorate:	Transport Canberra and City Services	



QUESTION TIME BRIEF

- All comments received were considered in the finalisation of the Guidelines.
- Although the Guidelines refer to activities that do not require approval, a disclaimer has been provided on page 2 stating: *Guidelines are not law nor do they have the effect of a law, and they do not replace the law regulating the use of nature strips in the ACT. These Guidelines reflect TCCS's intentions in prosecuting offences under the Public Unleased Land Act 2013. For instance, that Act provides offences if a person carries out work on nature strips (public unleased land) without approval, or if a person carries on an activity that excludes members of the public from the land without a permit. Application forms for approval and permits are available on the TCCS website.*

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Cleared by: Deputy Director-General Ext:75819
Information Officer name: Jim Corrigan
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Lead Directorate: Transport Canberra and City Services



QUESTION TIME BRIEF

Portfolio/s: City Services

ISSUE: ISABELLA WEIR

Talking Points

- Isabella weir is being upgraded to bring it in line with national best practice guidelines and the recently introduced ACT Dam Safety Code. The upgrade has included widening of the weir to increase its capacity to accommodate major floods.
- Major works as part of the upgrade were completed in late 2018 and the weir was allowed to be filled in order to identify any minor defects requiring rectification.
- Rectification works have been underway since February 2019.
- These involve sealing minor shrinkage cracks in the weir structure, which were always anticipated to occur due to the structure being made of reinforced concrete.
- Shrinkage cracks will not always be identified and sealed with a single draining and filling of the pond, with subsequent second and third emptying/filling possible.
- The water level in the weir was reduced on 14 February 2019, ahead of an expected low rain period to allow the first stage of planned rectification works to the weir walls to be undertaken.
- Following the initial rectification works, it was apparent that additional sealing would be needed. On 3 July 2019 the water level was reduced to allow a second stage of rectification works to take place. These works are now complete and the weir was allowed to fill again in August 2019.
- If it is identified that shrinkage cracks remain following the second stage of rectification works, the weir will be monitored over the next six months without intervention.
- The first two stages of rectification works have sealed the cracks to an extent that they may now further self-heal through calcification of the concrete.
- Following a six-month period, if it is identified that any new or remaining shrinkage cracks have not self-healed and require further rectification works, this will be undertaken, and the pond will again be lowered.
- The Isabella Pond has not been restocked with fish at this time due to the planned rectification works and it is highly unlikely that any fish and other aquatic life was in the pond when it was drained. Not-with-standing this, aquatic life naturally follows the flow of water and on previous occasions when ponds have been lowered, the aquatic life has simply moved with the water flow to the next downstream pond or creek.
- Restocking of Isabella Pond is planned to be undertaken once all works on the weir are finalised. At this stage, restocking is scheduled to take place in early 2020, however this is dependent on the successful treatment of the shrinkage cracks.
- The community may continue to notice a slight reduction in water levels across the remainder of 2019 for routine planting and maintenance works.

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Cleared by:	Deputy Director-General	Ext: 75819
Contact Officer name:	Meghan Oldfield	Ext: 75716
Lead Directorate:	Transport Canberra and City Services	



QUESTION TIME BRIEF

- The draining of Isabella weir and the rectification works are part of the original project scope and will incur no additional costs.
- The ACT Government acknowledges that the draining of the ponds impacts on the amenity of the area and will continue to work to minimise any inconvenience to residents.

Cleared as complete and accurate: 08/11/2019
Cleared by: Deputy Director-General Ext: 75819
Contact Officer name: Meghan Oldfield Ext: 75716
Lead Directorate: Transport Canberra and City Services



QUESTION TIME BRIEF

Portfolio/s: City Services

City Services

ISSUE: STREETLIGHTS

Talking Points

- There are approximately 80,000 streetlights managed by Transport Canberra and City Services (TCCS) and 1,300 control boxes that manage the system. The inspection of reported streetlight related issues generally occur within two to five days and the issue is currently addressed by the streetlight maintenance contractor. More intricate repairs may take longer dependant on complexity.
- Outages in streetlight and other electrical equipment owned by the Territory are primarily identified through the Roads ACT inspection program and from the community via Access Canberra, including through the Fix My Street website. TCCS also has an inspection program to proactively detect outages.
- On average, approximately 1,800 reports for streetlight outages are received every month, increasing during the winter period. The defects are recorded in a database and the maintenance activities are currently being undertaken by a contractor.
- Since 1 January 2019, the following is the number of defects received that month and the number of jobs completed within the month:

	Total new defects received (within the month)	Jobs completed
2019		
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

- Trends over winter generally show that defects increase over the winter months as lamp failures are more noticeable. TCCS is also conducting an electrical safety pole inspection program and logging in defects adding to the increase.
- The recent backlog of defects has been addressed by Electrix through increasing of the number of maintenance crews to undertake the corrective work.

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 Information Officer name: Jim Corrigan
 Contact Officer name: Ben McHugh Ext: 74418
 Lead Directorate: Transport Canberra and City Services



QUESTION TIME BRIEF

- The new maintenance contract for streetlights with Electrix Pty Ltd commenced on 1 May 2018.
- There was a total of 425 uncompleted faults on 1 November 2019.
- In the event of a delay in repair, customers will be notified through a notification flyer to be left by the contractor in mailboxes nearby and where the details are known, a follow up to customers via email, Fix My Street or phone call.
- TCCS completed an audit of the streetlight network for electrical safety in 2018. A 2019 program to look at electrical safety in high pedestrian areas has also commenced. To date, approximately 16,021 poles have been tested with one energised column found and made safe.
- If a faulty device or an outage is identified, it should be reported to Access Canberra.
- Streetlighting is the ACT Government's highest use of electricity (25 percent) and produces 18 percent of the Government's greenhouse gas emissions. Electricity costs for the streetlight network varies, however is currently in the order of \$7 million per annum with the new electricity prices which commenced on 1 January 2019. The Carbon Neutral Government Framework noted the importance of energy efficiency upgrades of the street light network.
- The whole of government electricity contract now means electricity prices when compared to 2017-18 to 2019-20 period will see streetlight electricity prices increase by close to \$3m.
- Electrix Pty Ltd started the replacement program on 6 September 2018 which will see over 45,000 streetlights replaced with LEDs.
- End of October 2019, the total number of LED luminaire replacements was 26,050.
- The "Better roads and lighting to Canberra" media release released on 10 October 2019 announced the ACT Government's achieving a major milestone of 30% Canberra's streetlights have been replaced. The announcement included the news that the new rollout has generated a 32% energy saving, 3% more than forecast by this time.
- 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 (redder) light more relaxing and comfortable than very high temperature (violet) light. Though redder 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.

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Lead Directorate:	Transport Canberra and City Services	



QUESTION TIME BRIEF

- 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. 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, a TCCS Officer will undertake an inspection. The response may include 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. The upgrade of the network will further include the introduction of a smart Control Management System (CMS) that will instantly detect defects and enable an even faster response to required maintenance.
- On 24 November 2017, it was announced that 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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Information Officer name:	Jim Corrigan	
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LEGISLATIVE ASSEMBLY FOR THE AUSTRALIAN CAPITAL TERRITORY

SELECT COMMITTEE ON ESTIMATES 2019-2020

Ms Candice Burch MLA (Chair), Ms Bec Cody MLA (Deputy Chair), Mrs Giulia Jones MLA,
Ms Caroline Le Couteur MLA, Mr Michael Petterson MLA

ANSWER TO QUESTION ON NOTICE

Caroline Le Couteur: To ask the Minister for City Services

Ref: City Services, Budget paper 3, page #130, output class; 2.4 – City Maintenance and Services

In relation to: Light Pollution

The rollout of new LED streetlights has already begun across the ACT, with more than half of ACT's streetlights set to be replaced over the next seven years.

1. Did the ACT Government refer to the National Capital Authority's Outdoor Lighting Policy Guidelines from 2012 when deciding on the new LED streetlights?
2. Light trespass or spill is artificial light that is projected into areas where it is not wanted. For instance, light trespass or spill can be observed in residential areas where street or path lighting is directed into houses, affecting peoples' sleep patterns, or in areas where wildlife may be impacted. Has consideration been made with regard to potential light spillage from the new LED streetlights?
3. The colour of light emitted from an artificial source and the apparent colour of objects that the light strikes can affect the ability of people to accurately perceive their surrounding environment. Lighting that has a poor colour rendering ability can distort our perception of our surroundings, affecting our awareness and appreciation of the natural and built environment. The colour temperature of lighting can have impacts on human spatial awareness and health, wildlife health, astronomy and light pollution. Has consideration been made with regard to the colour of the light emitted by the new LED streetlights?
4. Please provide a breakdown of the cost of operating the new LED streetlights.
5. Please provide a breakdown of the cost of operating the old streetlights
6. Please provide data on the existing and projected electricity savings due to transitioning to LED streetlights.

Mr Chris Steel: The answer to the Member's question is as follows:–

1. The NCA Guideline was taken into account regarding light spill. The selection of zero up-light fixtures was a requirement of the tender specification.
2. LED lighting is significantly more directional than replaced fittings, lighting what is intended to be lit resulting in limited light trespass. Queries regarding perceived intrusive light are addressed individually and a shield installed if required.

3. 4000 Kelvin is the colour temperature selected for the LED upgrade. The selected colour temperature ensures that significant energy efficiency is achieved, light emitted is brighter, improving safety without negatively impacting on human health or wildlife.
4. Breakdown of operating the new LED streetlights compared to the old streetlights is shown in the table below. Electricity costs fluctuate according to contracted pricing. During the 7 year term of the contract, the electricity savings are retained by the contractor to fund the capital costs of the LED upgrade. Maintenance costs are expected to reduce due to extended lifetime of LED luminaires.

Main road (Old)	Power Used (Old)	Power Used (LED)	Power Saving
	285 watts	111 watts	175 watts
Minor Road (Old)			
	86 watts	17 watts	69 watts

5. See response to question 4.
6. 19.5% energy reduction has been achieved to date, as a result from LED upgrades. 47.7% energy savings is projected upon completion of the LED upgrade.

Approved for circulation to the Select Committee on Estimates 2019-2020

Signature:



Date:

11/7/19

By the Minister for Transport and City Services, Mr Chris Steel MLA



QUESTION TIME BRIEF

Portfolio/s: City Services

ISSUE: GLYPHOSATE

Talking points:

- Glyphosate is the active ingredient in many herbicides including 'Round Up'.
- Glyphosate-based products are extensively used in horticulture and agriculture across the world and have proven an effective, safe and cost-effective weed control methodology.
- Use of glyphosate and other herbicides by ACT Government Directorates is undertaken in compliance with the product label, as required by the Australian Pesticides and Veterinary Medicines Authority (APVMA).
- The Director-General TCCS has written to APVMA seeking advice on whether it anticipates the need to formally reconsider glyphosate use in the foreseeable future.
- A response received from the APVMA indicates that glyphosate is not currently under regulatory review and that at this stage there is no new information that would suggest a change in the risk to human health or the environment from its use. Should new information become available, the APVMA would consider a review of its position on glyphosate.
- In pursuit of continuous improvement, City Services is currently undertaking a review of the risk assessment, Standard Operating Procedures and safe work practices for herbicide use to ensure safety, environmental and reputational risks are comprehensively mitigated.
- City Services is also actively looking at alternatives to glyphosate as well as ways to reduce its usage, noting that feasible alternatives are likely to require a combination of other chemicals and/or significantly increased manual removal methods.
- At this stage, based on the evidence-based advice provided by the APVMA and the continued legality of use, both City Services and Parks and Conservation Services will continue to use glyphosate-based products for weed control activities in the ACT.

Key Information

Cleared as complete and accurate:	07/11/2019	
Cleared by:	Deputy Director-General	Ext: 76233
Information Officer name:	Stephen Alegria	Ext: 79833
Contact Officer name:	Ben McHugh	Ext: 74418
Lead Directorate:	Transport Canberra and City Services	

TRIM Ref:



QUESTION TIME BRIEF

- Both City Services and the Parks and Conservation Services use glyphosate-based products extensively as a contact herbicide for the control of weeds and other unwanted vegetation across the ACT.

Background Information

- Recent media attention including ABC Four Corners in October 2018 and Sixty Minutes in September 2019 raised questions about the safety of glyphosate-based products and highlighted recent and ongoing legal actions
- Glyphosate-based products are used to treat weeds in kerbs and gutters, gravel and mulched areas, along storm water channels, along fence lines, along rows of bollards, around trees and street furniture and for the treatment of some woody weeds.
- Glyphosate-based products are also used to treat invasive weeds including African love grass, serrated tussock and blackberry.
- City Services currently uses more than 6,000 litres of concentrate each year, while Parks and Conservation Services uses approximately 2,000 litres a year.
- City Services mixes a pre-emergent chemical that kills germinating seeds with glyphosate for treatment of concrete and gravel areas which extends the time between spray passes.
- At all times, both agencies use chemicals including glyphosate-based products in line with label instructions.
- Both agencies have Standard Operating Procedures (SOPs) in place for the safe use of chemicals including glyphosate-based products.
- All City Services staff involved in spray work including the use of glyphosate-based products have ChemCert accreditation, other task-based training and are issued with appropriate personal protective equipment (PPE).
- Spray operators do not work in winds above 20km per hour to avoid drift onto non-target species and contamination of clothing.
- If spray operators get chemical on their body or clothing, they return to their depot to remove their wet clothing and to shower.
- Regardless of these procedures and practices, City Services is currently undertaking a review of the risk assessment, SOPs and safe work practices in response to the recent concerns raised about the safety of glyphosate.
- City Services has used glyphosate-based products for decades because it is widely regarded as the most effective and safe herbicide on the market.
- City Services is exploring other options for weed control including other chemical and non-chemical options including heat or steam treatment and an expansion of mulched areas.

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QUESTION TIME BRIEF

- Alternative methods for controlling weeds tested to date are relatively ineffective when compared to the use of glyphosate-based products meaning any change to the existing approach would require a significant increase in additional resources to achieve the same outcome.
- In 2016, the Australian Pesticides and Veterinary Medicines Authority (APVMA) which adopts a risk based, scientific approach to regulation of chemical use in Australia reviewed the safety of glyphosate and concluded that:
“based on current risk assessment the label instructions on all glyphosate products – when followed – provides adequate protection for users.”
 On 8 October 2018, the APVMA released a media statement reiterating its finding of 2016 that glyphosate based products are safe to use according to label directions.
- In another article released on 8 October 2018 Australian Toxicologist, Dr Ian Musgrave, raised concerns that Governments were responding to public fear about glyphosate causing disease rather than relying on good science and evidence.

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QUESTION TIME BRIEF

Portfolio/s: City Services

ISSUE: THARWA VILLAGE

Talking points:

- The 2017-18 ACT Budget provided \$1.427 million to design and construct new firefighting infrastructure for Tharwa Village.
- The project seeks to improve the reliability and capacity of the non-potable water supply for firefighting purposes for Tharwa Village.
- The project includes the construction of a new bore, pumphouse with diesel back-up power supply and the installation of two concrete tanks, a hydrant booster, fire hydrants and associated pipework.
- This new infrastructure will be owned and maintained by the ACT Government.
- Consultation with the community and government stakeholders was held in June 2018 to determine the best location for the bore.
- Construction of the new bore was completed in July 2018.
- Preliminary plans for the pumphouse, tanks, hydrants and pipework were completed in October 2018.
- Consultation with ACT Fire and Rescue (ACT F&R) and the Rural Fire Service (RFS) occurred in mid-late 2018. Both provided support for the preliminary plans.
- A Development Application (DA) was lodged in November 2018.
- The DA was publicly notified by Environment Planning Sustainable Development Directorate (EPSDD) in December 2018 and closed in late January 2019.
- Representatives of the Tharwa Community submitted representation, opposing to the location of the infrastructure near the river as illustrated in the DA.
- In February 2019 consultation with EPSDD was undertaken in response to community comments received during the public notification period, to ensure the response would be consistent with the provisions of the Tharwa Village Plan.
- A community information session was held in early April 2019 by TCCS, to give the Tharwa community opportunity to provide further comment on the DA and the initial proposed infrastructure location.
- The community supported and welcomed the proposed infrastructure, however objected to the location by the river and requested further options be explored before a final decision was made.
- Community concerns related primarily to potential traffic hazard of locating the infrastructure off Naas Road. They also raised specific objection to constructing the

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TRIM Ref:



QUESTION TIME BRIEF

new infrastructure within the Murrumbidgee River corridor and the potential impact on the environment, existing landscape character and the Village green space.

- A community information session was held in April 2019 to gather more information about the DA objections. Subsequently a review of the design and the location of the proposed infrastructure was undertaken by TCCS for two alternate locations:
 - Area A located on the hill behind the existing fire shed was suggested by representatives of the Tharwa community.
 - Area B was selected as an alternate location as it is identified as a Strategic Fire Fighting Advantage Zone within the Tharwa Village Plan and is situated on unleased Territory Land within the existing road reserve.
- Consultation with ACT F&R and the RFS was undertaken in July 2019 on the revised designs for both areas A and B. ACT F&R and the RFS supported Area B.
- The Governments preferred location for the fire fighting infrastructure is Area B. Area B provides safer fire vehicle access and egress during a bushfire event than Area A and the river location.
- A community information session was held on 10 August 2019 to discuss the findings from the review of the two locations and advise on the preferred location (Area B).

The Tharwa Community do not support the preferred location. The community are concerned that the preferred location impacts on the landscape character of the Village and may become a safety hazard for school children crossing North Street.

A revised DA showing the new location of the infrastructure is expected to be lodged in November 2019.

- Subject to the timing on approval of the development application, construction of the new firefighting infrastructure is expected to commence in late 2019 and be completed early-mid 2020.

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QUESTION TIME BRIEF

Portfolio/s: City Services

ISSUE: CONTAINER DEPOSIT SCHEME

Talking Points

- The Container Deposit Scheme delivers on a key 2016 ACT Labor election commitment. The scheme promotes recovery, reuse and recycling of beverage containers, as well as reducing litter and the number of beverage containers going to landfill.
- From 30 June 2018, Canberrans have been able to collect beverage containers and take them to a collection point to receive a 10 cent refund per eligible beverage container.
- Community feedback provided through the Network Operator and on social media has been positive overall.
- As at 5 November 2019, over 40,886,000 containers had been returned to collection points.
- The scheme targets beverage containers most commonly found in the litter stream and includes most 150mL to 3L plastic and glass bottles, aluminium and steel cans as well as flavoured milk under 1 litre and some small tetra pack containers.
- There are 21 collection points currently operating. By July 2019, the Network Operator was required by legislation (Section 24P, *Waste Management and Resource Recovery Regulation 2017*) to have at least 18 collection points across the ACT; this performance measure has been met.
- The Network Operator, Re.Turn It, partners with the social enterprises The Salvation Army, St Vincent de Paul and Anglicare and uses these organisations' shopfronts as express collection points for Canberrans to return up to 500 beverage containers at a time.
- Re.Turn It also partners with LEAD, a Canberra based organisation that provides employment opportunities for people with disabilities. Re.Turn It employs fifteen LEAD staff in their depot sites.
- Express collection points provide options to receive a refund via electronic transfer, or to donate the amount to the charity.

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QUESTION TIME BRIEF

- Three bulk depots are available at Phillip, Fyshwick and Mitchell to return larger numbers of beverage containers. These bulk depots offer options to receive the refund electronically, in cash, or to donate to charity.
- The Phillip depot uses an auto redemption terminal (ART). The ART, which incorporates an automated counting system and automated teller machine, significantly speeds up the time taken to verify the type and number of containers redeemed and provides the customer with an on the spot cash refund.
- Re.Turn It will consider how the ART performs at Phillip before deciding whether to roll-out this technology to other sites in the ACT.
- It is expected that many manufacturers, distributors and retailers have passed some, or all, of the scheme costs on to the consumer.
- On 8 May 2018 the Government announced that the Independent Competition and Regulatory Commission (ICRC) will monitor retail beverage prices in the ACT from 1 June 2018 through to 30 June 2019.
- On 28 February 2019 the ICRC released an interim report for public comment with a public forum to discuss the report held on 20 March 2019.
- The ICRC interim report found no specific evidence that the CDS has had a material impact on competition or that price increases had been more than they expected. The ICRC also found that based on the analysis to date, ongoing monitoring of the price and competition impacts of the ACT CDS would not be needed beyond 30 June 2019.
- In August 2019 the Minister tabled the final ICRC Report in the Legislative Assembly.
- The ICRC's final recommendations include seeking opportunities for harmonising the ACT CDS with other schemes, that scheme documents be published in the interest of greater transparency, that payments by beverage suppliers have an overdraft facility, and that the ACT Government should work with its counterparts in other jurisdictions in developing guidance for beverage suppliers to help with product innovations that are consistent with litter reduction.
- On 22 October 2019, the Minister tabled a response in the Legislative Assembly to the ICRC's recommendations.

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- Under the framework of the National Waste Working Group, TCCS has already engaged with jurisdictions to identify opportunities for harmonisation across CDSs.
- The ACT Government thanks the ICRC for its final report and will undertake further analysis of its finding and recommendations.

Background

- CDS legislation was passed by the ACT Legislative Assembly and enacted on 9 November 2017.
- Community and industry consultation took place in December 2017 to help shape the model. A social enterprise service delivery model has been incorporated into the ACT CDS.
- Exchange for Change ACT Pty Ltd was announced as the ACT CDS Scheme Coordinator and Re.Turn It as the Network Operator on 9 April 2018.

Container Return Rate

The number of containers returned to ACT CDS collections per quarter is as follows:

- Quarter 1 2018/19 - 2.7 million containers returned at collection points.
- Quarter 2 2018/19 – 6.8 million containers returned at collection points.
- Quarter 3 2018/19 – 9.1 million containers returned at collection points.
- Quarter 4 2018/19 – 8.6 million containers returned at collection points.
- Quarter 1 2019/20 – 5.7 million containers returned at collection points.

As at 5 November 2019, over 40.88 million containers had been collected since the commencement of the scheme.

CDS material in yellow-bins

- In NSW, local councils and Material Recovery Facilities (MRFs) may enter into an agreement to share the refunds claimed by the MRF for eligible containers in household recycling bins. The ACT CDS is based on the NSW CDS, so a similar provision exists in the ACT CDS, whereby the ACT MRF and the Territory have an agreement to share refunds claimed on eligible containers received from the ACT household recycling collections.
- The refunds are claimed by the MRF operator through the Scheme Coordinator. The Scheme Coordinator must be satisfied that the container numbers are accurate and comply with the approved methodology. The MRF is also required to demonstrate the containers have been recycled, and not just received at the MRF.
- Under the current refund sharing agreement the Territory and the MRF operator share the net refund amount equally, after the MRF operator has deducted certain costs.
- Where yellow bin material from a NSW council is taken to the Hume MRF, the ACT CDS allows for the refund to be split between the MRF operator and the council. There are

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currently five NSW councils participating in such arrangements. These include Queanbeyan-Palarang, Yass Valley, Upper Lachlan, Snowy-Monaro and Bega.

- Refunds received through the yellow bins are used:
 - to fund the regulatory administration of the ACT CDS – this ensures the CDS is operated at no direct cost to the Territory budget;
 - to assist both the MRF operator and the Territory manage the impact of lower recycle commodity prices due to the impact of the China import bans; and
 - for waste management programs and initiatives.
- This revenue is expected to reduce over time as more people within the Canberra community participate in the scheme and return CDS eligible containers via the network of collection points throughout the Territory.

ACT CDS Performance

- The Network Operator, Re.Turn It was required to meet a 60% redemption rate target by 30 June 2019.
- The redemption rate is the total number of containers returned through the network of collection points added to the CDS material in yellow bins processed at the MRF, divided by the total number of containers sold into the ACT.

Redemption rate = (Returns through network + household yellow bins) / total eligible containers sold

- To be counted, those containers processed at the MRF must have been dispatched from the facility for reuse or recycling; stockpiled material at the MRF is not counted. Market conditions for recyclable materials play a significant role in enabling materials processed at the MRF to be counted towards the redemption rate.
- Final performance against the 2018-19 redemption rate target is calculated by the Scheme Coordinator, Exchange for Change, and as of 30 August 2019 the redemption rate was finalised at 50.4%.
- Re.Turn It could increase the rate of redemption through increasing the number of collection points and siting those collection points in areas to maximise container numbers. TCCS have been working with Re.Turn It in respect of both of these.
- Re.Turn It could also increase the rate of redemption by increasing efforts to collect those containers sold at commercial premises and at sporting events.

Use of plastic bags

- The Network Operator Re.Turn It have asked that people using the express collection points in the Salvos and Vinnies stores use plastic bags to return their containers.
- Plastic bags are needed at the express collection points so that when the beverage containers are transported from a shopfront to the depot for counting they can be identified as belonging to someone and the refund correctly provided.

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- Plastic bags are a practical and hygienic way of transporting beverage containers, and any remaining liquid in the containers, from home to the collection point.
- White bin liners that can be bought at any grocery store are fine to use, as they enable staff to see what's in them. This is important for safety and eligibility reasons. Re.Turn It will recycle plastic bags that come in through the scheme.
- TCCS is trialling the use of the CDS plastic bags in asphalt used for road re-sealing, combining recycled glass, soft plastics, toner cartridge, glass and recovered asphalt. Every tonne of this innovative asphalt product will contain approximately 800 plastic bags, 300 glass bottles, 18 used printer toner cartridges and 250 kilograms of reclaimed asphalt.
- The first trial was conducted at the roundabout on Gundaroo Drive between Pallin Street and Hollingsworth Street, with the asphalt laid on 5 March 2019.
- If Canberrans prefer to avoid plastic bags they can take beverage containers directly to the depots at Mitchell, Fyshwick and Phillip, where they can also receive the refund in cash.

Pricing

- It is expected that many manufacturers, distributors and retailers have passed some, or all, of the scheme costs on to the consumer.
- On 8 May 2018 the Government announced that the Independent Competition and Regulatory Commission (ICRC) will monitor retail beverage prices in the ACT from 1 June 2018 through to 30 June 2019.
- An initial Issues Paper from the ICRC was released in July 2018 and closed on Friday 17 August 2018. An interim report was released for public comment on the 28 February 2019. The ICRC convened a public discussion forum on 20 March 2019. The final ICRC Report was tabled in the Legislative Assembly by the Minister in August 2019.
- Based on the information, data and their analysis, the ICRC found no specific evidence that the CDS has had a material impact on competition or that prices had increased above more than expected. However, the ICRC has made a number of recommendations, which TCCS are looking into.
- The Commission also found that ongoing monitoring of the price and competition impacts of the ACT CDS will not be needed beyond the initial 12-month period, which ended 30 June 2019. The ICRC has recommended improving scheme efficiency by harmonising the ACT CDS with other State and Territory Schemes.
- The ACT CDS is modelled on the NSW CDS and there are already in place a range of measures to reduce the regulatory burden on the beverage industry. For example, beverage suppliers do not have to register containers in the ACT if they are registered in any Australian State or Territory that has a CDS. The ACT Government is strongly supportive of further measures to harmonise the various Schemes across Australia, noting that once the Western Australian scheme commences in early 2020 there will be six schemes in operation.

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QUESTION TIME BRIEF

Portfolio/s: City Services

ISSUE: GREEN BINS AND FOGO WASTE SERVICE

Talking Points

Green Bins

- The roll-out of the household garden organic waste service, or 'green bins', is an ACT Labor election commitment announced on 28 May 2016.
- Green bins save residents time and money, provide high quality compost products for landscaping, and reduce the amount of waste sent to landfill.
- 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 73,981 registrations for green bins as at 31 October 2019.
- As at 31 October 2019, 14,360 tonnes of organic garden waste have been collected from green bins since the pilot commenced in April 2017.
- This is an opt-in service. The take-up rate across Canberra as at 31 October 2019 is 43%.
- The contamination rate to date is under 0.02% (by weight), which is an outstanding performance and reflects the commitment by Canberra residents to using their green bins correctly.

ACT Housing and Defence Housing

- Registrations for green bins are managed through the green bins supply contractor and the contractor requires ACT Government to provide a list of eligible addresses to validate registrations.
- The automatic address validation process in the green bin registrations is necessary for accuracy of data and is critical to manage the registrations and service delivery.

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- The list of addresses for ACT Housing could not be provided to the contractor due to privacy protocols relating to the Housing Assistance Act 2007.
- As a result, ACT Housing residents were unable to register through the website and instead receive a message to contact their Strata or Housing manager. The Strata or Housing manager is then required to contact ACT NoWaste to request a green bin for the resident and ACT NoWaste will validate these requests using the Planning and Land Management (PALM) database. Once the address is validated, the request for a green bin will be processed.
- The access to validate requests through PALM is available to ACT NoWaste as it is part of the ACT Government.
- ACT NoWaste has worked with ACT housing to obtain address data and in October 2019, ACT housing provided ACT NoWaste access to ACT housing addresses to ensure access to services are provided in a manner that is consistent with the *Human Rights Act 2004*.
- ACT Housing has provided the data to ACT NoWaste with conditions, these include;
 - the data is to be used only to identify residences within a parcel of land;
 - ACT Housing addresses not be separately identified from other residential types; and
 - the data is securely managed.
- ACT NoWaste is currently working to incorporate these addresses into the registration database, once completed ACT Housing tenants would be able to access green bin services in the same way as other ACT residents.
- There is no such problem with Defence Housing residents. Defence Housing Australia has confirmed that tenants of its properties are available to register directly through the online green bin registration process on the same basis as other ACT residents.

Food Organics and Garden Organics (FOGO)

- \$973,000 provided in the 2019-20 Budget to undertake early planning for a FOGO waste service and development of a food waste avoidance campaign pilot.
- Around 143,000 tonnes of organic waste go to landfill each year, which is around half of all landfill waste disposed at the Mugga Lane landfill. A food waste

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avoidance campaign pilot targeted at householders and businesses will be designed, delivered and evaluated in 2019-20 to help reduce this figure.

- Of the total 70,000 tonnes of household waste sent to landfill, up to 26,000 tonnes (37%) could be diverted to improve the Territory's resource recovery rate by approximately 2% through a FOGO service. If commercial food waste was included, then 41,500 tonnes per annum (tpa) could be captured through a FOGO system (Municipal Solid Waste – 26,000 tpa; Commercial & Industrial – 15,400 tpa).
- The development of a food waste avoidance campaign will raise awareness among Canberra residents and businesses of the volumes of food unnecessarily wasted, as well as the social, financial and environmental impacts of food waste, and the steps they can take to reduce it.
- ACT NoWaste are currently scoping an RFT to go to market for a consultancy to develop a detailed feasibility study into a maximised diversion of organic waste from landfill, including the delivery of a FOGO processing site and facility, products and markets.

Background

- The ACT Government has 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.

New Collection Calendar

- As part of the final roll-out of Green Bins across Canberra on 1 April, green bin collections were changed to alternate fortnightly with yellow bin collections.
- This creates a more seamless service for the ACT community. As part of this alignment, residents in Weston Creek, Belconnen and Tuggeranong experienced a change to their previous collection schedule.
- To assist in the transition period, an additional green waste collection was scheduled in the suburbs where there was a delay of more than four business days between the collection day in the old calendar and the collection day in the new calendar. These suburbs included: Bonython, Calwell, Isabella Plains, Richardson and Theodore.

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- A communication plan was developed to advise residents in Weston Creek, Belconnen and Tuggeranong of the changes, including letterbox drops and emails to customers by JJ Richards, social media posts, displays in Access Canberra and Libraries locations, website posts, a media release and a media launch.
- There have been 296 complaints about missed services recorded during the transition to the new calendar, either via ACT Government or through JJ Richards and Sons. On investigation it was discovered that the email to customers from JJ Richards had only been sent to around 30% of customers registered in the database.
- Several complaints centred around the suburbs of Bruce and Kaleen, and residents in those suburbs were provided an additional collection on Wednesday 9 April. An additional collection was also undertaken in Weston Creek between 16-18 April. These additional collections were communicated by JJ Richards via email through their customer database, with a review undertaken to ensure that the email reach all customers in their database in the relevant areas.
- The number of complaints decreased in the fortnight following the calendar changes as awareness of the new schedule grew.

Future organic collection opportunities

- 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 options analysis for solutions to divert organic waste (including food) from landfill, which will inform a future business case for consideration by Government.

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;

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- 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.

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QUESTION TIME BRIEF

Portfolio/s: City Services

ISSUE: WASTE-TO-ENERGY

Talking Points

- The ACT's resource recovery has plateaued around 70% for the last decade. With around a million tonnes of waste generated, we have between 250,000 and 300,000 tonnes going straight to landfill.
- The Waste Feasibility Study found that the ACT was unlikely to achieve over 80% resource recovery without some form of waste-to-energy. This means around 200,000 tonnes of waste going to landfill each year.
- Waste-to-energy is a process where energy and resources are retrieved from waste through a range of technologies including burning, through to advanced forms of composting, resulting in heat, electricity or fuel.
- We need to have a serious conversation as a community about what we expect when it comes to waste-to-energy in the ACT, and how we will manage our residual waste – either through landfilling or energy recovery.
- We want a long-term, informed and evidence-based policy vision for waste-to-energy in the ACT that provides certainty for the community and industry.
- Community engagement is critical to developing a successful waste-to-energy policy.
- On 4 October 2018, an Information Paper and a ten-week community engagement process commenced to find out what the community and other stakeholders think about waste-to-energy in the ACT.
- There were many ways for the community and industry to get involved, by attending information sessions or applying to take part in focus groups.
- More information is available on the YourSay website.
- Consultation on the Information Paper closed in December 2018. TCCS is in the process of preparing a Consultation Report, which will be released in 2019. The following engagements occurred during consultation:
 - 251 surveys were completed;
 - 1 public information session was held;

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- 3 community focus groups were held;
 - 1 industry focus group was held;
 - 32 written submissions were received from industry and community;
 - 10 public information stalls were held in all town centres in Canberra, reaching around 300 people and leading to 50 detailed engagements; and
 - 5 one-on-one sessions were held.
- The Government has recently completed analysing community feedback and is developing its draft policy. It is anticipated the draft policy will be released for public comment later in the year or early next year.
 - In September 2019 the ACT Government released the ACT Climate Change Strategy 2019-25. The strategy lists waste avoidance and management as key priorities and includes diverting organic waste from landfill by expanding the garden waste bin scheme to include food waste, a requirement for key sectors to have a separate organic waste collection and consideration of sites for organic waste processing.
 - Organic waste processing could include waste-to-energy options such as anaerobic digestion.

Background

- On 9 August 2019 at a meeting of the Council of Australian Governments leaders agreed Australia should establish a timetable to ban the export of waste plastic, paper, glass and tyres, while building Australia's capacity to generate high value recycled commodities and associated demand.
- This decision is likely to impact on how recyclable waste is treated in the Australia in the short to medium term, however, it is not clear at this stage if the impending ban will have any impact on the waste-to-energy policy until more details are released.
- 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% resource recovery by 2025.
- The ACT currently generates about one million tonnes of waste per year. The current

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resource recovery rate has plateaued at around 70% for the last decade, with an average of about 250,000 to 300,000 tonnes of waste each year going to landfill.

- The 2018 Waste Feasibility Study was commissioned by Government to identify possible pathways (a roadmap) to achieve the ambitious goals set out in the Strategy, including driving towards 90% resource recovery.
- The Waste Feasibility Study Roadmap and a Discussion Paper was released for public consultation between 7 May 2018 and 2 July 2018. During this process, a number of submissions were received around waste-to-energy, with some members of community in support of waste-to-energy and others raising concerns about, or opposing, waste-to-energy in the ACT.
- A key recommendation of the Waste Feasibility Study is the development of a waste-to-energy policy for the ACT.
- The Study concluded that without waste-to-energy the ACT was unlikely to move beyond an 80% landfill diversion rate.
- The Study found that 'interest from both the community and industry means there is a need for a clear policy on waste-to-energy similar to other jurisdictions in Australia. The ACT needs to develop a policy on how it wishes to pursue waste-to-energy and in particular, its attitude to innovation and risk. A well-developed waste-to-energy policy will provide greater certainty to the industry and clarity to the community, as well as a framework to the ACT Government for assessing waste-to-energy proposals.
- The recent 'Prospectus for a Canberra Region Deal' released jointly by Canberra Region Joint Organisation and ACT Chief Minister details a three-point plan for the Canberra Region. Point two of the plan outlines the agreement to invest in a business case and policy development to facilitate waste to energy opportunities in the region. This will be considered in the waste to energy policy development process.

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QUESTION TIME BRIEF

Portfolio/s: City Services

ISSUE: WASTE FEASIBILITY STUDY

Talking Points

- The ACT Waste Feasibility Study (the Study) was established to advise the Government on how to achieve the objectives of the *ACT Waste Management Strategy 2011–2025*.
- The Study's work has concluded and its major deliverables include:
 - The new *Waste Management and Resource Recovery Act 2016*;
 - A 'Market Sounding' inviting industry to present waste management solutions; and
 - A final 'Roadmap' report and broader recommendations for government consideration.
- The Roadmap was released on 8 May 2018 and was open for comment over eight weeks. The key topics covered:
 - Education for waste avoidance;
 - Reducing organics going to landfill;
 - Recycling industry development; and
 - Waste-to-energy.
- Analysis of the consultation feedback indicates the community and industry are generally supportive of the Roadmap and recommendations including the recommendation for a policy on waste-to-energy to be developed.
- TCCS has commenced work on providing options to the Government for an ACT waste-to-energy policy. Public consultation on an information paper closed on 14 December 2018. TCCS has worked through the community and industry feedback and is developing options for a draft policy based on that feedback.
- TCCS continues to implement other recommendations such as the continued roll-out of mandatory waste data reporting, implementing an ACT waste levy, implementing the new development control code for waste management and education campaigns for increased resource recovery.
- The implementation of the other Study recommendations will be considered in the context of future budgets.

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QUESTION TIME BRIEF

Background

- The Study was commissioned by Government in 2015 to provide options for achieving the *ACT Waste Management Strategy 2011-2025* goal of achieving 90 percent resource recovery (landfill diversion) by 2025.

Key deliverables

- The Study conducted wide-ranging research and analysis of options for waste management in the Territory to be best practice, including:
 - Developing baseline data of the Territory's waste generation and resource recovery rates based on 2014-15 data;
 - Delivering a performance-based contract for the Hume Materials Recovery Facility to achieve improved 'yellow bin' resource recovery outcomes;
 - Establishment of the 'Soft Landing' mattress recycling social enterprise at Hume;
 - Undertaking a market sounding which invited industry to present its capability and capacity to contribute to the achievement of Territory's waste resource recovery targets;
 - Initiating a review of the Development Control Code for Best Practice Waste Management in the ACT, resulting in an updated 2019 version of the Code; and
 - Consultation with stakeholders representing government, commercial interests and community members.

WFS Final report

- The final deliverable for the Study was a set of recommendations and a 'Roadmap' of projects and initiatives designed to take the Territory towards 87 per cent resource recovery by the year 2025, based on the waste hierarchy.
- The waste hierarchy stipulates that waste avoidance efforts and options for the reuse of materials should be exhausted before treating waste in recycling facilities, waste-to-energy facilities or landfill.
- The Study's recommendations maintain a strong focus on reducing the amount of organic material from landfill so that future methane greenhouse gas emissions can be reduced and the product can be reused for beneficial purposes.

WFS Consultation outcomes

- The consultation period closed on 2 July 2018.
- The community and industry were generally supportive of the Waste Roadmap and recommendations, with waste-to-energy proving the most contentious topic.
- TCCS has commenced work on developing a waste-to-energy policy.

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Next Steps

- A number of the Roadmap recommendations have already been implemented or have commenced:
 - Feasibility and options analysis to achieve diversion of organic waste from landfill organics, including planning for a food waste reduction campaign, analysis of collection, processing (including siting) and market options;
 - The ACT Container Deposit Scheme commenced on 30 June 2018;
 - Regulatory reforms including mandatory waste data reporting, implementation of waste management regulatory system, and developing an ACT waste levy; and
 - The waste-to-energy policy development process has commenced, with an information paper open for comment over a two-month period in late 2018. TCCS has recently completed analysing community feedback and is developing its draft policy. It is anticipated the draft policy will be released for public comment later in the year or early next year.
- In addition, TCCS is conducting preliminary scoping work on education campaigns and industry development opportunities.

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QUESTION TIME BRIEF

Portfolio/s: City Services

ISSUE: WASTE LEVY IN THE ACT

Talking Points

- The ACT Budget 2019-20 invested in better recycling and waste management, to be supported through a levy on disposal of waste.
- The levy has initially been implemented as a 2019-20 gate fee increase at ACT Government-owned waste management facilities for all legislative fees for waste disposal to landfill and will be applied to commercial customers (approximately an additional 7 per cent increase above indexation).
- The levy is expected to generate \$1.290 million in revenue in 2019-20.
- Waste levies are designed to:
 - provide an incentive for waste generators to reduce the amount of waste they generate and send to landfill;
 - improve the competitiveness of reuse, recycling and recovery vis-à-vis landfilling; and
 - fund programs and initiatives to support efforts by government, business and the community to reduce waste and increase recycling.
- Levies and/or bans on landfilling waste are part of a spectrum of policy interventions used both internationally and in Australia to achieve significant diversion of waste from landfill.
- Levies on landfilled waste exist in New South Wales, Victoria, South Australia, Western Australia and Queensland. Tasmania has announced it will introduce a waste levy in 2021.
- The *Waste Management and Resource Recovery Act 2016* provides a basis for the introduction of a waste levy in the ACT. However, the legislation may need to be re-drafted once a preferred model is agreed to.
- Funding was provided in the 2018-19 Budget to develop options for an ACT waste levy for consideration by Government. TCCS is developing options to better harmonise the ACT waste levy with other jurisdictions.
- Nationally, waste levies are not standardised. Each jurisdiction that has adopted a levy has taken a different approach, including the magnitude of

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QUESTION TIME BRIEF

the levy, extent of geographical coverage for the levy and the nature of the waste to which the levy applies.

- On 7 February 2019, the Board of Treasurers (BoT) agreed to establish a working group of Treasury officials to investigate options to harmonise waste levies in consultation with officials involved in similar work for the National Waste Working Group. A Waste Levy Harmonisation Issues Paper is under development by officials and this will inform the further development of the ACT waste levy.
- Arbitrage is a significant problem for the management of waste in Australia.
 - In 2017 the ABC's Four Corners program highlighted the practice of waste management companies transporting construction and demolition waste from metropolitan NSW into landfills in south-east Queensland to avoid the NSW landfill levy. At the time Queensland did not have a landfill levy and the NSW metropolitan landfill levy was \$135 per tonne; and
 - There is no landfill levy in south-east NSW, and this presents a significant challenge for the ACT in designing a levy regime that does not have the effect of driving waste across the border into NSW.

Background

- The concept of a waste levy in the ACT was a consideration behind the development of the *Waste Management and Resource Recovery Act 2016* which, according to the Waste Feasibility Study final report, allows for a flexible fees structure, potentially in the form of a levy that encourages and supports waste avoidance and resource recovery over landfilling.
- The TCCS Annual Report 2017-18 noted that ACT NoWaste's 2018-19 priorities will include "investigating and developing options for a broad-based waste levy to establish a funding base to support new initiatives to increase recycling in the ACT" (Volume 1, page 43). Funding for this work was provided in the 2018-19 Budget and TCCS is developing economic modelling for various levy scenarios and analysing options for potentially expanding the levy beyond the commercial waste gate fee at ACT Government facilities.
- The possibility of introducing a waste levy in the Territory was reported in *The Canberra Times* on 5 November 2018. This was triggered by the reference in the TCCS Annual Report. The article claimed, incorrectly, that residents would be exempt. This misrepresented the fact that the range of options were yet to be assessed.

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- The ACT Government sets the 'gate fee' for disposal of commercial loads greater than 0.25 tonnes at the Mugga Lane landfill. At \$170.55 per tonne as of 1 July 2019, the gate fee for commercial and industrial waste does provide a pricing signal of sorts. While it diverts some waste into recycling, it can also have the effect of diverting waste to lower cost landfill in regional NSW.
- The implementation of the *Waste Management and Resource Recovery Act 2016*, including licensing and registration of waste operators along with establishment of a mandatory waste reporting regime, provides underpinnings for the introduction of an ACT waste levy. However, it is expected the Act will need to be amended if the current waste levy is further developed.
- TCCS is currently developing an online reporting system to support data reporting which is being rolled-out to waste transporters in the final quarter of 2019.

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Portfolio/s: City Services

ISSUE: LANDFILL EXPANSION, REHABILITATION AND CLOSURE

Talking Points

- The West Belconnen Resource Management Centre 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 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 West Belconnen Resource Management Centre.
- It is anticipated that the site will be closed in mid 2020. Site rehabilitation works will then commence.
- At the end of 2020 and following EPA approval, the site is planned to be handed over to the Ginninderry Joint Venture as part of the Ginninderry development.
- The future uses for the site is a matter for the Ginninderry Joint Venture to determine, and subject to the necessary planning and environmental approvals.
- Landfill expansion through the construction of additional landfill cells at the Mugga Lane Resource Management Centre commenced in May 2019 and is programmed for completion by early 2020; and is expected to provide capacity through to 2030 based on normal levels of demand.
- The overall landfill rehabilitation program will continue on site at Mugga Lane with the progressive capping plan being implemented over the next few years to limit water entering the landfill, reduce odour and landfill gas

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release and promote vegetative growth over the progressively decommissioned areas.

- A dedicated asbestos disposal area at Mugga Lane has been accepting asbestos fibres vacuumed or otherwise removed from houses since the commencement of the disposal program.
- The disposal location for soil and rubble from the demolition of Mr Fluffy affected houses moved from the West Belconnen Resource Management Centre to the Mugga Lane landfill in April 2020.
- Works at the former Mugga 2 bluestone quarry to convert it to an inert waste landfill are almost complete.
- Mugga 2 provides long-term capacity to dispose of inert waste materials generated from construction, road and development projects in the ACT.
- Mugga 2 will replace the Territory's Borrow Pit at West Belconnen Resource Management Centre, which is nearing capacity and is planned for closure in early 2020 for rehabilitation works and handover to the Ginninderry joint venture in early 2021.
- Mugga 2 once filled will be revegetated and incorporated into the surrounding nature reserve.
- The Tender for the operation of Mugga 2 was released on 22 August 2019 and services are planned to commence in early 2020.

Background

West Belconnen RMC

- Landfilling operations at the West Belconnen Resource Management Centre (WBRMC) is anticipated to cease in mid 2020 to allow rehabilitation and closure of the site. It may be necessary to extend past mid 2020 to allow for the disposal of demolition waste containing asbestos from the possible redevelopment of the Woden CIT site.
- TCCS is preparing the former Mugga 2 Quarry to open in late 2019 as a landfill for 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 mid 2020 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 a staged investigation and rehabilitation program of the PRRE.
- A number of PRRE tenants with long-term leases may remain on site up to or beyond handover to the Ginninderry Joint Venture.
- Green waste composting operations has been relocated within the north western area of WBRMC in the short term. A longer-term solution has not yet been identified.

Emergency Landfilling Post-WBRMC Closure

- An Emergency Landfill post-WBRMC closure program is currently being prepared for presenting to the Government Procurement Board (GPB). TCCS will be seeking the GPB's endorsement of 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 would be triggered in the event the entire Mugga Lane Resource Management Centre 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.
- TCCS entered in to contract with a new landfill gas management contractor, LGI Limited, in June 2019. This 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.
- LGI Limited has installed an enclosed flare at the old West Belconnen landfill to manage the safe destruction of 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 bonded asbestos contaminated materials to support construction and development projects in

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QUESTION TIME BRIEF

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 the filling of 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.

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QUESTION TIME BRIEF

Portfolio/s: City Services

ISSUE: BULKY WASTE COLLECTION

Talking Points:

- Since 2011, ACT concession card holders have been able to book one free residential bulky waste collection service each financial year.
- This has proven to be a popular service. In 2017-18, our service provider performed 3,245 collections.
- 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
- On Friday 30 August, Minister Steel announced the new bulky waste collection service; which received widespread media coverage.
- The services will be rolled-out in Gungahlin and Tuggeranong in July 2020, before kicking off in other regions over the following years.
- Under the new service, households will receive a single free collection per year of up to 2 cubic metres.
- To improve accessibility to the service, the ACT Government will also offer 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.
- To address concerns raised by local businesses who rent skip bins, mixed waste trash packs and provide hard waste pick up services to households, an industry briefing session was held on Monday 2 September. This session provided an opportunity for the ACT Government to highlight details of the planned service, the rationale for the service and the implementation schedule.
- A subsequent industry briefing session was provided on Friday 20 September, explaining the ACT Government tender process and Secure Local Jobs requirement. It may be possible for local waste collection providers to be engaged as sub-contractors for provision of the service under a head contractor.

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QUESTION TIME BRIEF

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.
- Work is underway to design an effective household bulky waste collection service that is convenient and accessible for all residents, promotes the reuse and recycling of collected material and minimises landfill.
- 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
 - undertake research to design a future whole of Canberra bulky waste service.
- On 29 July 2019, Cabinet agreed to:
 - a phased roll-out of a household bulky waste collection service to all suburbs of the ACT; and
 - allocate funding for the full rollout of the service, initially delivered to Gungahlin and Tuggeranong and subsequently a phased rollout to the rest of Canberra over four years.

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QUESTION TIME BRIEF

Portfolio/s: 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.
- The ACT has already acted to reduce single-use plastic bags, with the introduction of the plastic shopping bag ban in 2011, but we are now looking at what else we can do to help turn the tide against unnecessary and problematic single-use plastics.
- The ACT Government joins other progressive state and local governments - including South Australia, Western Australia and the City of Hobart - in tackling single-use plastics. On 16 April this year a discussion paper was released on the ACT Government Your Say website. We ran information sessions to support the consultation and submissions were welcomed until the end of July.
- During this process we received more than 3,300 responses, including participation in information sessions as well as responses to surveys, submissions and comments on the Your Say website.
- Business and community members who participated in the consultation process demonstrated strong support for phasing out avoidable single-use plastics.
- The consultation report is now available on the Your Say website.
- TCCS are analysing the contributions received during consultation and are developing a range of policy options which they will put to government for consideration in the coming months.
- The ACT Government is committed to ensuring any Government intervention is practical and considers the potential impacts to businesses and the wider community. We also recognise the need to address important social equity concerns.

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QUESTION TIME BRIEF

- It will require careful consideration of the impact phasing out certain products could have, such as plastic straws which are needed by some segments of the community.
- Further consideration is also being given to some products where there are not yet clear alternatives.
- In line with the Phasing out single-use plastics discussion paper, potential approaches the government could take include regulatory, non-regulatory or a combination of approaches.
- We are also looking to our counterparts in other jurisdictions to ensure that we take an aligned approach wherever possible.
- Plastic remains a significant focus of all Australian Governments, and at the 9 August 2019 Council of Australian Governments, Ministers (including the ACT) agreed to set a timetable to ban the export of waste plastic, along with waste paper, glass and tyres.
- The ACT Government is also committed to 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.

Why was there a big difference in consultation numbers when you compare community and business?

- The consultation was promoted extensively through traditional and social media channels, industry group and peak body newsletters such as the Canberra Business Chamber as well as a range of contact distribution lists.
- TCCS received good responses both from the community and business, but our strongest response was through the community survey. As we refine our next steps, we encourage businesses to continue to engage with TCCS.

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QUESTION TIME BRIEF

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.
- At the Meeting of Environment Ministers in December 2018, all ministers agreed to the 2018 National Waste Policy and the development of an Action Plan to implement the policy. National action on single-use plastic was identified as one of the priorities and is essential if we are to transition to a more circular economy, where resources are valued and kept in circulation for as long as possible.
- A harmonised, national approach would help increase business confidence and reduce consumer confusion. The Action Plan will focus on plastic pollution and single-use plastics as a priority area.
- In the meantime, the ACT Government joins South Australia, Western Australia and the City of Hobart in quickly moving to tackle problematic and unnecessary single-use plastics.
 - The South Australian Government released a discussion paper on 13 January 2019, and consultation closed on 22 February 2019. SA is intending to introduce legislation in 2020 to ban plastic straws, cutlery and stirrers in the first instance, and develop a pilot program to establish 'plastic-free' precincts, with support from a Stakeholder Taskforce. Takeaway expanded polystyrene cups, expanded polystyrene food and expanded polystyrene beverage containers (e.g. polystyrene coffee and soup cups, 'clam shell' containers) and all products made of oxo-degradable plastic (e.g. some plastic bags) are identified for phase-out 12 months following the commencement of legislation.
 - Western Australia released a discussion paper on 11 April 2019, seeking input on approaches to reduce single-use plastic items and their associated impacts. Consultation closed on 12 July 2019 and a consultation summary will be published later this year.
 - Hobart City Council voted on 4 March 2019 to pass a single-use plastics bylaw, restricting single use plastic takeaway packaging. Public consultation on the proposed by-law is underway until 25 November 2019.
 - Queensland announced 7 November 2019 that they plan to introduce new legislation in 2020 that would see plastic straws, cutlery and plates banned.

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QUESTION TIME BRIEF

They would also consider extending the ban "down the track" to include coffee cups, plastic cups and heavyweight shopping bags.

- Other states including New South Wales and Victoria are also looking closely at plastic and single-use plastic in the context of a more circular economy.
- The ACT Government's discussion paper *Phasing out single-use plastics* is available at www.yoursay.act.gov.au/single-use-plastics. The discussion paper started a conversation with industry, business and the Canberra community about our use of single-use plastic.
- Community and industry information sessions to support the consultation were held in June and July 2019, surveys undertaken and submissions are made via Your Say, letter and email. The consultation period ended on 31 July 2019.
- The feedback received during this process will be used to better understand the issues around single-use plastic, including potential impacts of any shift away from problematic or unnecessary single-use plastic products, from the viewpoint of individuals, community groups, businesses, industries and even government.
- This process will assist in informing future action to phase-out selected single-use plastics in the ACT.
- Based on the results of the consultation, it is evident there is significant community concern about plastic waste. While there is support for taking action on single-use plastic, the feedback also indicates support for a broader focus on plastic, packaging, consumption and waste management.
- A detailed analysis of feedback has been undertaken and the engagement report published on the Your Say website, along with submissions.

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QUESTION TIME BRIEF

Portfolio/s: Roads and Active Travel

ISSUE: BELCONNEN BIKEWAY

Talking points:

- \$10.45m was provided in the 2018-19 ACT Budget to deliver Active Travel improvements to the Belconnen Town Centre over two financial years:
 - 2018-19 - \$5,000,000
 - 2019-20 - \$5,450,000
- As part of these improvements \$4.45m was allocated to design and construct the Belconnen bikeway.
- The ACT Government committed to delivering an east-west bikeway route from the suburb of Florey through the Belconnen Town Centre along the old busway, Emu Bank, connecting public institutions along College Street to Haydon Drive.
- The bikeway comprises both shared pedestrian and cyclist path sections and separated path sections providing designated cyclist facilities.
- The preliminary design for the Belconnen bikeway was presented during public consultation in April 2018.
- Public Consultation confirmed that the path connection between Florey and the end of the old busway was a critical component of the Belconnen bikeway to enable Florey residents to access the town centre.
- The preliminary design showed that the section of bikeway along Emu Bank at the intersection with Benjamin Way would be constructed later as part of the Benjamin Way Protected Bikeway project. This approach was subsequently changed and this section returned to the Belconnen Bikeway component of work.
- The detailed design for the Belconnen bikeway was subsequently completed in February 2019 and included the bikeway section at Emu Bank and Benjamin Way intersection. This section was included to minimise traffic disruption during the construction of each project and to deliver a complete bikeway connection from Florey to Bruce.
- Tender for the construction of the Belconnen bikeway was released 11 April 2019 and closed 14 May 2019.
- The construction contract was awarded in September 2019.
- The final design of the Belconnen bikeway was released to the public in early October 2019 and illustrated the complete bikeway connection from Florey through the town centre to Haydon Drive in Bruce.
- Construction of the bikeway commenced in October 2019 and is scheduled to be completed mid to late 2020.

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Lead Directorate:	Choose directorate:	Transport Canberra and City Services

TRIM Ref:

CHOOSE BRIEF TYPE

Portfolio/s: City Services

ISSUE: KAMBAH SHOP UPGRADES

Talking points:

- The 2017-18 ACT Budget provided \$2 million as part of the Building a better city – Revitalising local town centres to the Kambah Village Group Centre Improvements Stage 2 project.
- Additional funding of \$450,000 was provided in the 2018-19 Budget to enable the complete construction of the Stage 2 upgrades and improvements.
- Stage 2 continues the design and construction of improvements to the Kambah Village centre extending the work around to the eastern side of the public realm.
- Stage 2 elements include new recreational / gathering space and carparking area to the south east side of the centre with more planting for shade. Other improvements called for by the community include an upgraded playground, new furnishings, compliant and more direct access over the bridge from east of the suburb, new screened enclosure for the commercial bin collection area and new public toilets. The works will also deal with safety and compliance issues, particularly new compliant pedestrian lighting, and developing a compliant accessible path to travel to and within the centre and parking facilities for people with disabilities.
- The tender for a design consultant was released in September 2017. The contract for the design consultancy was awarded in October 2017. A community survey to inform the design was released in November and was completed in December 2017.
- Tender for construction closed early November 2018 and tender evaluation was completed in December 2018. Negotiations with the preferred Tenderer were undertaken in January and February and the construction contract was awarded in March 2019.
- Construction began in April 2019 with site fencing and tree removals.
- Full construction program started 20 May 2019 and is nearing completion.

Cleared as complete and accurate:	08/11/2019	
Cleared by:	Deputy Director-General	Ext:75819
Information Officer name:	Jeremy Smith	Ext: 72738
Contact Officer name:	Meghan Oldfield	Ext: 75716
Lead Directorate:	Choose directorate:	

TRIM Ref:



QUESTION TIME BRIEF

Portfolio/s: City Services

ISSUE: Libraries – New Management System and Fines

Talking points:

- The implementation of the new Integrated Library Management System is nearing completion and Go Live day is planned for 21 November 2019.
- The new radio frequency identification kiosks have already been installed and the community are enjoying the use of this new, more sophisticated equipment.
- The new catalogue will be deployed on 21 November 2019 and it will present a very modern, intuitive system for users.
- From 21 November 2019 the ACT Government will no longer impose fines for late return of library materials. Existing fines and charges for lost or damaged items will not be transferred from the old Library Management System to the new one, which goes live on 21 November 2019.

Background:

- The library was awarded \$2.2 million to procure and implement an Integrated Library Management System (ILMS) to replace current systems.
- The new ILMS will improve library efficiency and library user experience by providing improved search abilities, simplified access to online resources, and enhanced services such as Radio Frequency Identification (RFID) enabling patrons to self-check in library materials.
- The new Integrated Library Management Systems (ILMS) will provide service improvements and increased customer satisfaction through, for example:
 - systems that are user-centred, enhanced and integrated;
 - increased reliability and availability;
 - multiple access channels; and
 - improved security.

Cleared as complete and accurate:	13/11/2019	
Cleared by:	Deputy Director-General	Ext: 54105
Information Officer name:	Vanessa Little	Ext: 76695
Contact Officer name:	Vanessa Little	Ext: 76695
Lead Directorate:	Transport Canberra and City Services	



QUESTION TIME BRIEF

- In order to accurately migrate data to the new system, the library has to reduce services over the period 6 November to 19 November 2019. Requests, renewals and new memberships are not available until 21 November 2019.
- In order to test the new system and prepare for deployment, all libraries will be closed on Tuesday 20 November and will reopen with the new system on 21 November 2019.
- On 31 October 2019 The Chief Minister announced that fines for overdue items will cease from 21 November 2019 when the new Library Management System is in place. All existing fines and fees owed for lost or damaged items will not be transferred to the new system and will be wiped out.
- Experiences from around the world, as well as the ACT, has shown that even a modest fine can stop people returning to the library and often the most vulnerable in the community cease to gain the benefit of library use.
- The amount currently owing in fines and item replacement costs is approximately \$1.86m.
- Some of these fines and item replacement costs were moved from the previous LMS to Horizon approximately 15 years ago.
- With current system limitations it is not possible to determine what proportion of the \$1.86m is owed in fines and what amount is owed as replacement costs for lost or damaged items.
- The response to this announcement has been overwhelmingly positive in the community.
- Rather than imposing fines, the library will temporarily suspend services to users who have overdue items.
- If items become more than four weeks overdue the items will be considered 'lost' by the library and the patron will receive an invoice for the value of the item(s) and a modest \$6 processing fee.
- The new Library Management System will make it much easier to extend items so that they do not become overdue.

Cleared as complete and accurate:	13/11/2019	
Cleared by:	Deputy Director-General	Ext: 54105
Information Officer name:	Vanessa Little	Ext: 76695
Contact Officer name:	Vanessa Little	Ext: 76695
Lead Directorate:	Transport Canberra and City Services	



ANNUAL REPORT HEARINGS 15 NOVEMBER 2019

COO INFORMATION BRIEFS

1. HR overview
2. Bullying and harassment
3. Insecure taskforce
4. Creation of MPC
5. Safety
6. Audit
7. Fraud prevention
8. Veterinary Practitioners Board
9. FOI
10. Finance
11. Capital Works reprofiling
12. Procurement/contracts
13. Light Rail launch expenditure
14. Bus network consultation
15. Media issues
16. Communications
17. Open Data

ISSUE: Staffing Profile**Talking points:**

- The data reported in this brief is reflective as at 30 June 2019.
- The directorate had 2,055 employees which equates to 1,842 full time equivalent, compared to 1,906 as at 30 June 2018, representing a 3% reduction.
- Full time equivalent by division:

▪ City Services	766
▪ Transport Canberra (including bus drivers)	1152
▪ Chief Operating Officer Group	98
▪ Finance Legal and Sustainability	36
▪ Office of the Director General	3
- 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:
 1. Leadership and planning
 2. Attracting and recruiting a diverse workforce
 3. Developing and retaining a diverse workforce
 4. Improving workforce diversity

Key Information**Background / Project overviews:**

- The directorates diversity profile (headcount) consisted of:
 - 2.6% [54] identified Aboriginal and Torres Strait Islander
 - 3.5% [72] identified with a disability
 - 18% [370] identified as culturally and linguistically diverse
 - 20 trainees and apprentices
- The headcount by gender across the directorate is 519 (25.3%) female and 1535 (74.7%) males, and one person has not identified.
- The gender profile of Bus Operators remains male dominated with 722 males and 79 females. TCCS continue to tailor its recruitment campaigns and strategies to attract greater diversity.

Cleared as complete and accurate: 06/11/2018
Cleared by: Chief Operating Officer Ext: 58316

Contact Officer name: Petra Crowe Ext: 53817
Lead Directorate: Transport Canberra and City Services

INFORMATION BRIEF

- There are 28 executives consisting of 10 female and 18 male staff across:
 - Office of Director General 1
 - Chief Operating Officer Group 7
 - City Services 9
 - Transport Canberra 9 (Light Rail 4)
 - Finance, Legal & Sustainability 2
- The executive separation rate for 2018 -19 was 10.71% [3], the whole of TCCS separation rate was 5.4%, compared to 18.91% for the ACTPS.
- Table 1 sets out the Gender Diversity (headcount) by age range, including and excluding the bus operator classification. 25.3% of the TCCS workforce is female, compared to 65% of the ACTPS workforce in 2018-19.

Age Group	Female	Male	Total
Under 25	15	52	67
25-34	107	210	317
35-44	132	347	479
45-54	154	439	593
55 and over	111	487	598
TCCS	519	1535	2054
%	25.3%	74.7%	

Bus Operator	79	722	801
%	9.86%	90.14%	

TCCS (ex Bus operator)	440	813	1253
%	35.12%	65%	

- Table 2 shows the employment category (headcount) by gender.

Employment Category	Female	Male	Total	% of Female Employees
Casual	33	68	101	32.67%
Permanent Full-time	297	1033	1330	22.33%
Permanent Part-time	112	274	386	29.02%
Temporary Full-time	58	145	203	28.57%
Temporary Part-time	19	15	34	55.88%
TOTAL	519	1535	2054	25.26%

Cleared as complete and accurate: 06/11/2018
 Cleared by: Chief Operating Officer Ext: 58316
 Contact Officer name: Petra Crowe Ext: 53817
 Lead Directorate: Transport Canberra and City Services

INFORMATION BRIEF

- Table 3 shows the employment classification by gender. Administrative officer positions represent the highest percentage of female (68%) with Bus Operators (10%) and General Service Officers (11%) the lowest.

Employment Category	Female	Male	Total	% of Female Employees
Administrative Officers	204	97	301	68%
Bus Operator	79	722	801	10%
Capital Linen Service Officers	24	30	54	44%
Executive Officers	10	18	28	36%
General Service Officers and Equivalent	48	390	438	11%
Professional Officers	24	30	54	44%
Rangers*	0	4	4	0%
Senior Officers	108	146	254	43%
Technical Officers	11	46	57	19%
Trainees and Apprentices	5	15	20	25%
Transport Officers	6	37	43	14%
TOTAL	519	1535	2055	25%

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

Cleared as complete and accurate: 06/11/2018
 Cleared by: Chief Operating Officer Ext: 58316

Contact Officer name: Petra Crowe Ext: 53817
 Lead Directorate: Transport Canberra and City Services

INFORMATION BRIEF

ISSUE: Bullying and Harassment

Talking points:

- 19 formal reports of bullying and harassment were received by TCCS People and Capability in 2018 – 2019 compared to:
 - 26 received during the 2017 – 2018 financial year
 - 28 received during the 2016 – 2017 financial year
 - 29 received during the 2015 – 2016 financial year
- The reduction in the number of complaints [7] may be reflective of training undertaken by the Directorate on the values expected of employees and the importance to call out poor behaviour by colleagues when it occurs.
- Preliminary assessments were undertaken on the 19 complaints in accordance with Section H of the relevant agreement.
 - Four were referred for investigation with one not proven, one proven resulting in a formal sanction of a transfer and reduction in classification.
 - Two of the four remained under investigation as at 30 June 2019.
 - The 15 that did not proceed to investigation were resolved using a number of strategies including mediation, facilitated conversations and or counselling of staff for low level behaviours.

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
2018-19	19	4	1
2017-18	26	15	3

Cleared as complete and accurate: 06/11/2019
 Cleared by: Chief Operating Officer Ext: 58316

Contact Officer name: Petra Crowe Ext: 53817
 Lead Directorate: Transport Canberra and City Services

INFORMATION BRIEF

2016-17	28	8	5
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- 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.

Cleared as complete and accurate: 06/11/2019
 Cleared by: Chief Operating Officer Ext: 58316

 Contact Officer name: Petra Crowe Ext: 53817
 Lead Directorate: Transport Canberra and City Services

ISSUE: Insecure taskforce**Talking points:**

- A joint union and Government taskforce has been established to examine insecure work and outsourcing.

Key Information

- Insecure work conversion policy agreed by members 31 October 2019, it is now with Head of Service to review.
- Centralised recruitment process with People and Capability branch, includes all new position creations and permanent and long-term (>6 months) recruitment actions.
- Union consultation occurs where a temporary non-ongoing position is sought for greater than 12 months.
- TCCS is undertaking a review of all temporary and casual employees who have been employed for a period greater than 12 months, the data reflects this as:
 - 54 temporary staff
 - 66 casual staff
- The numbers above includes employees on long-term (i.e. >12 months) higher duties.
- TCCS is actively undertaking workforce planning activities, some of which are supported through external consultancies with the following business areas:
 - Infrastructure Delivery
 - Libraries ACT
 - ACT NoWaste
 - ROADS ACT
 - City Presentation

Cleared as complete and accurate: 06/11/2019
Cleared by: Chief Operating Officer Ext: 58316
Information Officer name:
Contact Officer name: Petra Crowe Ext: 53817
Lead Directorate: Transport Canberra and City Services

INFORMATION BRIEF

ISSUE: Creation of MPC – machinery of government change

Talking points:

- The Chief Minister announced the ACT Governments intent to establish a new infrastructure deliver agency, Major Projects Canberra (MPC), from 1 July 2019.
- The Machinery of Government change resulted in 35 positions transitioning to MPC.
- The positions were across:
 - Light Rail Stage One construction completion
 - Light Rail Stage Two
 - parts of Transport Canberra Commercial; and
 - some corporates positions (Finance, Communications, Governance and Ministerial (7)) related to supporting light rail.

Key Information

- 35 positions were transferred to MPC under the MOG arrangements, broken down as follows:
 - Graduates x 2
 - Administrative Service Officers x 8
 - Infrastructure x 5
 - Senior Officer Grade(s) x 14
 - Executive contracts x 6
- 14 of the 35 positions were nominally vacant at the time of transfer.
- Six employees chose to transition to the new agency thereby vacating their nominal role with TCCS.
- Funding associated with Light Rail Stage 1 and Stage 2 projects will transfer to MPC (the transfer instrument is yet to be finalised).
- Recurrent funding of \$7.568m and Capital Injection funding of \$46.559m will transfer.

Cleared as complete and accurate:	11/11/2019	
Cleared by:	Chief Operating Officer	Ext: 58316
Contact Officer name:	Petra Crowe	Ext: 53817
Lead Directorate:	Transport Canberra and City Services	

ISSUE: Workplace Incidents and Safety

Annual Report Section B.7
pages xx-xx

Talking points:

- Transport Canberra & City Services continues its ongoing commitment to the safety and wellbeing of staff within TCCS.
- There were no 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*.
- There were no improvement, prohibition, enforceable undertaking or non-disturbance notices issued for the reporting period.
- There were 994 reported workplace accidents or incidents across TCCS, of those 22 required notification to WorkSafe ACT in accordance with the *Work Health and Safety Act 2011*.
- In 2018-19 the two main mechanism of injury categories were muscular stress and slips trips & falls. With the type of work and service delivery undertaken to the Canberra community it is not unexpected that these types of injuries occur. They account for 22% and 10% of all accident incident reports.
- Psychological incidents are low, accounting for 1% of accident incident reports.
- In 2018-19 muscular stress and slips, trips & falls also accounted for the largest number of accepted workers compensation claims, 47% and 15% percent respectively.
- Psychological claims accounted for 10% of accepted claims.
- Lost Time Injury Frequency Rate (LTIFR) calculations measure the number of lost-time injuries per million hours worked during an accounting period. TCCS Whole of Directorate LTIFR at June 2019 was 4.2.

Key Information

- February 2019 saw the launch of the TCCS safety management system (SafetyNet).
- SafetyNet 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.
- June 2019 saw the launch of the Take 5 booklet for outdoor workers to complete prior to commencing work to assist with the identification and mitigation of risks associated with tasks.
- We continue the implementation of SafetyNet across the directorate.
- Work carries on with implementation of the Safety Community of Practice to support roll out of the TCCS Occupational Violence Management Plan.
- Two Health and Safety Advisors undertook SAI GLOBAL Internal Auditor ISO 19011: 2018 training to enhance internal capability in undertaking WHS compliance and audit

Cleared as complete and accurate: 13/11/2019
Cleared by: Executive Director Ext: 58316
Information Officer name:
Contact Officer name: Anthony Wickens Ext: 55107
Lead Directorate: Transport Canberra and City Services

INFORMATION BRIEF

activities.

- TCCS developed and implemented a number of safety and wellbeing initiatives to promote a culture safety and wellbeing a part of everyday activities including managing fatigue, mental health awareness, nutrition and mindfulness.

Table 1 – Workplace health and safety statistics in 2018-19

Lag indicators	
Incidents notified to WorkSafe ACT	22
Notices received from WorkSafe ACT	Nil
Provisional Improvement Notices (PIN's) issued by HSR's	Nil
Total reported workplace incidents or accidents	994
Reported workplace incidents or accidents (with no injury or illness)	416
Accepted workers compensation claims	46
Total weeks lost from new claims	110.6
Average time off per work injury (weeks)	2.4
Average cost per accepted claim	\$11,923
Employees using the Employee Assistance Program (%)	1.5%

Cleared as complete and accurate: 13/11/2019
 Cleared by: Executive Director Ext: 58316
 Information Officer name:
 Contact Officer name: Anthony Wickens Ext: 55107
 Lead Directorate: Transport Canberra and City Services

INFORMATION BRIEF

ISSUE: 2018-19 TCCS Internal Audit Program

Talking points:

- 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 function within TCCS is overseen by a Chief Audit Executive and administered by a designated TCCS Audit Manager.
- Following a better practice ACT Government Review, the Internal Audit Committee now consists of five members: 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

- The TCCS Audit Program provides robust scrutiny on business improvement, and is significantly informed by risk management and better practice.
- Eight internal audits, including six performance and two compliance audits, and one management-initiated investigation, were presented to the Internal Audit Committee for consideration during 2018-19.
- The Committee also monitored audits conducted by the ACT Auditor-General and reviewed published reports. One Auditor-General report had references specific to TCCS (ICT strategic planning), however there were no recommendations for TCCS.
- The following reports were finalised and presented to the Audit Committee in 2018-19:

Type	Title
Performance (Internal)	<ul style="list-style-type: none"> • Duplication of Gundaroo Drive Stage • Library Resources – Procurement and Materials Management • Asset Management System (AMS) Procurement • Public transport operational decision making and governance • Light Rail operational readiness • Public Unleased Land Management
Compliance (Internal)	<ul style="list-style-type: none"> • Animal Welfare Advisory Committee (AWAC) Management

Cleared as complete and accurate: 08/11/2018

Cleared by: COO

Ext: 55187

Information Officer name: Lisa Johnson

Contact Officer name: Matthew Neilsen

Ext: 74304

INFORMATION BRIEF

	<ul style="list-style-type: none"> Independent Quality Assessment of Internal Audit
ACT Auditor-General (External)	<ul style="list-style-type: none"> ICT Strategic Planning

- The following Audits commenced in 2018-19 but were not presented and or finalised during the reporting period:

Type	Title
Performance (Internal)	<ul style="list-style-type: none"> Strategic Asset Management Functional Alignment Project Stage 2 Light Rail Monthly Service Payment (2 Stage Audit)
Compliance (Internal)	<ul style="list-style-type: none"> NoWaste - Material Recovery Facility Contract Management Staff cessations management

- Comparison between reporting years:

Category	2017/18 program	2018/19 program	Comments
Audits undertaken	14	13	Strategic Internal Audit Plan audits only. Excludes ACT Audit Office audits
Contracted provider	243,511.64	131,133.64	Note: 2018/19 costs based on audits completed in full within reporting period
Audit services panel / other	Nil	50,767.2	
Committee Membership expenditure	64,300	53,800	Variance due to change in Audit Committee Charter/Membership
Totals	307,811.64	235,700.84	GST Inclusive.

Cleared as complete and accurate: 08/11/2018

Cleared by: COO

Ext: 55187

Information Officer name: Lisa Johnson

Contact Officer name: Matthew Neilsen

Ext: 74304

ISSUE: Fraud and Corruption

Talking points:

- During 2018-19 financial year 10 cases of suspected fraudulent activity were reported through to the Senior Executive Responsible for Business Integrity and Risk.
- All cases were reviewed and resulted in the following outcomes:
 - One employees' position was terminated
 1. City Presentation staff member submitted two fraudulent medical certificates.
 - Three matters resulted in staff receiving formal counselling or directions
 1. staff were using stockpiled firewood from grounds work for personal use.
 2. a staff member was counselled on expected running times.
 3. A staff member was issued a formal direction to cease a secondary employment.
 - Four matters were closed due to insufficient evidence
 1. Alleged corruption involving TCCS and CMTEDD officers. The matter was notified to the Integrity Commissioner and a private investigator engaged. Preliminary investigation did not provide evidence to proceed.
 2. A Transport Canberra staff member was alleged to have stolen a used water cooler. Employee Relations conducted a preliminary assessment and concluded no misconduct had occurred.
 3. Allegation that a TCCS staff member/s had an improper relationship with a contractor. Attempts were made to substantiate the claim however no evidence could be attained. The matter was subsequently closed.

Cleared as complete and accurate: 08/11/2018
Cleared by: COO
Information Officer name: Lisa Johnson
Contact Officer name: Phil Gritti

INFORMATION BRIEF

4. Allegation a staff member falsified a worker's compensation claim. The matter was investigated however there was no evidence to substantiate the claim.
- One matter was referred to the ACT Police
 1. An allegation that City Services contractor fraudulently altered a Government Contract. The matter was referred to the ACT Police who are currently investigating the claim.
 - One matter is currently under review
 1. An allegation that a City Services staff member used government plant equipment for private work. The matter was referred to Employee Relations and is currently under review.

Key Information

- Internal policies and procedures were strengthened with additional risk controls implemented where necessary.
- One incident was referred to ACT Policing.
- All reported potential or suspected fraud matters are reviewed by the SERBIR to determine the validity of claims. To ensure we are transparent and accountable, these are reported in the Annual Report irrespective of whether the allegations were proven or not.
- A total of 501 staff participated in the Fraud and Ethics Awareness Program through both facilitated and eLearning sessions which focuses on identifying and reporting suspected fraud and corruption. This equates to 24% of the total TCCS employees for the 2018-19 financial year.
- The Senior Executive Responsible for Business Integrity Risk (SERBIR) manages the integrity and fraud control arrangements for TCCS, including monitoring and reviewing reports of fraudulent activity.
- The TCCS Fraud and Corruption Prevention Plan provides a framework to prevent incidents of fraud and corruption in the Directorate. It describes how the Directorate deters and detects fraud and corruption and meets its obligations under the ACT Integrity Policy.

Cleared as complete and accurate: 08/11/2018
Cleared by: COO
Information Officer name: Lisa Johnson
Contact Officer name: Phil Gritti

INFORMATION BRIEF

- Prevention and detection measures include:
 - raising the general awareness of staff by participation in TCCS' induction programs and targeted training for areas identified as high risk;
 - promoting ethical and proper conduct through 'all staff updates' and on the TCCS intranet;
 - risk assessments based on formal and informal information sources.
 - TCCS promotes the prevention of fraudulent behaviour through awareness training for staff as part of their induction, and targeted training for areas identified as high risk. Information on ethical and proper conduct is promoted to staff through the TCCS intranet.
- Where appropriate, matters are investigated internally and through the ACT Professional Standards Unit, while those of a criminal nature are referred to ACT Policing for further investigation.
- Additionally, matters which require a specific skill-set for example, forensic audit, can also be referred to suitably qualified consultants and where required, the SERBIR can seek further advice through the Public Sector Standards Commissioner.

Cleared as complete and accurate: 08/11/2018
Cleared by: COO
Information Officer name: Lisa Johnson
Contact Officer name: Phil Gritti

ISSUE: Veterinary Practitioners Board**Talking points:**

- The new *Veterinary Practice Act 2018* came into effect on 21 December 2018.
- There were 402 registered veterinary practitioners in the ACT in 2018-19. This was an increase of 32 new registrants from 2017-18.
- The Board received ten new complaints in 2018-19 compared to 11 the previous year. All complaints are jointly considered by the Human Rights Commission and the Board. A total of nine complaints have been closed this year. A summary of closed complaints shows:
 - two complaints carried over from 2017-18;
 - six received in 2018-19; and
 - one has not progressed due to complainant not allowing for a fair process.
- Outcome of closed complaints were
 - one was dismissed;
 - three required no further action;
 - three resulted in recommendations to Veterinary practitioners; and
 - one resulted in a warning to the Veterinary practitioner.
- The Board has also started running training nights for Vets in the ACT, for example on disclosing medical errors, which is considered a positive step in working with and supporting the ACT Veterinary profession and best-practice.
- Under the new Act the Board must hold an Annual General Meeting (AGM) which was held on 28 October 2019, with around 20 attendees.

Key Information

- The Board is a statutory board under the *Veterinary Practice Act 2018*.
- The Board's role is to protect the public and promote animal welfare through registration of suitably qualified veterinary surgeons and veterinary specialists, and the monitoring of the best practice standards and conduct of the profession.

Cleared as complete and accurate: 08/11/2018
Cleared by: COO
Information Officer name: Michael Gavin
Contact Officer name: Lisa Johnson

INFORMATION BRIEF

- The Board sets professional standards and investigates complaints against veterinary surgeons in the ACT.
- Veterinary legislation between Australian states and territories can vary significantly with respect to the registration process and requirements and what procedures are classed as acts of veterinary science.
- That is why the ACT Government commenced new veterinary legislation on 21 December 2018, which is modelled on the NSW veterinary legislation and provide for mutual recognition.
- The new *Veterinary Practice Act 2018* (the Act) significantly improves the efficiency and administrative functions of the ACT veterinary legislation, with minimal changes for the ACT veterinary industry.
- It will further harmonise the ACT's veterinary industry with NSW reducing barriers to movement of veterinary practitioners across the borders which will improve productivity of the profession.
- Communication was sent out to all veterinary practitioners on the implementation of the legislation in November and December 2018.
- ACT along with a majority of other States and Territories throughout Australia the ACT has moved to a National Recognition scheme for Veterinary Practitioners.
- National Registration means that a Veterinary Practitioner is able to work in any State or Territory that has signed up for mutual recognition once registered in the State they reside in.
- This move has seen a significant reduction in registrants in the ACT for 2019-20 of approximately 25%.

Board composition

- The Board is comprised of seven members made up of;
 - The President
 - 4 members who are registered veterinary practitioners
 - 1 non veterinary practitioner community representative
 - 1 member who is not a veterinary practitioner
 - The non veterinary practitioner and 1 registered veterinary practitioner were appointed during 2018-19.
 - The president and community representative are currently being recruited to as terms have expired.
-

ISSUE: Freedom of Information Act 2016**Talking points:**

- In 2018-2019, TCCS received 130 requests for information under the *Freedom of Information Act 2016*.
- This compares with 98 requests received in the 2017-18 year representing an approximate 33% increase in applications.
- Nine requests for information resulted in a full release of requested documents; 62 requests resulted in partial release of documents; 4 were refused.
- Across all the requests, information was redacted most often because it was information that could prejudice an individual's right to privacy. 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.
- Of the applications processed during the financial year, 16 applications were completed within the statutory 20 days.
- With applicants agreement under section 41 of the Act, extensions were granted on 71 applications. Approximately half (35) of applications processed under section 41 were completed in 30 or less days.
- Of the 130 requests received, approximately 44% of the applications were made by members of the public and others such as community groups; solicitors/insurance companies made up 24%; MLAs 19 %; journalists 11%; and, TCCS employees 2%.

Key Information

- Of the 130 requests received during the financial year, 16 were open at the end of the financial year but are now all completed.
- There was a high proportion of applications subject to the granting of extensions of time under section 41 of the Act. The reasons for extensions are varied and can result, for example, from complex or large requests or high numbers of requests at any given time which need to be managed.
- TCCS transferred nine applications during the financial year and received a number on full or partial transfer from other agencies. These are included in the count of received applications.
- Applicants withdrew 13 applications, five of which had been dealt with as informal requests and no documents were found for 12 applications.
- Four requests were not decided in the time allowed and were reported to the ombudsman.
- There was one review of decision by the ombudsman under section 74. That review had not been decided at the end of financial year but has now been decided and overturned a part of a decision in relation to the release of car rego details.
- There were no applications made to the ACT Civil and Administrative Tribunal seeking review of TCCS decisions under the FOI Act.

Cleared as complete and accurate: 08/11/2018
Cleared by: Executive Director Ext:
Information Officer name:
Contact Officer name: Ext:
Lead Directorate: Transport Canberra and City Services

INFORMATION BRIEF

- As noted in the annual report, compliance with keeping the disclosure log up to date has been challenging and additional resources are being allocated to address the backlog in publication.
- The requests for information included:
 - dog nuisance or attacks (20%);
 - road and path maintenance inspection program and works (20%);
 - transport matters, e.g. timetables, bus routes and light rail (16%);
 - urban tree management and tree protection matters (5%);
 - Waste Management (8%)
 - Other (31%).

FOI applications received and decision type			
Applications received	Full access	Partial access	Refused
130	9	62	4

FOI Processing timeframe		
Access application decided within the time to decide (section 40)	Access application not decided within time to decide (section 40)	Additional number of days taken to decide over the time to decide (section 41) - Extensions
16	4	1, 1, 1, 1, 1, 2, 2, 2, 2, 2, 2, 3, 3, 4, 4, 4, 5, 5, 6, 6, 6, 7, 7, 8, 8, 8, 8, 9, 10, 10, 10, 10, 10, 10, 10, 12, 13, 13, 13, 14, 15, 16, 17, 18, 20, 20, 21, 22, 23, 23, 23, 27, 28, 28, 29, 31, 31, 38, 42, 51, 51, 52, 52, 52, 55, 63, 66, 68, 72, 99, 149

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)
Jan 2017 - Jun 2018*	52	38	2	2	10	22 (57%)
2018-2019	130	91	9	13	16	16 (18%)

*Representing 6 months of 2016 legislation commenced 1 January 2018.

Cleared as complete and accurate: 08/11/2018
 Cleared by: Executive Director Ext:
 Information Officer name:
 Contact Officer name: Ext:
 Lead Directorate: Transport Canberra and City Services

INFORMATION BRIEF

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 (30 days under the FOI Act 1989) 20 working days under the FOI Act 2016)
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%)

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

ISSUE: Finance - Missed Accountability Indicators 2018-19 TCCS

Reference: TCCS Annual Report pages 283 – 293

Talking points:

Output 1.1 Transport Canberra: Transport Canberra includes oversight of the construction of light rail, the Government subsidy paid to ACTION buses, and the strategic oversight of the public transport network, public transport asset management and the Active Travel Office.

Light rail**Output 1.1.a) Full energisation of network for testing by Aug 18**

- Below target by 100% (achieved Jan 19)
- The target was not achieved mainly due to delays in construction works for Power Substations and Overhead Line Equipment in the southern sections of the project which resulted in delay to energisation for the full network.

Output 1.1.b) Termini complete (excluding landscaping and minor works) by Jul 18

- Below target by 100% (achieved Apr 19)
- The target was not achieved mainly due to a range of changes to the works program by Canberra Metro resulting in final components of stops being installed later than target.

Output 1.1.c) Laying of mainline track complete (excluding minor works) by Jul 18

- Below target by 100% (achieved Dec 18)
- The target was not achieved mainly due to a number of changes to construction program by Canberra Metro, accelerating the delivery of northern sections and delay to southern sections.

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Lead Directorate:	Transport Canberra and City Services	

INFORMATION BRIEF

Ouput 1.1.d) Maintenance/Control Centre Building complete (excluding landscaping and minor works) by Aug 18

- Below target by 100% (achieved Jan 19)
- The target was not achieved mainly due to the original target date being revised to January 2019 as part of program changes by Canberra Metro. Certificate of occupancy for the Operations Control Centre (OCC) was received and staff occupied the building from January 2019.

Ouput 1.1.e) Commencement of light rail stage 1 operations by Dec 18

- Below target by 100% (achieved Apr 19)
- The target was not achieved mainly due to changes to the works program by Canberra Metro and delays in works completion, testing activities and accreditation.

Output 2.1 Roads and Infrastructure: Management of the Territory's road and associated assets, stormwater infrastructure, community paths, bridges, traffic signals, streetlights and car parks. This output also includes the provision of asset information services, capital works and development approvals relating to the acceptance of new infrastructure assets.

Roads

Ouput 2.1.f) Increase in length of on-road cycle lanes by 25 km

- Below target by 76% (achieved 6 km)
- The installation of on-road cycle lanes is undertaken as part of the annual resurfacing program. A feasibility assessment for the installation of on-road cycle lanes is undertaken at each new proposed site. The feasibility study identified that many of the roads resurfaced in 2018-19 could not safely accommodate the installation of the lanes.

Ouput 2.1.g) Increase in legth of community paths by 35 kms

- Below target by 20% (achieved 28 km)

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Lead Directorate: Transport Canberra and City Services

- This measure is influenced by both creation of new paths through TCCS projects and by gifting of path assets created by land developers. Targets are set assuming similar rates of receipt of gifted assets to previous equivalent periods. During the current reporting period fewer than anticipated path assets were received.

Asset Acceptance

Output 2.1.h) Responses on Development Applications referred from the Environment, Planning and Sustainable Development Directorate completed within agreed timeframes (target 85%)

- Below target by 12% (achieved 75%)
- TCCS assesses a large quantity of Development Application (DA) referrals and the complexity of each one varies. A number of DA's referred to the Directorate in 2018-19 were complex and an extension of time was required to allow for proper consideration of the DA. There were also some delays whilst staff were transitioning to new organisational structure, systems and processes implemented in September 2018.

Output 2.2 Library Services: Provision of library services to the community through the Libraries ACT's branches, home library service, the ACT Virtual Library and the Heritage Library.

Output 2.2.a) Physical visits to Libraries per capita by 5

- Below target by 8% (achieved 4.6)
- Visits have increased approximately 3% from the previous year. Despite this increase, actual was lower than target due mainly to the temporary closure of Dickson branch for safety reasons due to substantial building works in 2018-19.

Output 2.2.b) Items borrowed per capita by 7.5

- Below target by 21% (achieved 5.9)

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Information Officer name:		
Contact Officer name:	Andrew Pedersen	Ext: 75389
Lead Directorate:	Transport Canberra and City Services	

- The decrease in physical loans is from users targeting their reading and the accessibility of digital information. There is an increase in digital loans, partially offset by the decrease in physical loans, resulting in a decrease in overall items borrowed per capita. It was also affected by the temporary closure of Dickson branch for safety reasons due to substantial building works in 2018.

Output 2.2.e) Direct cost of public library services per capita (target of \$35.5)

- Below target by 11% (achieved \$31.74)
- Expenditure on library service is consistent across the years, however the population has increased, affecting the per capita outcome.

Output 2.2.f) Percentage of library collection purchased in previous five years (target of 60%)

- Below target by 17% (achieved 50%)
- This indicator includes physical items only. The below target result is due to a changing mix of physical and digital collection items. Libraries continue to respond to customer trends towards digital resources.

Output 2.3 Waste and Recycling: Provision of domestic waste and recyclables collection services, operation of resource management and recycling centres, and implementation and evaluation of waste management programs, including household garbage and recycling.

Output 2.3.a) Annual tonnes of waste to landfill per head of population (target of 0.7)

- Below target by 21% (achieved 0.55)
- The below target result is mainly associated with less than anticipated waste to landfill from the Loose-fill Asbestos Insulation-Eradication Scheme for the Mr Fluffy houses as majority of the program has been completed.

Output 2.3.i) Container redemption rate (target of 60%)

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Cleared by: Executive Director Ext:
Information Officer name:
Contact Officer name: Andrew Pedersen Ext: 75389
Lead Directorate: Transport Canberra and City Services

- Below target by 17% (achieved 50%)
- The actual redemption rate was lower than the target. The target figure was based on the early estimates provided by the Network Operator during initial implementation.

Output 2.4 City Maintenance and Services: Planning and management of the Territory's parks and urban open space system including associated community infrastructure, maintaining the look and feel of the city; and managing the urban forest. The Directorate also provides advice, education and compliance services in relation to municipal ranger functions, domestic animal management, plant and animal licensing and significant tree protection. This output also includes Yarralumla Nursery.

Output 2.4.d) Remove abandoned vehicles on unleased land within nine calendar days (target of 100%)

- Below target by 15% (achieved 85%)
- 73 vehicles were not removed within the required timeframe. 43 of the 73 abandoned vehicles were not collected by the towing contractor within the required timeframe due to a range of operational factors including the need to arrange city ranger assistance, removing the vehicle at a suitable time that limits traffic impact and safety risks and finding vehicles in difficult locations.

The remaining 30 vehicles were not actioned by city ranges within the required timeframe due to factors including the requirement to leave the vehicles whilst ACT Policing undertake investigations, higher number of vehicles impounded, staff capacity and prioritisation of other public safety matters.

Cleared as complete and accurate:	07/11/2019	
Cleared by:	Executive Director	Ext:
Information Officer name:		
Contact Officer name:	Andrew Pedersen	Ext: 75389
Lead Directorate:	Transport Canberra and City Services	

Missed Accountability Indicators 2018-19 ACTION

Reference: TCCS Annual Report pages 297 – 298

Talking points:

Output 1.1 Bus Operations: Provision of a public bus network and school bus services, including a range of express and regular route services with Canberra suburbs. ACTION also provides special needs transport, flexible bus services and a bus charter service.

Output 1.1.a) Customer satisfaction with ACTION services as assessed by passenger survey (target of 85%)

- Below target by 20% (achieved 68%)
- The TCCS Community Survey was conducted shortly after a new public transport network was introduced. While more Canberrans are using public transport as a result of the changes, a number of services that had been provided for many years were changed. This may have resulted in customers reporting lower satisfaction with services, despite more customers using public transport.

Some customers have been affected by ongoing issues with service reliability on weekends. This has had a very large impact on customer satisfaction. However, substantial increases in weekend patronage following the introduction of the new network have been realised.

Output 1.1.h) Fare box recovery as a percentage of total network operating costs (target of 16.4%)

- Below target by 14% (achieved 14.1%)
- The result was lower than target mainly due to the free travel initiatives provided for the launch of light rail and new bus network.

Cleared as complete and accurate:	07/11/2019	
Cleared by:	Executive Director	Ext:
Information Officer name:		
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Lead Directorate:	Transport Canberra and City Services	

ISSUE: Summary of TCCS Capital Works Reprofiled from 2018-19 into 2019-20 and future years

Talking points:

- \$46.0 million has been re-profiled from 2018-19:
 - \$43.9 million (96%) was reprofiled to 2019-20;
 - \$2.6 million (6%) was reprofiled to 2020-21; and
 - -\$0.5m was reprofiled from 2021-22.
- The \$46.0 million represents 19% of the 2018-19 original capital work budget of \$241.3 million.
- A further \$20.0 million of retained risk for Light Rail Stage 1 project has been reprofiled from 2018-19 into 2019-20.
- Of the total \$66.0 million reprofiling from 2018-19:
 - \$87.6 million has been pushed into forward years
 - \$21.6 million has been brought forward into 2018-19 financial year for projects accelerated;
- In addition, as part of a strategic reprofiling exercise to better reflect historic delivery of outcomes, additional \$28m has been reprofiled from TCCS 2019-20 budget including \$5m for new initiatives and \$23m from existing projects into forward years as follows:

Project Name	2019-20 (\$'m)	2020-21 (\$'m)	2021-22 (\$'m)
Rehabilitating landfill sites	(8)		8
Essential waste management infrastructure	(5)		5
Better infrastructure for active travel	(3)	1	2
Canberra Brickworks– Access road and Dudley Street upgrade	(3)	3	
New Molonglo Valley infrastructure	(3)	2	1
Safer intersections	(1)	1	
TOTAL CAPITAL WORKS PROGRAM	(23)	7	16

- Details of the 2018-19 reprofiling by project are outlined at Attachment A

Cleared as complete and accurate: 08/11/2018
 Cleared by: Executive Director Ext: 75389
 Contact Officer name: Nada Kos Ext: 77237
 Lead Directorate: Transport Canberra and City Services

Table A: Summary of TCCS Capital Works Reprofitting 2019-20 budget.

Project Name and Number	Round 1 2018-19 (\$'000)	Round 2 2018-19 (\$'000)	Total Reprofitting 2018-19 (\$'000)	Reprofitting 2018-20 (\$'000)	Reprofitting 2020-21 (\$'000)	Reprofitting 2021-22 (\$'000)	Reprofitting 2022-23 (\$'000)	Strategic Reprofitting from 2019-20 (\$'000)	Strategic Reprofitting to 2020-21 (\$'000)	Strategic Reprofitting to 2021-22 (\$'000)	Total Reprofitting 2018-19 (\$'000)	Total Reprofitting 2020-21 (\$'000)	Total Reprofitting 2021-22 (\$'000)	Total Reprofitting 2022-23 (\$'000)
Expansion of the rapid bus network 35260	(21,000)	(800)	(21,800)	21,800	-	-	-	-	-	-	(21,800)	21,800	-	-
Building a better city - New Bus Depot Woden 35270	(5,000)	(5,000)	(10,000)	10,000	-	-	-	-	-	-	(10,000)	10,000	-	-
Building a better city - Canberra Birdways - Access road and Dudley Street Upgrade 35409	(5,798)	-	(5,798)	5,798	-	-	-	(3,000)	3,000	-	(5,798)	2,798	3,000	-
Keeping our growing city moving - Better infrastructure for active travel 35412, 35413, 35414, 35415, 35416, 35417	(4,270)	(2,850)	(7,120)	5,220	(500)	(500)	-	(3,000)	1,000	2,000	(4,720)	2,220	1,000	1,500
Better services in your community - Rehabilitating landfill sites 35269	(3,154)	(3,154)	(6,308)	3,154	-	-	-	(8,000)	-	-	(3,154)	(4,854)	-	8,000
More services for our suburbs - Stormwater infrastructure improvements 35286	(2,650)	(2,650)	(5,300)	2,650	-	-	-	(1,000)	1,000	-	(2,650)	2,650	-	-
Keeping our growing city moving - Safer intersections 35420, 35421	(2,500)	(2,500)	(5,000)	2,500	-	-	-	-	-	-	(2,500)	2,500	-	-
Transport for Canberra - Real Time Passenger Information System 35602	(1,600)	(1,600)	(3,200)	1,950	350	-	-	-	-	-	(2,300)	1,950	350	-
More services for our suburbs - Parked cycle rehabilitation 35297	(2,224)	(2,224)	(4,448)	2,224	-	-	-	-	-	-	(2,224)	2,224	-	-
Keeping our growing city moving - Monaro Highway upgrade 35415	(1,800)	-	(1,800)	1,800	-	-	-	-	-	-	(1,800)	1,800	-	-
Keeping our growing city moving - Stronger bridges to transport freight 35193, 35278, 35279	(1,500)	(1,500)	(3,000)	1,500	-	-	-	-	-	-	(1,500)	1,500	-	-
Keeping our growing city moving - John Gorton Drive and Molonglo River Bridge Crossing - early design 35404	(1,100)	(1,100)	(2,200)	1,100	-	-	-	-	-	-	(1,100)	1,100	-	-
Better Roads for Belconnen - Alkman Drive duplication 35192	(1,075)	(1,075)	(2,150)	1,075	-	-	-	-	-	-	(1,075)	1,075	-	-
Keeping our growing city moving - Canberra Birdworks Precinct - environmental offsets 35403	(937)	(937)	(1,874)	937	-	-	-	-	-	-	(937)	937	-	-
Building a better city - Improving Thawley Village fire fighting water supply 35242	(900)	(900)	(1,800)	900	-	-	-	-	-	-	(900)	900	-	-
Better services - Improving firewater - fire service access and improved access 35297	(850)	(850)	(1,700)	850	-	-	-	-	-	-	(850)	850	-	-
Better services in your community - Integrated bus and light rail ticketing 35250	(800)	(800)	(1,600)	800	200	-	-	-	-	-	(800)	1,000	200	-
Molonglo 2 - Water Quality Control Ponds, Sewers and Cycle path (Design) 35413	(709)	(709)	(1,418)	709	-	-	-	-	-	-	(709)	709	-	-
Building a better city - Upgrading stormwater infrastructure on Flemington Road 35247	(600)	(600)	(1,200)	600	-	-	-	-	-	-	(600)	600	-	-
Better Services - Improved asset management 35398	(700)	(700)	(1,400)	700	-	-	-	-	-	-	(700)	700	-	-
Transport for Canberra - Business system upgrade 35445	(300)	(300)	(600)	300	-	-	-	-	-	-	(300)	300	-	-
More services for our suburbs - Better waste management 35405	(200)	(200)	(400)	200	-	-	-	-	-	-	(200)	200	-	-
Majura Parkway to Majura Road - Link road 35442	(189)	(189)	(378)	189	-	-	-	-	-	-	(189)	189	-	-
Urban Renewal Program - Molonglo 3 Infrastructure 35414, 35427, 35428, 35429, 35440, 35441	(184)	(184)	(368)	184	-	-	-	-	-	-	(184)	184	-	-
More jobs for our growing city - Renewing Higgins Neighbourhood Oval 35294	(150)	(150)	(300)	150	-	-	-	-	-	-	(150)	150	-	-
Greater Creek Water Quality Control Pond 35411	(147)	(147)	(294)	147	-	-	-	-	-	-	(147)	147	-	-
Molonglo Infrastructure Investment 35445	(132)	(132)	(264)	132	-	-	-	-	-	-	(132)	132	-	-
More jobs for our growing city - Micro parks 35293	(30)	(30)	(60)	30	-	-	-	-	-	-	(30)	30	-	-
More services for our suburbs - More trees 35296	(15)	(15)	(30)	15	-	-	-	-	-	-	(15)	15	-	-
Better services in your community - Essential waste management infrastructure 35253	(2,500)	(2,528)	(5,028)	1,722	(500)	(500)	-	(5,000)	-	-	172	(5,172)	-	5,000
Better services in your community - Faster bus travel 35246	500	500	1,000	500	-	-	-	-	-	-	500	500	-	-
Better Roads for Gungahlin - Gungahlin town centre road network improvements 35407	1,114	1,114	2,228)	1,114	-	-	-	-	-	-	1,114	1,114	-	-
Caring for our Environment - Lake Tuggerang Water Quality Improvement - Stage 2 (Isabella West) 35410	1,225	(600)	625	(1,125)	-	-	-	-	-	-	1,125	(1,125)	-	-
More services for our suburbs - Replacement synthetic grass at the Nicolls Neighbourhood oval 35291	1,450	(500)	950	(1,450)	(500)	-	-	(5,000)	-	-	1,450	(1,450)	-	5,000
More jobs for our growing city - Better town centres 35454, 35455	2,034	(500)	1,534	(1,034)	-	-	-	-	-	-	1,534	(1,034)	-	500
Improving our suburbs - Lake Tuggerang Valley Infrastructure 35422, 35423, 35424, 35425, 35426, 35427, 35428, 35429, 35430, 35431, 35432, 35433, 35434, 35435, 35436, 35437, 35438, 35439, 35440, 35441, 35442, 35443, 35444, 35445, 35446, 35447, 35448, 35449, 35450, 35451, 35452, 35453, 35454, 35455	4,555	(750)	3,805	(3,805)	-	-	-	(3,000)	2,000	1,000	3,805	(6,805)	2,000	1,000
Improving our suburbs - Lake Tuggerang Valley Infrastructure - The Federal Highway 35451	11,905	(18,703)	(6,798)	(48,909)	2,500	-	-	(25,000)	7,000	16,000	(48,909)	20,909	9,500	15,500
GRAND TOTAL CAPITAL WORKS PROGRAM	(27,258)	(18,703)	(45,961)	48,909	2,500	(500)	(500)	(23,000)	7,000	16,000	(65,959)	20,909	9,500	15,500
Light Rail Stage 1 - PPP Tenancy Retained Risk 35282	-	(20,000)	(20,000)	20,000	-	-	-	-	-	-	-	20,000	-	-
GRAND TOTAL CAPITAL WORKS PROGRAM (incl Retained Risk)	(27,258)	(38,703)	(65,959)	68,909	2,500	(500)	(500)	(23,000)	7,000	16,000	(65,959)	40,909	9,500	15,500

Project Name and Number	Round 1 2018-19 (\$'000)	Round 2 2019-20 (\$'000)	Total Reproffing 2018-20 (\$'000)	Reproffing 2020-21 (\$'000)	Reproffing 2021-22 (\$'000)	Reproffing 2022-23 (\$'000)	Reason for reproffing	Strategic Reproffing from 2018-19 (\$'000)	Strategic Reproffing to 2020-21 (\$'000)	Strategic Reproffing to 2021-22 (\$'000)	Total Reproffing 2018-19 (\$'000)	Total Reproffing 2019-20 (\$'000)	Total Reproffing 2020-21 (\$'000)	Total Reproffing 2021-22 (\$'000)	Total Reproffing 2022-23 (\$'000)
CRP FUNDED CAPITAL PROJECTS															
Keeping our Growing City Moving - Light Rail Stage 2 - early planning 38546	(4,000)	-	(4,000)	4,000	-	-					(4,000)	4,000	-	-	-
Keeping our growing city moving - Pillage pedestrian upgrade 385-1	-	(100)	(100)	100	-	-					(100)	100	-	-	-
Keeping our growing city moving - Minister Light rail stop 385-5	-	(150)	(150)	150	-	-					(150)	150	-	-	-
TOTAL CRP FUNDED CAPITAL PROJECTS	(4,000)	(250)	(4,250)	4,250	-	-					(4,250)	4,250	-	-	-
<p>The project is behind schedule due to the delayed outcome of the Joint Standing Committee's change in the procurement method and changes in options around the final route alignment.</p> <p>Delay due to additional government stakeholder consultation required prior to releasing tender.</p> <p>The project has been delayed due to the revised Light rail opening date.</p>															

ISSUE: 2018-18 TCCS Procurement**Talking points:**

- TCCS entered into 177 notifiable contracts with a total value of \$194m, of these:
 - 116 contracts engaged Small to Medium Enterprises
 - 99 procurements undertaken were for the provision of Works, with the remaining 78 for Goods and Services
 - 6 were via a single select engagement, resending a total value of \$1,07m, and were conducted in accordance with the Single Select policy established by the Directorate. The highest value engagement was \$430k for the Supply and Delivery of Anti-Microbial Barrier Gowns for Capital Linen Service over three years to service the requirements of ACT Health
- Two notable procurements conducted through rigorous approach to market, evaluation and negotiation processes, and completed by TCCS in 2018-19 were:
 - The highest value contract represents a possible spend of \$65m over a possible 7 year for the Provision of Bulk Diesel Fuel to Transport Canberra
 - NoWaste implemented the Green Waste Collection and Processing Services at a total value of \$38m for a possible 7 years.
- The Secure Local Jobs Code was introduced in January 2019. TCCS undertook the following activities to promote the code and compliance:
 - stakeholder engagement with previously engaged providers impacted by the code
 - developed an information pack for all executive staff and those who are directly responsible for procurement activities
 - engaged the Registrar to provide tailored training to TCCS staff regarding the code, and the evaluation of suppliers.

Cleared as complete and accurate: 08/11/2018
Cleared by: Executive Director Ext: 55054
Information Officer name: Elita Barrett
Contact Officer name: Elita Barrett Ext: 55427
Lead Directorate: Transport Canberra and City Services

- Since the introduction of the Secure Local Jobs Code, TCCS entered into 110 contracts, of these 23 required code certification.
-
- All internal audit findings and recommendations made by an external reviewer have been implemented. TCCS has undertaken a range of improvements including the ongoing implementation and awareness of the Procurement Framework and related policies and procedures; engaged dedicated procurement resources within high risk areas; and are continuing to improve the relationship with Procurement ACT.
- TCCS undertook a project in collaboration with CMTEDD to deliver a Contract Management Cloud Solution to improve contract management capability and reporting. This will enable automated Purchase Order and expense allocation to Contracts. The solution also prevents overspend against the value of Agreements which represents one of the internal audit findings.
- Through the delivery of the Contract Management Cloud Solution TCCS are also enabling the commitment by Procurement ACT to implement a solution which links notifiable invoices to contracts.

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 2018 to 30 June 2019.
- TCCS engaged the services of Procurement and Capital Works, CMTEDD and where necessary, the ACT Government Solicitors Office, for all procurements above \$200,000. An engagement model has been developed to ensure a consistent and effective relationship with Procurement and Capital Works.
- TCCS accessed NSW Government standing offer panel agreements where these are assessed as providing value for money.

Cleared as complete and accurate:	08/11/2018	
Cleared by:	Executive Director	Ext: 55054
Information Officer name:	Elita Barrett	
Contact Officer name:	Elita Barrett	Ext: 55427
Lead Directorate:	Transport Canberra and City Services	

ISSUE: Light Rail launch expenditure**Talking points:**

- The first trip on light rail was on 18 April 2019 with a mix of ballot winners and community representatives completing a ceremonial loop of the alignment.
- Almost 6,000 members of the community entered the ballot to ride on light rail, with 150 double passes issued for the day.
- The Gungahlin to the City light rail launch was on Saturday 20 April with over 29,000 passenger trips on the day.
- Ten vehicles were deployed on the day, running 130 trips and covering 1,560 kilometres.
- Around 200 volunteers from across the ACT public service – with roles from nurses to lawyers – helped the day run smoothly for the public.
- Hands Across Canberra was our charity partner for the day, collecting donations and running a fundraising sausage sizzle with Police and Community Youth Clubs.
- The final cost of the launch can be separated into community event activities and those costs related to keeping the public safe on the first day of light rail, which would have been incurred with or without a celebration. For example, traffic management was the largest investment on the day and was unavoidable given the large numbers of people who wanted to ride light rail.

Key Information

- \$292,000 was spent on traffic management, security and queue management.
- \$154,000 was spent on the celebrations including event management, entertainment, AV, and marquees.

Cleared as complete and accurate: 05/11/2019
Cleared by: Executive Director Ext: x50312
Information Officer name: Renee Riley
Contact Officer name: Renee Riley Ext: x75743
Lead Directorate: Transport Canberra and City Services



ACT
Government

Transport Canberra and
City Services

Critical Date: 05.05.19
Critical Reason:

CLEARANCE SHEET
Question on Notice

SUBJECT: QON 2488 - Coe - LRS1 Launch	
OBJECTIVE	

ACTION REQUIRED <input checked="" type="checkbox"/>	<input type="checkbox"/> AGREE/SIGN
	<input type="checkbox"/> REVIEW
	<input type="checkbox"/> ENDORSE

APPROVAL PROCESS	Initials	Date:
Deputy Director-General	DE	13.05.19
Executive Branch Manager:	EO	10.05.19
Action Officer/Originator: Kylie Bailey		

COMMENTS:

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MINISTER FOR TRANSPORT

ACT LEGISLATIVE ASSEMBLY QUESTION

Questions on Notice Paper, No 31



Question No. 2488

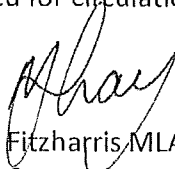
MR COE: To ask the Minister for Transport—

- (1) In relation to the Light Rail Stage 1 community launch party planned for Saturday 20 April 2019, what date invitations (a) were or (b) will be sent to (i) Ministers, (ii) Members of the Legislative Assembly, (iii) public servants, (iv) businesses, (v) unions, (vi) community organisations, (vii) media entities and (viii) any other relevant category of attendee.
- (2) In relation to part (1), can the Minister advise for those (a) invited and (b) attending (i) names of Ministers, (ii) Names of Members of the Legislative Assembly, (iii) number of ACT Government public servants and the name of the directorate or agency to which they are attached, (iv) names of business, unions, community organisations, media entities, or other groups in attendance and number of attendees per entity and (v) any other relevant categories of attendees, and include (A) the name of the organisation or business and (B) the number of attendees per organisation or business.
- (3) In relation to the Light Rail Stage 1 community launch party planned for Saturday 20 April 2019, what is the nature or structure of the launch, including (a) what activities will be on offer, (b) the location of the event, (c) the expected number of attendees, (d) whether any entertainment will be provided or entertainers will perform; if so, the nature of the entertainment and who will be performing, (e) whether any paid speakers will be in attendance; if so, who, (f) whether the event will feature live music, (g) what hospitality, such as food and drinks, will be offered at the event and whether alcohol will be offered at the event, either free or for a charge and (h) any other relevant information relating to the nature, activities or structure of the event.
- (4) Further to part (3), what is the breakdown of the cost of the event, including (a) promotional or advertising costs, (b) promotional material costs, (c) entertainment fees, (d) speaking fees, (e) travel costs, (f) accommodation costs, (g) event space hire, (h) equipment hire, (i) security costs, (j) hospitality costs, (k) staff or contractor costs and (l) any other relevant category of costs.
- (5) In relation to part (4), what is the breakdown of the promotional materials produced or purchased for the launch, and for each item advise (a) any design costs, (b) the number of items purchased, (c) the total cost of the items, (d) how the supplied was selected, (e) the dates the items were ordered and supplied, (f) where the items were manufactured and (g) the proposed distribution method.
- (6) In relation to part (4), if Saturday 20 April 2019 is a Public Holiday as gazetted by ACT Government website, will all staff and contractors be paid a loading, and how will this affect the cost of the launch party.

Ms Fitzharris - The answer to the Member's question is as follows:

- (1) The light rail community event on 20 April is a public event. No invitations were issued. Everyone was welcome.
- (2) As above. It was a public event.
- (3)
 - a. Activities included the opportunity to ride light rail for free, children's entertainment and live music.
 - b. The events were held near the City and Gungahlin Termini of light rail.
 - c. Between 10,000 and 40,000 passenger journeys on the day were expected. Actual journeys were around 29,000. The ACT Government is delighted with the significant community interest shown in light rail on its first day of operations.
 - d. Bands and street performers.
 - e. No.
 - f. Yes, as above.
 - g. There was a charity sausage sizzle and food trucks at the City hub. No alcohol was served.
 - h. Regardless of entertainment activities, it was prudent and necessary in any event to ensure appropriate traffic and crowd management activities were in place across the breadth of the 12km alignment to keep the large numbers of people safe when they came out to ride light rail for the first time.
- (4)
 - a. Any such costs were met out of the existing appropriation to communicate changes to the transport network.
 - b. As above.
 - c. \$35,000 was allocated to entertainment.
 - d. \$0
 - e. \$0
 - f. \$0
 - g. \$0
 - h. Up to \$200,000 was allocated to event equipment.
 - i. Security costs are related to safe queuing not the launch event.
 - j. \$0
 - k. \$110,000, although some of this figure is allocated to safe queuing and not associated community event activities
 - l. Total costs associated with community event activities are not expected to exceed \$300,000. Crowd safety, queue management and traffic management activities are not expected to exceed \$300,000.
- (5) Promotional items were sourced from within existing TCCS communication and engagement resources.
- (6) Everyone working on 20 April will be paid in line with the relevant award or agreement. Meeting public holiday pay obligations will impact the cost of the launch and Transport Canberra and City Services will manage this prudently. ACT Government volunteers will be treated in line with their Enterprise Agreement.

Approved for circulation to the Member and incorporation in Hansard.



Meegan Fitzharris, MLA
Minister for Transport

Date: 14/5/19

This response required 90 mins to complete, at an approximate cost of \$193.96

MINISTER FOR TRANSPORT AND CITY SERVICES

ACT LEGISLATIVE ASSEMBLY QUESTION

Questions on Notice Paper, No 33

Question No. 2557

MR MILLIGAN: To ask the Minister for Transport—

- (1) What (a) was the total cost to prepare and run the light rail launch day event on 20 April 2019 in the Gungahlin Town Centre and (b) is the breakdown of costings to prepare and run the event in the Town Centre.
- (2) What (a) was the total cost to prepare and run the event in the City and (b) is the breakdown of costings to prepare and run the event in the City.
- (3) Were contracts awarded for the preparation or running of the event in the (a) Gungahlin Town Centre and (b) City; if so, (i) to whom and (ii) for what purpose.
- (4) What was the total attendance to the event in the (a) Gungahlin Town Centre and (b) City.
- (5) Were invitations distributed for the event in the (a) Gungahlin Town Centre and (b) City.

Mr Steel - The answer to the Member's question is as follows:

- (1) The cost of the event across the two sites, including event management and entertainment, was \$155,000. In addition, \$292,000 was spent on public safety and crowd management activities that would have occurred regardless of the launch event.
- (2) As above, the event costs were shared across the two sites.
- (3) Yes. (i) Kicks Entertainment for both sites. (ii) for event management and entertainment.
- (4) Attendance was measured using light rail passenger journeys across the day. There were 29,000 passenger journeys.
- (5) The light rail community event on 20 April 2019 was a public event therefore there was no need to issue invitations for either (a) Gungahlin Town Centre or (b) City. The light rail launch was publicised through multiple channels across targeted locations. The light rail launch campaign consisted of bus adshel and live sites, print media advertising, radio (and associated media interviews), announcement flyers and a heavyweight digital campaign through ACT Government owned assets and external social networks.

Approved for circulation to the Member and incorporation in Hansard.



Mr Chris Steel MLA
Minister for Transport and City Services

Date: 10/7/19

This response required 30 mins to complete, at an approximate cost of \$82.62

ISSUE: Bus network consultation**Talking points:**

- In the lead up to its launch the ACT Government undertook the largest consultation process ever for the new bus network speaking with almost 13,000 people and receiving more than 10,500 pieces of feedback. This resulted in 37 changes across 58 routes, and an additional 78 dedicated school bus services.
- The new network reflects the things Canberrans told us they wanted from their bus and light rail services, including more direct routes, more frequent and reliable services and better services in the evening and on weekend.
- Community engagement for the new bus network was conducted between 3 November 2017 and was completed at the commencement of the network on 29 April 2019. The consultation was undertaken in two phases with a wide range of community members and key stakeholders.
 - Phase 1 was conducted in 2017 and asked the community for their experiences of Canberra's public transport network through a survey, interactive map and at community events.
 - Phase 2 consultation ran from 18 June 2018 to 10 August 2018. Following on from Phase 1, this consultation asked the community how Transport Canberra could best support them to use the proposed new bus network through a survey, focus groups and by talking to people at community meetings, bus interchanges and schools.
- To ensure we provide the best public transport service we can, we're continuing to monitor the network and listen to the community.
- Since its introduction Transport Canberra has already made around 100 tweaks to the network to improve the timing of services, school services and frequency.

Cleared as complete and accurate:	05/11/2019	
Cleared by: Judith Sturman	Executive Director	Ext: 52639
Information Officer name:	Kelly Amsteins	
Contact Officer name:	Geoff Virtue	Ext: 50312
Lead Directorate:	Transport Canberra and City Services	

INFORMATION BRIEF

- We recognise it is important to keep talking to the community to help inform further adjustments.

Key Information

Phase 2 consultation feedback summary

Consultation channel	Number of responses/contacts
Survey on www.yoursay.act.gov.au	9,735 survey response
Community Council meetings	Over 350 attendees at 7 meetings
Email comments and submissions	504 emails + 16 submissions
Pop up roadshows	1,165 conversations at 21 roadshows with 334 pieces of feedback collected
Access Canberra	99 phone calls
Focus groups	19 parents of school children at two focus groups
Omnibus survey	1,000 surveys completed
Stakeholder meetings	25 meetings with stakeholder groups
TOTAL	12,913 conversations 11,722 items of feedback
Social media reach	295, 581
Website hits	13,892

To support Phase 2 consultation, extensive information was made available to the public including:

- general information and FAQs;
- whole of network maps showing local services and the Rapid network;
- regional fact sheets and network maps showing more detail about services in different parts of Canberra; and
- over 140 individual school fact sheets for each school in the ACT, showing the school and regular bus services available and key interchange points for students.

What are some of the benefits that have been identified through the consultation?

Consultation has highlighted the following benefits from the community for the new network:

- Better connections across the city
- Frequency
- Connections to hubs
- Weekend consistency/seven days a week

Cleared as complete and accurate: 05/11/2019
 Cleared by: Judith Sturman Executive Director Ext: 52639
 Information Officer name: Kelly Amsteins
 Contact Officer name: Geoff Virtue Ext: 50312
 Lead Directorate: Transport Canberra and City Services

INFORMATION BRIEF

- Evenings/longer operating hours

What were the main concerns identified through the consultation?

Consultation highlighted the following feedback topics from the community for the new network:

- Changing and connecting
- Removal of single seat journeys (like school services or Xpressos)
- Ensuring safety of school students on the network
- Comments specific to local services

This information has informed the design of the final network.

What were some of the key changes made as a result of community consultation?

Following phase 2 consultation, 37 changes were made across the 58 proposed routes in the new network. Some of the key changes included:

- Rapid 4 extended to provide a frequent, direct Rapid service between Belconnen, the City, Woden and Tuggeranong;
all local buses from Weston Creek and Molonglo changed to provide access to the Woden Town Centre;
- peak bus routes were introduced to the City and Barton from south Tuggeranong suburbs such as Gordon, Conder and Banks, and also stopping at Park and Rides in Calwell and Chisholm;
and
- an additional 78 dedicated school services.

Cleared as complete and accurate:	05/11/2019	
Cleared by: Judith Sturman	Executive Director	Ext: 52639
Information Officer name:	Kelly Amsteins	
Contact Officer name:	Geoff Virtue	Ext: 50312
Lead Directorate:	Transport Canberra and City Services	

TCCS media enquiries/events and responses for the past 5 weeks

Friday 8 November 2019

Issue: Sarah Porter of ABC News requested some information on the number and type of sports grounds available in the ACT.

Action: Response provided to the ABC.

Talking points:

- The booking system and map available online contains a complete list of ACT Government managed sportsgrounds available for public hire. This does not include Manuka Oval, Stromlo Forest Park and Bruce Stadium. It also does not include community fields or facilities that are available to the public, but cannot be hired.
- All ACT Government managed irrigated sport grounds are available for hire by sporting groups. They are combination fields and can be used for various codes of sports such as baseball, AFL cricket, grid iron, hockey, ultimate frisbee, oztag and rugby.
- All ovals are available for general public use outside times they are booked by sporting bodies.

Thursday 7 November 2019

Issue: Minister Steel attended an event today at Gungahlin College – **Local kids promoting light rail safety.**

Action: Event attended by ABC.

Talking points:

- Light rail safety will soon be promoted using posters created by students at Gungahlin College. The posters were judged today by Minister for Transport Chris Steel and representatives from Canberra Metro, the AFP, and Transit Graphics.
- Minister Steel said it was a hard decision with so many great entries, but the judges managed to choose three runners up and an overall winner.
- It's great to see our local students taking light rail safety seriously and using their artistic talents to get the message out to the broader community.

Wednesday 6 November 2019

Issue: The Sunday Canberra Times are preparing an article about National Recycling Week

Action: Interview given by Robbie Ladbrook of ACT NoWaste

Talking points:

- National Recycling Week program includes the Design Canberra Festival event – “Sustainable Futures”.
- The program will include a sustainable packaging exhibition and examples of innovation to be found locally such as Soft Landing mattress recycling, an innovative food waste management system and the recycled asphalt road base trial.

Tuesday 5 November 2019

Issue: Inside Waste magazine (via the Minister's office) asked various questions concerning waste and recycling. The article with feature comment from all states and territories in Australia.

Action: Response provided to Minister's office.

Talking points:

- Government and industries across the globe are continuing to deal with the flow-on effects resulting from China's National Sword Policy and similar policies in countries such as Malaysia, India and Indonesia.
- The challenges facing the waste and recycling sector have been starkly highlighted by the very public collapse of Victorian recycler SKM in August this year. Avoiding landfill and ensuring better use of resources is a critical factor in moving towards a circular economy, reducing pressure on our natural resources, minimising greenhouse gas emissions and environmental pollution.
- The ACT Government has an ambitious agenda to generate less waste, drive towards 90% resource recovery, ensure a cleaner environment and deliver a carbon neutral waste sector. To this end, we are implementing a range of activities to improve waste recovery and keep resources out of landfill.

Issue: Works begin on Flemington Road cycling and pedestrian link

Action: Minister's event attended by WIN and Nine news.

Talking points:

- Canberrans will be able to access the Mitchell business precinct more easily with the ACT Government announcing it will fully fund the construction of a cycling and pedestrian link along Flemington Road from EPIC to Sandford Street.
- The first sod on the new shared path was turned today, marking the beginning of construction.
- This project addresses key missing links on Canberra's cycle and footpath network and will make the Mitchell business precinct more accessible.

Monday 4 November 2019

Issue: Event hosted by Minister Steel – **Nominate where you'd like a new tree.**

Action: Event attended by WIN News.

Talking points:

- Canberrans can nominate locations for the Government to plant 17,000 new trees across our city. Community consultation begins as an additional 750 trees are being planted as part of the spring tree planting program.
- One of the things Canberrans most treasure about our city is its urban forest.
- We want to ensure the tree canopy continues to grow and this urban tree planting program will be the biggest the Government has undertaken this century.

Friday 1 November 2019

Issue: Alice Workman from The Australian requested the yearly cost of water usage on public land in the ACT.

Action: Response provided to CMTEED for a joint response.

Talking points:

	Amount \$
Water use in urban irrigated parks and landscapes	1,107,241
Irrigation of sportsgrounds	7,595,579
Total Water Cost	8,702,820

These costs include water usage and supply charges. The costs include water usage for lawns and gardens, as well as for other amenities such as water fountains and toilets in public parks.

Issue: Following CMET's post today about a snake spotted on the light rail tracks, Meghan Doherty of the Canberra Times asked for a humorous comment

Action: Response provided.

Talking points:

CMET provided the following possible lines:

- Hey Missssssstter, keep off the tracks!
- Animals are allowed on board the LR, but must be accompanied by a human and be able to be carried in a bag or carrier.
- Alwayssssss ssssstay off the tracksssss
- Excussssssse me? When's the next LR to Civic? – don't follow this guy's lead, always stay off the tracks!

Thursday 31 October 2019

Issue: Joint media announcement at Dickson library from Chief Minister Barr/Minister Steel – **Library fines to be abolished in the ACT**

Action: Event attended by WIN News, Nine News, ABC and Facebook Live on Libraries ACT Facebook page.

Talking Points:

- From today the ACT Government has abolished overdue library fines and will forgive all existing fines.
- Fines impact low income Canberrans more the hardest and stop people from using the library. We want to encourage as many people as possible to use our libraries.
- We know that the majority of people who get a fine never come back to the library. It is a lose-lose, the fines don't get paid and people stop using the library. We hope this reform will encourage more people to use libraries.

Issue: Following today's event on library fines to be abolished, WIN News asked a follow up question, (via Minister Steels office)- what the admin fee/cost recovery will be for a book that isn't returned

Action: Response provided.

Talking points:

- Fees will be charged if items are not returned or renewed within four weeks (28 days) of their due date.
- The amount charged will be for replacement and administration. Fees also apply for lost, damaged or incomplete items.
- The replacement cost of an item is the actual cost of the item, or the current average cost, whichever is greater. The administration fee is currently \$6 per item. Charges are subject to change each year.

Issue: Valley FM (breakfast) requested an interview to discuss the changes to Libraries ACT fines and the November library program.

Action: Interview to be held with Libraries ACT Content and Engagement Manager, Sarah Steed.

Talking points:

- From today the ACT Government has abolished overdue library fines and will forgive all existing fines.
- Library programs in Canberra's south (Erindale, Tuggeranong, Woden and ACT Heritage Library) include: Dementia Australia, Joyfully Frugal with Serina Bird: School holidays on a budget, National Recycling Week Story Time – Tuesday 12 November from 10.30 – 11.30 am at Tuggeranong.

Wednesday 30 October 2019

Issue: Elliot Williams of the Canberra Times is following on a recently published story about a dog attack.

Action: Response provided to Minister's Office.

Talking points:

- Once a dog has been declared dangerous, the owner must decide whether they wish to keep the dog. If they choose to do so, they must apply for a Dangerous Dog Licence from Domestic Animal Services.
- The decision to declare a dog dangerous is given careful consideration and is based on a variety of different information. This will include the circumstances of the attack if there was one, and may also include behavioural assessments, temperament tests and the observations of Rangers who interact with the dog each day if it is impounded at Domestic Animal Services.
- The ACT has some of the strongest dog laws in Australia. We are constantly taking action to ensure our legislation is applied effectively and rigorously to hold owners to account and protect public safety.

Tuesday 29 October 2019

Nil

Monday 28 October 2019

Nil

Friday 25 October 2019

Issue: Following the Chief Minister and the Minister for Transport releasing a video on social media of a cyclist riding on the light rail tracks, Prime7 (Kirstie Fitzpatrick) asked some follow up questions.

Action: Response provided.

Talking points:

- Transport Canberra and Canberra Metro Operations take safety seriously for customers of light rail and the community.
- The video footage was recorded Wednesday 23 October 2019.
- Unfortunately, incidents like this occur on a regular basis, sometimes daily. These range from cyclists, pedestrians and motorists who ignore road traffic signals putting themselves, customers and the light rail vehicle drivers and customer service officers in danger. It is prohibited to drive or ride along the light rail tracks.

Friday 25 October 2019 (continued)

Issue: HerCanberra (Sarina Talup) contacted Minister Steel's office for some information on the new Litter Bill and hoarding in the ACT.

Action: Response being cleared.

Talking points:

- The Litter Bill amends the current Litter Act. Several new provisions in the Bill do create the new powers and offences under the Act.
- The Litter Act previously had a primary focus on Public Unleased land. The Act only related to a private lease when litter may escape that property onto Public Unleased land.

Issue: Following a media release issued by TCCS - European wasps season begins, ABC and The Canberra Times have asked Jim Bariesheff of CoreEnviro Solutions for interviews regarding wasp season.

Action: Response provided (ABC interview scheduled for 6.10pm Friday 25 October, Canberra Times scheduled in for 10 am Sunday 27 October).

Talking points:

- With the warmer weather upon us, European wasp queens have warmed up, come out of hibernation and are establishing nests.
- Transport Canberra and City Services' wasp specialists, CoreEnviro Solutions said European wasp nests are often hidden. The most common nesting sites are in wall cavities, holes in the ground, roof voids and even in conifer trees.
- When a European wasp queen makes her nest in one of these locations, a steady stream of wasps will be seen leaving and returning to the nest as the day warms up.

Issue: Traffic lights to improve safety in Belconnen

Action: Minister's event at site in Charnwood today. Attended by WIN News and 2CC.

Talking points:

- Belconnen residents can feel safer on their local roads with local intersections receiving a (red, orange and) green light for safety with the new Charnwood traffic lights now operational.
- The community asked for upgrades at these intersections and the Government listened as part of our commitment to build a better and safer road network.
- With the completion of signalisation work at the intersections of Tillyard Drive with Ginninderra Drive and Lhotsky Street in Charnwood, Canberrans can feel more confident and safe on their local roads.

Thursday 24 October 2019

Issue: The Riot Act (Lachlan Roberts) asked questions about light rail fare evasion.

Action: Response provided.

Talking points:

- On Tuesday 22nd October a total of **two** infringements were issued to persons under the age of 18 for travelling without a valid ticket. 16 Customer Service Officers are trained and certified as Authorised Officers. Their responsibilities include checking that light rail customers are travelling with a valid ticket.
- Since light rail operations commenced in April, a total of 386 infringements for fare evasion have been issued. This represents just 0.12% of total tickets checked during the period, demonstrating the vast majority of our light rail customers travel with a valid ticket, and fare evasion is very low.
- Since 1 October 2019, a total of 94 infringements for fare evasion have been issued. This again represents a very small proportion - only 0.2% - of total tickets checked during the period.

Issue: After reading the TCCS annual report - ABC news (Jamie Travers) asked questions concerning emissions.

Action: Response provided.

Talking points:

- Stationary energy is from mains electricity and natural gas. Doesn't include emissions related to transport fuel.
- The reason for the decrease in emissions is related to energy conservation measures undertaken by TCCS including LED lighting upgrades and heating ventilation and air conditioning improvements at key sites such as Capital Linen Services, Libraries ACT, Belconnen Bus Depot and City Services depots as well as the street light energy performance contract which commenced in August 2018. The decrease is also attributed to the ACT 100% renewable electricity target which will see zero emissions from electricity from 2020.

Wednesday 23 October 2019

Nil

Tuesday 22 October 2019

Issue: The Ministers office requested information for a response to Graham Downie (Pedal Power) on the shared cycle path near the Hellenic Club.

Action: Response with Minister's office for approval – to be incorporated with other ACT Government Directorates.

Talking points:

- A new cycleway was built on Matilda Street in 2017 to improve cycle access in the area and encourage active travel. Members of the community have reported that delivery vehicles servicing the Hellenic Club have been parking on the cycleway itself and on a section of driveway that intersects the cycleway (which is not permitted by the Australian Road Rules), forcing cyclist and pedestrians onto the road.
- Roads ACT and Parking Operations met with the Hellenic Club and provided alternative delivery vehicle parking arrangements nearby. The ACT Government will continue to work with the Hellenic Club to ensure a resolution to the issue surrounding their current delivery arrangements.
- Illegal use of verges or public land is a safety issue, and the ACT Government will continue to focus on addressing this problem through enforcement and physical interventions.

Issue: To assist with an ABC radio interview EPSDD are hosting (Thursday morning) on feral animal control, some talking points were requested on feral rabbits in urban areas.

Action: Response being approved.

Talking points:

- The management of feral rabbits in our urban areas presents a number of challenges.
- Using established control methods such as poisoning in urban areas is often deemed inappropriate. The ACT Government must determine in each case if such methods would be permitted, feasible and safe both for the community and for other animals which are not being targeted.
- Removing rabbits from urban areas often requires trapping and removal of their harbour (habitat). This labour intensive approach can be expensive and also have a significant visual impact, for example where the vegetation used as habitat is removed.

Monday 21 October 2019

Nil

Friday 18 October 2019

Issue: Minister Steel hosted an event today -Farrer nature play space brings together community.

Action: Event attended by WIN and Prime.

Talking points:

- Construction is now complete on the first of three new nature play spaces in the ACT. The new nature play space off Longerenong Street in Farrer will provide Canberran children with exciting new opportunities to be active, grow and learn. The official opening will be marked on Sunday 20 October with a community festival.
- We all know how important quality play opportunities children's development particularly their physical health and wellbeing and social skills.
- This new nature play space has brought together the whole Farrer community to support great opportunities for children in an unprecedented way."

Issue: The Canberra Times and Canberra FM newsroom asked if a bus involved in a collision on Ellenborough Street, Lyneham was from Transport Canberra.

Action: Response provided.

Talking points:

- The bus involved in the incident was a Transport Canberra bus.

Thursday 17 October 2019

Issue: The Canberra Times (Steve Evans) interviewed Peter O'Brien (Operations Manager at CMET) as part of an educational story on the daily operations of the Operations Control Centre (OCC).

Action: Interview given.

Talking points:

- The OCC allows CMET to monitor the whole system and respond to incidents or emergencies in real time.
- CCTV live-feed available at the OCC, and how it is a one-of-a-kind system for light rail operations across the world.
- There are over 400 CCTV cameras in the system.
- The system can also track the exact movements and speed of all light rail vehicles.

Issue: The Canberra Times (Andrew Brown) asked questions concerning a dog attack in the suburb of Ngunnawal in August 2019.

Action: Statement being approved.

Talking points:

- *Domestic Animal Services (DAS) responded to a report of a dog attacking another dog and a member of the public in Ngunnawal on Saturday 31 August 2019. The attacked dog died following the incident, and the owner of this dog received injuries and was hospitalised. DAS attended the scene and secured the attacking dog. The owner of the attacking dog subsequently surrendered the animal, which was then euthanised.*
- *The investigation into this incident is ongoing, and DAS is working with the community to gather further information. No previous complaints regarding the attacking dog had been received by DAS prior to the incident on August 31. As the matter is ongoing there is no further comment from DAS at this time.*
- *Two dog attacks were reported to DAS between Saturday 31 August and Sunday 1 September 2019. 752 dog attacks were reported to DAS in the 2018-19 financial year.*

Wednesday 16 October 2019

Nil

Tuesday 15 October 2019

Nil

Monday 14 October 2019

Issue: Minister Steel hosted a media event today at Yarralumla – **New swimming areas for dogs this summer.**

Action: Event attended by Prime 7, WIN and The Canberra Times.

Talking points:

- The ACT Government has introduced new dog off-leash and swimming areas so our four-legged friends have a safe place to exercise and cool down during summer.
- The introduction of these new areas was foreshadowed during the Canberra Dog Model released earlier this year.
- The community told us they wanted more off-leash areas for their dogs, particularly more swimming areas. We've listened and added more off-leash areas across the ACT, including in Gordon, Kambah, Farrer, Narrabundah, Charnwood and Bonner.

Issue: The Riot Act asked questions concerning a dog attack in Kingston last week.

Action: Response provided.

Talking points:

- Domestic Animal Services (DAS) received a report of a dog being attacked by another dog in the Kingston area on the morning of Friday 11 October. DAS attended the scene and spoke with the owner of the attacked dog. DAS is currently working with the community to locate the attacking dog and its owner.
- This is an ongoing matter ongoing, so there is no further comment from DAS at this stage.

Issue: Regular monthly radio interview on ABC Canberra – to discuss events with Libraries ACT.

Action: Interview provided by Libraries ACT Executive Branch Manager, Vanessa Little.

Talking points:

- A number of author talks are taking place across the branches in coming weeks including Rachel Cassidy at Dickson on Friday 18 October and Penelope Hanley at Woden on Monday 28 October.
- Programs over the next few weeks include the Lest We Forget, Best We Protect on 9 November at Heritage Library and the regular Gardening with Tracey Bool on 9 November at Belconnen.
- On Friday 11 October we announced the start of a co-design process for the second floor of Woden Library. The community can visit YourSay for more information and to share their ideas.

Friday 11 October 2019

Issue: Minister Steel hosted an event at Woden Library – **Community input wanted for Woden Library co-design.**

Action: Event attended by Prime 7.

Talking points:

- Canberrans are invited to get involved in the design of a new community space at Woden Library.
- Woden is Canberra's most successful library and these upgrades will help further enhance the space for the community.
- The space freed up by the heritage library gives us an opportunity to work with the community to co-design the upgrades to meet the needs of the Woden community.

Issue: Minister Steel hosted an event at the Woden Experiment – Launch of the 2019 Garage Sale Trail.

Action: Event attended by WIN News and The Canberra Times.

Talking points:

- The Garage Sale Trail has been launched, encouraging Canberrans to reuse items instead of leaving them as waste to landfill.
- Residents with unwanted items are encouraged to hold a garage sale and participate in the upcoming National Garage Sale Trail weekend on 19-20 October.
- Reusing is even more important than recycling in terms of minimising environmental impacts.

Thursday 10 October 2019

Issue: Minister Steel hosted an event at Monash - **Better roads and lighting for Canberra.**

Action: Event attended by WIN and ABC.

Talking Points:

- In a major milestone, 30% of Canberra's streetlights have been replaced with the ACT Government embarked on resurfacing 1 million m2 of roads to keep Canberrans moving.
- These two programs are a part of the ACT Government's commitment to providing better city services for Canberrans.
- Under the Government's new streetlight contract which began in May 2018, a quarter of Canberra's streetlights have now been upgraded to environmentally friendly and brighter LED lamps. Since the program started, over 24,500 of Canberra's 80,000 streetlights have been upgraded.

Issue: The Canberra Times (Peter Brewer) attended the Yarralumla Nursery Heritage Tour.

Action: Tour of the facility with photos taken at event.

Talking points:

- The Yarralumla Nursery is the oldest operating government nursery in Australia.
- The seed bank at the Nursery dates back to 1948 and contain the details of every seed and plant acquired over the years.
- The Nursery also coordinates the supply of bulbs and annuals for Floriade.

Wednesday 9 October 2019

Nil

Tuesday 8 October 2019

Nil

Monday 7 October 2019 – public holiday

ISSUE: Communications team**Talking points:**

- The Communications team in TCCS has an FTE of 14.7 (Exec Branch Manager, 1xSOG A, 2xSOG B, 4xSOG C, 4xASO6 and 3xASO5).
- The team is responsible for operating the Transport Canberra and TCCS websites and social media accounts; coordinating community engagement activities; media management; marketing campaigns; and internal communications.
- The Transport Canberra website is one of the top visited sites within ACT Government. From 1 July 2018 to 30 June 2019 the site had 2,374,257 sessions and 10,185,754 page views. The new Transport Canberra website broke visitor records with 446,075 sessions in the month of April 2019.

Key Information

Major marketing campaigns include:

Light rail launch event

The Gungahlin to the City light rail launch was on Saturday 20 April with over 29,000 passenger trips on the day. \$292,000 was spent on traffic management, security and queue management. These costs were related to keeping the public safe on the first day of light rail, which would have been incurred with or without a celebration. \$154,000 was spent on the celebrations including event management, entertainment, AV, and marquees.

Light rail campaign

A Transport Canberra campaign to alert the community to the new network and the benefits of shifting to public transport commenced on 13 May. The campaign included television, radio, print and digital advertising. The value of advertising purchased between 13 May and the end of the financial year was \$280,547.39.

All campaign material was approved by the Independent Reviewer in line with the *Government Agencies (Campaign Advertising) Act 2009*.

Creative elements of this current campaign, and other Transport Canberra public information activities over the last 12 months, were informed by a project with an external agency, Cre8ive, with a cost of \$203,260.

Services from Transit Graphics towards this campaign cost \$27,277.

Cleared as complete and accurate:	05/11/2019	
Cleared by:	Executive Director	Ext: x50312
Information Officer name:	Renee Riley	
Contact Officer name:	Renee Riley	Ext: x75743
Lead Directorate:	Transport Canberra and City Services	

New transport network

A campaign on the new transport network was run over a five week period in March and April 2019 to drive awareness of timetable availability. A total spend of \$133,737 was contributed to advertising on social media, radio and advertising on bus backs and ad shell shelters.

Chevrons on the Tuggeranong Parkway

A digital campaign ran from late August to early October 2019 on new chevrons in place on the Tuggeranong Parkway. The campaign reminded motorists to keep at least two chevrons apart to reduce tailgating and improve road safety. A short video was advertised on YouTube and Facebook to the value of \$17,947.60.

Recycle Right

A regional recycling campaign, Recycle Right, was undertaken with the Canberra Region Joint Organisation including the Yass Valley and Bega Valley councils in July and August 2019. It was designed to clear up any confusion around recycling and lead to better recycling practices, outlining new simple recycling routines to help us Recycle Right. A suite of short videos were advertised on YouTube and Facebook to the value of \$32,971.40.

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Illegal dumping compliance

Better enforcement and penalties for people caught littering and illegally dumping have been introduced. This increased enforcement is being supported by a public engagement and digital information campaign to educate the community on their responsibilities. The 12 week digital campaign commenced in October 2019 which includes digital advertising through YouTube, Facebook and Instagram to the value of \$52,315.72.

Responsible pet ownership

An information campaign will commence in late 2019 to educate the Canberra community on what it means to be a responsible dog owner. This includes the requirements to register, microchip and de-sex your dog and maintain effective control. It also includes the Yellow Dog Campaign which is a global initiative that raises awareness through visual cues and using the colour yellow to identify that some dogs may need space out in public places. The campaign budget of \$75,070 has provided Yellow Dog merchandise such as yellow leads and bandanas and short videos which will be advertised on social media channels.

National Garage Sale Trail

The 2019 National Garage Sale Trail was held on the weekend of 19-20 October. In early October \$5,747.50 was spent on radio advertising to encourage people to register a garage sale.

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INFORMATION BRIEF

ISSUE:

During the CMTEDD annual report hearings, there were a few questions asked about WhoG open data program.

In anticipation for TCCSD being asked the same line of questioning, or how it is conforming to the WhoG open data program, please see below information;

Talking points:

- TCCS is actively participating in activities in line with the WhoG Open Data Program.
- 2017 TCCS published **29** datasets to the open data portal.
- 2018 TCCS initiated the '*TCCS Open Data Action Plan*'.
 - Refer to **Addendum A** for detailed actions delivered from this program.
- 2018 TCCS published **39** datasets to the open data portal.
- 2019 TCCS developed the '*TCCS Open Data Strategy 2019-21*'.
 - Refer to **Addendum B** for detailed actions delivered to date from this strategy.
 - This strategy is focused on maximising use of open data by engaging with external developers, local businesses, start-ups, academia, map vendors and industry partners.
- 2019 TCCS has published **15** datasets to date with an additional 17 datasets road-mapped for release.
- There has been **103** datasets published to date by TCCS.

Key Information

- The 2019-21 TCCS Open Data Strategy is in alignment with Whole of Government Open Data Policy and proactive release of open data.
- TCCS is actively releasing datasets to the ACT open data portal.
- The released datasets have already delivered benefits to the community (refer to Addendum's A and B).
- TCCS has initiated the 'Developer Collaboration Forum' for the data community of the ACT and surrounding.
- TCCS has established Academia partnerships for transport related research projects

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Information Officer name:
Contact Officer name: Ext:
Lead Directorate: Transport Canberra and City Services

Addendum A

- Actions delivered from the *'2018/19 TCCS Open Data Action Plan'* include;
 - TC bus timetables & LR timetables are available in Apple Maps after we liaised with Apple to accept our data feed (after stringent Quality Checks by Apple)
 - Benefits : providing time table information to all mobile platforms & devices
 - TCCS Open dataset such as Speed Zone, Road Closures, Footpath closures & suburb spatial information are utilised by HERE, TomTom & Google Maps for improving navigational accuracy and real-time traffic updates
 - Google Maps currently shows where road/footpath closures are in real-time
 - Partnered with Waze (Google Maps) to get real-time traffic info to cross-validate with our business system to divert traffic and reduce congestion

Addendum B

- Actions delivered from the *'2019-21 TCCS Open Data Strategy'* include;
 - GovHack 2019 (hackathon using ACT Government open data portal) utilised many TCCS's open dataset to build cycle safety app which won 1st prize
 - Local universities are undertaking transport research via our open data strategic initiatives. Currently there are 3 research projects underway in the areas of traffic modelling and congestion analysis
 - Local app developers are engaged through our developer collaboration forum to understand their needs to provide rich customer experience to our public transport users
 - Recently received a recognition letter from HERE Maps for our contribution to open data

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Information Officer name:
Contact Officer name: Ext:
Lead Directorate: Transport Canberra and City Services