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 2019-083

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)	54 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

received by TCCS
21 August
19-083
due 18 Sep

ACT Government

Freedom of Information – Access Application Form

PRIVACY NOTICE

The personal information you supply on this form will only be used for the purpose of processing your request. Your application must include an email or postal address to which the respondent can send notices under the Act. If all or some of this information is not collected, Transport Canberra and City Services may not be able to communicate with you, inhibiting their obligations under the Act. This could mean the request cannot be dealt with. Your personal information will not be disclosed to a third party without your consent unless statutory obligations require otherwise. The Transport Canberra and City Services Privacy Policy contains information on how you can access or seek to correct any of your personal information that is held by the Transport Canberra and City Services, as well as the process for lodging a complaint about an alleged breach of the Information Privacy Act 2014. The Privacy Policy can be found on the Transport Canberra and City Services website at www.tccs.act.gov.au.

Applicant details	
I wish to make an access application to Transport Canberra and City Services under the *Freedom of Information Act 2016.*	
Name	[redacted]
Address (where notices relating to this request can be sent – either postal or electronic)	[redacted]
Telephone Contact Residential	[redacted]
Telephone Contact Mobile	
Email Contact	[redacted]

What documents are you requesting under the Act?

- **I write to request under the Freedom of Information Act 2016 any documents, emails, file notes or meeting notes and minutes between: TCCS and the Transport Workers Union relating to TWU advice regarding driver shortages and driver shortfalls under Network19.**

I would like	a copy of these documents sent to the above address.

ACT Government

Fee Waiver

If you wish to apply for a fee waiver, the Act sets out a number of provisions to do so:

- The information being requested was previously publicly available but no longer is.
- The information being requested is of special benefit to the public (Ombudsman guidelines see Section 66).
- The applicant is a concession card holder and demonstrates a material connection with the information requested (concession cards include a current health care or pensioner card issued under the Social Security Act 1991; a current pensioner concession card issued in relation to a pension under the Veterans' Entitlements Act 1986 or the Military Rehabilitation and Compensation Act 2004; a current gold card; or a card prescribed by regulation).
- The applicant is a not-for-profit organisation and the application relates to the activities or purposes of the organisation.
- The applicant is a member of the Legislative Assembly.

TCCS must waive any fees for providing information if the information was not publicly available and the agency makes the information publicly available before or within 3 working days after giving it to the applicant.

Fee waiver application (fill in if applicable. Otherwise leave blank)

I would like to apply for a fee waiver because the applicant is [redacted]

APPLICANTS SIGNATURE	DATE OF REQUEST
[redacted]	19th August 2019

ACT Government
Transport Canberra and City Services

[redacted]

By Email: [redacted]

Dear [redacted]

Freedom of information request: Reference – 19-083

I refer to your application made under the *Freedom of Information Act 2016* (the FOI Act), and received by Transport Canberra and City Services Directorate (TCCS), on 21 August 2019 in which you sought access to:

- Any documents, emails, file notes or meeting notes and minutes between: TCCS and the Transport Workers Union relating to TWU advice regarding driver shortages and driver shortfalls under the Network 19.

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.

A response was due to you on 3 October 2019. Thank you for agreeing to an extension to 18 October 2019. Unfortunately, your request could not be completed within this time frame. The Ombudsman has been notified of the late response to you.

Decision on access
I have decided to release the documents and meeting notes between TCCS and the Transport Workers Union (TWU) relating to TWU advice regarding driver shortages and driver shortfalls under network 19 subject to redaction of any personal information which is not considered within scope and would also prejudice the protection of an individual's right to privacy (Schedule 2.2 (ii)).

Statement of Reasons
In reaching my access decision, I have taken into account the factors favouring disclosure contained in Schedule 2.1 of the Act. I have determined that these factors outweigh any factors favouring nondisclosure.

Factors favouring disclosure (Schedule 2.1)

(i) Promote open discussion of public affairs and enhance government's accountability
(ii) Inform the community of the government's operations
(iii) Reveal the reasons for a government decision

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.

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) 6207 1740
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

Cherie Hughes
Information Officer

6 November 2019

From: Steele, Peter
Sent: Tuesday, 27 November 2018 4:57 PM
To: Sturman, Judith; Hall, Damon; Brosolo, Jon
Cc: McGlinn, Ian; Davies, Rhys; Weatherall, Geoff
Subject: FW: New Network Shift Development for 2019
Attachments: scan_paul macpherson_2018-11-22-15-00-53.pdf; City and Gungahlin Layover Options Network 2019.pdf

Colleagues,

Below and attached is the information that has been sent to the TWU prior to our meeting on Friday (for 2-3pm) to seek agreement for the network commencement.

Ian, Rhys and I will be attending the meeting on Friday.

One of the commitments is to providing a more accessible toilet and layover space at/near the Gungahlin Bus Station – this work is underway.

Alternative is changing service running to reach layovers, which would be both incredibly inefficient but also lead to budget blow outs or service reduction.

I will document and distribute the outcomes of Friday's meeting with this group.

Happy to discuss,

Pete

From: Steele, Peter
Sent: Tuesday, 27 November 2018 1:53 PM
To: MacPherson, Paul [redacted]>; McGlinn, Ian <Ian.McGlinn@act.gov.au>
Cc: Zorzi, Denis <Denis.Zorzi@act.gov.au>; Oreskovic, Peter <Peter.Oreskovic@act.gov.au>; Cockburn, Richard <Richard.Cockburn@act.gov.au>; Weatherall, Geoff <Geoff.Weatherall@act.gov.au>; Davies, Rhys <Rhys.Davies@act.gov.au>
Subject: New Network Shift Development for 2019

All,

Thanks for sending this through and proceeding with the meeting while I was away last week.

Confirming the issues that were been raised and the next steps:

1) Run time on Route 3 – Re-timed between Russell and Brindabella Park (as per attached timing from Tuggy and discussed with Denis)

- As per attached this will be updated as:
  - 15 minute run time between Russell and Brindabella Park (to terminate)
  - 13 minute run time between Brindabella Park and Russell & 2 minutes additional between Spence Shops and Spence Terminus (provides 15 minutes with 2 minutes moved at end for recovery)

- With the airport run – the toilet facility at the far side of the terminal will be available to drivers who require it, however, the time will not be built into the shifts

- TC will continue to work with the airport to provide access to an appropriate facility within the Brindabella Park precinct that allows driver access without requiring increase movement time

2) Access to short term layover in the City (Attached is a layout for City Page 1):

- Highlighted are the short term layover areas that will be available in the City for LOCAL services
  - The local services on East Row and Mort Street are lower frequency and will allow drivers to use the platforms and access facilities much as they do now.
- For all of the RAPID services – they are routed to City West to Terminate (on Alinga) and commence (from City West)

3) Access to facilities/layover at the Gungahlin Bus Station (Attached is the layout for Gungahlin Page 2):

- Highlighted are the short term layover areas that are available for LOCAL services, noting:
  - The Gungahlin Station does not need to operate as per Westfield Belconnen
  - Short term layover on platform is ALLOWED in the Gungahlin bus station and it has been built to have capacity to do so
  - The space will need to be managed by operations, however, to ensure drivers who should not be using the space are not taking it up
  - The Gungahlin area will only be serviced by standard sized buses
  - If operational advice to drivers is conflicting at the moment (e.g. drivers being moved on) then this needs to be addressed through operations
- Transport Canberra are committing to the installation of a toilet facility and the availability of short term layover (for up to 4 standard buses) at the southern end of Gungahlin Place – Opposite Winyu House
- The commitment is for the toilet to be available by or before the commencement of the new network
- Services using Gungahlin are being adjusted to include extra time to move through and around the station area to take advantage of the toilet where required

NEXT STEPS:

We will be providing an updated set of shifts on Thursday afternoon/evening (29/11/2018) or earlier if possible.

I will send through an invite to block out the morning of Friday the 30th of November to allow an opportunity to review the shifts provided.

I will send through a meeting invite for the afternoon of Friday the 30th for a discussion about the shifts at 496 Northbourne, with a view to finalise and move through to agreement/shift pick for 2-3pm.

Cheers

Pete

PS – I understand Rick will not be available on Friday due to another commitment.

From: MacPherson, Paul
Sent: Thursday, 22 November 2018 3:13 PM
To: McGlinn, Ian <Ian.McGlinn@act.gov.au>; Steele, Peter <Peter.Steele@act.gov.au>
Cc: Zorzi, Denis <Denis.Zorzi@act.gov.au>; Oreskovic, Peter <Peter.Oreskovic@act.gov.au>; Cockburn, Richard <Richard.Cockburn@act.gov.au>
Subject: airport route 3 [SEC=UNCLASSIFIED]

Good afternoon gentlemen
Ian as requested the retimed route 3 from Russell offices to Brindabella Park,

The timing back to the airport terminus for a toilet break and the return to Brindabella Park for the start of the route 3 to Russell offices.
Happy to discuss.
Paul and Rick

From: MacPherson, Paul [redacted]
Sent: Thursday, 22 November 2018 3:01 PM
To: MacPherson, Paul [redacted]
Subject: Your scan (Scan to My Email)

From: Steele, Peter
Sent: Friday, 7 December 2018 10:13 AM
To: Sturman, Judith; Hall, Damon
Cc: Davies, Rhys
Subject: FW: New Shifts - Update

FYI – continuing to work with the TWU on agreement for shifts.

Continuing to document the discussions and where TC have listened to and addressed concerns raised from the TWU reps.

Pete

From: Steele, Peter
Sent: Friday, 7 December 2018 10:11 AM
To: MacPherson, Paul [redacted]; Cockburn, Richard <Richard.Cockburn@act.gov.au>; Zorzi, Denis <Denis.Zorzi@act.gov.au>; Oreskovic, Peter <Peter.Oreskovic@act.gov.au>
Cc: McGlinn, Ian <Ian.McGlinn@act.gov.au>; Davies, Rhys <Rhys.Davies@act.gov.au>; Weatherall, Geoff <Geoff.Weatherall@act.gov.au>
Subject: New Shifts - Update

All,

Geoff is going through a set of shifts that has ran overnight with a view to get them to you today.

With the exception of the shifts balancing too far to Belconnen over Tuggeranong, the composition and numbers in the shifts suits our recent discussions.

The highlight is that there are a significantly higher number of Part Time AM shifts that provide between 5 and 6 hours of paid work. As discussed, there is still a very small number of part time splits.

These shifts are still worth reviewing and we will balance them between the depots.

We will also show how the meals are balanced between the meal locations. The main areas we manage are City West, Woden and Gungahlin sites.

I'll be in touch today to discuss further.

Pete

Cheers

Peter Steele | Senior Manager - Network Systems and Service Performance
P 6205 2179 | M [redacted] **| E peter.steele@act.gov.au**
Transport Canberra | Transport Canberra and City Services Directorate | **ACT Government**
496 Northbourne Avenue | GPO Box 158 Canberra ACT 2601
www.act.gov.au | www.tccs.act.gov.au | @tccs_act | @Transport_CBR

ACT Government
Transport Canberra and City Services

[redacted]

Subject: FW: Latest shift build 07/12/18 [SEC=UNOFFICIAL]
Attachments: Belc FTAM.pdf; Belc FTBroken.pdf; Belc FTPM.pdf; Belc PTAM.pdf; Belc PTBroken.pdf; Belc PTPM.pdf; Tugg FTAM.pdf; Tugg FTBroken.pdf; Tugg FTPM.pdf; Tugg PTAM.pdf; Tugg PTBroken.pdf; Tugg PTPM.pdf; Duty numbers.docx; Meal Breaks.docx

From: Steele, Peter
Sent: Friday, 7 December 2018 1:50 PM
To: Sturman, Judith <Judith.Sturman@act.gov.au>; Hall, Damon <Damon.Hall@act.gov.au>
Cc: Davies, Rhys <Rhys.Davies@act.gov.au>
Subject: FW: Latest shift build 07/12/18 [SEC=UNOFFICIAL]

FYI – continuing discussions on agreement.

Shift runs over the weekend will address imbalance between depots.

The only EBA clause that needs particular agreement is the large reduction in Part Time Split shifts.

Agreement on that reduction is being sought through providing longer part time AM shifts.

Pete

From: Steele, Peter
Sent: Friday, 7 December 2018 1:48 PM
To: Zorzi, Denis <Denis.Zorzi@act.gov.au>; Oreskovic, Peter <Peter.Oreskovic@act.gov.au>; Cockburn, Richard <Richard.Cockburn@act.gov.au>; MacPherson, Paul [redacted]>
Cc: McGlinn, Ian <Ian.McGlinn@act.gov.au>; Davies, Rhys <Rhys.Davies@act.gov.au>; Weatherall, Geoff <Geoff.Weatherall@act.gov.au>
Subject: FW: Latest shift build 07/12/18 [SEC=UNOFFICIAL]

Afternoon,

Attached is the latest version of shifts that have come from HASTUS.

Please note: The balance between Belconnen and Tuggeranong depot needs to be resolved (too many shifts at Belconnen). This will be addressed with shift runs over the weekend.

The purpose of providing these shifts is to help assist moving towards final agreement so that school vacation shifts can also be built (following our agreed parameters) and provided to drivers so that we can move into the Shift Pick in 2019 for commencement of the network on April 27.

The table below shows a comparison of how the network is settling compared to the current network:

1) A total increase of 70 duties over the current network.
2) Significant increase in numbers of AM part time shifts. This includes **56 shifts** that are between 5 and 6 hours of paid working time
3) Due to the high level of service through the day and AM/PM Part Time shifts there is a large reduction in Part Time Broken shifts
4) Full time broken shifts reduce by a small amount (6 overall)

The shifts include all items discussed and agreed on 30/11/2018 at Belconnen depot:
1) Layover and running time at Gungahlin Bus Station (to new facility in South Gungahlin Place)
2) Run time update for the Route 3 to/from Airport
3) Increasing the availability of longer Part Time Shifts in the AM
4) Caps on meal breaks at locations (including Woden, City West and Gungahlin)
City West MAX = 7
Gungahlin MAX = 7
Woden MAX = 15
The graphs in the attached show that MAX is only reach for small periods at a time through the day.

I will be in touch to arrange some time early next week for us to meet up and discuss. Ideally we will be able to provide an update with shifts run over the weekend.

Cheers

Pete

NETWORK 17

WEEKDAY: ***SCHOOL TERM*** **583**

Belc	No's	Total	
Part Time AM	1001 - 1017	17	
Part Time PM	1030 - 1071	42	59
Part Time Brokens	1101 - 1145	45	104
Regular 5 Day / Nights	1201 - 1210	10	
Regular 5 Day	1301 - 1358	58	
Permanent Nights	1401 - 1447	47	
Full Time Brokens	1501 - 1568	68	183
Institute	1903	1	
Union Delegate	1901 - 1902	2	
Spares	R1-R6	6	
TOTAL		**296**	

Tugg	No's	Total	
Part Time AM	2001 - 2019	19	
Part Time PM	2030 - 2067	38	57
Part Time Brokens	2101 - 2051	51	108
Regular 5 Day / Nights	2201 - 2216	16	
Regular 5 Day	2301 - 2356	56	
Permanent Nights	2401 - 2439	39	
Full Time Brokens	2501 - 2560	60	171
Union Delegate	2901 - 2902	2	
Spares	R1-R6	6	
TOTAL		**287**	

NEW NETWORK

Difference

WEEKDAY: ***SCHOOL TERM*** **653** **70**

Belc	No's	Total		Change
Part Time AM	1001 - 1017	60		43
Part Time PM	1030 - 1071	77	137	35
Part Time Brokens	1101 - 1145	11	148	-34
Regular 5 Day / Nights	1201 - 1210			
Regular 5 Day	1301 - 1358	81		23
Permanent Nights	1401 - 1447	64		17
Full Time Brokens	1501 - 1568	81	226	13
Institute	1903	1		0

Tugg	No's	Total		Change
Part Time AM	2001 - 2019	51		32
Part Time PM	2030 - 2067	49	100	11
Part Time Brokens	2101 - 2051	12	112	-39
Regular 5 Day / Nights	2201 - 2216			
Regular 5 Day	2301 - 2356	62		6
Permanent Nights	2401 - 2439	47		8
Full Time Brokens	2501 - 2560	41	150	-19
				0

Union Delegate	1901 - 1902	2		0
Spares	R1-R6	6		0
TOTAL		**383**		
		87		

Union Delegate	2901 - 2902	2		0
Spares	R1-R6	6		0
TOTAL		**270**		
		-17		

This is the rule the stops breaks from going over:

☐	Break		M_citw		Max simultaneous	0	7				7	7
☐	Break		M_gung		Max simultaneous	0	7				7	7
☐	Break		M_wodi		Max simultaneous	0	15				15	15

[redacted]

From: Steele, Peter
Sent: Friday, 14 December 2018 1:26 PM
To: Sturman, Judith; Hall, Damon
Cc: McGlinn, Ian; Flanery, Fleur; Davies, Rhys; Weatherall, Geoff
Subject: FW: Latest shift build Update - 14/12/2018
Attachments: Draft Network 2019 L & R's.pdf

All,

I have spoken to TWU reps this morning (Tuggy only – can't get Belconnen) and gotten verbal feedback on the shifts. We are meeting the expectations of the shifts.

Overall I am confident we can continue to progress with the timetable, we will confirm TWU expectations for 2019 early next week.

There are some comms activities we will need to deliver to assist with the pick process – map and left & right packs. We can raise this at scrum Monday to confirm way forward.

Pete

From: Steele, Peter
Sent: Friday, 14 December 2018 1:23 PM
To: Zorzi, Denis <Denis.Zorzi@act.gov.au>; Oreskovic, Peter <Peter.Oreskovic@act.gov.au>; Cockburn, Richard <Richard.Cockburn@act.gov.au>; MacPherson, Paul [redacted]
Cc: McGlinn, Ian <Ian.McGlinn@act.gov.au>; Davies, Rhys <Rhys.Davies@act.gov.au>; Weatherall, Geoff <Geoff.Weatherall@act.gov.au>
Subject: Latest shift build Update - 14/12/2018

Afternoon,

Following up on the latest rounds of Shifts sent out last week, I appreciate that it has been difficult to review completely as there has been EA business to conclude.

Scheduling has been continuing to run solutions that meet all of the agreed outcomes that have been made, balancing them better between Belconnen and Tuggeranong depots.

Over this weekend we will be running solutions with these parameters that we will then number correctly and provide through to the depots.

These will be provided electronically and physical copies in folders. We will also provide all other details requested, including meal break location numbers etc.

Our aim is to have an agreed position before Friday the 21st so that we can move forward developing materials for Term 1 2019 to assist with the shift pick.

This will include left and rights (these have been completed and I've attached a copy for your to review) as well as map packs so that drivers can make informed decisions about the pick.

Also want to confirm the commitment to notifying all drivers who are moving from part time to full time shift work of this move **BEFORE** the pick commences, so that they can pick at the correct level.

I will be in touch early next week to arrange time to discuss and progress before the xmas break.

Pete

From: Steele, Peter
Sent: Friday, 7 December 2018 1:48 PM
To: Zorzi, Denis <Denis.Zorzi@act.gov.au>; Oreskovic, Peter <Peter.Oreskovic@act.gov.au>; Cockburn, Richard <Richard.Cockburn@act.gov.au>; MacPherson, Paul [redacted]
Cc: McGlinn, Ian <Ian.McGlinn@act.gov.au>; Davies, Rhys <Rhys.Davies@act.gov.au>; Weatherall, Geoff <Geoff.Weatherall@act.gov.au>
Subject: FW: Latest shift build 07/12/18 [SEC=UNOFFICIAL]

Afternoon,

Attached is the latest version of shifts that have come from HASTUS.

Please note: The balance between Belconnen and Tuggeranong depot needs to be resolved (too many shifts at Belconnen). This will be addressed with shift runs over the weekend.

The purpose of providing these shifts is to help assist moving towards final agreement so that school vacation shifts can also be built (following our agreed parameters) and provided to drivers so that we can move into the Shift Pick in 2019 for commencement of the network on April 27.

The table below shows a comparison of how the network is settling compared to the current network:

1) A total increase of 70 duties over the current network.
2) Significant increase in numbers of AM part time shifts. This includes **56 shifts** that are between 5 and 6 hours of paid working time
3) Due to the high level of service through the day and AM/PM Part Time shifts there is a large reduction in Part Time Broken shifts
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The shifts include all items discussed and agreed on 30/11/2018 at Belconnen depot:
1) Layover and running time at Gungahlin Bus Station (to new facility in South Gungahlin Place)
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3) Increasing the availability of longer Part Time Shifts in the AM
4) Caps on meal breaks at locations (including Woden, City West and Gungahlin)
City West MAX = 7
Gungahlin MAX = 7
Woden MAX = 15
The graphs in the attached show that MAX is only reach for small periods at a time through the day.

I will be in touch to arrange some time early next week for us to meet up and discuss. Ideally we will be able to provide an update with shifts run over the weekend.

Cheers

Pete

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NEW NETWORK

Difference

WEEKDAY: ***SCHOOL TERM***

653 70

Belc

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Institute	1903	1		0
Union Delegate	1901 - 1902	2		0
Spares	R1-R6	6		0
TOTAL		383		
		87		

Tugg

	No's	Total		Change
Part Time AM	2001 - 2019	51		32
Part Time PM	2030 - 2067	49	100	11
Part Time Brokens	2101 - 2051	12	112	-39
Regular 5 Day / Nights	2201 - 2216			
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Permanent Nights	2401 - 2439	47		8
Full Time Brokens	2501 - 2560	41	150	-19
				0
Union Delegate	2901 - 2902	2		0
Spares	R1-R6	6		0
TOTAL		270		
		-17		

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☐	Break		M_gung		Max simultaneous	0	7				7	7
☐	Break		M_wodi		Max simultaneous	0	15				15	15

From: Steele, Peter
Sent: Tuesday, 18 December 2018 6:39 PM
To: Sturman, Judith; Hall, Damon
Cc: McGlinn, Ian; Davies, Rhys; Flanery, Fleur; Weatherall, Geoff
Subject: FW: Network 19 DRAFT SHIFTS - Inc duties numbers & meal locations SCHOOL TERM ONLY
Attachments: Network 19 shift Numbers.xlsx; Meals Net 19.docx; Belc FTAM.pdf; Belc FTBroken.pdf; Belc FTPM.pdf; Belc PTAM.pdf; Belc PTBroken.pdf; Belc PTPM.pdf; Tugg FTAM.pdf; Tugg FTBroken.pdf; Tugg FTPM.pdf; Tugg PTAM.pdf; Tugg PTBroken.pdf; Tugg PTPM.pdf

FYI – Shifts have gone out this evening.

I will call the TWU delegates in the morning (before their meeting) to arrange a meeting on Thursday.

From that meeting I expect that we can confirm next steps, including distribution of shift information to drivers to review, mechanisms for changes going forward and dates that the shift pick will commence/end.

Pete

PS – This is from **Version 174** of HASTUS runs that have featured **51 different sets of parameters**.

From: Steele, Peter
Sent: Tuesday, 18 December 2018 6:35 PM
To: Zorzi, Denis <Denis.Zorzi@act.gov.au>; Oreskovic, Peter <Peter.Oreskovic@act.gov.au>; MacPherson, Paul [redacted] Cockburn, Richard <Richard.Cockburn@act.gov.au>
Cc: McGlinn, Ian <Ian.McGlinn@act.gov.au>; Davies, Rhys <Rhys.Davies@act.gov.au>; Weatherall, Geoff <Geoff.Weatherall@act.gov.au>
Subject: Network 19 DRAFT SHIFTS - Inc duties numbers & meal locations SCHOOL TERM ONLY

All,

Attached is a version of DRAFT shifts for the new network for school terms.

The shifts have been numbered and also attached is the total shift numbers by depot and the numbers for meal locations.

These shifts are inclusive of all previously discussed issues from the 07/12/18 version which needed to be balanced between depots.

The focus of this build has been to balance the depots and also increase total paid hours in more of the AM Part Time shifts.

The AM Part Time shifts include: 20 x 5-6 hour shifts at Belconnen and 18 x 5-6 hour shifts at Tuggeranong (**38 in total**).

There are **77 duties overall increase** per day on the current network. The breakdown is below.

As with previous builds, the number of PART TIME BROKEN shifts reduces dramatically, this is due to the increased services through the day and longer peak periods.

The shifts will be finalised to include:

- Guarantee time (to ensure minimum hours as per the award is allocated correctly)
- Final platform numbers per the new configurations
- Allocation of Day/Night shifts (through consultation with delegates)
- Delegate have been allocated to shifts which have approx. 4 hours driving time. (We of course will be happy to change these as required).
- Vehicles will also be allocated correctly

There is also a School Vacation Network running with the same parameters for breaks etc as these.

I will speak to you tomorrow morning to arrange for a meeting on Thursday, to discuss feedback and next steps for providing information to drivers, commencing the shift pick and delivering the new network in 2019.

Regards,

Pete

NEW NETWORK

		Difference
WEEKDAY: ***SCHOOL TERM***	**660**	**77**

Belc

	No's	Total		Change
Part Time AM	1001 - 1017	57		**40**
Part Time PM	1030 - 1071	68	125	**26**
Part Time Brokens	1101 - 1145	5	130	**-40**

Tugg

	No's	Total		Change
Part Time AM	2001 - 2019	67		**48**
Part Time PM	2030 - 2067	53	120	**15**
Part Time Brokens	2101 - 2051	11	131	**-40**

Regular 5 Day / Nights	1201 - 1210			
Regular 5 Day	1301 - 1358	66		8
Permanent Nights	1401 - 1447	70		23
Full Time Brokens	1501 - 1568	68	204	0
Institute	1903	1		0
Union Delegate	1901 - 1902	2		0
Spares	R1-R6	6		0
TOTAL		**343**		
	Extra Duties	47		

Regular 5 Day / Nights	2201 - 2216			
Regular 5 Day	2301 - 2356	71		15
Permanent Nights	2401 - 2439	61		22
Full Time Brokens	2501 - 2560	46	178	-14
				0
Union Delegate	2901 - 2902	2		0
Spares	R1-R6	6		0
TOTAL		**317**		
	Extra Duties	30		

From: Weatherall, Geoff
Sent: Tuesday, 18 December 2018 5:54 PM
To: Steele, Peter <Peter.Steele@act.gov.au>
Cc: Drayton, Jehani <Jehani.Drayton@act.gov.au>; Hannaford, Kerry <Kerry.Hannaford@act.gov.au>
Subject: Network 19 duties numbers, & Meals [SEC=UNCLASSIFIED]

This is the latest we still need to add the makeup time to all fulltime and part time duties to the guarantee time. All duties are numbered the Part time PM have a new number as there is more duties. Union shifts are there, Day/Nights will need to be allocated.

Bus allocation will be completed with final numbering and platform numbering in City.

Geoff Weatherall | Senior Scheduler Network Planning and Development
P 6207 7905
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Transport Canberra and City Services

From: Steele, Peter
Sent: Friday, 4 January 2019 4:13 PM
To: Sturman, Judith; Flanery, Fleur; Lange, Wayne; Howard, Malcolm
Cc: Davies, Rhys
Subject: FW: New Network - Shift Update - Updated Numbers and Shifts for review

FYI – updated shifts have been sent to TWU delegates to review following our meeting on the 20th of December.

Pete

From: Steele, Peter
Sent: Friday, 4 January 2019 4:11 PM
To: Cockburn, Richard <Richard.Cockburn@act.gov.au>; Zorzi, Denis <Denis.Zorzi@act.gov.au>; Oreskovic, Peter <Peter.Oreskovic@act.gov.au>; MacPherson, Paul [redacted]
Cc: McGlinn, Ian <Ian.McGlinn@act.gov.au>; Davies, Rhys <Rhys.Davies@act.gov.au>; Weatherall, Geoff <Geoff.Weatherall@act.gov.au>
Subject: New Network - Shift Update - Updated Numbers and Shifts for review

All,

The attached are new School Term shifts that have been developed this week.

They include an increase in Part Time Splits. These have been achieved through the method discussed, adding task time to either the AM or PM part of the split.

Day/Nights have been allocated and changes to TWU shifts as requested.

I'll be in touch next week to discuss and confirm next steps, including distribution to drivers, provision of school holiday shifts etc.

Pete

Driver Time Card Tugg Schoolda...

Driver Time Card Belc Schoolda...

NEW NETWORK

		Difference
WEEKDAY: *SCHOOL TERM*	**660**	77

Belc	No's	Total		Change
Part Time AM	1001 - 1017	53		36
Part Time PM	1030 - 1071	57	110	15
Part Time Brokens	1101 - 1145	13	123	-32
Regular 5 Day / Nights	1201 - 1210	10		
Regular 5 Day	1301 - 1358	61		3
Permanent Nights	1401 - 1447	62		15
Full Time Brokens	1501 - 1568	67	200	-1
Institute	1903	1		0
Union Delagate	1901 - 1902	2		0
Spares	R1-R6	6		0
TOTAL		332		
		36		

Tugg	No's	Total		Change
Part Time AM	2001 - 2019	64		45
Part Time PM	2030 - 2067	58	122	20
Part Time Brokens	2101 - 2051	17	139	-34
Regular 5 Day / Nights	2201 - 2216	20		
Regular 5 Day	2301 - 2356	61		5
Permanent Nights	2401 - 2439	54		15
Full Time Brokens	2501 - 2560	46	181	-14
				0
Union Delegate	2901 - 2902	2		0
Spares	R1-R6	6		0
TOTAL		328		
		41		

[redacted]

From: Steele, Peter
Sent: Friday, 11 January 2019 3:17 PM
To: Sturman, Judith; Flanery, Fleur; Lange, Wayne; Howard, Malcolm; Mascord, Paul
Cc: Davies, Rhys
Subject: FW: New Bus Network - School Holiday Duties
Attachments: Driver Time Card Belc Holidays.pdf; Driver Time Card Tugg Holidays.pdf

All,

Updated school holiday duties have been distributed to the TWU delegates.

These figures will be used to refine the establishment figures for the new network and update the workforce plan which is under development.

As noted below, the duty requirement for the school holidays has been reduced which should allow for a greater number of leave slots to be allocated.

Pete

From: Steele, Peter
Sent: Friday, 11 January 2019 3:12 PM
To: Cockburn, Richard <Richard.Cockburn@act.gov.au>; Zorzi, Denis <Denis.Zorzi@act.gov.au>; MacPherson, Paul <[redacted]>; Oreskovic, Peter <Peter.Oreskovic@act.gov.au>
Cc: McGlinn, Ian <Ian.McGlinn@act.gov.au>; Davies, Rhys <Rhys.Davies@act.gov.au>; Weatherall, Geoff <Geoff.Weatherall@act.gov.au>
Subject: New Bus Network - School Holiday Duties

All,

The attached are new School Holiday shifts that have been developed this week.

The shifts have been developed using the same parameters for the School Term (in terms of run times etc).

As with the school term, there is a large reduction in Part Time Split duties. However, there remains a large number of full time, full time split and part time shifts.

I understand that one PT split is required at each depot due to an old workplace arrangement.

While we will confirm, this should allow for a good number of leave slots during school holidays for full time drivers as there are only 22 duties extra overall.

In the current network, there are 10 day/night shifts at each depot. Unless there is a specific preference, Geoff will allocate the same amount.

We will speak more next week now that we have a version of school term and holiday duties that can lead to the shift pick.

Pete

		Difference
WEEKDAY: ***SCHOOL VACATION***	**549**	**22**

Belc

	No's	Total		Change
Part Time AM	3001 - 3024	24		6
Part Time PM	3601 - 3663	63		21
Part Time Brokens	3101 - 3101	1	88	-38
Regular 5 Day / Nights	3201 - 32??	0		
Regular 5 Day	3301 - 3352	52		-2

Tugg

	No's	Total		Change
Part Time AM	4001 - 4025	25		7
Part Time PM	4601 - 4660	60	85	14
Part Time Brokens	4101 - 4101	1	86	-28
Regular 5 Day / Nights	4201 - 42??	0		
Regular 5 Day	4301 - 4356	56		3

Permanent Nights	3401 - 3456	56		12
Full Time Brokens	3501 - 3581	81	198	20
Institute	3903	1		0
Union Delegate	3901 - 3902	2		0
Spares	R1-R6	6		0
TOTAL		**286**		

Permanent Nights	4401 - 4461	61		18
Full Time Brokens	4501 - 4552	52	169	-8
				0
Union Delegate	4901 - 4902	2		0
Spares	R1-R6	6		0
TOTAL		**263**		

From: Steele, Peter
Sent: Friday, 25 January 2019 3:50 PM
To: Oreskovic, Peter; Zorzi, Denis; Cockburn, Richard; MacPherson, Paul
Cc: Flanery, Fleur; McGlinn, Ian; Davies, Rhys; Howard, Malcolm; Lange, Wayne
Subject: Driver Numbers and Establishments for the New Network
Attachments: New Network - Shift Numbers - TWU Meeting 16 January - Update 25012019.xlsx

Good afternoon,

I am writing to provide the preliminary numbers for drivers that are both required for the new bus network and are required to go from Part Time to Full Time as agreed to progress the shift pick process.

Based on the last set of shifts provided (numbers attached – 21 January results), to cover the changing shift profile and accommodate correct leave balance the network requires:

1) An additional **61** drivers overall

2) 57%, or **34** of these additional drivers will be full time positions that will be required for this network (20 Belconnen and 14 Tuggeranong).
The process will start in the depots to identify the next 34 drivers on the part time seniority list to go to full time (I understand this may already underway).
As previously agreed, all paperwork will be completed to allow those staff to participate in the shift draw so they can start as full time drivers at the same time as the new network starts.

These numbers are based on balancing driver requirements across the school and school vacation shifts and has been confirmed by TC Finance.

It also maintains the PT/FT Ratio above 60/40 as required by the EA.

A meeting will be held with management on Tuesday the 29th of January to confirm the figures. Fleur Flannery and Ian McGlinn should be available (they are not available today).

I will be in touch to progress further next week, including distribution of shifts for review in the depot.

Pete

Network 17 Estabs (Current)	Belco	Tugg	Network	Workforce %
FT	229	212	441	61.6%
PT	140	135	275	38.4%
Total	**369**	**347**	**716**	

Network 19 Estabs	Belco	Tugg	Network	Workforce %
FT	249	226	475	61.1%
PT	145	157	302	38.9%
Total	**394**	**383**	**777**	

Needed Over Current Estabs	Belco	Tugg	Network
FT	20	14	34
PT	5	22	27
Total	**25**	**36**	**61**

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From: Steele, Peter
Sent: Tuesday, 12 February 2019 10:49 AM
To: Howard, Malcolm; Lange, Wayne; McGlinn, Ian; Flanery, Fleur
Cc: Sturman, Judith; Davies, Rhys; Weatherall, Geoff
Subject: FW: network 19 [SEC=UNCLASSIFIED]
Attachments: TWU issues for shift pick 12022019.xlsx

UNCLASSIFIED

Colleagues,

Attached is a list of issues and responses I have put together.

Appreciate if you can review and provide any feedback before the meeting this afternoon.

Pete

From: MacPherson, Paul
Sent: Friday, 8 February 2019 3:03 PM
To: Flanery, Fleur <Fleur.Flanery@act.gov.au>; Steele, Peter <Peter.Steele@act.gov.au>; McGlinn, Ian <Ian.McGlinn@act.gov.au>; Lange, Wayne <Wayne.Lange@act.gov.au>; Howard, Malcolm <Malcolm.Howard@act.gov.au>
Cc: Klaus Pinkas [redacted]; Ben.Sweaney[redacted] Zorzi, Denis <Denis.Zorzi@act.gov.au>; Oreskovic, Peter <Peter.Oreskovic@act.gov.au>; Cockburn, Richard <Richard.Cockburn@act.gov.au>; Selmes, Jenny <Jenny.Selmes@act.gov.au>
Subject: RE: network 19 [SEC=UNCLASSIFIED]

Thanks Fleur
Happy to meet on Tuesday
Paul and Rick

From: Flanery, Fleur
Sent: Friday, 8 February 2019 2:17 PM
To: MacPherson, Paul [redacted]>; Steele, Peter <Peter.Steele@act.gov.au>; McGlinn, Ian <Ian.McGlinn@act.gov.au>; Lange, Wayne <Wayne.Lange@act.gov.au>; Howard, Malcolm <Malcolm.Howard@act.gov.au>
Cc: Klaus Pinkas [redacted]>; Ben.Sweaney[redacted] Zorzi, Denis <Denis.Zorzi@act.gov.au>; Oreskovic, Peter <Peter.Oreskovic@act.gov.au>; Cockburn, Richard <Richard.Cockburn@act.gov.au>; Selmes, Jenny <Jenny.Selmes@act.gov.au>
Subject: RE: network 19 [SEC=UNCLASSIFIED]

Paul

Thanks for providing the feedback. It's really important we understand the network from the driver's perspective. Unfortunately Peter's not been well this week but we're hopeful he'll be back on Monday.
Would meeting on Tuesday be suitable – to give Peter and others time to review/reflect? I'll book it in as I'm on leave next week (as noted in our meeting earlier this week). (Jen will look into a time that suits best)

I'll also schedule weekly meetings with you in the lead up to the commencement of the network . I suggest Tuesday's – perhaps at Belconnen as I have a Managers' meeting from 10 to 11 there. Is an 11.30 start okay? That would be in the week of the 18/2 – so the 19/2 – for the meeting?

Re other issue you raised with me on driver safety and support; I've spoken with Wayne and Ian to follow up. Both have looked into the matter. I understand the driver has been spoken to and was provided with an apology. Should these types of issues occur in the future (which I hope they don't),please let me know.

Regards

F

From: MacPherson, Paul
Sent: Friday, 8 February 2019 12:43 PM
To: Steele, Peter <Peter.Steele@act.gov.au>; Flanery, Fleur <Fleur.Flanery@act.gov.au>; McGlinn, Ian <Ian.McGlinn@act.gov.au>
Cc: Klaus Pinkas [redacted]; Ben.Sweaney@[redacted]Zorzi, Denis <Denis.Zorzi@act.gov.au>; Oreskovic, Peter <Peter.Oreskovic@act.gov.au>; Cockburn, Richard <Richard.Cockburn@act.gov.au>
Subject: FW: network 19 [SEC=UNCLASSIFIED]

From: [redacted]
Sent: Friday, 8 February 2019 12:37 PM
To: Zorzi, Denis <Denis.Zorzi@act.gov.au>
Subject: network 19 [SEC=UNCLASSIFIED]

Peter

We have had the shifts on the bench now for a week and have received a significant number of concerns raised by the drivers both part time and full time. Our biggest issue is repetitive running, we have repeatedly bought this issue to your attention that drivers are not prepared to drive the same route day in day out for weeks on end. Another of the issues is overtime or lack of it. Part time shifts of only four hours makes retaining drivers very difficult. Drivers on both sides are upset with the lack of overtime on the early am full time shifts. We have drivers who want to do overtime but are sick of having to work into the late evenings. We have full time drivers here at Tuggeranong who are very upset at the lack of equality between both depots, in that there is no significant overtime on any full time am shift at Tuggeranong until nearly seven am. Yet Belconnen have eight shifts with nine hours or better before seven o'clock.
We would like a meeting at your earliest convenience to discuss our concerns.
Twu delegates north and south

[redacted]
TWU Delegate South Region
Work: [redacted]
Mob: [redacted]
Email : [redacted]
220 Scollay street Greenway ACT 2900

From: Steele, Peter
Sent: Wednesday, 20 February 2019 5:52 PM
To: Oreskovic, Peter; Zorzi, Denis; Cockburn, Richard; [redacted]
Ben.sweeney[redacted]
Cc: Sturman, Judith; McGlinn, Ian; Flanery, Fleur; Davies, Rhys; Brosolo, Jon
Subject: FOR AGREEMENT - Final Shifts for 2019 Weekday Network
Attachments: Driver Time Card Tugg Schooldays.pdf; Driver Time Card Belc Schooldays.pdf

UNCLASSIFIED

All,

Attached are the final shifts for the 2019 Weekday Network (School Term).

Could you please confirm via a reply to this email, that the TWU now accepts these shifts for the Weekday School Term network? *Noting School Vacation shifts have not changed.*

The printed shifts will be updated to reflect the new numbers and made available on the benches in the depots from **Friday 22nd February** and remain on display until **Friday 8 March (2 weeks).**

The shifts will also be emailed electronically to all drivers via their nominated email addresses.

The pick proper will commence from **Tuesday 11 March**. Arrangements will be made in the depots to facilitate the pick and it is expected to take 4 weeks or until completed.

Information on the changes made to specific shifts per discussions is below. Please let me know if you need any further info,

Pete

SHIFT CHANGES FOR FINAL SHIFTS AND NOTES:

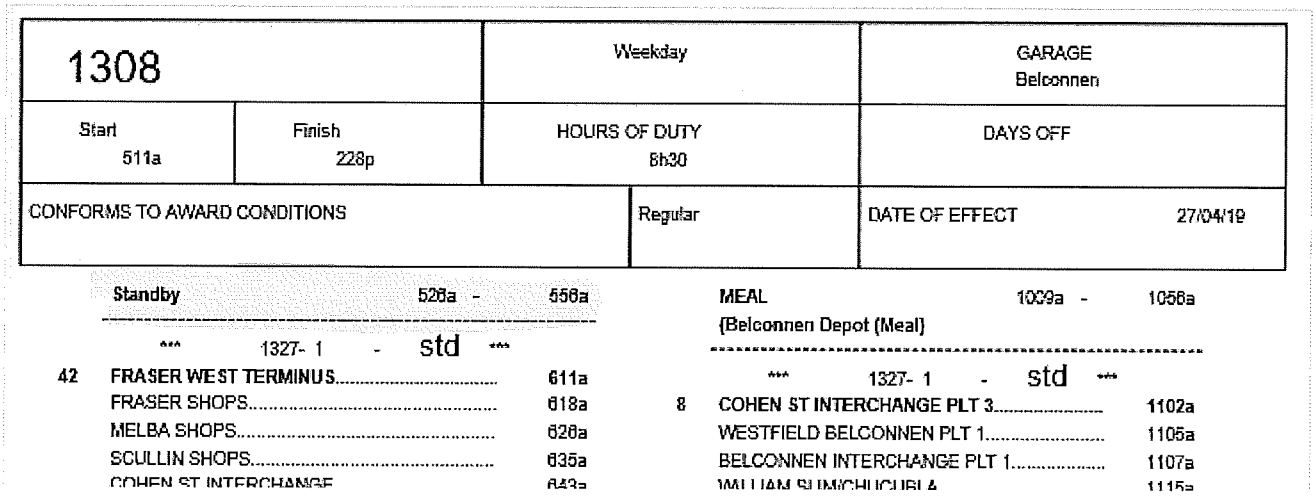
- One additional driver will move from Part Time to Full Time (A total of **36** drivers to Full Time)
- There will only be 6 FT spares – as per the current arrangements.
- Further spare capacity will be available within select Part Time Split Shifts.

Please note that the shifts in the attached have all been renumbered following the changes to keep them ordered correctly.

The following changes have been made and seen in the attached:

- The Tuggeranong brokens have been swapped are 2511 & 2512 (First half of 2506 with 2nd half 2510, First half of 2508 with 2nd half 2506, First half of 2510 with 2nd half 2508) to ensure they are legal for 12 hour spread.
- Tuggeranong AM with 30 minutes added are: 2301, 2302, 2303, 2304, 2306, 2323.
- Belconnen AM with 30 minutes added are: 1301, 1303, 1308, 1309, 1312, 1314.

Example – Shift 1308 now features 30 minutes of time as "Standby" bringing the overall hours of duty to 8h30:



1308		Weekday	GARAGE Belconnen
Start 511a	Finish 228p	HOURS OF DUTY 8h30	DAYS OFF
CONFORMS TO AWARD CONDITIONS		Regular	DATE OF EFFECT 27/04/19

	Standby	528a - 558a			MEAL	1029a - 1056a
	*** 1327- 1 - std ***				(Belconnen Depot (Meal)	
42	FRASER WEST TERMINUS	611a		8	*** 1327- 1 - std ***	
	FRASER SHOPS	618a			COHEN ST INTERCHANGE PLT 3	1102a
	MELBA SHOPS	628a			WESTFIELD BELCONNEN PLT 1	1105a
	SCULLIN SHOPS	635a			BELCONNEN INTERCHANGE PLT 1	1107a
	COHEN ST INTERCHANGE	643a			WILLIAM SLIM/CHIFLEY 4	1115a

Route 3

- Ian McGlinn is confirming changes to the Route 3 in the Airport precinct are viable with the Airport Management.

- He will confirm these changes as soon as practicable – noting that the change will be made within the current shift structures and will be updated in time for the final distribution of shifts.

Management and information in depots

- A plan and information on the shifts/network will be distributed to the depots commencing next week.

From: Steele, Peter
Sent: Wednesday, 20 March 2019 6:14 PM
To: Oreskovic, Peter; Zorzi, Denis; Cockburn, Richard; MacPherson, Paul
Cc: Sturman, Judith; Davies, Rhys; Flanery, Fleur
Subject: Weekend Details - Latest Shifts for new network
Attachments: Sat Belc DET - Rep Running Rule.pdf; Sat Tugg DET - Rep Running Rule.pdf; Sun Belc DET - Re Running Rule.pdf; Sun Tugg DET - Rep Running Rule.pdf; WEEKEND SHIFT EXAMPLE - CRIB.pdf

UNCLASSIFIED

Afternoon,

The attached shifts are a new run for the weekend details for the network commencing April 29 2019.

Following feedback on the initial shifts, these are new shifts and are in line with the "more breaks more often" approach (not applying the 10-minute out of bus breaks) and as much as practicable, reducing repetitive running.

While these shifts DO NOT include the CRIB identified, final shifts will be labelled as per the attached example (WEEKEND SHIFT EXAMPLE – CRIB.pdf).

When provided for the rest of the workforce, the shifts will all feature the CRIB identifiers throughout.

Appreciate if you could provide any feedback as soon as you can.

Pete

Please note:
The Airport/Brindabella Park timing points have not been changed on the Route 3 on some shifts – this will be rectified in the final versions.
The Platform numbers for the City Interchange have not been updated.
These shifts do not include the CRIB breaks identified on the shift.
The shifts need to be re-numbered and finalised.
Please ignore the label below the Route number. This will be deleted in final versions.

The numbers for the shifts are:

Options		*New Network*
Saturday	Belconnen	130
	Tuggeranong	121
Subtotal		**251**
Sunday	Belconnen	115
	Tuggeranong	108
Subtotal		**223**
Total Weekend Shifts		**474**

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Transport Canberra

From: MacPherson, Paul
Sent: Friday, 22 March 2019 7:20 AM
To: Steele, Peter; Davies, Rhys; Flanery, Fleur
Cc: Klaus Pinkas; Cockburn, Richard; Zorzi, Denis; Oreskovic, Peter
Subject: weekend details [SEC=UNCLASSIFIED]

Peter
We have gone through the week end details, most of our concerns with the details listed are around the break being included in the dead run time.
As we don't have access to these times we need you to confirm that they do include a ten minute out of bus break.
However we do have a couple of shifts that we will need discussion.
Shifts Sunday 62 and Sunday 211.
Shifts we want you to get back to us on are,
Saturday shifts
27 34 42 77 86 92 107 108 125 134 155 179 183.
Sunday shifts
42 45 46 93 106 119 190.
Saturday shift 181 is this truly the best we can come up with? At least it gave us a good laugh.
As always we are happy to talk
Paul and Rick.

[redacted]
TWU Delegate South Region
Work: [redacted]
Mob: [redacted]
Email : [redacted]
220 Scollay street Greenway ACT 2900

From: Steele, Peter
Sent: Tuesday, 26 March 2019 5:53 PM
To: Oreskovic, Peter; Zorzi, Denis; MacPherson, Paul; Cockburn, Richard
Cc: Flanery, Fleur; Davies, Rhys; Howard, Malcolm; Lange, Wayne
Subject: Weekend Duties
Attachments: Tugg Sun Time Card Numbered 20190326.pdf; Belc Sun Time Card Numbered 20190326.pdf; Tugg Sat Time Card Numbered 20190326.pdf; Belc Sat Time Card Numbered 20190326.pdf

UNCLASSIFIED

All,

Attached are the proposed shifts for the new network weekends.

These shifts have been appropriately numbered and feature an identified CRIB break in areas where the time between trips is 10 minutes or greater.

Pete

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Transport Canberra

From: Steele, Peter
Sent: Thursday, 28 March 2019 6:38 PM
To: Oreskovic, Peter; Zorzi, Denis; Cockburn, Richard; MacPherson, Paul
Cc: Sturman, Judith; Flanery, Fleur; Davies, Rhys; Howard, Malcolm; Lange, Wayne; Klaus Pinkas
Subject: Weekend Details - Update
Attachments: Dead Run Time examples - weekend shifts.pdf

UNOFFICIAL

All,

Following our discussions on Wednesday, below and attached is the information requested.

We note that within the proposed shifts there are small number which do not reflect a full 10 minute out of bus break.

E.g. Shifts 8040 (originally Shift 62) and 8102 (originally Shift 211) only feature a 10 minute layover between trips and not additional minutes to provide a full out of bus break.

Unfortunately, given the timetable is locked we are not able to make changes to these shifts.

As discussed, there is a commitment from Transport Canberra to review the weekend shifts in a timely manner following their implementation, which will allow us to understand changes to run times (and dead run times if needed) that may need to be introduced into the mix and help provide improved out of bus breaks for drivers.

I can also confirm that all weekend details will have a EURO bus allocated. Larger buses will only be allocated if operationally required.

At this point we are unable to review the CRIB labels in the shifts as discussed in time to have these shifts available to the depots ASAP (printed for the bench).

We can either provide the current shifts (where all 10 minute gaps between trips or greater) are marked as CRIB OR the shifts with no CRIB identified.

We will be able to finalise the shifts before they go into operations. Can you please let us know if you have a preference at this time? We will also provide depot messaging for staff about the type of shifts which go on the bench to view.

Unless there are any major issues, we ask that you agree to proceed with the proposed weekend shifts so that other activities, including rostering for the new network can continue to proceed.

Please let me know if you would like to discuss further,

Pete

Shift Numbers by Depot

	Belconnen	Duties	Tuggeranong	Duties	**Network Totals**
Saturday	5001 - 5130	130	6001 - 6121	121	**251**
Sunday	7001 - 7115	115	8001 - 8108	108	**223**

Total	**245**	**229**	**474**

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Transport Canberra

From: Sturman, Judith
Sent: Thursday, 25 July 2019 4:27 PM
To: Steele, Peter; Flanery, Fleur; Curtin, Nikki; klaus.pinkas@[redacted]Lange, Wayne; Howard, Malcolm; MacPherson, Paul; Zorzi, Denis; Cockburn, Richard; Oreskovic, Peter
Cc: Sturman, Judith; Selmes, Jenny
Subject: Weekend services - Meeting notes and actions

UNCLASSIFIED

All, thank you for your time and valuable input to the meeting on Wednesday. Please see below items discussed and actions from todays meeting to address delivery of weekend services.

Please advise of any omissions or inaccuracies:

Meeting Date and Venue: 24 July 2019 Tuggeranong Depot

Attendees: Kalus Pinkas,[redacted] Paul MacPherson[redacted], Richard Cockburn[redacted], Peter Oreskovic[redacted] Denis Zorzi[redacted], Wayne Lange Regional Manager, Malcolm Howard Regional Manager, Fleur Flanery Executive Branch Manager, Peter Steel Director Service Planning, Nikki Curtin Director HR and Business Improvement, Judith Sturman Executive Group Manager and Chair.

Purpose: To review strategy to increase reliability of Weekend Services

The meeting started with a discussion about the purpose and the agreed topics to be discussed.
All agreed to the following three topics for the agenda:

Agenda:

- Topic 1. Increase driver workforce
- Topic 2. Penalty payments
- Topic 3. Reduction of shifts, with a plan to stage back to full timetable
- Next meeting

1. Increase driver workforce

Discussion was around methodology, numbers, workforce planning, establishment and balance of FTE, PTE and Casuals to achieve the required workforce establishment.

Key points:

- The definitive number of each FTE, PTE and Casuals required to deliver the network has not been fully identified.
- Previous demands and working practices have not had to deal with an uplift that has been seen in the new timetable
- Recruitment methodology moving from annual to continuous will improve the process to deliver more drivers
- Casual and Part Time drivers attrition needs to be reviewed
- The depots have the right methodology to manage the logistics of balancing the workforce to build greater reliability as we add more staff to the establishment, including minimising Casuals work during week days
- We can currently deliver 12 new drivers per month and potentially overlap training to ramp this up
- Driver continuity training – will need to be included in the workforce plan – potentially hold for six months – We need to review who has been on the training

ACTIONS:
Nikki – review recruitment plan to advise if it can be further ramped up and what the timeline could be for growth of drivers to potentially fill all weekend shifts – update at next meeting
Peter - review shifts for PTE's to identify ways to help retain them – update at next meeting
Nikki – review attrition of each grade – update at next meeting
Nikki – focus next schools on ramping up permanents – update at next meeting
Nikki – artic training – consideration of when this is done in order that it doesn't fall behind – update at next meeting

2. Penalty payments

Minimal discussion took place – based on the risk that a penalty rate may cost government more but not achieve the required outcome.
Also that a trial of a targeted penalty rate would create a risk that it may be difficult to withdraw.

3. Reduction of shifts, with a plan to stage back to full timetable

Discussion was around the potential options to reduce the number of shifts and provide certainty for customers whilst the workforce grows.

Key points:

- There was not a lot of support for creating a priority list for shifts
- Options around reducing certain types of service and after 6pm was discussed as the preferred method (the issue being that drivers for Monday morning shifts cannot complete a Sunday afternoon/evening shift)
- A nominal figure of 60 shifts to be reduced was suggested to build options
- A staged process to cut certain shifts, with the ability to build them back as the recruitment increased would be required
- Principles:
    - Providing a better services dependency for customers
    - Achieve reliability
    - Build back to full timetable as drivers are recruited

ACTION – Peter to review what services can be dropped after 6pm and then across the day and provide options – to be available for initial discussion at the next meeting on Thursday 1 August

Other items discussed:
Judith Raised the definition of 'reasonable'. Klaus responded that whilst a manger could ask the driver if they would cover a weekend shift, a driver could decline for their own personal reasons – *Klaus, please confirm I have recorded this correctly*

Next meeting: Thursday 1 August Belconnen Depot – 9:30 to 11am

Kind regards

Judith

Judith Sturman | Executive Group Manager Transport Canberra Operations
Phone: 02 620 **52639** |Mobile: [redacted] | Email: **judith.sturman@act.gov.au**
Transport Canberra and City Services| ACT Government
Level 2, 496 Northbourne Avenue, Dickson Canberra ACT 2601

Connected services for the people of Canberra

Transport Canberra

From: Steele, Peter
Sent: Friday, 9 August 2019 4:57 PM
To: Sturman, Judith; Flanery, Fleur; Curtin, Nikki; 'klaus.pinkas@[redacted]Lange, Wayne; Howard, Malcolm; Zorzi, Denis; Cockburn, Richard; Oreskovic, Peter; Honeyman, Peter
Cc: Weatherall, Geoff; Drayton, Jehani
Subject: Meeting - Weekends - Follow up information and advice
Attachments: Driver Break Facilities .xlsx; Proposed New Weekend Run Times 2019.xlsx

UNCLASSIFIED

Colleagues,

Thank you for your time this morning to discuss the inputs required to progress the production of a timetable and shifts to improve reliability of weekend details.

The proposal is to –

- Reduce the number of details required by between 60-80 duties against the current 474.
- Agreed that closer or above 80 would be more ideal.
- Work to provide a set of shifts for review in order to seek agreement to implement from Saturday the 28th of September 2019.
- The network will be built to include:
    - Rapids remaining at current frequency across Saturday and Sunday
    - Local service reduced to every 2 hours
    - Have the ability to increase services as recruitment increases – this will be an ongoing conversation about how and when we do this going forward.

As discussed, there are two key inputs we would like to agree prior to delivering a set of shifts:

1) Location and times required to implement driver breaks -
    a. **Attached** is a high level list of all locations and current run times (dead run times) required to move to and from for each route.
    b. We agree that this list is due to be reviewed and if required, timings need to be made on road.
    c. Geoff/Jehani will be available through the week to come with delegates. This would also be helpful in confirming any other issues at locations that needs to be considered.
    d. Of note – Gungahlin is quite different since last this was discussed AND we know there are a lot of issues with Anthony Rolfe Ave.

2) Optimising run times –
    a. It is agreed that there are run time adjustments required across the network
    b. **Attached** is a list of Current and Proposed run times for ALL routes on the network
    c. These timings are based on data from the GPS system and the intention is to keep them tight through the route – with any "slack" or "catch up time" placed at the end of the run.
    d. Denis/PJ – the Route 18 includes the times that you have provided from your on road timings. Can you please confirm these are correct.
    e. If you could please start to review – I will be in contact on Monday to arrange time to meet on site at either Dickson or the depots to go through and confirm the time.

I understand you've got coverage from Tuesday – so will touch based again on Monday to arrange catch ups as required.

Once we have confirmed the driver break places and time, and confirmed the run times the team will then produce a set of shifts.

From those shifts we will continue to work towards final agreement and implementation.

Mal/Peter – We will be in touch early next week to bring together the implementation timeline and key milestones required as Peter brought up today.

Please contact me if there's anything else,

Pete

Peter Steele | Director
P 02 62052179 | **M** [redacted] | **E** peter.steele@act.gov.au
Transport Canberra | Transport Canberra and City Services | ACT Government
496 Northbourne Avenue | GPO Box 158 Canberra ACT 2601

Transport Canberra

Subject:	Meeting - Weekends
Location:	TCCS_RB_496_NBAL3ConfRm01 (Seats 12, Smartboard, Proj + Screen, tea/coffee)
Start:	Fri 09/08/2019 10:00 AM
End:	Fri 09/08/2019 11:00 AM
Recurrence:	(none)
Meeting Status:	Accepted
Organizer:	Sturman, Judith
Required Attendees:	Steele, Peter; Flanery, Fleur; Curtin, Nikki; 'klaus.pinkas@[redacted] Lange, Wayne; Howard, Malcolm; MacPherson, Paul; Zorzi, Denis; Cockburn, Richard; Oreskovic, Peter; Honeyman, Peter

From: Steele, Peter
Sent: Monday, 26 August 2019 12:48 PM
To: Zorzi, Denis; Oreskovic, Peter; NEDDRIE, Scot (ACTION); Cockburn, Richard; 'klaus.pinkas[redacted]
Cc: Mitcherson, Bernadette; Sturman, Judith; Drayton, Jehani; Weatherall, Geoff
Subject: FW: Meeting Notes - Weekends - Shifts for review and discussion
Attachments: Tugg Draft Shifts New Weekend TT v2.pdf; Belc Draft Shifts New Weekend TT v2.pdf

UNCLASSIFIED

Colleagues,

Attached are the latest version of proposed shifts for the Saturdays only of reduced weekday services.

Noting that to meet ACTIONs from the last meeting that -

- The shifts have been run to keep work within the regions as much as possible
- The shifts have been forced to deliver more work to the evenings – with a goal to provide a minimum of 7 paid hours on duties commencing from 2pm

The number of shifts are as follows –

	Current Saturday	Proposed Saturday	Difference
Belconnen	130	98	-32
Tuggeranong	121	83	-38
Total	**251**	**181**	**-70**

Note that the reduction of this many duties is required so that the services can be reliably delivered during the school vacation period where currently the most amount of leave is allocated.

Next Steps –

- If these Saturday shifts are agreed – Sunday shifts will be delivered with the same parameters, including –
  - Working to have evening shifts include more paid hours e.g. All duties after 12pm Sunday/Public Holiday providing between 6-7 paid hours minimum

- As reliability is proven – service levels will be increased by the creation of additional shifts. Priority will be for **Saturday AM services**.

Please call me if there's any specifics to discuss before tomorrow's meeting.

Pete

From: Steele, Peter
Sent: Friday, 23 August 2019 4:57 PM
To: Zorzi, Denis <Denis.Zorzi@act.gov.au>; Sturman, Judith <Judith.Sturman@act.gov.au>; Flanery, Fleur <Fleur.Flanery@act.gov.au>; Curtin, Nikki <Nikki.Curtin@act.gov.au>; 'klaus.pinkas[redacted] <klaus.pinkas@[redacted] Cockburn, Richard <Richard.Cockburn@act.gov.au>; Oreskovic, Peter <Peter.Oreskovic@act.gov.au>; NEDDRIE, Scot (ACTION) <Scot.NEDDRIE@act.gov.au>

Cc: Honeyman, Peter <Peter.Honeyman@act.gov.au>; Howard, Malcolm <Malcolm.Howard@act.gov.au>; Weatherall, Geoff <Geoff.Weatherall@act.gov.au>; Drayton, Jehani <Jehani.Drayton@act.gov.au>
Subject: RE: Meeting Notes - Weekends - Shifts for review and discussion

UNCLASSIFIED

All,

Outcomes from this morning –

- The run times were sent through this morning so that they could continue to be checked against the draft shifts
- ACTION –
    - Run the shifts with rules to limit work moving around the city (e.g. Belco shifts stay North side)
    - Run shifts to improve length of evening shifts – in order to increase paid hours on evenings and incentivise the work to be taken up

- Noting that all are agreed that the priority for returning service for customers/work into the network is **Saturday morning/days** where there is confidence of reliability across the weekend.
- A list of Driver Facilities has been sent through – appreciate if you could flick an email back with any comments
    - PJ spoke to me today about Kippax – Fraser West is absorbing the pressure from Kippax at the moment and should be priority. The Kippax master plan is being finalised and will identify the changes needed in that area.
    - Rick/Scott – Can you please consider any general improvements that could be considered in Erindale? Both to improve driver access but also customers. Appreciate if any drivers have ideas that could improve that area.
- Generally agreed that toilet upgrades in the style of Aikman Drive are good outcome – i.e. 2 x toilets with access to cold (hot?) water.
- Repetitive running – Due to the reduced number of routes/trips there is a likelihood that this will occur more often and is unavoidable. Reasonable steps to limit it will be taken where possible.
- DDG was taking a site visit to Gungahlin today – will provide an update on progress next week

A follow up meeting has been booked for Tuesday at 12pm.

I will be in touch beforehand if there are other results to share.

Cheers

Pete

From: Steele, Peter
Sent: Friday, 23 August 2019 9:21 AM
To: Zorzi, Denis <Denis.Zorzi@act.gov.au>; Sturman, Judith <Judith.Sturman@act.gov.au>; Flanery, Fleur <Fleur.Flanery@act.gov.au>; Curtin, Nikki <Nikki.Curtin@act.gov.au>; 'klaus.pinkas [redacted] <klaus.pinkas@ [redacted] Cockburn, Richard <Richard.Cockburn@act.gov.au>; Oreskovic, Peter <Peter.Oreskovic@act.gov.au>; NEDDRIE, Scot (ACTION) <Scot.NEDDRIE@act.gov.au>
Cc: Honeyman, Peter <Peter.Honeyman@act.gov.au>; Howard, Malcolm <Malcolm.Howard@act.gov.au>; Weatherall, Geoff <Geoff.Weatherall@act.gov.au>; Drayton, Jehani <Jehani.Drayton@act.gov.au>
Subject: RE: Meeting Notes - Weekends - Shifts for review and discussion

UNCLASSIFIED

All,

The attached are the run times that have been used to develop the shifts.

There are notes from Jehani where she has made changes to the run times on common route corridors, taking the timings that were provided by the Tuggy delegates.

Cheers

Pete

From: Zorzi, Denis <Denis.Zorzi@act.gov.au>
Sent: Friday, 23 August 2019 3:48 AM
To: Steele, Peter <Peter.Steele@act.gov.au>; Sturman, Judith <Judith.Sturman@act.gov.au>; Flanery, Fleur <Fleur.Flanery@act.gov.au>; Curtin, Nikki <Nikki.Curtin@act.gov.au>; 'klaus.pinkas [redacted] <klaus.pinkas [redacted] Cockburn, Richard <Richard.Cockburn@act.gov.au>; Oreskovic, Peter <Peter.Oreskovic@act.gov.au>; NEDDRIE, Scot (ACTION) <Scot.NEDDRIE@act.gov.au>
Cc: Honeyman, Peter <Peter.Honeyman@act.gov.au>; Howard, Malcolm <Malcolm.Howard@act.gov.au>; Weatherall, Geoff <Geoff.Weatherall@act.gov.au>; Drayton, Jehani <Jehani.Drayton@act.gov.au>
Subject: Re: Meeting Notes - Weekends - Shifts for review and discussion

Hi Pete
Were are the timing breakdowns
You promised us

Get Outlook for Android

From: Steele, Peter <Peter.Steele@act.gov.au>
Sent: Friday, August 23, 2019 12:30:11 AM
To: Sturman, Judith <Judith.Sturman@act.gov.au>; Flanery, Fleur <Fleur.Flanery@act.gov.au>; Curtin, Nikki <Nikki.Curtin@act.gov.au>; 'klaus.pinkas@ [redacted] <klaus.pinkas@ [redacted] Zorzi, Denis <Denis.Zorzi@act.gov.au>; Cockburn, Richard <Richard.Cockburn@act.gov.au>; Oreskovic, Peter <Peter.Oreskovic@act.gov.au>; NEDDRIE, Scot (ACTION) <Scot.NEDDRIE@act.gov.au>
Cc: Honeyman, Peter <Peter.Honeyman@act.gov.au>; Howard, Malcolm <Malcolm.Howard@act.gov.au>; Weatherall, Geoff <Geoff.Weatherall@act.gov.au>; Drayton, Jehani <Jehani.Drayton@act.gov.au>
Subject: RE: Meeting Notes - Weekends - Shifts for review and discussion

UNCLASSIFIED

Apologies – The version of the Belconnen Shifts has an error and is only the first shift.

This attachment is the full number of shifts

From: Steele, Peter
Sent: Friday, 23 August 2019 12:22 AM
To: Sturman, Judith <Judith.Sturman@act.gov.au>; Flanery, Fleur <Fleur.Flanery@act.gov.au>; Curtin, Nikki <Nikki.Curtin@act.gov.au>; 'klaus.pinkas@ [redacted] <klaus.pinkas@ [redacted] Zorzi, Denis <Denis.Zorzi@act.gov.au>; Cockburn, Richard <Richard.Cockburn@act.gov.au>; Oreskovic, Peter <Peter.Oreskovic@act.gov.au>; NEDDRIE, Scot (ACTION) <Scot.NEDDRIE@act.gov.au>
Cc: Honeyman, Peter <Peter.Honeyman@act.gov.au>; Howard, Malcolm <Malcolm.Howard@act.gov.au>; Weatherall, Geoff <Geoff.Weatherall@act.gov.au>; Drayton, Jehani <Jehani.Drayton@act.gov.au>
Subject: RE: Meeting Notes - Weekends - Shifts for review and discussion

UNCLASSIFIED

Colleagues,

Attached are a first cut of shifts for review and discussion.

These shifts are for Saturday only – shifts for Sunday will be made once we are happy with the parameters being used and if there are any other items we want to discuss.

The shift numbers for each depot are (for comparison) –

	Current Saturday	Proposed Saturday	Difference
Belconnen	130	96	-34
Tuggeranong	121	90	-31
Total	**251**	**186**	**-65**

The AMC services are within the Tuggy shifts.

The average shift length is between 7h33m and 7h49m.

Denis when you spoke to me today you requested a copy of the final run times – I will have those sent through after our meeting (I need to confirm which version is the final times with the team).

As we are in 496 we can also take the opportunity to go and speak with Geoff if there are any questions after the meeting.

Speak more in the morning,

Pete

From: Steele, Peter
Sent: Tuesday, 20 August 2019 7:34 PM
To: Sturman, Judith <Judith.Sturman@act.gov.au>; Flanery, Fleur <Fleur.Flanery@act.gov.au>; Curtin, Nikki <Nikki.Curtin@act.gov.au>; 'klaus.pinkas@[redacted] <klaus.pinkas[redacted] Zorzi, Denis <Denis.Zorzi@act.gov.au>; Cockburn, Richard <Richard.Cockburn@act.gov.au>; Oreskovic, Peter <Peter.Oreskovic@act.gov.au>; Honeyman, Peter <Peter.Honeyman@act.gov.au>; NEDDRIE, Scot (ACTION) <Scot.NEDDRIE@act.gov.au>
Subject: RE: Meeting Notes - Weekends

UNCLASSIFIED

All,

The scheduling team are continuing to work through Shift scenarios based on the high level concept and other inputs agreed (run times/break times).

The initial runs have not produced "good shifts" e.g. there are a lot of shorter shifts – which we've agreed aren't ideal.

Geoff and Jehani are going to stay focused on further shifts runs and we'd like to get back together by Friday to discuss the shifts.

In the mean time I will also be back in touch to discuss the infrastructure changes so we can keep those moving (including the Gungahlin changes we discussed Friday).

Any other issues can you please give me a call,

Pete

From: Sturman, Judith <Judith.Sturman@act.gov.au>
Sent: Tuesday, 20 August 2019 11:22 AM
To: Steele, Peter <Peter.Steele@act.gov.au>; Flanery, Fleur <Fleur.Flanery@act.gov.au>; Curtin, Nikki <Nikki.Curtin@act.gov.au>; 'klaus.pinkas@[redacted]<klaus.pinkas@[redacted]Zorzi, Denis <Denis.Zorzi@act.gov.au>; Cockburn, Richard <Richard.Cockburn@act.gov.au>; Oreskovic, Peter <Peter.Oreskovic@act.gov.au>; Honeyman, Peter <Peter.Honeyman@act.gov.au>; NEDDRIE, Scot (ACTION) <Scot.NEDDRIE@act.gov.au>
Subject: Meeting Notes - Weekends

UNCLASSIFIED

All

Please find below notes from last Friday's Weekend Meeting

We will put an hour in on Thursday or Friday TBC

Status
Span of hours will stay the same - Minister
Klaus proposes leaving the Saturdays as is then thinning out the Sunday evening

Recruitment
118 applications after 4 weeks
ACTIONS:
- Functional drive on Saturday – 31 candidates through – 29 to interview
- Functional drive next Saturday – 48 planned
- Video for bus driver recruitment
- Social Media – paid and unpaid on social media
- Posters at interchanges etc.

Shifts
Review lengths of shifts
Timings appear to be good
Cribs to be labelled – built around 10 mins out of bus
Shift lengths
Include the Jail run
ACTIONS:
- Peter to arrange a meeting once the shifts are run – Tues/Wed
- Peter to provide the time segments to show crib break time out of bus
- All to review and start with base and use principles approach to modify (e.g. following current patronage travel peaks and span of hours)

OTHER ACTIONS
Prepare to funnel casuals onto weekends as numbers increase

Judith Sturman | Executive Group Manager Transport Canberra Operations
Phone: 02 620 **52639** |Mobile[redacted]| Email: **judith.sturman@act.gov.au**
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Level 2, 496 Northbourne Avenue, Dickson Canberra ACT 2601

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