



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 2019-074

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)	21 days
7. Decision made by Ombudsman	n/a
8. Additional information identified by Ombudsman	n/a
9. Decision made by ACAT	n/a
10. Additional information identified by ACAT	n/a



ACT
Government

Transport Canberra and
City Services

Mr [REDACTED]
[REDACTED]
[REDACTED]

ACT Legislative Assembly

Email: [REDACTED]@parliament.act.gov.au

Dear Mr [REDACTED]

Freedom of information request: Reference – 19-074

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 6 August 2019, in which you sought access to:

- all the documents prepared for or utilised during the 2019-20 Estimate hearings, and other documents related to Estimates hearings such as correspondence regarding the preparation of briefs and requests for briefs by Ministers.

Following clarification with TCCS in relation to the documents prepared for the Estimates hearings you agreed to revise your access application on 22 August 2019 to:

1. the Question Time Briefs (QTBs) which were collated for Estimates; and
2. the directions from the Minister, the Minister's office, or any other high-level ACT Government employees about the preparation of briefs or requests for no brief.

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 FOI Act.

TCCS was required to provide a decision on your access application by 2 August 2019. Thank you for agreeing to an extension of 3 September 2019.

Decision on access

Part 1

I have identified 59 Question Time Briefs that were collated for the Estimate hearings. As the information is in the public interest to release, I have decided to release documents referenced 1-8 and 10- 59 to you in full.

I have decided to provide partial access to document 9. As an Information Officer, I am required to decide where, on balance, public interest lies under the test contained in section 17 of the Act. As part of this process I must consider public interest factors favouring the disclosure or non-disclosure of information.

Statement of Reasons

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

Factors favouring disclosure (Schedule 2.1 (a))

- (i) promote open discussion of public affairs and enhance the government's accountability;
- (viii) reveal the reasons for a government decision and any background or contextual information that informed the decision; and
- (iv) ensure effective oversight of expenditure of public funds.

Factors favouring nondisclosure in the public interest (Schedule 2.2(a))

- (xi) prejudice trade secrets, business affairs or research of an agency or person.

I have removed specific detail about agreement variations contained in Item 9 in relation to project variations for Light Rail Stage 1. The information removed covers the business affairs between the Territory and third parties. Release could prejudice an open and trusting relationship between TCCS and a business partner even if the information, of itself, is not prejudicial. It is not in the public interest to disclosed except to the extent that information has already been assessed and is available as published on the ACT Contracts register. The ACT contracts register can be found at <https://tenders.act.gov.au>.

Part 2

In relation to part 2 of your request, I have identified one document. This document is an email from the Directorate Liaison Officer specifying the briefs to be prepared for Estimates. I have decided to release this document to you in full.

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, my decision and documents will be published in the TCCS disclosure log from 3 days after the date of this decision. Your personal details 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

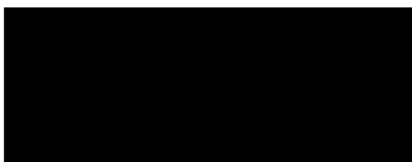
ACT Civil and Administrative Tribunal (ACAT) review

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

3 September 2019

FREEDOM OF INFORMATION REQUEST SCHEDULE

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

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

Information about what is published on open access is available online at: https://www.tccs.act.gov.au/about-us/freedom_of_information/disclosure-log

File No		WHAT ARE THE PARAMETERS OF THE REQUEST		
FOI – 19-074		Estimate hearings - QTBs		
Page number	Description	Status	Reason for non-release or deferral	
Minister Fitzharris QTB Docs				
Document 1/ pages 1	Light Rail Stage 1 – Launch	FULL ACCESS	All documents to be published	
2/ 2-3	Light Rail Stage 1 – Final Completion	FULL ACCESS		
3/ 4-9	Light Rail Stage City to Woden – Current Status	FULL ACCESS		
4/ 10-15	Integrated public transport network – patronage for buses and light rail	FULL ACCESS		

5/ 16 -19	Light Rail Safety	FULL ACCESS	
6/ 20-30	New Bus Network – School Services	FULL ACCESS	
7/ 31-33	New Bus Network – General issues identified in first fortnight of operations	FULL ACCESS	
8/ 34-35	New Bus Network – Bus Stop Removal	FULL ACCESS	
9/ 36-40	Light Rail Agreed Variations	PARTIAL ACCESS	Schedule 2.2 (a) (xi) prejudice trade secrets, business affairs or research of an agency or person
10/ 41	Underground Bus Interchange in City	FULL ACCESS	
11/ 42-43	Route 3	FULL ACCESS	
12/ 44-46	Transport Strategy	FULL ACCESS	
13/47	Oversight Brief ACT Fire and Rescue (ACTF&R) and Light Rail	FULL ACCESS	

14/ 48	New Transport Ad Campaign Costings	FULL ACCESS	
15/ 49	'No Child Left Behind' policy	FULL ACCESS	
16/ 50-51	Bus Fleet	FULL ACCESS	
17/ 52-53	Flexible Transport Buses/Special Needs Transport	FULL ACCESS	
18 / 54-56	Transport Canberra Enterprise Agreement	FULL ACCESS	
19/ 57-58	Ticketing: Integration Across Light Rail and Buses and Procurement of a New System	FULL ACCESS	
20/ 59-60	Bike Share	FULL ACCESS	
21/ 61-62	Ticketing: Integration Across Light Rail and buses and Procurement of a New System	FULL ACCESS	
22/ 63-66	Schools Program	FULL ACCESS	

Minister Steel QTB Docs				
23/ 67-68	Road Maintenance		FULL ACCESS	
24/ 69-70	Footpath Prioritisation and Upgrades		FULL ACCESS	
25/ 71-72	Traffic Calming Measures		FULL ACCESS	
26/ 73-75	Streetlights		FULL ACCESS	
27/ 76-77	Gundaroo Drive Duplication – Stage 1 Internal Audit – Final Report		FULL ACCESS	
28/ 78-79	Better Suburbs		FULL ACCESS	
29/ 80	Parking at Palmerston Shops		FULL ACCESS	
30/ 81-88	Dog Attacks		FULL ACCESS	

31/ 89-90	Dot Point Requests	FULL ACCESS	
32/ 91-94	Green Bins and FOGO Waste Service	FULL ACCESS	
33/ 95-97	Review of ACT Plastic Shopping Bags Ban	FULL ACCESS	
34/ 98-100	Waste-to-Energy	FULL ACCESS	
35/ 101-105	Street Trees	FULL ACCESS	
36 / 106-108	Waste Feasibility Study	FULL ACCESS	
37/ 109-111	Waste Levy in the ACT	FULL ACCESS	
38 / 112-114	Shopping Centre Prioritisation and Upgrades	FULL ACCESS	
39/ 115-117	Mowing, Cleaning and Maintenance of Public Assets	FULL ACCESS	

40/ 118-120	Graffiti and Vandalism	FULL ACCESS	
41/ 121-133	Animal Welfare and Management	FULL ACCESS	
42/ 134-137	Landfill Expansion, Rehabilitation and Closure	FULL ACCESS	
43/ 138-139	Southern Memorial Park and Woden Cemetery	FULL ACCESS	
44/ 140-144	Playground Strategy/Works Program	FULL ACCESS	
45/ 145-150	Revitalising Town Centres	FULL ACCESS	
46/ 151-154	Worksafe at the MRF	FULL ACCESS	
47/ 155-156	Summary of Responses and Key Themes from the Cemeteries and Crematoria ACT Survey	FULL ACCESS	
48/ 157-158	Investigation into Missing Ashes at Norwood Park	FULL ACCESS	

49/ 159-160	Monash Drive	FULL ACCESS	
50/ 161	Recycled material road resurfacing	FULL ACCESS	
51/ 162	War Memorial's Car Park Proposal	FULL ACCESS	
52/ 163-165	Incident Involving Mimosa the Alpaca	FULL ACCESS	
53/ 166-168	Capital Recycling Solutions Fyshwick	FULL ACCESS	
54/ 169-170	Cat Containment	FULL ACCESS	
55/ 171	Hall Recreational Track/Recreational Enhancements	FULL ACCESS	
56/ 172	Bulky Waste Collection	FULL ACCESS	
57/ 173-174	Single Use Plastics	FULL ACCESS	

58 / 175-177	Water Quality	FULL ACCESS	
59/ 178-182	Recycling of Solar Panels (Photovoltaic)	FULL ACCESS	
60/ 183	Email Subject – Request for Estimates Briefs	FULL ACCESS	

182 pages



QUESTION TIME BRIEF

Portfolio: Transport

ISSUE: Light Rail Stage 1 – Launch

Talking points:

- The first trip on light rail was on 18 April 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 – with PCYC – a fundraising sausage sizzle.
- The final cost of the launch is still being calculated, but 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.
- A modest amount, around \$35,000 was spent on musicians and street entertainers to keep people amused while they waited to ride light rail.
- Total costs associated with community event activities are not expected to exceed \$300,000. Unavoidable crowd safety, queue management and traffic management activities are also not expected to exceed \$300,000.
- The success of the launch shows how invested the community is in the future of Canberra with an excellent public transport network to protect our liveability.
- While light rail is a new concept for many people, the positive feedback we've received tells us that we are on the right track in improving the connectivity and liveability of our city. Canberra is now better connected with the light rail route from Gungahlin to City, and work is underway to extend the light rail to Woden, completing the north-south spine of the light rail network.

Cleared as complete and accurate:	31/05/2019	
Cleared by:	Executive Director	Ext: 75716
Contact Officer name:	Ashley Cahif	
Lead Directorate:	Transport Canberra and City Services	



QUESTION TIME BRIEF

Portfolio/s: Transport

ISSUE: LIGHT RAIL STAGE 1 – FINAL COMPLETION

Talking points:

- On 17 April 2019 Canberra Metro achieved Services Completion under the Project Agreement and operations commenced on 18 April 2019.
- The Light Rail System was opened to the public on 20 April 2019, with the Light Rail Launch.
- Upon contract signing the Government had secured a contract with a design and construction cost of \$707 million.
- The final cost for Stage 1 has come in at approximately \$675 million – a saving of \$32 million from the contract and \$108 million from the estimate in the business case.
- This lower than anticipated cost by itself means the benefit cost ratio will increase to at least 1.3, rather than the original, conservative estimate of 1.2.
- Although operations have commenced a number of items of construction work remain to be completed by Canberra Metro.
- This is consistent with the Project Agreement framework which has two progressive milestones:
 - Services Completion – whereby passenger services can commence with Remaining Works and minor Defects outstanding; and
 - Final Completion – whereby all works have been completed and all defects rectified.
- Consistent with this framework, a number of items of non-completed civil construction, re-work, final solutions where a temporary solution has been identified (for example, where the permanent solution involves a long lead item) and non-operationally necessary systems forms Remaining Work and is currently being undertaken by Canberra Metro.
- Key items of work being carried out to achieve Final Completion include:
 - Temporary fencing – at various mid-block and intersection crossings, there is temporary fencing . The temporary fencing will ensure

Cleared as complete and accurate:	03/06/2019	
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QUESTION TIME BRIEF

pedestrian safety and will remain until the final handrail solution is implemented.

- Passenger WiFi – currently the ‘track to train’ signalling system is being finalised. The most recent version has raised some issues in relation to the traffic signal priority that the LRVs require in order to achieve journey time. Canberra Metro has implemented a temporary solution while this is being remedied, by reverting to a previous version that achieved signal priority but was not able to supply passenger WiFi. Due to the importance of journey time and priority, it was agreed that priority be achieved at the temporary expense of passenger WiFi; and
- Incomplete civil work – some items of non-essential civil work which could be completed while services are running was deferred until after passenger services commenced to allow Canberra Metro to devote resources to civil work that must be completed in order to commence revenue services and works that cannot be carried out while services are running. This resulted in several areas of visibly incomplete work such as asphaltting, line marking and kerbing.
- TCCS is working closely with Canberra Metro to deliver these works in a timely manner to allow Final Completion to occur.
- The Project Agreement states that the Date of Final Completion is 120 days after the date of Services Completion. However, the Date of Final Completion is the actual date that Final Completion has been certified by the Independent Certifier as having been achieved.

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QUESTION TIME BRIEF

Portfolio: Transport

ISSUE: Light Rail Stage City To Woden – Current Status

Talking points:

- We are already seeing Canberrans embrace light rail as a modern, frequent way to travel within our growing city.
- We are actively working to deliver light rail from Gungahlin to Woden, which will continue to transform our public transport system into an attractive integrated transport network for our growing city.
- We need to invest now so that we can easily move an extra 100,000 Canberrans before increasing congestion impacts Canberra's liveability.
- Last year's Commonwealth Inquiry helped clarify the approval process for the City to Woden project and indicated that we may get to Woden sooner if we re-examined our proposed route through the national area.
- We have re-examined all potential routes in the national area for network connectivity, passenger numbers, traffic, environment and heritage impacts as well as the complexity of approvals required.
- We have considered all options to ensure we can deliver light rail to Woden and it is clear we may get to Woden sooner via State Circle East.
- We will receive clarity on the heritage considerations in the national area by referring the project for assessment under the Commonwealth's Environment Protection and Biodiversity Conservation Act (EPBC Act) .
- Transport Canberra continues to actively engage the community and stakeholders on the City to Woden light rail project most recently at the light rail launch, Multicultural Festival, Enlighten, AFL at Manuka Oval, and the Seniors Expo.
- We continue to work with the NCA on its proposal to explore the future of the Commonwealth Avenue bridge. At present the ACT Government is assuming a new light rail bridge will be built between the existing structures. However, as the NCA has received funding to assess works required to the existing bridges, and as light rail to Woden will need to cross the lake, it makes sense to work collaboratively to ensure the best outcome for all parties is achieved.

Cleared as complete and accurate:	03/06/2019	
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Contact Officer name:	Catherine Russell	
Lead Directorate:	Transport Canberra and City Services	



QUESTION TIME BRIEF

Key Facts City to Woden:

Journey frequency and time	Passenger modelling by 2036
<ul style="list-style-type: none"> • 23-28 minutes (depending on route) • every 6 minutes (peak) • 24 kilometres 	<ul style="list-style-type: none"> • Each day – 39,000 passengers* • 600 + different journeys <p style="text-align: right;">*Gungahlin to Woden</p>
Delivery timing (indicative)	Trees for renewal
<ul style="list-style-type: none"> • Planning and Approvals 2019-2021 • Construction 2022-2025 • Operations 2025 <p>*route dependent</p>	<ul style="list-style-type: none"> • Commonwealth Avenue – 28 • Kings Avenue – 40 <p>*route dependent</p>

Benefit cost ratio (BCR)

- The BCR is just one measure the government will consider when deciding on further commitments to the network. It is not the sole factor in the ACT Government's decision making process. The ACT Government sees City to Woden light rail as a city-shaping project, not just a transport solution.

ROUTE CHANGE

Last year's Commonwealth Inquiry indicated that we may get to Woden sooner if we re-examined our proposed route through the national area.

- We have re-examined all routes in the national area for network connectivity, passenger numbers, traffic, environment and heritage impacts as well as the complexity of approvals required.
- We have considered all options to ensure we can deliver light rail to Woden as soon as possible and it is clear we may get to Woden sooner via State Circle East.
- We will seek assessment under the Environment Protection and Biodiversity Conservation Act to inform our final decision on the route through national land.

STATE CIRCLE ROUTE

We may get to Woden sooner, if we consider connecting light rail via State Circle East

- City to Woden via State Circle East on the inter-town transport route provides 'in-principle' approval for public transport under the National Capital Plan
- City to Woden via State Circle East may not deliver the same kind of commuter or tourist patronage as the route via Barton

Cleared as complete and accurate: 03/06/2019
 Cleared by: Executive Director Ext: 70058
 Information Officer name: Pam Nelson
 Contact Officer name: Catherine Russell
 Lead Directorate: Transport Canberra and City Services



QUESTION TIME BRIEF

- City to Woden via State Circle East may be a faster journey time yet light rail patronage is not just driven by journey time but by the destinations available along a given route.

INTEGRATED TRANSPORT

We are building an integrated transport network to move more people, more often and provide more transport choices

- We need to move an additional 100,000 people in the next 10 years by bringing transport choices closer to where they live, work, study and play.
- Light rail is becoming a key part of our transport network delivering more capacity, frequency and reliability north-south and east-west.

WORKING TOGETHER

We have been working with the National Capital Authority since 2016 on the City to Woden light rail project

- The Commonwealth Inquiry report indicated the inter-town transport route would provide 'in-principle' approval of a light rail route via State Circle not the National Capital Authority.
- The Australian Parliament approved the inter-town transport routes in 2016 in the National Capital Plan which also aspires to reduce car dependency.

HERITAGE

The ACT Government is acutely aware of the national significance of many locations along the City to Woden route, particularly within the Parliamentary Zone.

- Any route through national land would require a referral under the Environment Protection and Biodiversity Conservation Act (*EPBC Act*).
- A formal assessment under the EPBC Act is a rigorous and well-established Commonwealth process to manage heritage significance.
- We continue to work closely with light rail vehicle providers as they develop wire-free technology, this will be a key feature of the City to Woden route as we seek to minimise visual impacts in areas of national significance.
- A recommendation in the Commonwealth Inquiry to refer all Works Approval Applications to the Joint Standing Committee may create unnecessary delays yet we will work this through with the National Capital Authority.

CROSSING THE LAKE

The most convenient and viable way to cross Lake Burley Griffin is via a dedicated bridge in the centre of Commonwealth Avenue Bridge.

- The ACT Government intends to enhance the public realm, including a safe, viable and convenient centre bridge on Commonwealth Avenue.

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QUESTION TIME BRIEF

- The ACT Government will consider the Committee's design recommendations in the ongoing design process, ensuring that any bridge design meets safety and design standards.
- The ACT Government is working collaboratively with the NCA on its proposal to explore the future of the Commonwealth Avenue bridge.

TREES

The ACT Government intends to enhance the public realm, including through appropriate tree plantings and landscaping.

- New landscaping, including trees would be planted as part of the light rail corridor as directed from the National Capital Authority's landscaping strategy that is currently under development.
- It is estimated that 28 to 34 trees would need to be removed on Commonwealth Avenue, many of which have been identified as in poor health.
- Investigations are underway as to the number of trees that may need to be removed to support a route via State Circle to the east or the west.

INCLUSIVE & INTEGRATED

- The first corridor between Gungahlin and Woden via the City and the Parliamentary Zone will form the backbone of the network, linking activity centres north and south.
- Next the east-west corridor will be built operating between Belconnen and the Airport and other network extension.
- Nearly 100 years ago, Walter Burley Griffin envisaged a city with a north-south transit spine like the Gungahlin to Woden route.
- Connection to work, family, learning, communities and attractions will come through light rail. Light rail will be an attractive, reliable and convenient public transport choice linking to rapid bus services and active travel options like cycling, park and ride and walking.
- Light rail corridors deliver enhanced pedestrian and cyclist connections, improved safety and walkability of key precincts like Woden, Gungahlin, Civic and the Parliamentary Triangle.

GROWTH & CONGESTION

We are planning for our cities growth with transport infrastructure before increasing congestion impacts Canberra's liveability

- Canberra will have a population of half a million by 2030.
- We know that if we do nothing the cost of congestion in the ACT will increase from \$208 million per annum in 2011 to \$703 million per annum in 2031.
- ACT Government is delivering an integrated public transport network that ensures Canberra's liveability – as a destination of choice to live, work, visit and invest.

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QUESTION TIME BRIEF

BENEFITS

Light rail will deliver significant benefits from Gungahlin, through the City, Parliamentary Zone and to Woden.

- Light rail will assist in revitalising Commonwealth Avenue and help deliver the nationally significant boulevard that is intended in the National Capital Plan.
- Light rail will provide an attractive alternative to the car for the 195,000 people who will work and nearly 75,000 who will live or study within 800 metres of the City to Woden corridor 2036.
- Gungahlin to Woden via Barton route will support the 16,000 people who currently work in the Parliamentary Zone while connecting over 50 hotels, 5 educational institutions, 10 retail and entertainment precincts and 20 employment centres.
- Light rail via Barton route will support the projected employment increases within the Parliamentary Triangle without adding to traffic congestion.
- Light rail will better connect the significant student and academic population of the Australian National University as well as City West and future City Hill and West Basin residential, business and employment community to the north and the south of Canberra.
- Introducing a new generation of tree plantings, replacing existing trees that are in poor health with suitable species will refresh the boulevard while respecting the existing character and heritage of the area.
- Urban design will improve the pedestrian and cyclist connections, safety and walkability of key precincts like Woden, Gungahlin, Civic and the Parliamentary Triangle.
- Light rail via the preferred Barton route will make it easy for the 3.4 million visitors to the Parliamentary Zone to access the national institutions and attractions.
- Reliable and attractive public transport will relieve congestion where Gungahlin to the City operates every 6 minutes with a travel time of 24 minutes and City to Woden via Barton route operates every 6 minutes (in peak) with a travel time of under 30 minutes, 7 days a week and with longer operating hours than bus services.

Staying informed/future consultation

Light rail in Canberra has been the subject of substantial community discussion over many years and that conversation continues.

- We anticipate at least two (2) formal community and stakeholder consultation activities over the next two years supporting the various environment, design and heritage approvals.
- Canberrans can stay informed of Light Rail: Gungahlin to Woden via yoursay.act.gov.au.

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QUESTION TIME BRIEF

- Transport Canberra continues to actively engage the community and stakeholders on the City to Woden light rail project most recently at the light rail launch, Multicultural Festival, Enlighten, AFL at Manuka Oval, and the Seniors Expo.

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Information Officer name: Pam Nelson
Contact Officer name: Catherine Russell
Lead Directorate: Transport Canberra and City Services

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 seven weeks of the new public transport network, there were over 3.3 million boardings recorded on bus and light rail services in Canberra, and over 2.4 million journeys.
- Journeys on public transport are 11% higher over the first seven weeks of the new network than over the same period in 2018.

Travel after Free travel Period*

*Although too early to make reliable comparisons on the post free travel period results, early indications still demonstrate an increase in use of public transport versus the same period last year.

- Compared to the same 3 week period last year – journeys are up by about 7.7%, that is 65,383 actual increase in journeys. Boardings are up by 12%. That is an increase of 132,779 boardings.
-
- Light Rail boardings on weekdays during the free travel period reached 17,297, dropping slightly to around 15,000 per day after the free travel period.
-
- Data shows there has been at least 3000 more journeys per day compared with the same time last year.
- We are also seeing record numbers of Canberrans purchasing a MyWay card, including seniors.

Cleared as complete and accurate: 20/06/2019
Cleared by: Executive Director Ext: 75716
Information Officer name: Ash Cahif

Lead Directorate: Transport Canberra and City Services

QUESTION TIME BRIEF

- While we understand that the new network poses challenges for some Canberrans, there are more customers, more often using the new integrated public transport network which is what it was designed to do.

If asked...what about weekend patronage?

- I am particularly pleased to see that Canberrans have been coming out in droves to use public transport on weekends.
- The ACT Government has delivered huge improvements to weekend services, with the more frequent services, longer operating hours and the same routes every day of the week.
- It is clear that this was the right approach for our community, with 48% more journeys on public transport recorded over the first seven weekends of the new network, compared with the same weekends in 2018.
- That is, there were over 6200 more journeys each Saturday and Sunday compared with the same time last year and another 87,806 journeys made on weekends over the same period.
- This outstanding result demonstrates that the Government's assessment that Canberrans would use weekend services if they were provided was correct.

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.
- I am delighted to be able to inform the Assembly that boardings on light rail for the first four weeks were around 10% higher than this, with an

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Lead Directorate: Transport Canberra and City Services

QUESTION TIME BRIEF

average of more than 17,000 boardings each weekday since the new network commenced on 29 April 2019.

- Indeed, during the interpeak period on weekdays, the number of boardings has been over 6,500 on average during the first two weeks of the new network. This is close to the level estimated in the business case forecast for 2031.
- Preliminary data from the first week of paid services shows a reduction in travel during the day, however, peak travel remains high suggesting that the convenience and reduced travel time of the light rail service still makes it the mode of choice for commuters.
- The Government looks forward to extending light rail to Woden, and further expanding the network in the future, 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.
- Over the first seven weeks of the new network, the number of journeys made by school students on Transport Canberra services increase by 3.2% - this is equivalent to more than 18,000 extra journeys by school students in just seven weeks.
- More school students are using public transport on both school days and non-school days, with. Over the first seven weeks of the new network, the number of journeys made by school students on school days was 0.44% higher than in the same period in 2018.
- I am also delighted to say that we have seen an extraordinary increase in school students using public transport on weekends and public

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QUESTION TIME BRIEF

holidays, with journeys by school students up 70% over the first seven weeks of the new network.

- This outstanding result demonstrates that the Government's assessment that Canberrans would use weekend services if they were provided was correct.
- While some students are changing buses more, this has been offset by other students who are now able to make a direct trip.
- Overall, the ratio of boardings to journeys by school students since the new network started has been about 1.30, compared with 1.21 during the same period in 2018.
- Early analysis indicates there has been less than a 10% increase in the proportion of students that transfer as part of their journey.
- The vast majority of school students using public transport are still catching a single bus or light rail vehicle as part of their journey, although some students are still changing buses as part of a journey, as they always have.
- Under the new network, about 76% of all boardings by school students were on general network services, with only 24% of boardings on dedicated school bus services.

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.
- While more Canberrans are changing between buses or between buses and light rail than before, this change has been modest.

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- Overall, the ratio of boardings to journeys since the new network started has been about 1.36, compared with 1.30 during the same period in 2018.
- Early analysis indicates there has been less than a 6% increase in the proportion of customers making a transfer as part of their journey
- The vast majority of customers are still catching a single bus or light rail vehicle as part of their journey, although some are changing buses as part of a journey, as they always have.

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**Background –
patronage statistics**

**First seven weeks of new network compared with same
time in 2018**

	Boardings (every time someone gets on a vehicle, including the changes made across bus/light rail to complete a journey)	Journeys (a whole trip, which may include more than one boarding/change eg: home to work)	Average number of boardings per journey (the average number of changes made across bus/light rail to complete a journey)
30 April to 17 June 2018	2,848,344	2,190,116	1.30
29 April to 16 June 2019	3,304,936	2,429,696	1.36

Weekend patronage compared with same time in 2018

	Boardings (every time someone gets on a vehicle, including the changes made across bus/light rail to complete a journey)	Journeys (a whole trip, which may include more than one boarding/change eg: home to work)	Average number of boardings per journey (the average number of changes made across bus/light rail to complete a journey)
30 April to 17 June 2018 (weekends only)	249,407	182,905	1.36
29 April to 16 June 2019 (weekends only)	362,258	270,211	1.34

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QUESTION TIME BRIEF

Portfolio: Transport

ISSUE: Light Rail Safety

Construction Safety

- Canberra Metro continue to promote a safe working environment on the light rail project, with specific actions, toolbox talks, safety bulletins and campaigns to attempt to reduce the number and frequency of incidents.
- As Canberra's largest project with over 700 people engaged at times, safety incidents remain an area where ongoing diligence is required by all parties to minimise serious incidents and the root cause of these.
- The total number of Safety incidents up to end of April 2019 is 414 (as reported by Canberra Metro). A partial breakdown of incidents is provided in the table below. First aid treatments on site have not been included in the number of injuries reported as they are generally minor in nature; but they are included in the total number of Workplace Health and Safety (WHS) Incidents.

No of WHS Incidents	414
No of Injuries reported (Medical treated by provider & Alternate Work assigned)	25
No of Workers Compensation Claims	4
No of Work days Lost (Lost Time Injury) Estimate	89
No of Electric Shocks	1

- For significant safety incidents, Canberra Metro undertakes an internal investigation and institutes corrective action to address issues.

Safety Incidents

- Landscape worker was observed on the back of a utility tray distributing mulch to the tree bases planted adjacent to a bicycle path adjacent to Northbourne Avenue. The vehicle moved

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QUESTION TIME BRIEF

progressively to the next trees with the worker remaining in the back of utility exposing the worker to a risk of fall. Worker and driver suspended with accountable culture review conducted. No injury to workers.

- During night shift, to install Traffic Signal Loops at the Intersection of Gould and Elouera, a member of the public has confronted the work group with a kitchen knife. Workers diffused the situation, packed up their equipment and left site. Incident was notified to police and OCC. Workers offered counselling if required. No reported Injuries.
- South- Elouera and Gould Intersection: The early works risk assessment considered the track slab design (P31), the CSR design (P34) and the drainage design (33). Drainage works were not undertaken at Elouera and Gould however changes to packages 31 and 34 resulted in:
 1. The introduction of a new “Table 2 – Subgrade Treatment at Road Intersections” rendered the superseded “Table 1 – Subgrade Treatment”, in which the Elouera and Gould intersection was built to, non-compliant
 2. The abovementioned table introduces a compulsory 300mm SMZ layer regardless of the CBR results not present in the superseded design.
 3. The alignment change to CSR 1 and CSR 2 to cater for TPS5 in Mort St rendered the CSR constructed under the Elouera and Gould intersection redundant; and
 4. The LMC blinding poured, through the changes highlighted in “point 1” above, is now considered non-compliant as a result of the non-conforming underlying layer.
 5. CMC propose to remove the LMC blinding “point 3” and rework the subgrade to observe points 1 and 2. The 100mm LMC blinding will either be reinstated as LMC or material with a CBR of over 60%.

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QUESTION TIME BRIEF

Project Safety Approach

- Design, construction and preparing for operations of the light rail project includes a range of safety assessments and certifications, detailed under a Safety Management Plan. This plan identifies safety commitments and the safety assurance systems that are in place.
- Significantly, the Safety Management System includes preparation and regular review of the Project Safety Risk Register for Design, Construction, Testing and Commissioning; and issue of Safety Assurance Statements demonstrating hazard identification and risk analysis has been conducted and matters addressed.
- Responding to compliance with relevant standards for road design the project is completing a Road Safety Audit for the system as constructed.
- The safety systems are subject to internal audit by Canberra Metro, review of the Safety Assurance deliverables by the Territory and the Project Independent Certifier and review by the Independent Safety Assessor.
- Independent regulation of project safety includes:
 - WorkSafe ACT – construction site safety;
 - Office of National Rail Safety Regulator (ONRSR) – an independent body enforcing safe rail operations;
 - Utilities Technical Regulator – review and certification of the system as safe to operate, including issue of a Provision of Service licence to enable operations.
- In order to achieve Services Completion, Canberra Metro obtained the approval and accreditation of the Independent Safety Assessor, ONRSR and the Utilities Technical Regulator.

Public Safety Campaign

- The Minister for Transport and City Services launched the 'Rail Ready' Light Rail Safety Program on 5 April 2018 before electrification of parts of the network and commencement of LRV testing.

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QUESTION TIME BRIEF

- Canberra Metro and the ACT Government have continued to promote light rail safety messaging through various forums, and engaged with local schools, sporting and community groups to assist in communicating the message.
- As an example, the Minister for Transport released a statement on 1 March 2019 to alert the community that LRVs have priority at intersections and the community should pay close attention to traffic signals.
- Canberra Metro are progressing further safety messaging and education on using light rail as the community adjust to the changes flowing from the introduction of light rail.

Speed limits for Light Rail

- Speed limits for the light rail along the alignment generally are the same as the general traffic posted speed limit for that road.
- Light rail has reduced speed limits at intersections, stops and near crossing points. Speed limits are reduced to 20km/h at Gungahlin (Hibberson Street) and Alinga Street stop, reflecting the higher pedestrian activity.
- Speed limits for light rail are reviewed by Office of National Rail Safety Regulator (ONRSR), considering the design of the light rail and applies a consistent approach on other light rail systems.

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TRIM Ref:

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.
- Over the first seven weeks of the new network, the number of journeys made by school students on Transport Canberra services increased by 3.3% - this is equivalent to more than 19,000 extra journeys by school students in just seven weeks.
- Over the first seven weeks of the new network, the number of journeys made by school students on school days was 0.53% higher than in the same period in 2018.
- There has been extraordinary increase in school students using public transport on weekends and public holidays, with journeys by school students up 70% over the first seven weeks of the new network.
- This outstanding result demonstrates that the Government's assessment that Canberrans would use weekend services if they were provided was correct.
- While some students are changing buses more, this has been offset by other students who are now able to make a direct trip.
- Overall, the ratio of boardings to journeys by school students since the new network started has been about 1.30, compared with 1.21 during the same period in 2018.
- Early analysis indicates there has been less than a 10% increase in the proportion of students that transfer as part of their journey.

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QUESTION TIME BRIEF

- The vast majority of school students using public transport are still catching a single bus or light rail vehicle as part of their journey, although some students are still changing buses as part of a journey, as they always have.
- Under the new network, about 76% of all boardings by school students were on general network services, with only 24% of boardings on dedicated school bus services.

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 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 st until 6.30pm.
- After the end of the free travel period there will be an assessment of whether there is an ongoing need for more frequent services at these times.

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- There have been around 14 adjustments to bus services made since the commencement of the new network, these are shown at Attachment A and have broadly 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 to make sure 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.

If asked...what engagement was there with schools before the new network started? How did Transport Canberra inform schools and parents of the changes?

- Transport Canberra engaged extensively with schools and parent groups prior to the commencement of the new network.
- The Directorate wrote to all schools on 5 March, 14 March and 10 April 2019 to ensure that schools, parents and students were aware of the

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changes and offer assistance in helping schools to understand and communicate the changes to their communities.

- Transport Canberra provided schools the detailed information available online about the changes, in order that they could be included in their newsletter to parents, including:
 - A bespoke school pack for each school, showing walking routes from bus and light rail stops, which routes stop at or near the school and what times those services run in the new network; and
 - An improved journey planner on the Transport Canberra website that for the first time includes dedicated school bus services, and allows parents and students to plan a door to door journey using public transport.
- Transport Canberra also met with a number of schools during this time, including Burgmann Anglican School and Daramalan College, building on previous consultation with schools across the city.
- I am pleased to say that many schools helped to get the message out to parents and students, for example by distributing information to parents by email or putting notices in school newsletters.
- This engagement has helped ensure that most students were aware of the changes to the network and knew how to get to and from school by public transport.
- This individual contact with schools also helped to identify a number of issues with specific services that Transport Canberra has since addressed or is now monitoring. This includes changes to the platforms used by bus services stopping on Macmillan Crescent outside St Edmund's College and St Clare's College.
- Since the new network commenced, Transport Canberra has again contacted all schools to ensure that they have information about the changes and to check in with them if there are specific issues with the new services.

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- As part of this process, Transport Canberra has continued to meet with schools and visit schools to observe first hand how students are using the new services, including at Good Shepherd Primary, Burgmann Anglican School, St Clare's College and St Edmund's College.

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 students who appear to need assistance, particularly younger students or those who may be using public routes or interchanges for the first time.
- In addition to these dedicated customer service staff, over 20 Transport Canberra and City Services staff have volunteered to help customers over the past few weeks, both in major interchanges like the City or Belconnen, and other smaller centres such as Coleman Court and Dickson.
- 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.

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- 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.

If asked...how has Transport Canberra managed students learning to navigate the new network?

- Transport Canberra drivers are trained to give the highest priority to the safety of school students and minors. In addition, the new customer service assistants were trained to ensure all students were approached where they appeared to need assistance.
- Understandably, with a whole new network, a number of students found themselves either on the wrong bus or at the wrong bus stop, or stayed on the bus beyond their intended stop the first few days of term.
- Transport Canberra has a well-established process for ensuring school students who run into problems are responded to as a priority and schools advised. This helps to ensure that information can get to parents and guardians as well, if need be.
- All student issues are reported through to Transport Canberra's Incident Management System by drivers, where they are passed on to field officers or customer service managers to act upon. A record is made of each event from beginning to end, which is held on a system that can be reviewed.
- In the first few days of the new network, a number of students did require assistance, with most staying on the bus and missing their stops or missing connections.
- Transport Canberra staff made operational decisions about how to respond to each of these issues, with responses including transferring the student to another service, transport officers transporting the student to school or arrangements being made to ensure the student was met by a parent or guardian.

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If asked...services for Radford College students?

- The new public transport network makes it easier for more students to get to and from Radford College.
- Radford College is serviced by four Rapid routes – R2, R3, R4 and R9 – as well as route 30 and school route 1056.
- This means that students can catch a bus directly to Radford College from interchanges at Dickson, Belconnen, Woden, Tuggeranong, the City, Kippax, and Barton, as well as suburbs in Belconnen, the Inner North, the Inner South and Gungahlin.
- Transport Canberra is continuing to work with Radford College to help parents and students adjust to the new network, especially from Woden Valley and Weston Creek.

If asked...services for Merici College students?

- Many students are choosing to catch light rail, with the school also served by route 31 as well as 8 school bus routes, each of which operate both morning and afternoon.
- This means that students can catch a bus or light rail directly to the school from interchanges at Belconnen, Gungahlin, the City and Dickson, as well as suburbs in Belconnen, Gungahlin and the Inner North.
- Transport Canberra is engaging with all schools and monitoring how students are using the new network.
- Students at Merici College will benefit from higher frequency light rail services between 3pm and 4pm on weekdays, and Transport Canberra is continue to make minor adjustments to services used by school students, where appropriate.

If asked...school services for students living in Gleneagles?

- Students living in Gleneagles attend a range of different schools. Based on analysis of MyWay ticketing data last year, Transport Canberra found that on a typical day there were around 44 students travelling to 11 different schools from Gleneagles.

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- The majority of these students are able to catch a dedicated school bus in the new network. Transport Canberra operates 9 school buses on 4 different routes to and from Gleneagles each school day, which students can use to travel to nine schools:
 - Marist College
 - Melrose High School
 - Namadgi School
 - St Anthony's Primary School
 - St Clare's College
 - St Edmund's College
 - St Mary Mackillop College (both campuses)
 - Trinity Christian School
 - Waniassa High School
- However, it is not feasible to provide a dedicated school bus service from every suburb to every school.

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Attachment A – changes to services made since release of timetable in March 2019

Date change made	Issue	Route number	Schools affected (if applicable)	Description of change
26 April 2019	Platform congestion at Tuggeranong Interchange	School route 2002 School route 2008	St Edmund's College St Clare's College	Buses changed to depart from Tuggeranong Interchange Platform 6, instead of Platform 7
26 April 2019	Platform congestion at Tuggeranong Interchange	School route 2041	Marist College Melrose High School	Buses changed to depart from Tuggeranong Interchange Platform 6, instead of Platform 7
30 April 2019	Students unable to board school bus on first day of new network due to high demand	School route 1038	St Francis Xavier College St Matthew's Primary	School route 1038 swapped from a standard bus to an articulated bus to meet higher than expected demand. On first day, Transport Canberra dispatched additional buses to St Francis Xavier to ensure students trying to use the service could get home. Minor adjustments to hours of duty for shifts 1207 and 2035.
30 April 2019			None	
6 May 2019	Higher than expected demand on route 20 from Burgmann Anglican School Forde Campus	Route 20	Burgmann Anglican School	Additional route 20 service added in the afternoon on school days to meet higher than expected demand. Service commences at Burgmann Anglican School Forde Campus and terminates at Burgmann Anglican School Valley Campus.
6 May 2019	Higher than expected demand on school route 1010 from Burgmann Anglican School Valley Campus.	School route 1010	Burgmann Anglican School	Additional school route 1010 service added in the afternoon on school days to meet higher than expected demand. Service commences at Burgmann Anglican School Valley Campus and travels through Forde, Bonner and Amaroo, including stopping at Burgmann Anglican School Forde Campus.

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QUESTION TIME BRIEF

Date change made	Issue	Route number	Schools affected (if applicable)	Description of change
6 May 2019	Higher than expected demand on route 20 service from Good Shepherd Primary and Amaroo School.	Route 20	Good Shepherd Primary School Amaroo School Neville Bonner Primary Burgmann Anglican School	One service on route 20 now commences at Good Shepherd Primary School, instead of Gungahlin Place. Service departs Good Shepherd Primary at 3.15pm, travelling to Gungahlin Place via Amaroo, Bonner and Forde.
6 May 2019	Rapid 9 services just missed connections to other services at Belconnen, leading to longer waiting times.	Rapid 9	Daramalan College	Start times of two Rapid 9 services from Watson to Belconnen via Dickson adjusted earlier to improve connections to other services at Belconnen and reduce waiting times.
6 May 2019	School bus was arriving at St Francis of Assisi Primary too early.	School route 2078 School route 2079	Calwell High Calwell Primary St Francis of Assisi Primary	Change to order in which students are picked up on route 2078 to ensure enough time for St Francis of Assisi students to make their way to the bus stop after school ends. Drivers on school route 2079 are now directed to wait at St Francis of Assisi until students board.
6 May 2019	Higher than expected demand on Rapid 2 service that diverts to St Edmund's College and St Clare's College.	Rapid 2	St Edmund's College St Clare's College	Rapid 2 service swapped from a standard bus to an articulated bus to meet higher than expected demand on this service.
6 May 2019	Higher than expected demand on Rapid 5	Rapid 5		Rapid 5 service swapped from a standard bus to an articulated bus to meet higher than expected demand on this service.
6 May 2019	Wheelchair access required on a route 31 service	Route 31		A route 31 service was swapped from a non-accessible bus to a wheelchair accessible bus, based on a specific request from a member of the public who required wheelchair access.

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QUESTION TIME BRIEF

Date change made	Issue	Route number	Schools affected (if applicable)	Description of change
6 May 2019	Wheelchair access required on a route 51 service	Route 51		A route 51 service was swapped from a non-accessible bus to a wheelchair accessible bus, based on a specific request from a member of the public who required wheelchair access.
6 May 2019	Timetable information not shown at some bus stops	Route 31 Route 55		Timetable poster printed and placed at bus stops at the Watson Terminus and City Interchange
8 May 2019	School service allowed too much time to make trip, and was arriving early	School route 1022	Daramalan College Merici College	School route 1022 was scheduled to depart Casey Market Town at 7.10am. Departure time changed to 7.40am, which still allows sufficient time for service to arrive before school starts.
8 May 2019	School service was dead running past a bus stop with students who wanted to use it.	School route 1001	St John Paul II College	School route 1001 was adjusted to start service one stop earlier on David Walsh Avenue.

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QUESTION TIME BRIEF

Portfolio: Transport

ISSUE: NEW BUS NETWORK – GENERAL ISSUES IDENTIFIED IN FIRST FORTNIGHT OF OPERATIONS

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 14 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 st until 6.30pm.
- After the end of the free travel period there will be an assessment of whether there is an ongoing need for more frequent services at these times.

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.

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QUESTION TIME BRIEF

- 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 some services now depart from Alinga St 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 14 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;

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- 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 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.

Cleared as complete and accurate: 03/06/2019
Cleared by: Executive Director Ext: 70058
Contact Officer name: Patrick Fischer-Reid Ext: 76349
Lead Directorate: Transport Canberra and City Services

TRIM Ref:



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:
 - some new bus stops being opened;
 - some bus stops moving;
 - the use of some 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
 - some bus stops being closed.
- Overall, prior to the 29 April 2019, there were 3040 bus stops in use in Canberra.
- There are now 2426 bus stops in use in Canberra, a net reduction of 614 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 67 bus stops that are only served only 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:	31/05/2019	
Cleared by:	Executive Director	Ext: 70058
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 stops former bus stops that were not in use in the ~~old~~ 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).

Cleared as complete and accurate:	31/05/2019	
Cleared by:	Executive Director	Ext: 70058
Contact Officer name:	Patrick Fischer-Reid	Ext: 76349
Lead Directorate:	Transport Canberra and City Services	



QUESTION TIME BRIEF

Portfolio: Transport

ISSUE: Light Rail Agreed Variations

- The Project Agreement for Light Rail Stage 1 provides for variations to the contract to be considered during the life of the agreement. The Project Agreement is based on the relevant Scope and Performance Requirements defined by the Territory, and the concept design submitted by Canberra Metro as part of the successful bid.
- Transport Canberra has agreed to a range of variations to the contract scope, that largely respond to changes in design during the detail design phase. Agreed variations to date are identified in the table below.
- All variations have been through approval processes agreed with Treasury.
- The variations are funded through the project's contingency.
- In comparison to other large, similar projects Transport Canberra has been very disciplined in minimising the number of project variations.
- Transport Canberra is continuing to consider proposed modifications to the project scope as works are continuing, in accordance with the relevant provisions of the Project Agreement. It is inappropriate to comment on these while they are the subject of commercial discussions between the parties.



Cleared as complete and accurate: 31/05/2019
Cleared by: Executive Director
Information Officer name:
Contact Officer name: Ashley Cahif Ext: 51212
Lead Directorate: Transport Canberra and City Services



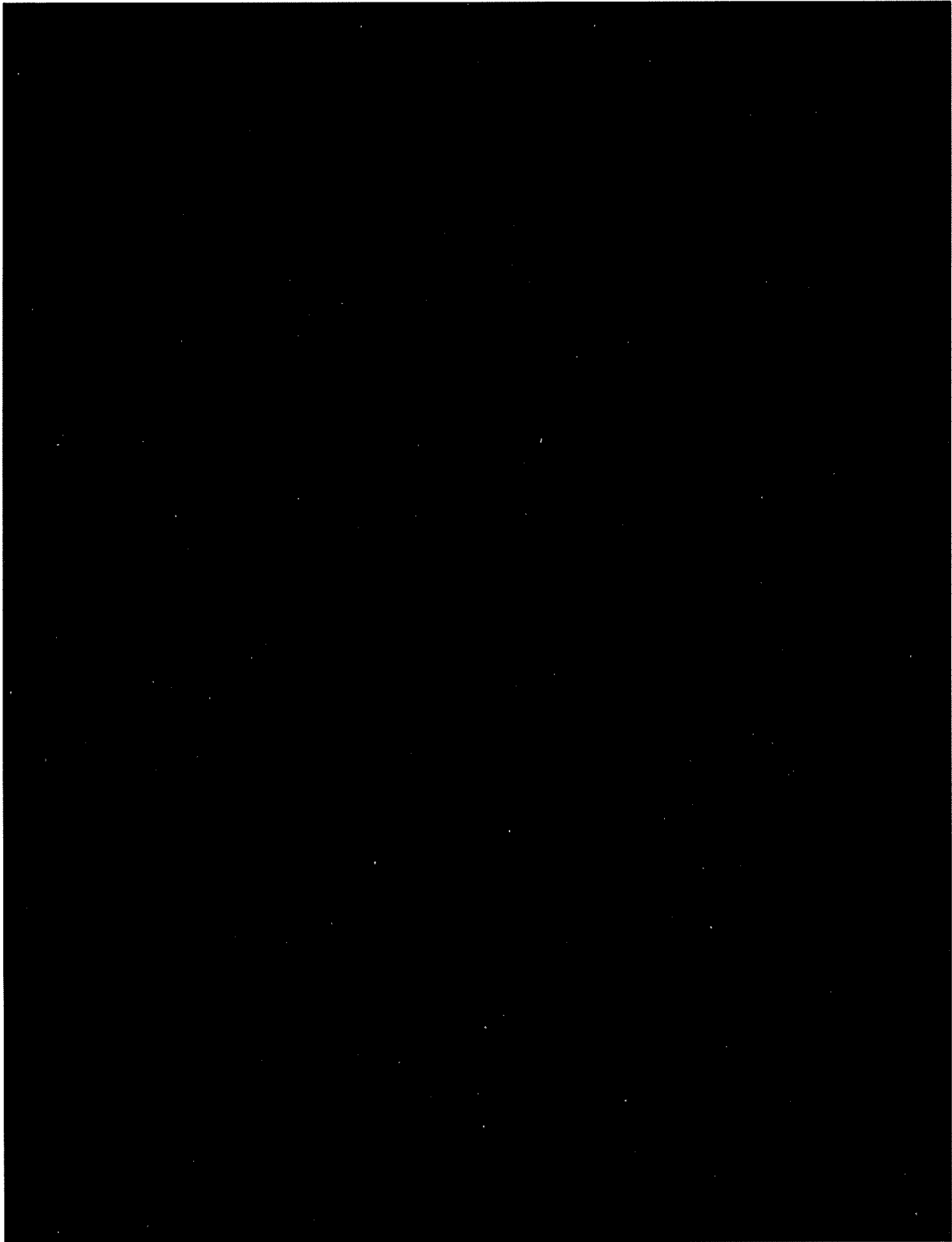
QUESTION TIME BRIEF



Cleared as complete and accurate: 31/05/2019
Cleared by: Executive Director
Information Officer name:
Contact Officer name: Ashley Cahif Ext: 51212
Lead Directorate: Transport Canberra and City Services



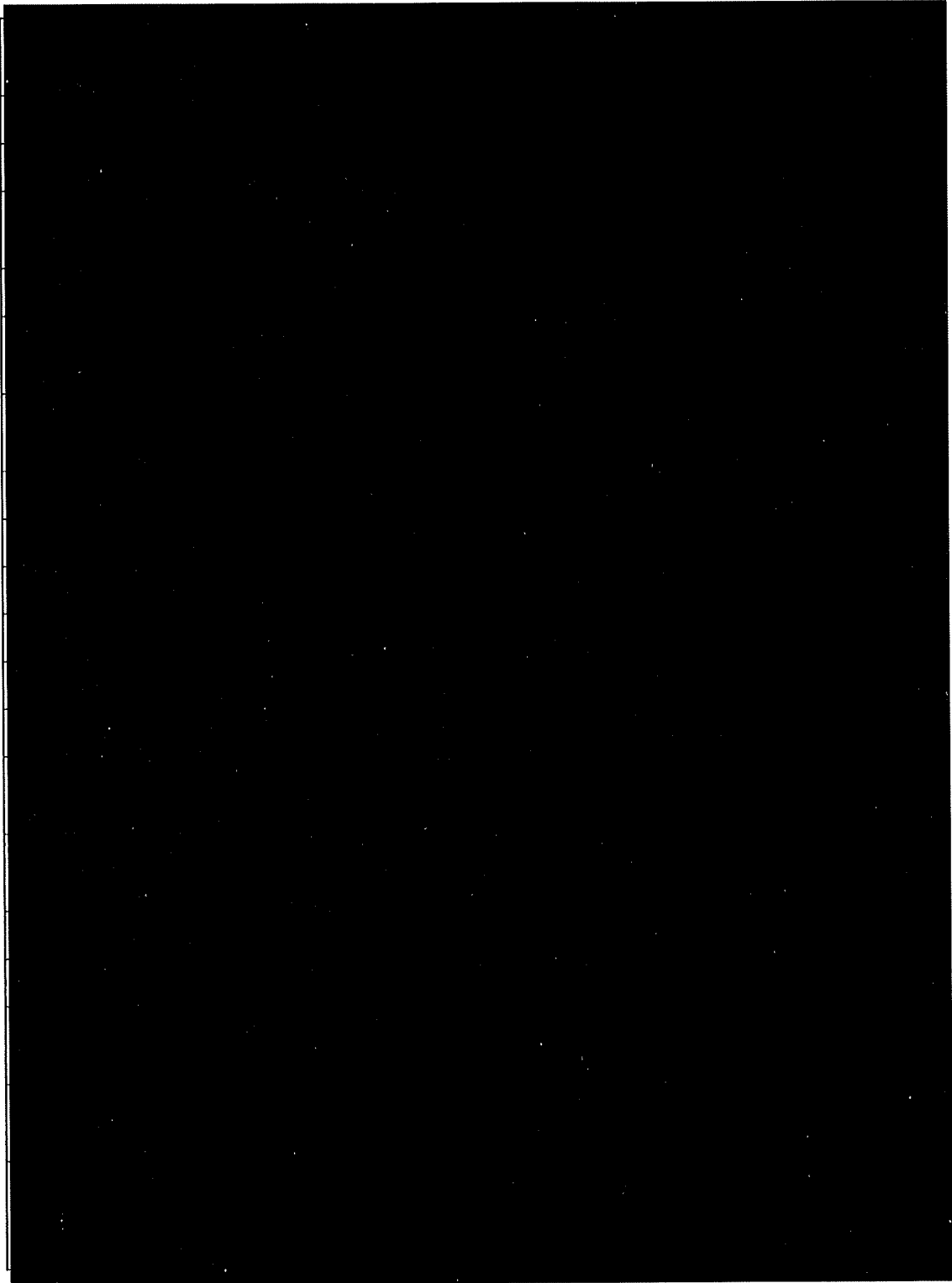
QUESTION TIME BRIEF



Cleared as complete and accurate: 31/05/2019
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Lead Directorate: Transport Canberra and City Services



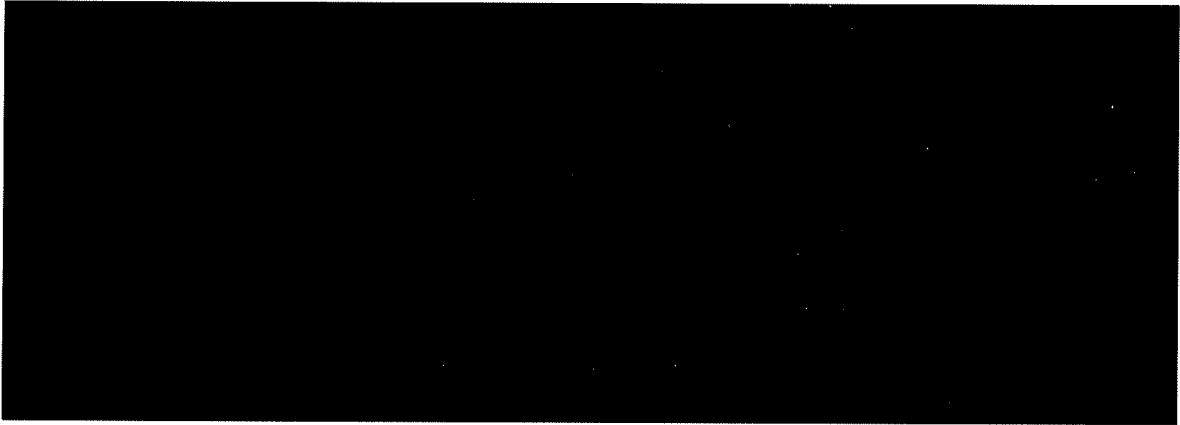
QUESTION TIME BRIEF



Cleared as complete and accurate: 31/05/2019
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Lead Directorate: Transport Canberra and City Services



QUESTION TIME BRIEF



Cleared as complete and accurate: 31/05/2019
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Lead Directorate: Transport Canberra and City Services



QUESTION TIME BRIEF

Portfolio: Transport

ISSUE: Underground bus interchange in City

Talking points:

- Transport Canberra recognises the integral role central interchanges play in providing an efficient and effective public transport system for our customers and our city.
- We are committed to ensuring that our current and any future city bus interchange enhances the efficiency of our network, provides a safe, accessible and simple experience for our customers, facilitates seamless transfer between modes, optimises economic opportunity and is complementary to the civic heart of our growing city.
- There are significant operational implications that would need to be addressed if the idea is to be potentially feasible.
- Transport Canberra will liaise with the City Renewal Authority through its process. Transport Canberra is interested to understand the outcomes of the City Renewal Authority's works.

Background:

- The City Renewal Authority are currently seeking proposals to undertake a Feasibility Analysis of the City Bus Interchange. Tenders closed on 13 December 2018.
- The project was awarded to GHD Woodhead.
- The project has commenced in March 2019 as the Civic Centre Transit Orientated Study (previously entitled: Civic Underground Bus Interchange Feasibility Study).
- The Analysis will look at the potential benefits and constraints of an underground bus interchange in the vicinity of London Circuit and Northbourne Avenue.

Cleared as complete and accurate:	31/052019	
Cleared by:	Deputy Director-General	Ext: 53842
Information Officer name:	Duncan Edghill	
Lead Directorate:	Transport Canberra and City Services	

Portfolio/s: Transport

ISSUE: Route 3

Talking points:

- The new public transport makes it easier for students to get around by public transport, every day of the week.
- We know that more students are using the new public transport network. In just the first seven weeks of the new network, compared with the same period in 2018, there was a:
 - 2.7% increase in public transport journeys by tertiary students, with almost more 1600 journeys by tertiary students each week; and
 - 18.8% increase in public transport journeys by tertiary students on weekends.

ANU

- The new public transport network makes it easier for more students to get and from ANU, every day of the week.
- The ANU is serviced by Rapids 2, 3, 4, 6, 7 and 10 on the fringe of the campus, in addition to several local and peak bus routes, and light rail services at the City Interchange.
- This means that there will be a bus or light rail vehicle every 30 seconds in peak times to get ANU students and staff to and from the campus.
- Previously, about 90% of students customers travelling to and from the ANU already used Rapid stops at the fringes of the campus, and services to these stops have improved with more frequent and reliable services, seven days a week.
- The Government has no plans to operate a bus service similar to the former route 3 in the future.
- However, Transport Canberra is continuing to work with the ANU to make sure that students know what services are available to them, including ANU operated shuttle services within the campus.

Cleared as complete and accurate:	20/06/2019	
Cleared by:	Executive Director	Ext:
Information Officer name:	Patrick Fischer-Reid	
Contact Officer name:	Patrick Fischer-Reid	Ext: 76349
Lead Directorate:	Transport Canberra and City Services	

CIT Bruce:

- The new public transport network makes it easier for more students to get to and from CIT Bruce, every day of the week.
- CIT Bruce is serviced by Rapids 2, 3, 4 and 9.
- This means that there will be a bus every minute during peak times on Haydon Drive and Battye Drive to get students and staff to and from CIT Bruce.
- Previously, 91% of customers already used these Rapid stops to get to and from CIT Bruce, and services to and from these stops have improved, with more frequent and reliable services seven days a week.
- Alternatively, students can use the Bruce Shuttle, which provides a service between Vowels Crescent, inside the CIT Bruce campus, and the Belconnen Town Centre. This service operates during the day on weekdays.

Calvary Hospital and UC hospital (Bruce):

- The new public transport network makes it easier for people to get to and from Calvary Hospital, every day of the week.
- Calvary Hospital is serviced by Rapids 2, 3 and 4.
- This means that there are frequent, reliable services to and from the hospital, every day of the week.
- Alternatively, customers can use the Bruce Shuttle, which provides a service between Mary Potter Circuit, inside the Calvary Hospital campus, and the Belconnen Town Centre. This service operates during the day on weekdays.

Cleared as complete and accurate:	20/06/2019	
Cleared by:	Executive Director	Ext:
Information Officer name:	Patrick Fischer-Reid	
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Lead Directorate:	Transport Canberra and City Services	

Portfolio/s: Transport

ISSUE: TRANSPORT STRATEGY

Talking Points

Outcomes of community consultation – December 2018 to March 2019

- The consultation on the Government's draft transport strategy, *Moving Canberra*, closed on 31 March 2019. The consultation, which opened in mid-December, 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.
- A listening report on the consultation was published on YourSay on 30 April 2019. A final consultation report, which will include a government response to the consultation, will be published later in the year.
- Key high level findings of the consultation included strong support for active travel, support for more community transport and on-demand transport options and support for more park-and-ride, dedicated bus lanes and rapid transit routes.
- Some concerns were raised by people who consider public transport and active travel are not viable for their personal situation (such as shift work).
- Community feedback will be considered in finalising of the strategy. The vision for the transport network is that it will provide a genuine alternative to a car. This will mean more choices when heading out to work or school or the shops.
- The previous transport strategy, *Transport for Canberra*, was undertaken in 2012 and provided a good foundation for the network used today.

Cleared as complete and accurate:	31/05/2019	
Cleared by:	Deputy Director-General City Services	Ext: 75819
Contact Officer name:	Geoffrey Davidson	Ext: 59799
Lead Directorate:	Transport Canberra and City Services	



QUESTION TIME BRIEF

- Since 2012, Transport Canberra and City Services (TCCS) are building a light rail, the bus network is being restructured and population growth of 100,000 is predicted between now and 2030.
- The way Canberrans use and interact with transport has changed. We want information at the touch of a button, and we want transport that is seamless, easy and affordable.
- The TCCS 2017 Household Travel Survey provided further information about how and why we travel:
 - People love to walk in their communities and on their lunch breaks.
 - Travel for social and recreational purposes occurs almost as much as work trips.
 - While 1 in 6 trips for education is by bus, the majority of children are still driven to school.
- The ACT benefits from an excellent road network, however Canberrans do not want to become gridlocked like Sydney and other capital cities. We need to think about how we use our roads and streets, and the choices people make when choosing to travel. Some routes will be designed for moving people and freight quickly, but walking, cycling and playing should be the priority in the places we live, work, shop and eat.
- If Canberra is to be carbon neutral, we will need to change how we move around, that means fewer people using traditional, private vehicles.
- Canberra has an excellent off-road cycling network, and the new and improved public transport network will make it easier than ever to leave the car at home.

Cleared as complete and accurate:	31/05/2019	
Cleared by:	Deputy Director-General City Services	Ext: 75819
Contact Officer name:	Geoffrey Davidson	Ext: 59799
Lead Directorate:	Transport Canberra and City Services	



QUESTION TIME BRIEF

- This new Strategy means:
 - Clean, attractive, easy-to-use interchange facilities
 - Better footpaths
 - A more comprehensive cycling network
 - Reliable buses
 - More light rail
 - New transport technologies such as delivery drones and autonomous vehicles

Cleared as complete and accurate:	31/05/2019	
Cleared by:	Deputy Director-General City Services	Ext: 75819
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Lead Directorate:	Transport Canberra and City Services	



MINISTER FOR POLICE AND
EMERGENCY SERVICES

OVERSIGHT BRIEF

ACT Fire & Rescue (ACTF&R) and Light Rail

- ACT Fire & Rescue (ACTF&R) is confident that planned arrangements for emergency incidents involving the Light Rail provides an appropriate level of protection to ensure public safety. The community can be confident in the knowledge that trained firefighters, with the right equipment will come to their aid in the unfortunate event it be required.
- The ACT Emergency Services Agency works closely with Transport Canberra and City Services (TCCS) and Canberra Metro to ensure all emergency services are prepared and able to respond in the unlikely event of a light rail emergency. The safety of the community is a priority for all involved.
- The response arrangements developed by ACTF&R are very similar to those already in place in other jurisdictions with light rail i.e. in Melbourne and the Gold Coast, as well as the arrangements being developed in Sydney.
- ACTF&R has already purchased two 50 tonne hydraulic rams and two 35 tonne airbags (used to displace or remove industrial strength or heavy objects), noting that the mass of a Light Rail Vehicle is 40 tonnes. This equipment allows rescuers to lift a Light Rail Vehicle to a sufficient height to access any trapped casualties.
- As part of the planning process, ACTF&R benchmarked rescue techniques and equipment used for Light Rail services nationally.
- The ACTF&R equipment has very similar capability to that already in service in Victoria and being used by the Metropolitan Fire Brigade as well as the Queensland Fire & Emergency Service for the Gold Coast Light Rail and the capability that will be placed into service by Fire & Rescue NSW for the Sydney Light Rail.
- The delivery of the specialised Light Rail rescue capability in Canberra is similar to that used for other specialised rescue incidents, such as a building collapse, trench or confined space rescue. This uses specialised rescue Platform On Demand (POD) trucks transported to the scene to enhance the lifting equipment already carried on all front-line ACTF&R fire trucks.
- The specialised PODs and equipment is already in place and the truck used to transport them to an incident are already staffed 24 hours a day by trained firefighters.

Cleared by: Dominic Lane

Date: 7 March 2019

Portfolio/s: Transport

ISSUE: New Transport Ad Campaign Costings

Talking Points

- The new transport network began operations on 29 April.
- In the lead up to the change, Transport Canberra ran a public information campaign to keep the community informed about how the network of light rail and more buses, more often would work and how they could use it. This included providing tailored information to schools and running conventional advertising.
- Now that the new network is up and running a new campaign is underway, which started on 13 May.
- The campaign includes television, radio, print and digital advertising.
- The campaign has overarching messages to build on previous campaigns and alert the community to the new network and the benefits of shifting to public transport.
- During the free travel period, the campaign promoted this initiative to ensure Canberrans were aware of the opportunity to take advantage of free travel.
- Since the end of free travel the emphasis has moved to the benefits of public transport and the practicalities of ticketing
- The value of advertising to be purchased between 13 May and the end of the financial year is \$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 current campaign cost \$27,277.

Cleared as complete and accurate: 31/05/2019

Cleared by: Deputy Director-General
City Services

Ext: 75819

Contact Officer name:

Ed O'Daly

Ext: 59799

Lead Directorate:

Transport Canberra and City Services

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 ACT Government Territory and Munciple 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 substancially 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 of 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.

Cleared as complete and accurate:	20/06/2019	
Cleared by:	Executive Director	Ext: 70058
Information Officer name:	Judith Sturman	
Contact Officer name:	Patrick Fischer-Reid	Ext: 76349
Lead Directorate:	Transport Canberra and City Services	

Portfolio: Transport**ISSUE: Bus Fleet****Talking points:**

- As of 1 June 2019, Transport Canberra has an in service fleet of 454 vehicles (not including flexible transport).
- The government allocated \$43.8 million for additional bus purchases in the 2017-18 Budget.
- In December 2017, a contract for supply of 30 rigid and 10 articulated buses was awarded to Scania Australia. These buses have now all been delivered to Transport Canberra in accordance with the contract. The new buses will enable delivery of new Rapid services to the community and provide support for the introduction of light rail services as they come on line.
- On April 12, 2019, Transport Canberra advertised a Request for Expression of Interest to supply up to 40 more buses. This is Stage one of a two Stage procurement that will test the market for fuel efficient diesel, low emission hybrid, and buses with zero emission technology. It is expected that this procurement will be completed by October 2019 with buses to be delivered around mid 2020.
- A further \$44.51m was announced in the 2019-20 Budget to purchase 84 modern and fuel-efficient buses over the next 4 years, to improve accessibility and passenger comfort, increase reliability and lower maintenance costs on the new public transport network. The new buses will be added to the fleet on a rolling basis so that the ACT retains the flexibility to transition to emerging types of low-emissions vehicles if these become viable in the near future.
- Transport Canberra does not use a fixed schedule for adding or retiring specific buses from the Transport Canberra fleet, but assesses specific retirements as new buses enter the fleet.
- 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.
- 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 has been presented to Transport Canberra for consideration.

Key Information:

- The age of the operational Transport Canberra bus fleet of 454 buses at 1 June 2019 is as follows:

Cleared as complete and accurate: 20/06/2019
Cleared by: Executive Director Ext: 70058
Contact Officer name: Fleur Flanery Ext: 75486
Lead Directorate: Transport Canberra and City Services

QUESTION TIME BRIEF

Age	Models	Number in Fleet
0-5 yrs	Scania K320UB, Scania K360UA	143
5-10 yrs	Scania K360UA, MAN A69 18.320, Scania K320UB,	148
10-15 yrs	MAN A69 18.310 CNG ,Scania L94UB CNG.	58
15-20 yrs	Irisbus Agoraline, Scania L94UB CNG.	31
20-25 yrs	Renault PR100.3,	16
25-30 yrs	Renault PR100.2	58

Currently 74 buses operating in the Transport Canberra fleet do not have climate control comprising:

- 58 Renault PR100.2 - Average age 27 years;
- 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 May 2018)		
	Number	Percentage
Transport Canberra Operational Fleet	454	
DDA Accessible	380	83.70
Bike Racks	428	94.27
Climate Controlled	380	83.70

Cleared as complete and accurate: 20/06/2019
 Cleared by: Executive Director Ext: 70058
 Contact Officer name: Fleur Flanery Ext: 75486
 Lead Directorate: Transport Canberra and City Services

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;
- ACTION operates 12 routes in the network, Keirs operates the remaining 30 routes;
- The Flexible Bus Service (using the ACTION SNT fleet in the middle of the day) provides approximately 300 - 350 passenger movements per week; and
- 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 outside normal office hours.

Cleared as complete and accurate: 31/05/2019
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Lead Directorate: Transport Canberra and City Services

QUESTION TIME BRIEF

- 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;
 - Aboriginal and Torres Strait Islander people; and
 - other transport vulnerable people.

Cleared as complete and accurate: 31/05/2019
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Lead Directorate: Transport Canberra and City
Services

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 will commence from 14 June 2019, in accordance with the *Fair Work Act 2009*.
- In line with Government commitment, the first pay rise is effective from 5 October 2017. The salary increase was paid on 30 May 2019 and associated backpay will be paid on 13 June 2019.
- On 27 June 2019, the first payday following the commencement of the agreement, all new conditions and entitlements will be 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.
 - **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

Cleared as complete and accurate: 03/06/2019
Cleared by: Executive Director Ext: 70058
Contact Officer name: Damon Hall Ext: 70058
Lead Directorate: Transport Canberra and City Services

QUESTION TIME BRIEF

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% 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 ACTPS 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.
- At the time of the vote 1,015 employees were covered by the agreement, with 702 employees casting a valid vote. Of these 94% (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:	03/06/2019	
Cleared by:	Executive Director	Ext: 70058
Contact Officer name:	Damon Hall	Ext: 70058
Lead Directorate:	Transport Canberra and City Services	

School student school day patronage compared with same time in 2018

	Boardings (every time someone gets on a vehicle, including the changes made across bus/light rail to complete a journey)	Journeys (a whole trip, which may include more than one boarding/change eg: home to work)	Average number of boardings per journey (the average number of changes made across bus/light rail to complete a journey)
30 April to 17 June 2018	669,383	556,945	1.22
29 April to 16 June 2019	726,824	559,421	1.30

Cleared as complete and accurate: 20/06/2019
 Executives Director
 Information Officer name: Ash Cahif
 Ext: 75716

Lead Directorate: Transport Canberra and City Services

Portfolio: Transport**ISSUE: TICKETING: INTEGRATION ACROSS LIGHT RAIL AND BUSES AND
PROCUREMENT OF A NEW SYSTEM****Talking points:**

- 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% reliability.
- Validators are in place to enable tag on – tag off of MyWay cards on the platforms of all light rail stops and have been well accepted by passengers in regards the information provided on card information displayed.
- During the current free travel period customers were expected to purchase MyWay cards and tap on and tap off to provide patronage data. During the free travel period, there were 2,064,634 boardings and 1,514,552 journeys recorded on the Transport Canberra network
- Public transport patronage has increased on every measure, with total journeys on Transport Canberra services up almost 11% over the first seven weeks of the new network, compared with the same period in 2018.
- Transport Canberra also recorded the highest number of boardings on a given day since the introduction of the MyWay system on 15 May 2019 with 95,304 boardings recorded.
- Purchase of MyWay cards has increased, with 14,000 new cards purchased during the first two weeks following the launch of the light rail network on 20 April, compared to 2,093 new cards purchased in a typical week in March prior to the launch.
- 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).

Cleared as complete and accurate: 20/06/2019
 Cleared by: Executive Director Ext: 52639
 Information Officer name: Damon Hall
 Contact Officer name: Ashley Cahif Ext: 51212
 Lead Directorate: Transport Canberra and City
 Services

QUESTION TIME BRIEF

- Procurement for a new Automated Fare Collection system for buses and light rail is underway and is expected to be finalised in 2019.
- The timeframe for the implementation of the new ticketing system will be confirmed once a contract has been signed with the successful tenderer, but is expected to be late 2019 or early 2020.

Key Information

- MyWay is the ticketing system for Transport Canberra buses. MyWay cards were introduced in 2011 to replace paper tickets.
- 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 (e.g. Apple Pay) may take time to implement.

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QUESTION TIME BRIEF

Transport & City Services

ISSUE: Bike Share

Talking points:

- A six-month trial of dockless bike share concluded on 31 January 2019. Airbike (an Australian company) provided the service during the trial.
- Transport Canberra and City Services (TCCS) has issued a permit to Airbike to continue operations for another 12 months. This extension will ensure there's no gap in bike share services for the ACT community while we consider the ACT's longer term position on shared mobility, including e-scooters, in our integrated transport network.
- TCCS is also finalising an evaluation of the bike share trial. Preliminary analysis supports TCCS's decision to issue a 12 month permit to Airbike. The share bikes have been well-used and the bikes did not impact negatively on the public realm.
- Airbike currently has a fleet of 200 bikes within the City, the Australian National University (ANU) and the Parliamentary Triangle. The trial zone is geofenced and all bikes are traceable using Airbike's geolocation technology.
- Airbike has asked to work with TCCS on gradually expanding its fleet to 400 bikes. This will be done in small batches and e-bikes will be considered.
- Key statistics to the end of March 2019 include:
 - around 11,400 rides;
 - 7023 user accounts have been created;
 - average trip distance is 900m; and
 - hot spots include ANU (major use), then east and west of the city centre, and Braddon
- Airbike, the National Capital Authority (NCA), the ANU and the ACT Government will continue to monitor and discuss issues and opportunities.
- The Government published guidelines in 2017 to assist prospective service providers to design operations for Canberra that provide a good service for customers, while also addressing concerns about potential impacts on the public realm.

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Information Officer;	Meghan Oldfield	Ext: 75716
Contact Officer Name:	Geoff Davidson	Ext: 59799
Lead Directorate:	Transport Canberra and City Services	



QUESTION TIME BRIEF

- TCCS issued a land use permit under the *Public Unleased Land Act 2013* and entered into a Memorandum of Understanding with Airbike to facilitate the trial. The NCA also issued a permit to allow Airbike to operate on national land.
- Airbike is responsible for monitoring and rebalancing the bike share fleet and agreed to terms within the land use permit – including fines and fees for the retrieval of bikes if they fail to meet reasonable response times. Airbike is obligated to retrieve bikes left in inappropriate locations in a very timely manner. TCCS is able to monitor this very closely.
- Airbike, as an independent commercial operator, covers all operational costs, including management of the bicycle fleet and marketing. The Government has covered the cost of land use regulation and provided signs for the preferred parking locations.
- Since the end of 2018, e-scooter providers have been showing strong interest in operating in Canberra. E-scooters are currently not allowed to be used on paths and roads in the ACT. JACS is reviewing the experience of other jurisdictions with respect to e-scooters as a shared mobility service.

Background:

- Following interest by dockless bike share providers in coming to Canberra in late in 2017, the ACT Government issued its dockless bike share guidelines and invited interested providers to work with them prior to commencing operations. At the same time the NCA indicated that they would require providers to apply for a land use permit to operate on National Land (around Lake Burley Griffin and the Parliamentary Zone).
- In April 2018, Airbike proposed a six-month trial to Transport Canberra, coinciding with the start of the second university semester. Working with a single operator for the purposes of the trial allows TCCS, the NCA and the ANU to work more closely with Airbike to get the model right.
- Airbike is in conversation with two more organisations (University of Canberra and the Commonwealth Department of Human Services) to provide managed schemes on their behalf.

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QUESTION TIME BRIEF

Portfolio: Transport

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

Talking points:

- 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% reliability.
- Validators are in place to enable tag on – tag off of MyWay cards on the platforms of all light rail stops and have been well accepted by passengers in regards the information provided on card information displayed. Their reliability is at 99.95%.
- During the current free travel period customers were expected to purchase MyWay cards and tap on and tap off to provide patronage data. The total number of boardings recorded during the free travel period was 2,058,373.
- The first week of the new network recorded the highest number of boardings since the introduction of the MyWay system and the first week ever to exceed half a million boardings with a total of 503,552. The network continued to record over 500,000 boardings in week 2, 3 and 4 of the network. With week 3 recording the highest with 522,231.
- Transport Canberra also recorded the highest number of boardings on a given day since the introduction of the MyWay system on 15 May 2019 with 95,304 boardings recorded.
- Purchase of MyWay cards has increased, with 14,000 new cards purchased during the first two weeks following the launch of the light rail network on 20 April, compared to 2,093 new cards purchased in a typical week in March prior to the launch.

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TRIM Ref:



QUESTION TIME BRIEF

- 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).
- Procurement for a new Automated Fare Collection system for buses and light rail is underway and is expected to be finalised in 2019.
- The timeframe for the implementation of the new ticketing system will be confirmed once a contract has been signed with the successful tenderer, but is expected to be late 2019 or early 2020.

Key Information

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TRIM Ref:



QUESTION TIME BRIEF

Portfolio: Transport

ISSUE: Schools Program

Talking points:

- The Government is committed to improving safety around ACT schools to encourage greater participation rates in active travel. More children walking or riding to school has many benefits, including improving the health and wellbeing of the children and their parents, easing congestion on our roads, increasing safety around schools and reducing emissions.
- There are a number of initiatives being delivered to promote active travel to children and improve infrastructure around schools in the ACT.

School Crossing Supervisor program

- 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. The location and delivery timeframes for the supervisors will be reviewed over the first six months of light rail operation.
- A selection committee was formed to finalise the selection criteria and identify the initial 20 crossings to receive a supervisor.
- The selection criteria was based on pedestrian and traffic volumes, the proximity of other schools, the school's location and the potential to increase active travel.
- The committee agreed that only one crossing at each school should receive a supervisor initially, to ensure a reasonable spread of supervisors across the Territory.
- Based on the selection criteria, the committee agreed that a crossing at each of the following schools receive a supervisor:
 - Amaroo School (co-located with Good Shepherd);
 - Brindabella Christian College;
 - Canberra Girls Grammar School;
 - Chapman Primary School;

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QUESTION TIME BRIEF

- Florey Primary School;
 - Forrest Primary School;
 - Garran Primary School;
 - Gold Creek School (co-located with Holy Spirit School);
 - Harrison School;
 - Hughes Primary School;
 - Lyneham Primary School;
 - Majura Primary School;
 - Mother Teresa School;
 - Namadgi School;
 - Ngunnawal Primary School;
 - Red Hill Primary School;
 - St Clare of Assisi Primary School;
 - Sts Peter & Paul (co-located with Malkara School);
 - Trinity Christian School; and
 - Turner School.
- Hughes Primary and Namadgi School have two supervisors patrolling the respective crossings to safely manage the children across roads with wide median strips.
 - The five new schools to receive a crossing supervisor in 2019 are:
 - Canberra Grammar School;
 - Duffy Primary School;
 - Good Shepherd Primary School;
 - St Francis of Assisi Primary School (co-located with Calwell High); and
 - Torrens Primary School.
 - These schools were selected based on how children will catch buses as part of the new network and existing pedestrian and traffic volumes at the crossings.

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QUESTION TIME BRIEF

- 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.
- HOBAN has extensive experience delivering crossing supervisors for councils in Victoria. All crossing supervisors are assessed through HOBAN's robust recruitment process to verify their suitability for the role, which includes holding or obtaining a Working with Vulnerable People check.
- Crossing supervisors undertake pre-engagement training developed by School Crossings Australia, which includes classroom theory plus practical on-crossing training.
- HOBAN has comprehensive incident reporting, escalation and investigation procedures for crossing supervisors, which includes reporting any incidents to Transport Canberra and City Services (TCCS) within 24 hours of the incident occurring. TCCS escalates incidents to the relevant agency, including Police, as required.
- Crossing supervisors are supported by HOBAN's local office in Canberra and a 24 hour phone service.
- The program is currently being evaluated to identify if safety perceptions improve and active travel participation increases through the introduction of crossing supervisors. The final evaluation will be available in mid-2019.
- Infrastructure improvements are being delivered at a number of crossings, which include traffic calming, refuges, new signage, improved line markings and better footpath access. These works have commenced and will continue being delivered throughout 2019.

Active Streets for Schools program

- The Active Streets for Schools program has expanded to include an additional 52 primary schools over the next four years (2018-22).
- Primary schools that haven't previously received Active Streets support were invited to express their interest in joining the program. All 52 schools that highlighted their interest have been included in the program.
- TCCS has commenced working with each of the schools and their communities to identify potential infrastructure improvements to deliver through the program. Improvements will commence being delivered in 2019.

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- The program was successfully delivered at 25 schools during 2016-18, which included educational resources, wayfinding signage and infrastructure improvements. Some of the infrastructure improvements included better footpath connections, safer crossing locations, new pram ramps, traffic calming and the relocation of bike storage facilities.

Ride or Walk to School program

- The Ride or Walk to School program, which includes the It's Your Move: Safe Cycle for High Schools program, is being delivered in 83 schools (70 primary schools and 13 high schools).
- The Physical Activity Foundation works closely with ACT Health, the Education Directorate and TCCS to deliver the program in schools.

School transport coordination

- The Schools Program is working closely with ACT schools to increase safety and reduce congestion around schools.
- The Schools Program undertakes regular site visits to meet with schools, parents and the community to investigate traffic management concerns and provides a coordinated response from Government that includes a combination of education, engineering and enforcement support.

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TRIM Ref:



QUESTION TIME BRIEF

Portfolio/s: Roads

Roads

ISSUE: Road Maintenance

Talking Points

- There are approximately 3,150 km 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 has been augmented by the \$1.5 million Road Resealing Blitz, to ensure the resurfacing targets can be achieved.
- 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 linemarkings;
 - operation and maintenance of streetlights, traffic signals and their ongoing electrical energy costs;
 - stormwater operations and maintenance;

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QUESTION TIME BRIEF

- 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)

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QUESTION TIME BRIEF

Portfolio/s: City Services

City Services

ISSUE: Footpath Prioritisation and Upgrades

Talking Points

- Roads ACT manage approximately 3,033 kilometres of community paths (foot and cyclepaths), as at 30 June 2018.
- 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 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. 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, businesses, parks etc.;
 - **Public Transport**—proximity to relevant public transport facilities; and
 - **Demand**—presence of desired lines or expected demand for a path.

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- Lack of 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.
- Walking and cycling infrastructure contributes to a number of policy matters, including the Healthy Weight Initiative, Active Travel and Sustainable Transport options.

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QUESTION TIME BRIEF

Portfolio/s: Roads

Roads

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.

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QUESTION TIME BRIEF

- All other affected stakeholders, including schools, Emergency Services and Community Councils, are also consulted.
- 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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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 new contractor.

Since 1 July 2018, the following is the number of defects received that month and the number of jobs completed within the month:

2018	Total new defects received (within the month)	Jobs completed
July	1,481	1,384
August	1,795	1,593
September	1,488	1,900
October	1,016	1,468
November	1,469	1,437
December	712	755
2019		
January	1,185	987
February	1,938	1,486
March	1,761	1,902
April	1,784	1,557

- There is currently a backlog of defects, which Electrix are addressing by increasing the number of maintenance crews to undertake the corrective work.
- The new maintenance contract for streetlights with Electrix Pty Ltd commenced on 1 May 2018.

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QUESTION TIME BRIEF

- As of 19 May 2019 there were a total of 1,192 uncompleted faults.
- 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 recently completed an audit of the streetlight network for electrical safety as there is a risk to public safety when devices become faulty.
- The community should avoid coming into contact with Territory owned electrical devices, including streetlights, as a precaution.
- 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 per cent) and produces 18 per cent 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.
- On 19 May 2019, the total number of LED luminaire replacements was 14,606.

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.

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QUESTION TIME BRIEF

- 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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QUESTION TIME BRIEF

Portfolio: City Services

ISSUE: Gundaroo Drive Duplication – Stage 1 Internal Audit – Final Report

Talking points:

- The audit was conducted because TCCS identified that there were some delays in achieving project milestones.
- The audit was to ascertain the reasons for the delays and what improvements could be made to TCCS processes.
- Significant delays were experienced on the project (434 days).
- The major delays related to utilities management (325 days or 75 per cent).
- This included works planning, utilities relocation, integrity testing and associated activity.
- The change in the project's scope to signalise the Mirrabei Drive, Gundaroo Drive and Anthony Rolfe Avenue intersection contributed to 14 per cent of the days delayed.
- Wet weather contributed to 11% of the days delayed.
- The audit makes three main recommendations, to:
 - Improve the clarity and effectiveness of project governance and authorisation arrangements, and ensure compliance with contractual arrangements and the delegations framework;
 - Improve planning, risk management and design processes and implement a strategic and operational framework for management of utilities; and
 - Establish and maintain appropriate contractual and project management arrangements and stakeholder relationships to facilitate project delivery on time as well as to required quality and budget.
- TCCS has completed all work on the first recommendation.
- Considerable improvements to project governance and working with stakeholders have been made and incorporated into to delivery of the

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QUESTION TIME BRIEF

Gundaroo Drive Stage 2 project (from Gungahlin Drive to the Barton Highway).

- TCCS has completed some aspects of the second recommendation and is well advanced on the remainder, due 31 December 2019.
- TCCS is well advanced on the third recommendation, due 30 July 2019.

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QUESTION TIME BRIEF

Portfolio/s: City Services

ISSUE: Better Suburbs

Talking points:

- The Better Suburbs Program was launched on 19 September 2017.
- It delivered a Better Suburbs Statement, developed by 54 community members as part of a Better Suburbs Citizens' Forum held in July-August 2018. This Statement was tabled in the Assembly in September 2018.
- The Statement sets a future vision for improved delivery of city services and includes priorities for reform that will lead to service standard improvements. It also offers insights into future decision-making practices and more effective community partnerships that could be explored.
- The Program scope included all city services delivered by Transport Canberra and City Services with the exception of Cemeteries, the Capital Linen Service and Yarralumla Nursery business areas.
- A trial of participatory budgeting also occurred at this Forum. This trial allowed Forum members to allocate \$1.9m from the Better Infrastructure Fund to priority play space improvements.
- An independent review of the participatory budgeting trial has been completed. It found that City Services was a good choice for the trial, as its services are highly visible and the community well engaged. The review also noted that the trial met the draft principles set by ACTCOSS and the Canberra Alliance for Participatory Democracy for trials of citizen juries in the ACT.
- The decisions of the participatory budgeting trial were publicly announced in November 2018. Implementation of works is now underway with the majority due for completion by 30 June 2019.

Background

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QUESTION TIME BRIEF

- All outcomes and details of the processes of the Better Suburbs Program are still publicly accessible on the YourSay website, on the Better Suburbs project page.

Community consultation

- Extensive community consultation was undertaken to contribute input from the broader community into the Citizen's Forum. Data about Fix my street requests and ministerials was also analysed and provided to the Forum.
- A survey, discussion forum and stakeholders Call for Evidence was undertaken in September – November 2017. At the close, over 155 pieces of feedback and 1242 survey responses were received.
- Kitchen Table Conversations were self-hosted by small groups in the community, immediately preceding the Forum using a journey map and host guide and recording their feedback on city services.

Citizen's Forum

- The Citizens' Forum was hosted on 21 July, 4–5 August and 18–19 August 2018, facilitated by DemocracyCo, deliberative engagement specialists.
- Forum members were randomly selected through postal and email invitations.
- Forum members crafted the Better Suburbs Statement after considering and affirming priorities offered to them to deliberate on. Knowledge sharing activities at the Forum included a bus tour and "slow dialogue" sessions with expert City Services staff.

Budget

- Funding of \$0.68m was provided in the 2017–2018 ACT Budget to deliver this Program over a two year period. It ceases in July 2019.

Cleared as complete and accurate:	31/05/2019	
Cleared by:	Deputy Director-General	Ext: 75819
Contact Officer name:	Stephen Alegria	Ext: 79833
Lead Directorate:	Transport Canberra and City Services	



QUESTION TIME BRIEF

Portfolio: City Services

ISSUE: Parking at Palmerston Shops

Talking points:

- The Palmerston shops, community hall and school are all experiencing an acute shortage of parking supply during peak periods. The lack of parking is creating social issues, such as inappropriate and unsafe parking on the road verges. The lack of parking availability is also affecting the viability of the local shops and businesses.
- The Palmerston shops are increasingly popular, particularly for residents of suburbs to the west of Gungahlin where it tends to be the preferred local shops.
- In 2017, changes were made to the parking restrictions that improved turnover and reduced some of the all-day parking. However, the changes did not address the underlying cause of parking issues at this location which are essentially a shortage of supply.
- Following consultation about the implementation of a one-way scheme in March 2018 the upgrade of parking signs and painting of the one-way scheme was completed in May 2018.
- The local community continues to make representations to the Government, seeking resolution to the shortage of parking.
- A speed hump and shared zone signage on the Palmerston shops service road were implemented in late 2018.
- An upgrade to the car parking at Palmerston shops to provide an additional 25 parking spaces is ~~being considered~~. *Done in 19/20 Budget*
- Officers from TCCS continue to be in discussions with the shopowners.

Cleared as complete and accurate:	30/05/2019	
Cleared by:	Deputy Director-General	Ext: 75819
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QUESTION TIME BRIEF

Portfolio/s: City Services

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.
- New dangerous dog laws took effect in December 2017 and are proving effective, with a number of new provisions being actively used in compliance activities.
- Under the current legislation, 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.
- From the commencement of the new laws to 28 May 2019, Domestic Animal Services (DAS) have used the legislation to euthanise 68 dogs which were involved in serious attacks, with the fate of one dog awaiting the outcome of Tribunal appeal processes. Twenty nine dogs were euthanised on the direction of DAS in 2018, compared to only three dogs being euthanised on the direction of DAS for similar attack incidents in 2017. This is an over 800% increase.
- Eleven dogs have been formally declared as Dangerous Dogs under the new laws with four of these dogs released on strict conditions and the remainder euthanised. A further 90 dogs investigated for less serious incidents have been released under Control Orders with strict conditions to ensure public safety.
- Over 117 warnings and 59 infringement notices were issued in 2018 for dogs being in public places against the rules, for example in on-lead areas without a lead and not under effective control. To date in 2019, 82 infringements have been issued.
- The Canberra Dog model was released on 24 May 2019 providing a blueprint for improved dog management in the ACT.
- 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.

Cleared as complete and accurate:	03/06/2019	
Cleared by:	Deputy Director-General	Ext: 75819
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Lead Directorate:	Transport Canberra and City Services	

QUESTION TIME BRIEF

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

	2017 calendar year	2018 calendar year	01 January to 28 May 2019
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.	363 attack/harass incidents received.
Released under Dangerous Dog Declaration	9	9 Declared (4 released to owner, 1 pending review and 4 surrendered and euthanised)	Two Declared (1 owner of the dog resides in NSW). One pending agreement by Registrar to declare dangerous
Released under Control Order conditions	N/A- previous legislation did not provide for Control orders	68	Eighteen with a further four pending Registrar's decision.
Euthanised under direction of DAS	3	29	33
Euthanised after being surrender by owner	7	9	Four (includes dogs surrendered and cases where an owner did not apply for or agree to Dangerous Dog or Control Order conditions)
ACAT appeals	Nil	6 matters completed, 2 pending	Five matters completed, 1 pending.
ACAT appeals upheld	0	All matters have been upheld or involved a favourable negotiated outcome.	All completed matters have been upheld or involved a favourable negotiated outcome.
Magistrates Court			One prosecution case being progressed and 1 finalised.

Cleared as complete and accurate: 03/06/2019
Cleared by: Deputy Director-General Ext: 75819
Contact Officer name: Stephen Alegria Ext: 79833
Lead Directorate: Transport Canberra and City Services



QUESTION TIME BRIEF

Key Information

Government Response to the Independent Expert Review into the Management of Domestic Animals in the ACT

- In January 2018 the former Minister for Transport and City Services, in conjunction with the Transport Canberra and City Services Directorate, commissioned an independent review into the administration of the *Domestic Animals Act 2000* and the regulatory environment (the Review), which commenced in February and was finalised in April 2018 with 34 recommendations.
- These 34 recommendations are constructive and positive, and most have already been actioned or are underway in line with the *Animal Welfare and Management Strategy 2017-22*.
- The Review was undertaken by a panel of local and international experts with expertise in the fields of animal regulation, including dog attack investigations, veterinary practice and animal law (the Panel).
- The Review commends the efforts of the ACT Government over the past 12 months in improving how it manages dogs, administers the *Domestic Animals Act 2000* and investigates and deals with dog attacks, including the addition of extra rangers and the comprehensive suite of legislative changes to dangerous dog laws late last year.
- The Review also commended the ACT Government for avoiding breed-specific legislation, which experts unanimously agree is ineffective and misleading to the community as all dogs have the potential to be dangerous if not managed responsibly.
- The Review states that it is unanimous among experts that the majority of dog attacks can be prevented through responsible pet ownership and changes in human behaviour when interacting with dogs.
- One of the recommendations made by the Review was for the Canberra community to actively participate in the development of a 'Canberra Model' for dog management. The Canberra Model was launched on 24 May 2019.
- Targeted and proactive education and awareness of the Canberra community will also continue over the next 12 months to ensure people are aware of their responsibilities under the current legislation.

Improving Data

- The Animal Welfare and Management Strategy acknowledges the need for improved information management systems and the actions being taken are consistent with this Strategy.
- The current lifetime registration system for dogs does not require owners to update DAS when the status of their dog changes, for example when it is de-sexed, dies or is relocated interstate. As a result, there is a lack of reliable data about the nature of the dog population.

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QUESTION TIME BRIEF

- Data related to dog attack incidents such as the ability to cross-reference characteristics such as the location of attacks, the size, breed and de-sexed status of the dog and other situational information has historically been collected in a manual system which renders data analysis difficult and unreliable.
- TCCS is investigating models for an annual registration scheme built on fit-for-purpose information management and registration technology to improve the quality and accessibility of key data about dogs and their owners as well as providing a user-friendly portal for owners to comply with registration requirements.
- The published data from studies and reports in Australia and internationally provides strong evidence in support of the approach being taken in the ACT to better manage and prevent dog attacks.

Penalties for Dog Owners

- Serious penalties exist for a dog owner whose dog is involved in an attack, including possible imprisonment. For example:
 - Under section 50 of the DA Act, which was strengthened in late 2017, a person commits an offence where the person does or omits to do something and this results in a dog attacking another animal and the attack causes serious injury. This offence attracts a maximum penalty of 100 penalty units (\$16,000) and imprisonment for 1 year.
 - In addition to this, the Government introduced new section 50B in the 2017 amendments which applies where a person's dog attacks another person or animal. That person must give the affected person reasonable assistance as requested and their contact details. This attracts a maximum penalty of \$8,000. It is also an offence for the person responsible for the attack not to report a serious incident to DAS, also attracting a maximum penalty of \$8,000.
 - There are also additional offences for encouraging a dog to attack with maximum penalties of \$8,000.
 - Seizure powers were strengthened in the 2017 amendments, and a person's dog registration can be cancelled (and they can be prevented from registering any future dog) where they cannot demonstrate responsible dog management, care or control.
 - Under the DA Act and the 2017 amendments, a dog that is involved in an attack that kills another animal must be destroyed unless exceptional circumstances exist.
- Serious offences also exist under the *Animal Welfare Act 1992*:
 - Where a person commits an act of cruelty on an animal that causes death, and the person is reckless about causing the death of the animal there is a maximum penalty of 200 penalty units and imprisonment of 2 years. Under the proposed new animal welfare laws this would increase to 300 penalty units, and 3 years imprisonment.

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QUESTION TIME BRIEF

- A person also commits an offence if the person injures an animal and does not take reasonable steps to alleviate pain, with a maximum penalty of 100 penalty units and imprisonment for 1 year.
- Over 117 warnings and 59 infringement notices were issued in 2018 for dogs being in public places against the rules, for example in on-lead areas without a lead and not under effective control.
- The number of confirmed dog attacks has not proportionately increased in 2018 under the new laws that came into place in 2017. These are some of the strongest laws in Australia with significant penalties including prison terms.
- 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 new legislation. For example, 29 dogs were euthanised under the direction of DAS in 2018 compared to only 3 in 2017. All appeals have been upheld, demonstrating that DAS undertakes robust and defensible investigations focussed on protecting public safety.
- Wherever dogs exist and owners are not responsible, dog attacks will continue. The focus must be on responsible pet ownership and taking action against irresponsible pet owners.

Clarification about fine amounts

- Under section 44 of the DA Act a person commits an offence if they are in a public place and do not have a dog on a leash or under effective control. This attracts a maximum penalty of 15 penalty units. Penalty units have very recently been increased to \$160 per penalty unit, which means the maximum financial penalty available for this offence is now \$2,400. DAS rangers can issue a fine of \$250 on site.
- However, there are also significant other serious penalties available where there is an attack or harass incident as highlighted above.

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Lead Directorate:	Transport Canberra and City Services	



QUESTION TIME BRIEF

Infringements 2019 to 28 May 2019	Count of Offence
Carer with a dog who attacks or harasses person\animal S49(A)(1)	5
Dog not under effective control in public place-keeper/carers S44(2)	5
Dog without carer on private premises, keeper doesn't have occupier consent S45(5)	7
Dog without keeper\carer in a public place S44(3)	11
Keeper with a dog who attacks or harasses person\animal S49(A)(2)	35
Keeping a dog not desexed without a permit S74(1)	5
Person keeps an unregistered dog S14(1)(a)	13
Other	1
Grand Total	82

Infringements 2018	Count of Issue Date
Carer with a dog who attacks or harasses person\animal S49(A)(1)	21
Carer with dog not on leash in a public place S44(1)	3
Contravention of nuisance notice S112(7)	3
dog not under effective control in public place-keeper/carers S44(2)	6
Dog without carer on private premises, keeper doesn't have occupier consent S45(5)	19
Dog without keeper\carer in a public place - Corporation S44(3)	1
Dog without keeper\carer in a public place S44(3)	30
Keeper with a dog who attacks or harasses person\animal S49(A)(2)	97
Keeping a dog not desexed without a permit S74(1)	33
Keeping a dog without prescribed form of identification S84(1)	4
Person keeps an unregistered dog S14(1)(a)	30
Grand Total	247

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QUESTION TIME BRIEF

Warnings 1 January 2019 to 28 May 2019	Count of Offence
Carer with a dog who attacks or harasses person\animal S49(A)(1)	3
Dog not under effective control in public place-keeper/carers S44(2)	10
Dog without carer on private premises, keeper doesn't have occupier consent S45(5)	17
Dog without carer in a public place S44(3)	23
Keeper with a dog who attacks or harasses person\animal S49(A)(2)	36
Keeper with dog not on leash on private premises S45(3)	1
Keeping 4 or more cats without a multiple cat licence S9A(1)	1
Keeping 4 or more dogs without a multiple dog licence S6A(1)	1
Keeping a dog not desexed without a permit S74(1)	65
Keeping a dog without prescribed form of identification S84(1)	13
Keeping cat not desexed without permit S74(2)	1
Keeping cat without prescribed form of identification S84(1)	1
Person keeps an unregistered dog S14(1)(a)	56
Taking dog into prohibited area S41(5)	3
Persons keep a registered dog and is not the keeper S14(1)(b)	1
Not removing faeces S46(1)	1
Not carrying equipment for removal of faeces S46(2)	1
Carwr with dog not on leash in public place S44(1)	4
Grand Total	238

Warnings 2018	Count of Offence
Carer has a dangerous dog in a public place not wearing a muzzle S27(1)	2
Carer with a dog who attacks or harasses person\animal S49(A)(1)	16
Carer with dog not on leash in a public place S44(1)	1
dog not under effective control in public place-keeper/carers - Corporation S44(2)	1
dog not under effective control in public place-keeper/carers S44(2)	8
Dog without carer on private premises, keeper doesn't have occupier consent - Corporation S45(5)	1
Dog without carer on private premises, keeper doesn't have occupier consent S45(5)	32
Dog without keeper\carer in a public place - Corporation S44(3)	4
Dog without keeper\carer in a public place S44(3)	69
Keeper allows dangerous dog in public place without keeper or other person in charge of the dog S27(2)	2
Keeper with a dog who attacks or harasses person\animal - Corporation S49(A)(2)	1
Keeper with a dog who attacks or harasses person\animal S49(A)(2)	71
Keeper\carer with cat in breach of cat containment S82(1)	1
Keeping 4 or more cats without a multiple cat licence S9A(1)	2
Keeping 4 or more dogs without a multiple dog licence S6A(1)	1
Keeping a dog not desexed without a permit S74(1)	64
Keeping a dog without prescribed form of identification S84(1)	6
Keeping cat not desexed without permit S74(2)	2
Keeping cat without prescribed form of identification S84(1)	2
New keeper longer than 28 days fails to tell registrar is keeper S12(2)	1
Person keeps a dangerous dog not in accordance with a dangerous dog licence S23(1)	2

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 Lead Directorate: Transport Canberra and City Services



QUESTION TIME BRIEF

Person keeps a registered dog of but not the registered keeper S14(1)(b)	1
Person keeps an unregistered dog S14(1)(a)	72
Registered keeper fails to inform registrar of change of address within 14 days S16(1)	1
Grand Total	363

Cleared as complete and accurate: 03/06/2019
Cleared by: Deputy Director-General Ext: 75819
Contact Officer name: Stephen Alegria Ext: 79833
Lead Directorate: Transport Canberra and City Services



ACT
Government

Transport Canberra and
City Services

Dot Point Request

Requested by: Minister's Office

Business Unit: ACT NoWaste

Subject: Green Bins Statistics

Reference number: DLO19/262

Due: 20 June 2019

Issues:

Could TCCS provide some further advice on the stats relating to green bins by COB tomorrow for the Minister to use for estimates?

TCCS Response

- Latest number of green bins across the ACT?
 - 66,051 (as of 30 April 2019)
- How many households have green bins per region?
 - Refer Table 1. 'Registrations'. This information is current at 30 April 2019. Statistics will be updated post 30 June 2019.
- How many tonnes of garden waste have been collected so far?
 - Refer Table 2. **9,628.68 tonnes**

Table 1. Opt-in registrations (as at 30 April 2019)

	Weston Creek/Kambah	Tuggeranong	Belconnen	Remaining: Gungahlin, Inner North, Inner South, Woden Valley, Molonglo Valley, Majura and Jerrabomberra	TOTAL
Eligible Households	16,500	30,000	40,000	100,000	186,500
Registrations	9,777	14,872	19,311	22,091	66,051
Take-up rate	59%	49%	48%	22% (note this is expected to increase with new stats post 30 June	



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Table 2. Collected Garden Waste Contamination (as at 30 April 2019)

Total Garden Waste (tonnes)	Total Contamination (tonnes)	Contamination %	Contamination Events (#)
9628.68	1.12	0.01%	0

Action Officer: Vicki Little

Director: Anthony Haraldson, A/g EBM NoWaste

Date: 20 June 2019

QUESTION TIME BRIEF

Portfolio/s: City Services

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 calendar. This means the recycling and green waste bins will be collected on alternate weeks.
- As at 31 March 2019, 8,621 tonnes of organic garden waste have been collected from green bins since the pilot commenced in April 2017.
- There have been 78,550 registrations for green bins as at 31 March 2019, including 34,632 in Gungahlin, Inner South, Inner North, Molonglo and Woden.
- The take-up rate across Canberra as at 30 March 2019 is 45%:
 - 55% in the pilot areas of Weston Creek and Tuggeranong;
 - 49% in Belconnen; and
 - 39% in the rest of Canberra.
- The contamination rate to date is under 0.01% (by weight), which is an outstanding performance and reflects the commitment by Canberra residents to using their green bins correctly.

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

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 avoidance campaign pilot targeted at householders and businesses will be designed, delivered and evaluated in 2019-20 to help reduce this figure.
- This 37% of the total 70,000 tonnes of household waste sent to landfill, over 25,000 tonnes 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 - MSW – 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.

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

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.
- 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 fortnight following the calendar changes as awareness of the new schedule grew.

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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;
 - 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 will expire 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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Contact Officer name: Michael Trushell Ext: 72548
Lead Directorate: Transport Canberra and City Services



QUESTION TIME BRIEF

Portfolio: City Services

ISSUE: Review of ACT Plastic Shopping Bags Ban

Talking points:

- The Government welcomed the Commissioner's review of the ACT Plastic Shopping Bags Ban - *Unfantastic Plastic*, which was tabled in the ACT Legislative Assembly on 20 September 2018.
- The ACT Government takes sustainability and careful management of our resources seriously, and notes the important leadership position that the Territory has taken in banning single use lightweight plastic bags. This effort is not only designed to protect our local environment from plastic bag pollution but also to reduce unnecessary waste of valuable resources.
- An interim Government Response to the review via a Ministerial Statement was tabled in the Legislative Assembly on 19 February 2019.
- The Final Government Response has been considered and agreed to by the Cabinet on 30 April and has been tabled in the Legislative Assembly in the May sitting period.
- The ACT Government is currently consulting on a number of single-use plastic products including single use plastic bags. .

Background

- The *Plastic Shopping Bags Ban Act 2010* came into effect in the ACT on 1 November 2011. The primary purpose of the legislation is to reduce the use of plastic bags and their impact on the environment.
- The Act specifically bans the supply of single-use shopping bags made of polyethylene (referred to as plastic) with a thickness of less than 35 microns. It does not ban reusable plastic bags (equal to or greater than 35 microns thick), produce bags, reusable boutique bags, reusable 'green' bags, garbage bags, nor bags made from paper, calico or jute.
- The Act does not impose a mandatory requirement for retailers to charge for plastic bags, however, most retailers have done so since 2011.
- In December 2017, Minister for Climate Change and Sustainability, Shane Rattenbury MLA, asked the ACT Commissioner for Sustainability and the Environment to evaluate the operation of the *Plastic Shopping Bags Ban Act 2010* and assess whether any changes were necessary.

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QUESTION TIME BRIEF

- The review considered six options for reform. These ranged from keeping the ban in its current form, to banning all plastic shopping bags or increasing their thickness (to encourage re-use) and implementing new regulations to influence pricing and enable data collection.
- Previous reviews of the ACT plastic bag ban were undertaken in 2012 and 2014, through community surveys, and both reviews found that the ban has been successful in reducing the amount of plastic bag waste in the Territory.
- Under Administrative Arrangements 2018 (No 1) (NI2018-482), the *Plastic Shopping Bags Ban Act 2010* (the Act) is now within your portfolio as Minister for City Services, with responsibility for the administration of the Act transferred to TCCS (ACT NoWaste). These arrangements commenced on 27 August 2018.
- Previously, the Environment, Planning and Sustainable Development Directorate was responsible for oversight of the Act. While enforcement of the Act rests with Access Canberra, this may be transferred to TCCS and consolidated with ACT NoWaste's regulatory functions. TCCS is responsible for the administration and enforcement of the *Waste Management and Resource Recovery Act 2016* and the *Litter Act 2004*.
- The Act was established to support better environmental outcomes through reducing the use of plastic bags - by way of a ban. A response to the review will require careful examination of the environmental outcomes of the proposed recommendations, as well as thorough evaluation of waste management considerations.
- The report: *Unfantastic Plastic – Review of the ACT Shopping Bag Ban* has been produced by the Office of the Commissioner for Sustainability and the Environment under Ministerial Direction issued on 21 December 2017.
- This 2018 review is the third, but first independent, review of the ban. Consistent with last two reviews, the 2018 review has found that the Act has been effective in reducing plastic bag consumption and associated litter.
- While the review focuses on the effectiveness of the plastic bag ban, there are many other forms of single-use plastic. Single-use and avoidable plastic waste is currently being explored by Environment Ministers in the context of the forthcoming update of the 2009 *National Waste Policy*. The review's recommendations should therefore be considered in the context of the broader national agenda on plastics and the circular economy.

Findings of the review

The review has found that the Act has been effective in reducing plastic bags in the ACT:

- Trends in litter survey data are consistent with the hypothesis that the ban has reduced plastic bag litter.
- Total consumption (tonnes) of single-use and reusable plastic, reusable boutique, reusable 'green', garbage bags and produce bags in the ACT is estimated to be less than the levels prior to the introduction of the ban.

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- However over time, increasing population levels and household consumption are projected to be driving plastic bag consumption back to the levels seen prior to the introduction of the ban.

Recommendations of the review

- The review outlines four recommendations, and analyses possible options:
 - Recommendation 1: Mandatory plastic bag disclosure regime;
 - Recommendation 2: Minimum plastic bag pricing;
 - Recommendation 3: Improved governance of plastic bag regulation; and
 - Recommendation 4: Research synergies for compostable plastic and a household organic collection scheme.
- Recommendations 1 and 2 in particular will require detailed consideration. These recommendations propose changes that would impact local businesses and consumers and would also have budgetary and regulatory implications for the ACT Government.
- Recommendation 3 is in part being addressed by the recent Administrative Arrangement changes which have transferred responsibility for the Act to ACT NoWaste.
- Recommendation 4 is uncontroversial given the recent Waste Feasibility Study recommended the Government consider the implementation of a household food and garden organics (FOGO) collection service. ACT NoWaste will be looking at a range of materials that will be suitable for the service, and compostable bags will fall within the scope of this analysis.
- The introduction of any regulatory measure as recommended by the review is likely to give rise to costs and challenges, including retailer compliance costs, increased household shopping costs, Government compliance and enforcement costs, and continuity of community support for bans.

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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 an eight-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. The consultation period was extended to 14 December 2018, following a request from the Tuggeranong Community Council (as TCCS was not able to present to the Council until its December meeting).
- Consultation on the Information Paper has now closed. TCCS is in the process of preparing a Listening Report, which will be released in 2019. 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 next step is to begin drafting a waste-to-energy policy. TCCS is currently working through the community feedback and is working on options for a draft policy. A draft policy will be released for public comment and further consultation.

Background

- The ACT Government is committed to improving the Territory's performance in waste management. This is reflected in the *ACT Waste Management Strategy 2011-2025* (the Strategy).
- The goal of the Strategy is to ensure that the ACT leads innovation to achieve full resource recovery and a carbon neutral waste sector. It also sets an ambitious target of 90% resource recovery by 2025.
- The ACT currently generates about one million tonnes of waste per year. The current 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 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 Study also makes it clear that without waste-to-energy the ACT will be unlikely to move beyond 80% landfill diversion.

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- 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

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.
- 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 help 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.
- 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.
- 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.
- Applications to remove private trees regulated under the *Tree Protection Act 2005* are managed according to the legislated process. The Tree Protection Unit receive approximately 2,000 applications each year, and around 80% of applications are granted. A range of appeal processes are available where applications are not granted.

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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

- The winter 2018 tree planting program consisted of 608 trees planted across Canberra.
- An additional 96 trees were planted in spring 2018.
- Planting under the 'More trees' initiative to provide shade and protection in Canberra's most vulnerable areas commenced in autumn 2019, with 444 trees to be planted as the first stage of the 1,300 tree commitment over three years.
- An additional 206 trees will be planted in autumn 2019, including 53 plantings by community groups in Tree Week. This brings the autumn planting to a total of 635 trees, reaching a total of 1339 for the 2018-19 financial year.
- 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.
- 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.

- 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.

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- 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 focussed to date 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.
 - Notification of tree removal:
 - In all cases where a tree that isn't 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.
 - When capital works or roads projects involve tree removal, the tree removal notification is included as part of the consultative process relating to the works.
 - All sites where trees are removed are assessed for their suitability to receive a replacement tree, with site factors such as competition from existing trees and proximity to services being key considerations. Availability of suitable planting stock can, at times, delay replanting schedules.
- Tree removal program
 - A program to remove 355 dead and dying trees commenced in April 2018 and was completed in early September 2018. The program was extended to allow for allocation of power outages were required to enable this work to take place safely.

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- Some suitable hardwood logs produced during the dead tree removal program were utilised by the Parks and Conservation Service for woodland regeneration projects and in the Molonglo River Corridor Reserve. Further logs will be provided to this project from the coming 2019 removal program.
- A removal program of approximately 634 trees commenced in April, to be completed by the end of June 2019. Dead or failing trees allocated to this program are generally large trees or trees that are located in inaccessible locations that are sufficiently stable to await the annual program.
- 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 will be undertaken in consultation with ACT Heritage, the NCA and the CRA.
- 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 undertaken by the end of June 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. 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 received on Fix My Street are now alerted to the change in responsibility and 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.

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- Tree Protection
 - In the 2017-18 year, a total of 2498 applications were received by the Tree Protection Unit. Of these, 1988 were applications to undertake a Tree Damaging Activity, with 1307 approved and 408 not granted.
 - There were 191 applications that were not covered by legislation and 82 withdrawn or not yet finalised.
 - 31 requests to have the decision reconsidered were received, with seven decisions changed following the reconsideration.
 - Development Approval advice was provided to ACTPLA (EPD) for 510 applications.
 - There were 4 appeals lodged with the Administrative and Civil Appeals Tribunal (ACAT) in 2017-18. The Conservator's decision was upheld in three of the four appeals.
 - In the 2016-17 financial year, no applications for ACAT review were received.
 - To date in the 2018-19 financial year, only 1 appeal has been lodged with the Administrative and Civil Appeals Tribunal (ACAT), with a result achieved at mediation following the Directions hearing.

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QUESTION TIME BRIEF

Portfolio/s: City Services

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.
- Initial analysis of the consultation 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 is currently working through the community and industry feedback and 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, ~~developing options~~^{improves} for an ACT waste levy, implementing the new development control code for waste management and scoping 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 per cent 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 was 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.

Next Steps

- A number of the Roadmap recommendations have already been implemented or have commenced:

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- Feasibility and options analysis to achieve diversion of organic waste from landfill organics, including 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 options for 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. A listening report reflecting feedback is being prepared. TCCS is currently working with an inter-directorate consultative group on policy options.
- In addition, TCCS is conducting preliminary scoping work on education campaigns and industry development opportunities.

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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 will initially be a 2019-20 gate fee increase for all legislative fees for waste disposal and will be applied to commercial customers (approximately an additional 7 per cent increase above indexation) who drop-off waste for landfill at ACT facilities.
- 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 and Western Australia. Queensland is re-introducing its levy on 1 July 2019 (recently pushed back from 4 March 2019).
- The *Waste Management and Resource Recovery Act 2016* provides a legislative basis for the introduction of a waste levy in the ACT.
- Funding was provided in the 2018-19 Budget to develop options for an ACT waste levy for consideration by Government. TCCS is investigating the further development of the current waste levy
- Nationally, waste levies are not standardised. Each jurisdiction that has adopted a levy has taken a different approach, including the magnitude of the levy, extent of geographical coverage for the levy and the nature of the waste to which the levy applies.

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- 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.
- Regulatory 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.
- The Queensland Government commissioned a review into the interstate transport of waste. The review recommended a waste levy be reintroduced in Queensland.
- 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 notes 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.
- 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

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residents would be exempt. This misrepresented the fact that the range of options were yet to be assessed.

- Queensland removed its waste levy in 2011 (shortly after it was introduced) but is re-introducing a levy in July 2019 at \$75 per tonne.
- The ACT Government sets the 'gate fee' for disposal at the Mugga Lane landfill. At \$155 per tonne, 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.

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QUESTION TIME BRIEF

Portfolio/s: City Services

City Services

ISSUE: Shopping Centre Prioritisation and Upgrades

Talking points:

- In total, there are 90 commercial shopping centres in Canberra, including 66 local shops, 19 group centres, four town centres and the city centre.

Note: information about improvements to Town and Group Centres is provided on a separate Question Time Brief.

- Since 2002, the ACT Government has had a rolling program to upgrade local shopping centres and separate programs focussing on master planning and upgrades to group and town centres.
- Historically, the upgrades have focused on measures to improve safety, amenity and function as well as assist with the ongoing commercial viability of the local centres.
- 23 local shopping centres have received an upgrade to their public realm on unleased land over the past twelve years through this program.
 - These include major refurbishments in Higgins, Holder, Holt, Melba, Garran, Deakin, Ainslie, Lyons, Scullin, Farrer, Red Hill, Waramanga and Chapman.
 - Less extensive (minor) upgrade works were carried out in Charnwood (Tillyard Drive), Griffith, Theodore, Cook, Kambah (Mannheim Street), Rivett, Evatt, Florey, Hughes and Torrens.
- There was no capital works funding provided in 2017-18 and 2018-19 for local shop upgrades.
- The ACT 2019-20 Budget provided \$500,000 to upgrade the public realm at the Fraser Shops and improve the Dulop Shops area with a shade structure and community notice board.

RECENT CAPITAL WORKS
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	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.
Funding	\$475,000 was provided in the 2016-17 ACT Budget.
Progress	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 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 mowing programme is in the winter phase with mowing undertaken to address excessive grass on an as-needs basis.
- During the winter months, resources are allocated to other maintenance activities including weed control, repairs and maintenance of infrastructure and addressing community requests for service.

Key Information

2018-19 Budget

- \$30.291m has been allocated in 2018-19 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:
 - \$9.45m for cleaning and litter removal;
 - \$2.98m for asset maintenance;
 - \$6.5m for horticultural maintenance, weed and pest control;
 - \$10.16m to deliver a Canberra-wide mowing program that includes sportsground mowing; and
 - \$1.1m 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 standard than lower use areas (neighbourhood parks, pedestrian parkland and local centres).

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- 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 weekly, depending on patronage.
- 116 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 348 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 126 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. By mid-March, four mowing passes had been completed along arterial roads and five mowing passes had been completed throughout the suburban area.
- 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) is creating issues for mowing crews and contractors. ALG grows very rapidly after rain and produces viable seed within two weeks. ALG is readily spread by wind, water and mowing equipment and limiting its spread has been a challenge.
- TCCS is currently implementing a trial ALG containment plan that will run during the next five months. This program will involve 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 will be treated, at this time, using a range of techniques. The results will be used to inform a wider roll-out in

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future.

- An additional \$1.85m has been allocated in the 2018-19 Better Suburbs program for maintaining city services including:
 - \$0.2m for higher service levels for key city maintenance activities;
 - \$0.41m for additional mowing;
 - \$0.17m for lake and pond cleaning;
 - \$0.26m to continue the graffiti prevention program.
 - \$0.42m for undertaking weed control along arterial roads and high-profile areas. Some of this funding will be used to contain ALG.
 - \$0.1m for addressing the back log of tree related enquiries;
 - \$0.12m for improved maintenance at major entry roads into the ACT; and
 - \$0.17m for intensive cleaning of bus shelters.

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QUESTION TIME BRIEF

Portfolio/s: City Services

ISSUE: Graffiti and Vandalism Talking points:

- Transport Canberra and City Services (TCCS) actively removes graffiti from public land and assets that it owns such as street furniture, pavement, bus shelters, toilets and playgrounds.
- A number of public enquiries relate to graffiti on private assets such as back fences and utility boxes. Graffiti removal on such private assets like back fences and buildings is the responsibility of the asset owner, while removal from assets owned by other Government agencies is the responsibility of the relevant agency.
- The Graffiti Management Strategy (the Strategy) brings together a holistic approach to reducing the incidence of graffiti vandalism comprising five key elements: prevention, removal, diversion, education and awareness and legislation.

Budget:

Year	Base funding	Note
2017-18	\$0.5 million	Additional \$0.25 million to implement the Strategy
2018-19	\$0.5 million	Additional \$0.25 million to implement the Strategy

- A Graffiti Coordinator has been engaged to implement the Strategy.

Key information

- During the past two years, TCCS has worked cooperatively with a number of artists and volunteer groups to facilitate the painting of a significant number of murals and street art pieces at key locations across the city that have been susceptible to graffiti vandalism. (In general, graffiti artists do not tag or paint over murals or other artists' work).
- To progress this work, TCCS identifies suitable locations and then works with artists or volunteers to design and facilitate the work.

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- TCCS is currently working collaboratively with numerous organisations/ businesses on collaborative graffiti-related projects. Partners include Westfield Woden, Canberra Centre, the Play Activation Network, Yes Festival organisers and Braddon business owners, YWCA, Tuggeranong Arts Centre Belconnen Youth Centre, Evo Energy, Kingsford Smith School, Canberra College, Narrabundah College, Blue Gum School, Council of the Ageing, Woden Seniors [Club], Hackett Community Association, Scullin Community Group.
- TCCS is also working closely with other parts of ACT Government to develop mural and community mentoring opportunities and provide advice on graffiti management.
- TCCS is updating the Graffiti Strategy, the draft is expected to be completed before 30 June 2019.

Background

Legal graffiti sites

- There are 27 legal art and mural sites across Canberra to encourage the community to practice street art style in a legal and safe place. These sites provide over 4,500m² of art space. An interactive map of legal sites is located at www.tccs.act.gov.au/city-living/public_areas/graffiti

Examples of measures being implemented under the Strategy

Graffiti Prevention and Diversion

- Increased number of legal art and mural sites established, supported by raising awareness of locations of legal art sites.
- Working with the street art community to assist in establishing prevention and diversion measures.
- Building connections with youth groups to educate youth on legal and illegal graffiti and support graffiti art workshops such as Woden Youth, Tuggeranong Art Centre, Ted Noffs Foundation, Youth Coalition of the ACT, Lanyon Youth Centre, The Junction Canberra and YWCA.
- Recent murals at Waramanga Oval and Jerrabomberra (Narrabundah 3) Oval pavillions.

Graffiti Removal program

- While many reports of illegal graffiti are received through the Access Canberra Call Centre, weekly inspections are undertaken of highly visible public assets under TCCS

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management to detect the presence of graffiti. Any offensive graffiti is removed within 24 business hours while other graffiti is generally removed within 5 working days.

- TCCS has created an App that allows volunteers to map their removal work.

Graffiti Education

- Conducting presentations to engage with numerous community groups and councils and meet with schools to raise awareness of prevention and diversionary measures.
- Gaining access to schools and work with art teachers to educate students about the consequences of illegal graffiti if caught and encourage the use of legal walls.

Partnerships with Crime Prevention

- Working collaboratively with the ACT Policing to monitor 'hot spot' areas to apprehend illegal graffiti offenders.
- Working with the Restorative Justice unit from Justice and Community Safety to educate young offenders and ensure accountability for their actions.

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QUESTION TIME BRIEF

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 and awareness, to achieve best practice animal management and welfare outcomes.

Approach to Dog Management (refer to Dog Management QTB for more details)

- As per the outcomes identified in the Strategy, in late 2017 the Government introduced a comprehensive suite of amendments through the *Domestic Animals Act* (the DA Act) to bring the ACT in line with best practice around the world for managing dangerous and potentially dangerous dogs focused on community safety and responsible pet ownership.
 - The amended provisions are proving effective in allowing better management of dog attacks and ensuring public safety
 - A rigorous approach is being taken to applying the new legislation. For example, 29 dogs were euthanised under the direction of DAS in 2018 compared to only 3 in 2017. All ACAT appeals have been upheld, demonstrating that DAS undertakes robust and defensible investigations focused on protecting public safety.
 - 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. This is less than the rate of growth of the ACT dog population.
- In 2018, the Government released an independent Expert Review into the administration of the *Domestic Animals Act 2000* in respect of dogs to identify opportunities for further improvement and progress toward becoming a world leader in the management of domestic dogs. An update on the status of Actions is at Attachment A.

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- On 24 May 2019, I released the Canberra Dog Model, which was a recommendation of the Independent Expert Review and which provides a raft of initiatives including changes to dog off lead areas.

ACT Policing

- TCCS works closely with ACT Policing to manage dog attacks through sharing information and intelligence and taking a collaborative approach.

Targeted compliance focus

- 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.
- Rangers will be on proactive patrols and out in suburbs at different times of the day to educate people, but also to take enforcement action where people are doing the wrong thing.
- It is important to remember that a responsible dog owner registers, microchips and desexes their dog, ensures that they have it under effective control at all times, obeys lead and off-lead areas and picks up after their dog.
- People who blatantly ignore the rules will be fined, and our enhanced compliance focus will be targeting key areas of concern.

Public education

- A preventative approach through community education and awareness about responsible pet ownership and how to behave around dogs is the key means to ensure a long term and sustainable reduction in dog attacks and other dog-related incidents. However, consistent with my new compliance approach strong enforcement action will also be taken where non-compliance is identified.
- Responsible pet ownership is everyone's responsibility. The ACT Government is currently developing a new marketing campaign, as well as an education and awareness strategy, focussed on responsible pet and dog ownership, and which will drive cultural change within the community. This will address key behaviours required of pet owners including registration, micro-chipping, de-sexing and appropriate control of dogs and will support the rollout of the Canberra Model.

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- Branded DAS vehicles and more advertising are being implemented to reinforce responsible dog ownership messaging.

Community consultation

- A number of animal-related consultations are now underway including the draft Cat Plan and a Pet Census. These are coordinated through a single hub on the Yoursay web page to ensure the community is presented with coherent and consistent messaging and maximum opportunity to participate.

Cat Management*

*Refer to Cat Containment QTB for more details

- A draft ACT Cat Plan has been prepared and is currently available for community consultation on the www.yoursay.act.gov.au website.
- 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). Cat containment signage is erected in these areas to remind residents of their responsibilities as cat owners.
- Managing cats is the responsibility of the pet owner and TCCS takes an educational approach to managing cat containment through providing advice to residents via individual inquiries and through the TCCS website.

Animal Welfare Act – Review

- TCCS has completed a review of the *Animal Welfare Act 1992*. Public consultation on a draft Bill ended on 7 February 2019 and the Bill was introduced into the Assembly on 16 May 2019. This will support the important work underway in reducing dog attacks and in rolling out the Canberra Model, as well as deliver on a key action in the Strategy.
- This Bill will make the ACT a leader in animal welfare and the first jurisdiction to recognise the sentience of animals.

Greyhound Racing Ban

- TCCS has responsibility for enforcing the racing greyhound-related provisions of the *Domestic Animals and Animal Welfare Acts* that came into effect on 30 April 2018.

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- TCCS is taking a proactive approach to engage 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.

RSPCA ACT

- The ACT Government has 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.
- The current SFA is for the period 1 July 2018 to 30 June 2019 and provides for a contribution of \$748,470 (excluding GST) towards the delivery of agreed animal management and welfare services, including an animal welfare inspectorate to support enforce provisions under the *Animal Welfare Act 1992*.
- 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 *Animal Welfare Act 1992* by the Director-General TCCS.
- RSPCA ACT inspectors investigate cases in relation to breaches of the *Animal Welfare Act 1992*. In addition to the inspectorate services provided by the RSPCA ACT, TCCS also has appropriately trained inspectors to investigate animal cruelty and neglect cases and provide inspectorate service outside of RSPCA ACT's operating hours.

Animal Welfare Authority

- Under the *Animal Welfare Act 1992* the Executive Director of City Places and Infrastructure, City Services is the appointed Animal Welfare Authority with ultimate responsibility for animal welfare in the Territory.

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Domestic Animal Services Facility Information

Opening hours	The DAS facility is open to the public five days a week: Mondays, Tuesdays, Fridays and Saturdays 10:00am-3:00pm; and Thursdays 10:00am-5:00pm. Patrols and attack responses are carried out seven days a week.
Availability of rangers	Rangers are on-call 24 hours a day, seven days a week. During business hours rangers can be contacted on 6207 2424. Rangers can be reached after hours by calling Access Canberra on 13 22 81. From there, the caller will be transferred to the DAS on-call ranger as required.
Dog holding capacity	The DAS facility can hold a maximum of 60 dogs.

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QTB18/001/12 ATTACHMENT A

Update on Government Response to Independent Expert Review into Dog Management in the ACT

Government Response to Independent Expert Review Into Dog Management In the ACT		TCCS update at 30/01/19
Panel recommendation	Government response	
1 Consider suggestions provided by the panel for improving DAS standard operating procedures.	Agree DAS Standard Operating procedures are being updated. All suggestions will be considered. A revised operating manual is currently being prepared for all DAS staff, and the panel recommendations will be considered in finalising this. This manual will be made publicly available.	A draft Operating Manual has been developed and is currently being consulted on with staff. Expect this to be publicly available early 2019.
1 The Panel noted that a review of DAS standard operating procedures found them to be generally robust, clear and informative.		
2 Consider development of a single manual to consolidate forms and standard operating procedures relating to DAS operations and responsibilities. It is recommended that this manual be made publicly accessible to improve transparency.	Agree As per recommendation 1 a single operating manual is currently being prepared. This will be a publicly available document.	See above.
3 DAS should foster productive partnerships with animal welfare and management groups, law enforcement agencies and other animal professionals.	Agree This will continue to occur. DAS is currently working closely with RSPCA on reform to the Animal Welfare Act and continues to foster relationships with a range of other stakeholders. DAS will 'open its doors' later this year in a DAS Open Day designed to encourage partnerships with stakeholders and the community. The community will also see more information about DAS and its staff and volunteers over coming months to encourage two-way engagement and the development of partnerships. DAS already has over 100 volunteers and has established relationships with a number of agencies. DAS has held a number of recent information stalls at key events, and at locations such as pet retailers, and will continue to do this.	Ongoing – DAS is still working closely with the RSPCA and other stakeholders. DAS is in the process of developing an MOU with ACT Policing. DAS Open Day is proposed for mid-2019, as facilities are currently under upgrade.
4 Grants from Non-Government Organisations and other philanthropic sources should be actively sought for specific programs to expand customer focused services and respond to issues outside of DAS budget constraints.	Noted DAS is continuing to work with key partners to explore alternate funding opportunities.	Ongoing
5 DAS should review processes to ensure they are customer service focused.	Agree This is currently underway. The new operating manual continues a strong focus on customer service. Customer service capabilities and training is now part of DAS recruitment and ongoing job requirements.	See update to recommendation 1.
5 For example, particular focus should be placed on ensuring victims of dog attacks are kept informed about the progress of investigations and the outcomes of decisions.	The TCCS Licensing and Compliance Accountability Commitment has been published in conjunction with the review and has a strong focus on customer service. Investigation guidelines are also being developed and will be made publicly available so that people understand the process for investigations, consistent with the dangerous dog legislative amendments in December 2017.	Investigation guidelines will be developed following publication of the DAS Manual. This is expected to occur by mid-2019. Work on a Customer Service Charter and a Service Delivery Charter has commenced

Government Response to Independent Expert Review into Dog Management in the ACT

TCCS update at 30/01/19

Panel recommendation	Government response	
<p>DAS's Accountability Commitment should be finalised and made publicly available.</p> <p>6 The commitment should be updated with DAS contacts and include a clear escalated dispute resolution process for the community and people affected by dog attacks.</p>	<p>Agree As noted above, this Accountability Commitment has been published in conjunction with this response.</p>	<p>This has been published – no further action.</p>
<p>DAS staff should have a range of skills for responding to the community in a respectful and professional way.</p> <p>7 Ranger duty statements should be updated to include the importance of victim accountability and communication.</p> <p>Training should be provided to ensure rangers have the skills to fulfil these responsibilities.</p>	<p>Agree This is currently underway. See response to number 5 above.</p>	<p>Underway</p>
<p>8 DAS programs must be underpinned by evidence and include measurable targets that are reported on at least annually.</p>	<p>Agree DAS is currently undertaking a significant amount of work on improving its data collection and evidence base and will soon start regularly reporting on statistics. DAS reports against measurable targets (key performance indicators) annually in the Transport Canberra and City Services Annual Report.</p>	<p>Ongoing – expect to provide a briefing on progress in data Q1 2019.</p>
<p>Data collection needs to be systemised and regularly maintained to ensure a good baseline of information to measure progress of any DAS programs.</p> <p>9 This internal searchable database should be developed and maintained to report on the details and outcomes of dog attacks. This should include creation of a baseline dataset from previous records from at least the past 12 months.</p>	<p>Agree See response to number 8 above. DAS has been actively electronically capturing data from the past 12 months to provide an evidence-base moving forward.</p>	<p>See above.</p>

Government Response to Independent Expert Review Into Dog Management in the ACT

Panel recommendation	Government response
<p>10 DAS should actively promote responsible pet ownership, including through incentivising responsible behaviours (e.g. regular registration of dogs, promoting the adoption or purchase of rescue dogs that have been paired with their new owners, de-sexing).</p>	<p>Agree</p> <p>Regular registration of dogs, rather than lifetime registration, is currently being considered by Government.</p> <p>DAS is undertaking a range of activities to promote and incentivise responsible pet ownership, and a comprehensive education and awareness strategy, based on the outcomes and recommendations of this review, has been developed for 2018-19.</p> <p>The community will be hearing and seeing more about DAS and the work it does, and DAS will open its doors to the community in the first DAS Open Day later this year.</p> <p>The community will see education and awareness campaigns on a range of responsible pet ownership issues in the ACT over the next year which will be followed by targeted compliance programs, starting with having effective control of your dog.</p> <p>Now that the extra DAS rangers are on board, and with funding committed in the recent budget as well as new and stronger fines in place following the most recent legislative changes in April 2018, people can expect to be targeted and fined if they aren't following the rules. We encourage pet owners to become aware of their legal responsibilities and for people to report issues. Fact sheets have been developed and the website will be made more user friendly. Rangers will be out helping people to understand and comply with the rules, but a no-tolerance approach will be taken to those who continue to do the wrong thing.</p>
<p>The ACT Government should consider the introduction of an annual registration for dogs.</p> <p>Any move towards an annual registration must clearly outline the value of registration and how revenue will be invested to improve management and welfare outcomes for dogs and their owners.</p> <p>11 Registration fees need to be market sensitive and based on what the community can comfortably pay and must reflect the quality of service that can be expected.</p> <p>Annual fees may be reduced for owners who have demonstrated responsible ownership (e.g. participation in puppy-preschool, de-sexing animals).</p>	<p>Noted</p> <p>Annual registration will be considered in future. This will include a thorough process of community consultation if Government decides to pursue this.</p>

Update at 30/01/19

An information brief on annual registration has been provided and noted by MO (B18/298).

A brief has been prepared on updated communication, education and awareness strategies (B18/353) in partnership with EPSDD.

An information brief on annual registration has been provided and noted by MO (B18/298).

Government Response to Independent Expert Review Into Dog Management In the ACT

Panel recommendation	Government response
<p>DAS should provide information on responsible procurement of pet dogs.</p> <p>12 When dogs are rehomed by DAS a formal pairing process should be undertaken. Follow-up checks after 30 days to ensure the new relationship is going well and to advise on any concerns should occur.</p>	<p>Agree</p> <p>DAS provides a range of services to assist in appropriate rehoming of dogs, and will adopt the panel recommendations.</p> <p>Education and awareness is important for highlighting the importance of responsible pet procurement. An education and awareness strategy has been developed for 2018-19 which includes responsible procurement of pets.</p>
<p>13 DAS should introduce stronger regulations for people who breed dogs and strictly enforce any non-compliance.</p>	<p>Agree</p> <p>Recent legislative changes in December 2017 and April 2018 have resulted in much stronger regulations around illegal breeding. The number of rangers have been increased and targeted compliance programs will be undertaken for illegal breeding activities, and will form part of DAS's educate, engage and enforce model.</p>
<p>DAS should consider the introduction of a reporting system that allows risky behaviours or welfare concerns to be reported and/or captured by professionals (e.g. dog trainers, vets).</p> <p>14 This could be an informal process and information could then be used to target education campaigns or recommend a form of intervention for individual dogs before behaviours progress and become more dangerous and eventually result in an attack.</p>	<p>Agree in principle</p> <p>The Government is supportive of introducing such a system and will work in partnership with key stakeholders, such as the veterinary industry, to consider how this could work effectively in the ACT context.</p>
<p>DAS should consider the introduction of a system to identify dogs based on their training and sociability. This system can then be used to reward responsible pet owners and may be appropriate to grant access to public areas (e.g. out-door dining areas, or unregistered dogs in dog parks).</p> <p>15</p>	<p>Agree in principle</p> <p>Being able to identify dogs based on their training and sociability can be an important tool in promoting and incentivising responsible pet ownership. Ways to implement and regulate such a system are currently being considered, and will be developed in partnership with the community.</p>
<p>DAS should regulate the use of leads over 2 metres in length, including retractable leads.</p> <p>16 Long (greater than 2 metres) and/or retractable leads should not be permitted as a method of controlling a dog in on-lead public spaces. An outright ban is not considered necessary, however owners using these leashes should be considered as having their dog 'off-lead' when on public property.</p>	<p>Noted</p> <p>This is currently being considered and a dog control survey is proposed to find out what the community think about dogs on and off lead in the ACT.</p>

Update at 30/01/19

Rehoming processes seek to match dogs and owner characteristics. Dogs may be surrendered to DAS if rehoming arrangements prove unsuitable.

DAS Field staff continue to investigate reports of illegal breeding. Pro-active measures such as actively targeting online advertisements for puppies will be implemented when resources allow.

Ongoing. TCCS will commence conversations with the veterinary industry in 2019, including around the Pet Census.

Currently being considered.

Dog control survey proposed for release early 2019 (see B18/353).

Government Response to Independent Expert Review Into Dog Management In the ACT

Panel recommendation	Government response	Update at 30/01/19
<p>DAS should develop and implement a targeted education campaign about the importance of responsible pet ownership, the benefits of regular registration to dogs and their owners and the consequences of non-compliance.</p> <p>Any campaign should target: dog owners; non-dog owning members of the community; school aged children; and the judiciary and associated professions.</p> <p>17 Campaigns should be based on demographics, baseline data and trends and must be underpinned by specific and targeted measurables.</p> <p>Prior to an education campaign, public consultation is required to understand public perception of issues and inform how these issues will be addressed. This improves community buy-in and participation.</p> <p>Any public relations campaign needs to be specific about how it will create a public value around DAS.</p>	<p>Agree</p> <p>A comprehensive education and awareness campaign has been developed for 2018/19 and incorporates the outcomes and recommendations of the expert review.</p> <p>Public consultation is also proposed through the dog control survey and will continue to occur (for example, through the Pet Census committed to by the Government for 2018/19).</p> <p>DAS wants to hear from the community, and will be opening its doors later this year. You will also be hearing more about the DAS team, including its volunteer team.</p>	<p>See above updates</p>
<p>Bite prevention programs for children and adults should be established and standardised.</p> <p>18 Programs should include information on what constitutes normal dog behaviour, how to interact with dogs safely and when involving children programs should be run regularly.</p>	<p>Agree in principle</p> <p>The Government is currently investigating the rollout of bite prevention programs in pre schools, schools and for expectant parents, consistent with other jurisdictions in Australia. It is proposed to roll out programs in the near future. Bite prevention education will also be expanded in the ACT.</p>	<p>TCCS expects to roll this out in Term 2 2019, with initiative funding. Currently liaising with education directorate. This would involve a pilot in 50 preschools and pre-natal education program in all hospitals.</p>
<p>The ACT Government should be active in promoting and facilitating the development of a national dangerous dog database that all states and territories participate in. The dangerous dog database should be interfaced with all relevant policing agencies.</p> <p>19</p>	<p>Agree</p> <p>DAS has established a cross-jurisdictional working group across Australia. The idea of a national dog database has been discussed at this group. The ACT continues to lead cross-jurisdictional discussions, and work with partner States and Territories, and will continue to raise this issue in the future.</p> <p>A dangerous dog database, and the interfacing of this with relevant policing agencies, is being considered.</p>	<p>Ongoing</p>
<p>DAS should document and ensure a sophisticated approach for assessing whether an attacking or harassing dog is a danger to the community.</p> <p>This approach should ensure discretion in decision making and consider a number of factors on a case by case basis. Considerations should include whether the dog was reasonably provoked (e.g. invasion of yards by other animals).</p> <p>20</p> <p>Attacks to humans should be assessed based on the severity of injury and individual circumstance.</p>	<p>Agree</p> <p>This is already occurring and will be formally adopted in the DAS operating manual.</p>	<p>See updates above. DAS Operating Manual being finalised and proposed for release Q1 2019.</p>

Government Response to Independent Expert Review Into Dog Management In the ACT

Update at 30/01/19

Panel recommendation	Government response
21 The ACT Government (or relevant court) should have the ability to revoke a dangerous dog declaration if satisfied that the animal no longer poses a threat to the community.	Agree in principle Amendments to the regulatory framework are currently being considered. Any changes will need to carefully consider the need to ensure public safety and reflect community standards.
22 DAS should provide information to support the responsible keeping of dangerous dogs.	Agree This will be actioned and information updated.
23 Dangerous dog procedures should be made publicly available to increase transparency and community confidence in the process.	Agree This will form part of the operating manual currently being finalised, and will be publicly released.
24 DAS should introduce a separate category of registration for hunting dogs. These dogs should be publicly identifiable (e.g. a coloured collar).	Noted This is being considered, and could be adopted as part of the current registration scheme. Legislative change may be required to fully adopt this.
25 The ACT Government should not introduce breed specific legislation.	Agree There is a strong evidence base to demonstrate that breed specific legislation is not effective in reducing dog attacks. The only jurisdictions to successfully reduce the incidence of dog attacks have not used breed specific legislation, but have instead used licensing/registration schemes and strong education and public awareness campaigns supported by compliance. The compliance framework has recently been updated with new and strong fines and enforcement capability.
Immediate seizure of dogs involved in less serious attacks (i.e. Level 3 or below on the Dunbar Bite Assessment Scale) should only occur as a last resort.	Agree in principle The panel noted that home impoundment, which was introduced through the dangerous dog legislative amendments in December 2017 and strengthened with the legislative changes in April 2018, has been a positive and commendable step. DAS will reflect the recommendations of the panel in relation to seizure and home impoundment in DAS operating procedures, where appropriate, to avoid impoundment wherever possible and in the interests of public safety. Strong fines and compliance action can be taken for the breach of a home impoundment order.
26 Where possible, seizure of dogs should be a last resort. Actively working to reduce the length of impoundment will help to reduce costs to DAS and improve animal welfare outcomes. For example, dogs involved in animal incidents should be controlled but with the option for owner retention under conditions.	

In consideration. Not proposing these changes at this time.

Information flyer available on TCCS webpage – no further action.

<https://www.tccs.act.gov.au/city-living/pets/dogs/dangerous-dogs>

See updates above. Operating Manual proposed for release Q1 2019.

This will be considered as part of any changes to the registration system to annual registration.

No update required. Breed specific legislation is not being considered or proposed.

This is being implemented already through home impoundment. The DAS Operating Manual is proposed for release Q1 2019.

Government Response to Independent Expert Review Into Dog Management in the ACT

Update at 30/01/19

	Panel recommendation	Government response
27	<p>Home quarantine eligibility and conditions should be proportionate to the incident. For dogs involved in an attack that results in a Level 4 bite, conditions should be as detailed and limiting as those that would be applied should a dog be declared dangerous (i.e. a conservative approach).</p> <p>To reduce the short-term financial burden on owners DAS should consider renting dangerous dog enclosures to owners who are subject to home quarantine conditions.</p>	<p>Agree in principle</p> <p>This will be considered and formalised in DAS processes where appropriate. See also response to number 26 above.</p>
28	<p>DAS should remove barriers to relinquishment of animals (e.g. costs, appointments, or any other limitation).</p> <p>Consideration should be given to options to partner with rescue groups for relinquished dogs as an alternative to impounding them at DAS facilities.</p>	<p>Agree</p> <p>Recent legislative changes on 30 April 2018 gave effect to this by allowing for DAS to impound an animal with an animal rescue facility.</p>
29	<p>Investigation processes, including the dog attack workflow, should be reviewed with the aim of standardising and streamlining the process. Of note:</p> <p>DAS should continue to use the Dunbar Bite Assessment Scale as a consistent approach to clarify incident and assist in decision making.</p> <p>Standard operating procedures should be updated to ensure all dog attack victims are offered the opportunity to complete a victim impact statement.</p> <p>Where possible, investigation processes should take no longer than four weeks.</p>	<p>Agree</p> <p>This is currently underway. A single operating manual is in preparation and will be made publicly available and reflect the recommendations of the Panel.</p> <p>Investigation guidelines are also currently in preparation. DAS aims to complete investigations within 4 weeks wherever possible, but recognises that some investigations may take longer depending on the complexity of issues. This will be reflected in the investigation guidelines.</p> <p>All dog attack victims are offered the opportunity to complete a victim impact statement, and participate in the investigation process where appropriate.</p>
30	<p>Dog owners should have the option of commissioning an independent behavioural/temperament assessment of a dog that has been involved in an attack and is being investigated by DAS.</p>	<p>Agree</p> <p>This is already provided for, but will be formalised in DAS processes and procedures so that it is clear to dog owners that they have this option.</p>

See updates above. Operating Manual proposed for release Q1 2019.

Fees for relinquishment are regularly waived at the moment, taking into account people's circumstances and so that it isn't a barrier to relinquishment. Changes to reduce the fee to \$0 are currently being considered, and this can be given effect by changing the fees Disallowable Instrument.

See updates above. Operating Manual proposed for release Q1 2019.

See updates above. Operating Manual proposed for release Q1 2019.

Government Response to Independent Expert Review Into Dog Management In the ACT

Panel recommendation	Government response
<p>31 DAS should consider the use of DNA evidence in dog attacks to link the dog to the attack.</p> <p>Dog owners should also be given the option to avail themselves of DNA technology to defend dog attack allegations.</p>	<p>Noted</p> <p>DNA evidence is used where appropriate and in serious cases. However, this is expensive, difficult to use and not appropriate in every case. Dog owners will be given the option to use DNA evidence and this will be reflected in DAS processes and procedures.</p>
<p>The process for internal review should be clearly outlined in Standard Operating Procedures to ensure it is accessible to people affected by dog attacks.</p> <p>32 A recommended option is to provide information on how to request a review of the Senior Deputy Registrar's initial decision prior to a final decision by the Registrar.</p>	<p>Noted</p> <p>DAS processes and procedures will be updated to reflect this, and information will be made publicly available. Internal review is already available and successfully used as part of the Regulatory Advisory Committee (RAC) process. However, this will be formalised so dog owners are aware of the process.</p>
<p>33 Escalating and/or alternative enforcement measures should be considered and adopted by DAS where appropriate.</p>	<p>Agree</p> <p>The fine framework has recently been updated to allow for escalating enforcement, as well as the recent legislative changes in December 2017 and April 2018 which allow for a range of other enforcement mechanisms (e.g. cancellation of a person's dog registration and seizure of a dog). However, consideration will continue to be given to flexibility in enforcement measures to achieve good outcomes.</p>
<p>34 The ACT Government should commit to following the process outlined above, adapted as appropriate for the Canberra community, in order to undertake meaningful engagement and develop the 'Canberra Model' to improve outcomes for dogs, their owners and the broader community.</p>	<p>Agree</p> <p>DAS will adopt this process as part of all future initiatives, including the education and awareness campaign currently in development. It is considered that this recommendation is a good blueprint to use to put the ACT on track to be a world leader in dog management.</p> <p>A dog control survey has been released in conjunction with this response, and a Pet Census will take place later this year. DAS encourages feedback and ideas, and the community will be seeing and hearing a lot more about DAS in coming months.</p>

Update at 30/01/19

See updates above. Operating Manual proposed for release Q1 2019.

See updates above. Operating Manual proposed for release Q1 2019.

Ongoing

See updates above. TCCS is currently developing a forward strategy to move toward the 'Canberra Model' and will brief you on this in February 2019.



QUESTION TIME BRIEF

Portfolio/s: City Services

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 90 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 late 2019. Site rehabilitation works will then commence.
- At the end of 2020 and following EPA approval, the site will 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.
- Landfill expansion through the construction of additional landfill cells at Mugga Lane will commence in May 2019 and is programmed for completion by early 2020; and will provide capacity through to 2030 based on normal levels of demand.
- The overall landfill rehabilitation program will continue on site with the progressive capping plan being implemented over the next four years to

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QUESTION TIME BRIEF

limit water entering the landfill, reduce odour and landfill gas release and promote vegetative growth over the progressively decommissioned areas.

- 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 WBRMC, which is nearing capacity and will be closed in at the end of-2019 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.

Background

West Belconnen RMC

- Landfilling operations at the West Belconnen Resource Management Centre (WBRMC) will cease in mid-2019 to allow rehabilitation and closure of the site.
- By the time WBRMC ceases operations, the Territory's Loose Fill Asbestos Insulation Eradication Scheme is expected to have disposed of nearly 936 of the 990 properties participating in the Scheme, with the remaining participating properties to be landfilled at the Mugga Lane Resource Management Centre.
- 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 2019 to undertake rehabilitation, capping and ancillary works.
- On EPA approval the site will be handed over to the Ginninderry Joint Venture (GJV).
- 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 GJV.

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- Green waste composting operations will be 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 is in the final stages of a procurement for the outsourced management of landfill gas at the Mugga Lane. This new agreement will ensure 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. A separate agreement with the same contractor will be in place at the West Belconnen landfill for an equivalent duration.

Mugga 2 Quarry

- The Mugga 2 Quarry site is a former "blue stone" aggregate quarry, located on the Mt Mugga 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 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.
- Mugga 2 will replace the Territory's current fill disposal site at the WBRMC Borrow Pit. The Borrow Pit is nearing capacity and will be closed in late-2019 for rehabilitation works and handover to the Ginninderry joint venture in early 2021.

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QUESTION TIME BRIEF

- The Mugga 2 area will be rehabilitated to match the surrounding landscape of the Mt Mugga 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

Transport & City Services

ISSUE: Southern Memorial Park and Woden Cemetery

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.
- 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 are 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.

Woden Cemetery

- Woden Cemetery is effectively fully subscribed for most major faiths. Burials will continue where a site has been reserved for some years, however new plots will not be available for most people.
- The Government has decided not to proceed with the extension of Woden Cemetery.
 - 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.

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QUESTION TIME BRIEF

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 proceeds with Southern Memorial Park.
- 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 people is continuing in early 2019 to ensure the needs of these groups are well understood.

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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 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.

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.
- The Better Suburbs initiative included a Citizens' Forum, which commenced on 21 July 2018 with a Playspaces Forum concluding in late October 2018. Attendees at the forum developed a Better Suburbs Statement that outlines the vision and priorities for improved delivery of city services in the ACT to 2030.

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QUESTION TIME BRIEF

- As part of this Citizens Forum, on Sunday 19 August 2018, a Play Spaces Forum was hosted. The intention was that this Play Spaces Forum will be the beginning of a new phase in community decision making about play spaces in Canberra.
- The Government had allocated \$1.9 million in 2018-19 as part of the Better Infrastructure Fund to a 'Community and Neighbourhood Priorities project' to improve play spaces. Priorities were identified through this Play Spaces Forum.
- In 2019-20 the Government has allocated a further \$2,150,000 to continue the playspace improvements priorities.

Capital Program – Three year picture

Year	Annual (\$'000)	Projects (\$'000)	Project Description (detail of locations included below)
2019-20	\$2,150,000	\$2,150,000	Construction and upgrade of 5 Suburbs play spaces and 2 nature play spaces as determined from Better Suburbs Citizens Forum 2018-19
2018-19	\$2,200	\$1,900	Determined by Better Suburbs Citizens Forum
		\$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
		\$900	Shade sails and fences

2019-20 Playground BIF – total funding of \$2.150 million

Play Spaces Upgrades – (\$2.15 m)

- Scope was determined by the Better Suburbs Play Space Citizen's Forum in 2018-19. The Forum confirmed priorities for the locations and scope for the following play space works:
- **Construction of the 5 Play Plans in five suburbs** – this project will deliver the detailed design and construction of priority play space work in Richardson, Waramanga, Torrens, Narrabundah and Higgins as guided by each community's Play Plan for their suburb. Tenders are expected to be called in August for the final design and construction documentation and construction collaboration. Construction expected to start in January 2020

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- **Two new natural play spaces** – are to be delivered, designed and constructed in Kambah District Park and Yerrabi Ponds District Park in Gungahlin. A design and construction tender is expected to be called in August 2019. Local community consultation is expected in September - October, with designs to be finalised in November and construction in January 2020.

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.
- To make decisions, in late September and in late October 2018, the Forum confirmed priorities for the location, scope and funding 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 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 to start in June 2019 and be completed in September 2019.
- The tender for Glebe Park nature play space was advertised 6 May 2019 and closed 23 May 2019; all tenders are over the budget available for construction and value management is to be undertaken to identify design adjustments. Start of construction for the Glebe Park Playspace is also contingent on final approval from ACT Heritage; this approval remains pending.
- **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 is being finalised, sites have been prioritised with reference to community consultations. These designs will be completed in July 2019

Playground Amenity Improvements and Playground Refreshment Works: The works scope was determined by the Better Suburbs Play Space Forum and covers 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 in progress and scheduled for completion in July 2019.

Playground Safety and Compliance – Minor Works (\$300,000)

- 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.

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QUESTION TIME BRIEF

- Designs have been finalised, and the construction contract was awarded on 22 February 2019. Construction commenced on the 13 March 2019.
- The construction work is and anticipated to be fully completed in June 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.
- The design was progressed by TCCS and was released for construction tender in May 2018.
- 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 will see 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. A consultant was contracted in October 2017 to undertake the design work for the project. The project involves two packages of work, rubber softfall replacements and other risk elements on existing playgrounds.
- Both packages of work are complete.
- The playground audit inspections are complete with the final report expected in July 2018.

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

Major Playground Upgrades (\$900,000) - COMPLETE

- The 2016-17 upgrades to five play areas in four playground locations were as follows:
 - Boswell Crescent in Florey (COMPLETE);
 - Jacob Street in Evatt (COMPLETE);
 - Howell Place in Gowrie (COMPLETE); and
 - Gungahlin – Yerrabi Pond District Park – Giant Swing (COMPLETE) and Burmese Bridge (COMPLETE).

Shade Sails and Fencing (\$900,000) - COMPLETE

- 30 playgrounds across Canberra have been improved with new shade sails;

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QUESTION TIME BRIEF

- 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.

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QUESTION TIME BRIEF

Portfolio: City Services

ISSUE: REVITALISING TOWN CENTRES

Talking points:

Town and Group Centres – Implementation of Master Plans

- TCCS continues to deliver improvement projects to Town and Group Centres that implement key recommendations from Master Plans prepared by the Environment Planning and Sustainable Development Directorate (EPSDD) over the past five years.
- The EPSDD Master Planning Program sets out long-term visions for town centres, group centres and transport corridors.
- Under this program, Master Plans have been prepared for Tuggeranong Town Centre, Belconnen Town Centre and the Erindale, Weston Creek 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.

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: 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.</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>
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QUESTION TIME BRIEF

Funding	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.
Progress	<p>Project 1 – Woden Town Square and Public Realm Improvements: Temporary elements have been extended until January 2020 as the experiment has been successful in activating the Wode Town Square. Stage 2 will commence in January 2020.</p> <p>Project 2 – Pedestrian and Cycle paths: Draft preliminary plans were completed in early May 2019. Government stakeholder consultation on preliminary plans was completed in May 2019. Targeted public stakeholder consultation will occur in June/July 2019.</p>

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

Scope	<p>There are two project parts:</p> <p>Part 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>Part B – Pathway Improvements: This project will progress preliminary plans for improving identified pedestrian and cycle path network connections in the Town Centre to detailed design to be construction ready.</p>
Funding	The 2018-19 ACT Budget provided \$4 million over three financial years as part of the Town Centre Active Travel New Works Program.
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 to AECOM in December 2018. Site survey and preliminary investigations has been completed and preliminary design was finalised in early April 2019 and detailed design has commenced.</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. Design is expected to be completed mid-2019. Site investigations have been completed and draft plans were completed for review in mid-April 2019. Government stakeholder</p>

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QUESTION TIME BRIEF

	consultation on draft plans has been complete and targeted public stakeholder consultation is currently happening.
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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	The 2018-19 ACT Budget provided \$10.45 million over three financial years as part of the Town Centre Active Travel New Works Program.
Progress	<p>Part A – Belconnen bikeway: Community consultation for the Belconnen Bikeway alignment and design elements was completed in July 2018. Detailed design for the full bikeway alignment was completed in early 2019.</p> <p>Tender for construction was released in April 2019 and closed in May 2019. Tenders received were over budget. Consideration of options to enable progress is underway which will be followed by negotiations with the preferred tenderer and subsequent engagement of a contractor is expected to commence construction in the coming months.</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 complete a new concept plan for targeted public stakeholder review. The revised concept plans were completed in December 2018. Target stakeholder consultation began in November 2018 and was completed in January 2019. A tender for a design consultant to complete the detailed design was released in March 2019 and a design consultant was engaged and draft preliminary plans were completed in May 2019. Government and targeted public consultation will occur in June 2019. Construction is expected to commence in late 2019 and be completed mid 2020.</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. A</p>

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	consultant to finalise design and superintend construction in preparation for construction closed in October 2018 and a consultant was engaged in December 2018. Site 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 has commenced.
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Gungahlin Town Centre – Hibberson Street (2016-2018) (COMPLETE)

Scope	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.
Funding	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.
Progress	Construction commenced in March 2018 and was completed in October 2018.

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>
Funding	The 2017-18 ACT Budget provided \$3 million as part of the <i>Building a better city – Revitalising local town centres</i> to the Anketell Street (north) Stage 2 construction and Laneway to the Lake design project.
Progress	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

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	Construction began in April 2019 with site fencing and tree removals. Full construction program started 20 May 2019 and will be completed in November 2019.
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QUESTION TIME BRIEF

Portfolio: City Services

ISSUE: WORKSAFE AT THE MRF

Talking Points:

- A Safety and Environment Manager commenced work at the the Hume MRF on 23 April 2019. This role has been established to ensure that the Hume MRF is complying with all legislative requirements relating to Work Health and Safety and Environment.
- A MRF Performance Management Committee that includes representatives from Re.Group and ACT NoWaste will meet regularly. This committee will review key topics such as Operational Performance, Work Health and Safety and Contamination.
- On Friday 11 January 2019, Worksafe ACT closed the Materials Recycling Facility (MRF) in Hume due to a number of safety breaches, including:
 - Congestion on site impeding safe truck and mobile plant operations;
 - Blocked emergency exits;
 - Protective covers removed from equipment;
 - Issues with lighting and non-compliant electrical fixtures; and
 - Non-compliant fire extinguishers and emergency exit signage.
- By midday Friday, ACT NoWaste had established a temporary holding area for ACT commercial and domestic recycling at the Mugga Lane Resource Management Centre.
- Worksafe ACT allowed the MRF operator to commence processing the on-site material on Tuesday 15 January 2019.
- The temporary storage area at the Mugga Lane RMC was able to receive materials from Friday 11 January 2019 through to Tuesday 15 January 2019.
- By the end of Tuesday 15 January 2019, the holding area was full and ACT domestic and commercial recycling was sent to landfill on Wednesday 16 January 2019.

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QUESTION TIME BRIEF

- The MRF has been processing ACT household recycling since 2003, and in 15 years this is the first time that recycling collections have been diverted to landfill.
- In total, around one day (or 200 tonnes), of the ACT's commercial and domestic recycling was sent to landfill. This represents a small fraction (0.35%) of the 57,000 tonnes of recycling received at the MRF each year.
- The MRF operator worked through the issues with Worksafe ACT to ensure they were rectified. The operator recommenced full operations on Thursday 17 January 2019. No injuries or incidents were reported.
- The closure caused a 24-hour delay in pick-up of the yellow bins from Gungahlin and parts of Franklin.
- Materials that came through the Container Deposit Scheme network were not sent to landfill.

Background

Chronology

Date	Activity
Friday, 23 November 2018	Worksafe ACT identified minor issues at Materials Recycling Facility (MRF) in Hume, addressed by MRF operator Re. Group
10 pm Thursday, 10 January	Worksafe ACT undertook an inspection of the Materials Recycling Facility (MRF) in Hume
3am Friday, 11 January	Worksafe ACT closed the site (by issuing a Non-Disturbance Notice) due to safety issues.
Midday Friday, 11 January	A temporary holding area for recycled materials was established at the Mugga Lane Resource Management Centre. This was used to store all ACT domestic and commercial collections from Friday 11 to Tuesday 15 January.
Tuesday 15 January	Re. Group were permitted by Worksafe ACT to commence processing of material that was already on site. Processing commenced around midday. No on-site material was taken to landfill.
Tuesday, 15 January	ACT NoWaste made the decision the temporary holding area was about to reach capacity and requested the area be closed.

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Tuesday, 15 January	ACT NoWaste requested the landfill contractor (Remondis) establish a safe tipping area at the active landfill cell for disposal of material from recycling trucks to use. Re. Group was requested to advise its customers.
Wednesday, 16 January	Around one day's equivalent of ACT commercial and domestic recycling went to landfill.
Thursday, 17 January	Full operations recommenced from the start of business.

Capacity Issues at the MRF

- The MRF was constructed in 2003 under a Build-Own-Operate-Transfer contract by Thiess Services. When Re. Group took over the facility in 2016, the plant and equipment was aged and no longer fit for purpose.
- In 2017, Re. Group invested \$8 million upgrading the facility. This work consisted primarily of replacing the aged plant and equipment, but also included expansion of the building, extension of hard stand area around the building, and improvement to the fire management system.
- Stockpiling of processed recycling at the MRF is part of normal operations for any MRF, as baled materials are aggregated and stored until sold to market.
- Market conditions for different commodities can vary over time. For example, the traditional market for processed glass, glass beneficiation, had collapsed by 2014 resulting in significant difficulty in selling glass fines. As part of the Re. Group investment new glass processing technology was installed at the MRF to enable the production of glass sand and aggregates. This has resulted in stockpiles of processed glass being stored on site, which has added to site congestion.
- TCCS has been in discussion with Re. Group to improve utilisation of the site. Most of the capacity issues relate to storage of processed material while maintaining safe truck and mobile plant operations.
- It should be noted that the issues experienced during the Christmas period are not typical of "normal" operating conditions. Due to the closure of markets and the lack of transportation over the Christmas period the material on site was particularly high. However, the site needs to be designed to handle these conditions.

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- Prior to the China 'National Sword' restrictions Re. Group only sold its mixed plastics in China (around 2% of its output). However, although most of Re.Group's sales go to a domestic market, trading conditions have been impacted; there has been a need to store an increased quantity of processed material on site due to these market conditions (for example, increased spot sales).
- Temporary areas have been established to manage immediate storage requirements, and work is underway to determine the best solutions for the medium to long-term.
- Other complementary solutions being considered include having the CDS material collected through the network (not kerbside bins) processed away from the MRF.

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QUESTION TIME BRIEF

Portfolio: City Services

ISSUE: SUMMARY OF RESPONSES AND KEY THEMES FROM THE CEMETERIES AND CREMATORIA ACT SURVEY

Talking points:

- In late 2018 the Government commenced a review of the *Cemeteries and Crematoria Act 2003* in order to ensure that the management of cemeteries and crematoria is contemporary, sustainable, flexible and meets the needs of all Canberrans.
- The review commenced with a two month public engagement process that commenced on 17 October and ended on 21 December 2018. A number of methods were used using the engagement process including a survey, focus groups, public information stalls and one-on-one sessions with the project team.
- 743 people completed surveys which has provided us with a significant amount of data to analyse. Early results from the survey indicate that:
 - More than 58% of people care a great deal or quite a bit about the ongoing financial and environmental sustainability of our cemeteries. Another 28% people care somewhat
 - 60% of people are opposed or strongly opposed to renewable tenure of burial sites. This somewhat contradicts face-to-face engagements where most people are comfortable with renewable tenure provided that it is not applied retrospectively and there is still an option to purchase a site forever
 - 27% of people have a religious or cultural need in relation to burial and / or cremations
 - More than 11% of people who have a religious or cultural need say that need is not currently met, while a further 33% neither agree nor disagree that their need is met
 - 48% of people are interested in alternatives to traditional burial and cremation methods.
- Given the significant amount of people who have unmet needs consultation with religious and cultural groups is ongoing in early 2019

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to ensure we fully understand these needs and can ensure they are accommodated in the future.

- The Government is now considering the next steps to move towards a sustainable model that meets community needs.
- The results of the engagement will ultimately lead to a review of the *Cemeteries and Crematoria Act*, and a new legislative scheme in the ACT that is contemporary, flexible, sustainable and best-practice, and that reflects the views our diverse community.

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QUESTION TIME BRIEF

Portfolio: City Services

ISSUE: INVESTIGATION INTO MISSING ASHES AT NORWOOD PARK

Talking points:

Investigation into lost ashes

- The Transport Canberra and City Services Directorate is the regulator of crematoria under the *Cemeteries and Crematoria Act 2003* and has investigated cases of lost ashes.
- We take this issue very seriously and had a thorough independent audit undertaken by Axiom. The report from this audit has now been delivered.
- The investigation related to ashes of three children which were interred in a Children's Niche Wall in the 1970's and moved to the current Children's Court Wall in 1992. The total number of interred ashes that were moved is 85.
- We investigated the three cases where the families were willing to provide information to us and found that:
 - in one case the ashes were found to be in the correct location
 - in one case ashes have been recovered
 - sadly, in the last case the ashes have not been recovered
- The audit undertaken by Norwood Park indicates there are another 3 discrepancies in record keeping which require further investigation. A discrepancy in record keeping does not mean that there are ashes missing.
- Some of the families have requested they remain anonymous and to protect this we will not be discussing individual cases.

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Contact Officer name:

Jim Corrigan

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Transport Canberra and City
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- The audit has made a number of recommendations for Norwood Park including:
 - ensuring the records they have in relation to the Children's Court Wall are correct and resolving discrepancies
 - improved record keeping, including updated systems
 - documenting processes and creating processes for complaints handling.
- Norwood Park have been very co-operative throughout this process and are working with us to implement the recommendations of the report.
- There is no indication that this is a wider problem at Norwood Park.
- The timing of these reports has coincided with the review of the *Cemeteries and Crematoria Act* and has allowed us to look closely at record keeping requirements.
- We are now looking at how to create a strong framework so hopefully this never happens again. This will include:
 - requiring operators to keep documented policies and procedures
 - requiring more information to be kept on the location of interred ashes
 - processes that must be followed if interred ashes are ever moved.
- Through the investigation, the auditor also spoke to the ACT Public Cemeteries Authority and we can say that there is absolutely no indication of missing ashes at our public cemeteries.
- We thank the families for coming forward about this important matter.

Background:

- In Annual Report Hearings in November 2018, Tara Cheyne MLA raised the issue of the lost ashes of a child at Norwood Park Crematorium.
- Subsequently, further families approached Ms Cheyne about additional instances of lost ashes at Norwood Park Crematorium.

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QUESTION TIME BRIEF

Portfolio/s: Roads

Roads

ISSUE: Monash Drive

Talking Points

- On 30 October 2009, the National Capital Authority (NCA) agreed to propose a draft amendment (No. 72) to remove the proposed arterial road alignment of Monash Drive from the National Capital Plan (NCP). The alignment commences at north Hackett (intersecting with Antill Street), running along the western foothills of the Mount Majura – Mount Ainslie Nature Reserve, to its intersection with Fairbairn Avenue in Campbell.
- The proposed draft amendment would not alter the land use for the road alignment, but would remove the alignment from the General Policy Plan and other relevant sections of the Plan to reflect the objectives of the NCA and the ACT Government.
- To support the proposed amendment, the ACT Government undertook an initial review of the impacts of Monash Drive, including an initial environmental review of the proposed road corridor, the costs and benefits of the road proposal and the traffic impacts on the surrounding area.
- The draft impacts study was presented to the government of the day, with the options of progressing with the formal request to remove the road corridor from the NCP.
- The decision, based on the advice that the corridor could be utilised for less disruptive and more complimentary uses, such as an active travel alignment meant that the formal request did not proceed at that time.
- In November 2018 a letter was sent to the NCA from the Director-General of TCCS seeking their action in starting the process to remove the ability to construct Monash Drive from the NCP.
- In a subsequent meeting the Chief Executive Officer of the NCA advised that the NCA Board had rejected the request to progress with the amendment to the NCP.

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TRIM Ref:



QUESTION TIME BRIEF

- This advice was formalised in a letter in February 2019 confirming the board position that the proposed removal of the Monash Drive corridor was rejected by the NCA Board.
- The NCA Board advice was to defer a decision on the proposed amendment to the NCP until after the stage 1 of Light Rail was operational and other proposed changes to the trunk road network have been delivered, such as proposed amendments to Parkes Way.
- The Canberra Times 13 March 2019 contained coverage on the position adopted by the NCA.

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TRIM Ref:



QUESTION TIME BRIEF

Portfolio/s: Roads

Roads

ISSUE: Recycled material road resurfacing

Talking Points

- 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 on 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.
- The reclaimed asphalt has been sourced from local roads, glass from the ACT's kerbside recycling (yellow bin) system, and some of the soft plastic through the ACT Container Deposit Scheme.
- Along with the environmental and economical 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.

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QUESTION TIME BRIEF

Portfolio/s: Roads

Roads

ISSUE: War Memorial's car park proposal

Talking Points

- The Australian War Memorial (AWM) is proposing to redevelop its site to allow for expansion of its collections and to provide modern research facilities.
- The current proposal for the redevelopment seeks to construct a permanent car park, to the north of Treloar Crescent on (currently zoned Nature Reserve) land managed by ACT Government, to provide additional parking spaces for use by AWM and visitors to Mount Ainslie.
- The proposed car park would likely require the relocation of the existing BBQ facilities and the loss of some trees. The proposal would provide an opportunity to enhance the connection between the AWM and the centenary trail and improved parking for Mount Ainslie recreational users.
- An interim proposal to use the area for a construction site compound and construction parking has also been raised with Transport Canberra and City Services (TCCS).
- TCCS officers have met with the representatives of the AWM and its planning consultants. TCCS officers indicated that the proposal could be supportable from an operational perspective. However support would be dependent on resolution of land use permission issues; and ecological and heritage issues through appropriate approvals.

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QUESTION TIME BRIEF

Portfolio/s: City Services

City Services

ISSUE: Incident involving Mimosa the Alpaca

Talking Points

- A TCCS investigation into the attack on Mimosa the Alpaca has been comprehensive but unsuccessful in identifying the owner or the dog involved.
- The investigation has been suspended, however will be resumed if any additional information becomes available.
- The community is strongly encouraged to report dog attacks as soon as possible, in order to maximise the ability of investigators to identify any offenders and collect evidence to enable them to be held to account.

Background

- Mimosa the Alpaca was attacked by an unknown dog on Tuesday 12 March 2019 at approximately 6:45pm in Giralang.
- The dog attack incident involving Mimosa the alpaca was very distressing and was treated as a high priority by Transport Canberra and City Services (TCCS).
- Initially Domestic Animal Services (DAS) were not formally notified of the incident, however they were able to make contact with the owner of the Alpaca on Wednesday 13 March.
- The matter was subsequently referred to the TCCS investigation unit who collected witness statements, photographs, vet reports and other available evidence that helped establish the circumstances leading up to and after the attack, as well as gathering evidence to identify those parties involved, particularly the owner and dog involved. Key investigative actions included:
 - formal statements obtained from the victim and the only two eye witnesses, with one of the witnesses taken to the incident scene to capture the sequence of events;

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QUESTION TIME BRIEF

- The victim taken to the incident scene and a re-enactment conducted which was captured on video;
 - Vet reports assessed;
 - Necropsy undertaken of the dead alpaca;
 - Eighteen persons spoken to;
 - Four potential leads followed up including tracking of social media;
 - Fourteen (14) properties were door knocked; and
 - The local Giralang Primary School and nearby 7-Eleven Service Station were canvassed for possible CCTV footage.
- During the investigation, TCCS also liaised with ACT Policing and the RSPCA ACT.
 - In the absence of any identification of either the attacking dog or its owner, TCCS suspended the investigation. The case file remains active and the investigation will be resumed if and when further information becomes available. TCCS officers will remain alert for such information in the course of compliance duties and patrols and in considering information from the community.
 - The owner of the Alpaca was contacted as soon as the decision was made by TCCS to suspend the investigation.
 - The ACT Government has some of the strongest laws in Australia relating to dog attacks and where appropriate, takes regulatory action to hold offender(s) to account.
 - If the owner is able to be identified in future, significant penalties may apply, including;
 - Under section 50 of the *Domestic Animals Act*, which was strengthened in late 2017, a person commits an offence where the person does or omits to do something and this results in a dog attacking another animal and the attack causes serious injury. This offence attracts a maximum penalty of 100 penalty units (\$16,000) and imprisonment for 1 year.

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QUESTION TIME BRIEF

- In addition to this, the Government introduced new section 50B in the 2017 amendments which applies where a person's dog attacks another person or animal. That person must give the affected person reasonable assistance as requested and their contact details. Failure to do so attracts a maximum penalty of \$8,000. It is also an offence for the person responsible for the attack not to report a serious incident to DAS, also attracting a maximum penalty of \$8,000.
- There are also additional offences for encouraging a dog to attack with maximum penalties of \$8,000.

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QUESTION TIME BRIEF**Portfolio/s:** City Services

City Services

ISSUE: Capital Recycling Solutions Fyshwick**Talking Points**

- A draft Environmental Impact Statement (EIS) for a Materials Recovery Facility (MRF) to be built and operated by Capital Recycling Solutions Pty Ltd (CRS) in Fyshwick, was placed on public notification in mid-2018.
- Public comments on the EIS closed June 2018. ACT Planning and Land Authority subsequently requested further information from CRS, which has been received, and is under consideration by Planning.
- The CRS MRF proposal is the subject of a statutory planning decision process undertaken by the ACT Planning and Land Authority.
- On 19 March 2019, the Canberra Times reported on a decision by the ACT Supreme Court to overturn a decision by the ACT Planning and Land Authority to revoke a 2017 approval relating to the construction of a hardstand along the rail corridor.
- On 6 June 2019, the planning and land authority conditionally approved two additional development applications from CRS for the installation of a hardstand, as the applications were consistent with the Territory Plan and the requirements of the *Planning and Development Act 2007*.
- Investment in improved rail freight capacity is a benefit to the Territory and would provide an alternate to road transport for the movement of recyclable waste to markets both domestically and overseas, while removing heavy vehicles from ACT and NSW roads.
- The CRS MRF proposal has not been initiated or encouraged by the ACT Government. It is a completely independent undertaking by CRS.
- The CRS MRF is still subject to an environmental impact statement process (the highest level of environmental assessment within the ACT).
- If the CRS MRF proposal were to obtain planning approval in order to commence operations, they would need to be granted a waste facility licence under the *Waste Management and Resource Recovery Act 2016*

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and obtain an environmental authorisation under the *Environment Protection Act 1997*. The transportation of waste by rail would also require the operator to be registered as a waste transporter under the *Waste Management and Resource Recovery Act 2016*.

Background

- The CRS MRF proposal involves diverting up to 300,000 tonnes of landfill waste, primarily from the Mugga Lane landfill, with the goal of separating and recycling up to 20% and sending the remaining 80% to Veolia's Bioreactor (landfill) near Tarago by rail. This project has significant implications for waste management in the ACT.
- CRS originally proposed to include a waste-to-energy facility with the MRF which would be used to incinerate the majority of the residual waste. This component was withdrawn following community opposition.
- Transport Canberra and City Services (TCCS) is a mandatory referral agency for the CRS proposal.
- ACT NoWaste made a submission on the draft CRS MRF EIS to the ACT Planning and Land Authority on 22 May 2018. ACT NoWaste had a number of concerns about the draft EIS and sought rectification of these.
- CRS has received the Waste Feasibility Study (WFS) Discussion Paper and attended the WFS industry briefing on 31 May 2018.
- ACT NoWaste met with CRS on 7 June 2018 to discuss the implications of the WFS Roadmap and the ACT NoWaste analysis of the draft CRS EIS.
- The purpose of the EIS process is to gather information – it is not of itself a decision-making part of the development application process.
- ACT NoWaste has not commented on the rail freight facility proposal.
- CRS, as the proponent, will be required to address public comment on the draft EIS in a revised EIS.
- There has been much speculation about the role and views of the Territory regarding the CRS proposal.
- ACT NoWaste declined requests from CRS to meet to discuss the proposal and the WFS, until after the release of the WFS Roadmap and Recommendations Discussion Paper.
- At the meeting on 7 June 2018 ACT NoWaste advised it had made a submission on the draft EIS, and explained the areas of deficiency that had been identified, including being:
 - Misaligned with the WFS Roadmap;
 - Based on inaccurate and weak assumptions, unsupported claims, and out-of-date data; and
 - In effect, largely a competing landfilling option (that would divert waste from Mugga Lane landfill to the Woodlawn bioreactor landfill) with a relatively low rate of recycling.

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QUESTION TIME BRIEF

- On 18 December 2018, ACT NoWaste provided comments to the ACT Planning and Land Authority on the revised CRS MRF EIS raising concerns.
- In April 2019, the ACT Planning and Land Authority received a second version of the revised EIS, which it is currently considering and distributed to ACT NoWaste for further comment. ACT NoWaste provided comment on this latest EIS to EPSDD on 9 May 2019.
- While some comments from ACT NoWaste in December 2018 had been suitably addressed, these largely related to requested administrative-based amendments.
- All concerns raised in version one of the revised EIS from December 2018 (mentioned above) remained, and additional concerns were raised.
- ACT NoWaste maintained advice from December 2018 in its April 2019 response that, should the proposed MRF gain approval, a requirement for CRS to demonstrate ongoing achievement of claimed resource recovery rates should be considered.

2017 Market Sounding

- A market sounding exercise was undertaken in early 2017 as part of the Waste Feasibility Study (WFS).
- It has been suggested that the market sounding acted as encouragement for industry to bring forward proposals for planning approval.
- The clear purpose of the market sounding was to provide a structured conduit, available to all industry participants, to provide advice to the Waste Feasibility on industry capability and Government action required to support future investment in resource recovery infrastructure.

Access Recycling

- As a side note, Access Recycling Pty Ltd is currently operating as a waste facility, next to the CRS site, at 15 Lithgow Street in Fyshwick (adjacent to the rail line).
- Access Recycling is associated with the CRS proposal and currently receives scrap metal which is transported by rail to Sydney for sale.
- Access Recycling has a waste facility licence which is administered by the Waste Regulation Section in ACT NoWaste.
- Access Recycling have been operating in accordance with the conditions of their waste facility licence.
- Access Recycling also owns and operates recycling facilities in the Riverina and Adelaide, with operations that includes recovery of recyclable material from decommissioned rail lines.

Cleared as complete and accurate:	20/06/2019	
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QUESTION TIME BRIEF

Portfolio/s: City Services

ISSUE: Cat Containment

Talking points:

- A draft ACT Cat Plan has been prepared and is currently available for community consultation on the www.yoursay.act.gov.au website.
- 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). Cat containment signage is erected in these areas to remind residents of their responsibilities as cat owners.
- Residents of cat containment suburbs are made aware of the status of their suburb in the early stages of considering whether to purchase a home in these suburbs.
- Managing cats is the responsibility of the pet owner and TCCS takes an educational approach to managing cat containment through providing advice to residents via individual inquiries and through the TCCS website.
- Consequences for non-observance of cat containment requirements are dealt with in a consistent approach across Canberra.
- Requests for compliance action in relation to cat containment are triaged according to the 'risk of harms' model whereby threats to public safety are given the highest priority. As a result, managing dog-related incidents takes precedence over cat containment matters, as they are usually considered an animal nuisance issue.
- Residents concerned about non-compliance are advised to speak to the owners if the identity of the cat is known and advised of the option to trap cats on their own land.
- Where non-compliant owners are identified, they are advised of their obligations to comply with cat containment and management.
- TCCS supports RSPCA ACT in its efforts to manage cat populations through education and de-sexing programs and provides significant funding to RSPCA for cat management activities including rehoming.

Cleared as complete and accurate:	31/05/2019	
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QUESTION TIME BRIEF

Key Information

- The *Animal Welfare and Management Strategy 2017–22* (the Strategy) identifies a number of actions to address cat management in the ACT, including community education programs to promote responsible cat ownership (actions 2.1.1 and 4.1.1).
- The Strategy includes a specific action to address cat containment:
 - action 4.1.3 - Investigate feasibility and options for expanding cat containment areas in ACT's urban areas.
- The Molonglo Valley Plan for the Protection of Matters of National Environment Significance 2011 (the NES Plan) and the Gungahlin Strategic Assessment Biodiversity Plan 2013, require new suburbs in the Gungahlin and Molonglo districts to be declared cat containment areas to protect native wildlife.
- Under the *Domestic Animals Act 2000* (s81), the Minister can declare an area a cat containment area, if the Minister is satisfied that cats in that area pose a serious threat to native flora or fauna. This applies to both new and established areas.
- The Environment, Planning and Sustainability Directorate and Transport Canberra and City Services have prepared a draft Cat Management Plan, which will support the Strategy - in particular action 4.1.2, 'Develop and implement policies and management plans to promote responsible pet ownership and reduce the impact of domestic species on the environment and the community.' Community consultation is proposed in autumn 2019.

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QUESTION TIME BRIEF

Portfolio/s: City Services

ISSUE: Hall Recreational Track/ Recreational Enhancements

Talking points:

- Since 2016, TCCS has been facilitating a process to enable community funding to be utilised for improvement to the recreational facilities in Hall. The original intention was to construct a recreational trail.
- Six sites around the village of Hall were considered as part of the initial public consultation for a recreational trail and only one was deemed fit for purpose at the time.
- The recreational trail proposal did not secure the required Heritage approvals. As a result, TCCS suggested that an alternative approach be considered, involving enhancements to the existing playground in the park.
 - TCCS considers that the presence at Hall park of existing infrastructure such as toilets, picnic facilities, drinking fountains and off-street parking will provide an opportunity to enhance the existing play experience.
 - Opportunities to align enhanced play spaces with existing infrastructure is consistent with the community-developed principles established as part of the Better Suburbs Play Space Forum deliberations in late 2018.
- The community proponents were amenable to this alternative approach which would be based on a co-design process with the community, intended to meet the community's needs within the available budget while addressing Heritage requirements.
- A co-design process is underway with community members, including children. The co-design will provide a basis and direction for progressing the project including location, design, and cost estimates.
- The resulting concept plans will be made available for input by Hall residents, the Village of Hall and District Progress Association, ACT Heritage and others with an interest in the proposal. Once feedback has been received, further developed plans will be prepared to seek formal approval from ACT Heritage.

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QUESTION TIME BRIEF

Portfolio/s: City Services

ISSUE: Bulky Waste Collection

Talking points:

- Since 2011-12 ACT seniors and 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
- The ACT Government is committed to providing a bulky waste collection service for all Canberra residents.

Background

- In the 2016 election, the ACT Labor Government committed to introduce a twice year suburb-by-suburb bulky waste pick up service to every home in Canberra. This service is commonly provided by local councils across Australia.
- Work is underway to design an effective household bulky waste service.
- 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.

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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're now looking at what else we can do to help turn the tide against unnecessary and problematic single-use plastics.

The ACT Government joins South Australia, Western Australia and the City of Hobart in tackling single-use plastics. On 16 April this year I released a discussion paper on the ACT Government Your Say website. We are running information sessions to support the consultation and submissions are welcomed until end of July.

- It is important to note that we don't have all the answers and we are seeking to understand the benefits and impacts of acting on single-use plastics for both the community and businesses. The feedback generated through the consultation will inform the future approach to phasing-out selected single use plastics in the ACT.

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 implement 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
- 30% average recycled content will be included across all packaging.

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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.
 - Western Australia released a discussion paper on 11 April 2019, with consultation closing on 12 July 2019.
 - Hobart City Council voted on 4 March 2019 to pass a single-use plastics bylaw, restricting single use plastic takeaway packaging.
- 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 starts 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 will be held in June 2019, various surveys will be developed and submissions can also be made via Your Say, letter and email. Consultation will remain open until the end of 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.

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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.

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QUESTION TIME BRIEF

Better Suburbs

- Of the 14 service areas considered in the Better Suburbs Statement, the Forum considered increased funding for stormwater and water quality to 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's management of stormwater asset acceptance processes, in consideration of other agencies involvement, including the Environment, Planning and Sustainability Development Directorate, Chief Minister, Treasury and Economic Development Directorate and the Suburban Land Agency.
- 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.

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- 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.

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 has a comprehensive street sweeping program and recently undertook a project to optimise the effectiveness of this program. 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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QUESTION TIME BRIEF

Portfolio: City Services

ISSUE: RECYCLING OF SOLAR PANELS (PHOTOVOLTAIC)

Talking points:

- A photovoltaic solar system (PV) consists of modules, inverters, batteries and installation and control components for modules, inverters and batteries. PV is intended to be an environmentally beneficial technology through its life-cycle in comparison to other means of energy generation.
- PV panels, inverter equipment and batteries are increasingly being purchased and deployed as an alternative to traditional means for energy generation.
- According to the latest *National Survey Report of Photovoltaic Applications in Australia*, 2017 was a record year for Australian PV installations, with 1.3GW of installed capacity recorded. 2017's record volume was driven by large increases in electricity prices, continued reduction in PV system prices, an increasing awareness of the benefits of PV to businesses, and the swift ramp-up of the Renewable Energy Target. At the end of 2017, the cumulative installed capacity of Australian PV installations reached 7.2GW¹.
- PV system components have an estimated average life span of between seven to 35 years. The life-cycle impacts of PV systems include the end-of-life management of the materials. That is, as PV equipment reaches the end of its useful life span the level of recovery, recycling, re-use and safe disposal is an important part of PV's environmentally beneficial performance.
- Due to the recent boom in solar installations over the last ten years, PV systems are expected to enter Australia's waste stream in significant volumes from around 2023.
- Current estimates are that across Australia during 2018 approximately 6,000 tonnes of PV panels will require disposal, rising to about 100,000 tonnes in 2035².

¹ PV in Australia Report 2017 (APVI, July 2018)

² PV Systems Stewardship Options Assessment – Options Feasibility Study 2018 (Equilibrium)

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QUESTION TIME BRIEF

PV Recycling in Australia

- Although there is a growing expectation from consumers and the general community for more resource recovery and recycling of end-of-life PV products, the current end-of-life management of PV systems is *ad hoc*. That is, there are no coordinated programs on a significant geographical or national scale providing a dedicated pathway for the take-back, collection, consolidation and/or end-of-life management of these products.
- A recent Study³ suggests that:
 - While there is no known dedicated PV panel recovery, dismantling and recycling provider operating on a commercial-scale in Australia at present, recovery and recycling operations for these products are in development;
 - PV panel dismantling is a specialised activity and ordinary e-waste recyclers are generally not equipped to handle end-of-life PV products;
 - The cost and handling requirements for current disposal to recyclers is a barrier and so is limited availability of and access to recyclers;
 - PV panels remain excluded from some jurisdiction's regulatory actions, such as e-waste bans, partly because there is a lack of domestic recycling capacity;
 - There is *ad hoc* refurbishment and redistribution of PV panels domestically and through export; and
 - Material value in PV panels is low as laminated glass is the bulk of the product by weight and a low value commodity for recovery and recycling (and the value may decline as future design and production changes reducing the recyclable materials in PV panels).

PV Recycling Process in general

- PV panels waste treatment can vary from pre-treatment (sorting, preparation for re-use and/or recycling) to final treatment (recovery of the materials for further recycling and treatment). The treatment operations

³ PV Systems Stewardship Options Assessment – Options Feasibility Study 2018

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can consist of mechanical, thermal as well as chemical treatment processes. A majority of treatment facilities across the world apply mechanical processes to separate the materials used in PV panels.

- All PV technologies are equally suitable for recycling and treatment, with average recycling rates of 70 per cent for silicon based and up to 90 per cent for non-silicon based PV Panels. Especially glass, aluminium, copper, silver and certain semiconductors can be recovered for the production of new materials. Plastics from the EVA (Ethylene Vinyl Acetate) foil cannot be recycled and are treated in waste-to-energy plants replacing or other primary materials or used for energy recovery.

What the ACT is doing?

- In recent years, PV related products have been identified as an emerging e-waste stream with a lack of local reprocessing options. As a result, PV products have been listed on the Minister's priority product list under the Commonwealth's *Product Stewardship Act 2011*. To that effect, on 25 November 2016 the Victorian Government sought and received endorsement through the Meeting of Environment Ministers to convene a multi-jurisdictional working group to work with the PV sector.
- The PV working group (PVWG) was tasked to develop a national product stewardship approach for PV products. The ACT is an active member of the working group. The ACT's interest is due partly to its policy priority to achieve 100 per cent renewable energy target by 2020 and the fact that in the ACT PV related sector and products are expected to grow significantly in the near future, therefore, end-of-life management of PV related products will become a challenge.
- The PVWG meets every two months and the next meeting is expected to be held prior to next MEM to discuss recommendations to Senior Officials and Ministers on a preferred product scope and management approach, or approaches, for all or some of the products included in a PV system. To date, an assessment of all product scope and stewardship options have been completed by the working group. The ACT would like to be part of a national solution due to the complexity involved in the product types and chemistries of PV systems. Further down the track, when any product stewardship approach (voluntary, co-regulatory or mandatory) is taken to manage PV products, there may be financial implications for the ACT

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QUESTION TIME BRIEF

Government. Although it is not possible to quantify these costs at this point in time, any national solution is considered to be efficient in terms of knowledge sharing and economies of scale compared to developing an isolated ACT based solution.

Background

- The ACT Government is committed to improving the Territory's performance in waste management. This is reflected in the *ACT Waste Management Strategy 2011-2025* (the Strategy).
- The goal of the Strategy is to ensure that the ACT leads innovation to achieve full resource recovery and a carbon neutral waste sector. It also sets an ambitious target of 90 per cent resource recovery by 2025.
- The ACT also has a policy to achieve 100 per cent renewable energy target by 2020. The ACT ran a reverse auction for solar power in 2012 that resulted in three new solar farms totaling 40MW. In 2016 it ran a further 200MW auction for renewables that was won by two wind farms. Proceeds from this auction also support an ongoing subsidy for home energy storage systems.
- Due to increase in uptake of PV systems in recent years it is likely that the PV related sector will grow significantly in the ACT and end-of-life management of PV related products will become a challenge.
- Product stewardship is an intervention utilised to correct market failures to properly account for the environmental costs of product manufacture, packaging and use. The defining principle of product stewardship is to minimise the environmental impact of products by placing the responsibility of end-of-life treatment on the manufacturers, importers, distributors, retailers and consumers of the product.
- On 25 November 2016, Ministers endorsed the establishment of a Victorian-led jurisdictional working group to work with the PV sector and develop a national product stewardship approach for PV systems, subject to funding requirements and assessment of timeframes.
- At this stage, costs to progress the exploration of approaches to possible product stewardship approaches for PVs are being borne by Victoria, partly because Victoria has a legislated ban on e-waste to landfill from 1 July 2019.
- Further down the track, if a co-regulatory or mandatory product stewardship approach is taken to manage PV products, there may be costs involved for the ACT Government, although it is not possible to quantify these costs at this point in time:
 - Scheme development: If Victoria seeks funding to nationally 'scale-up the scheme', which will trigger the need for contribution by jurisdictions as per COAG funding formula [The COAG formula requires 50 per cent contribution

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QUESTION TIME BRIEF

from the Commonwealth, and the other 50 per cent to be contributed by the states and territories according to their population.]

- Scheme implementation: Implementation of the scheme in the ACT may require funding in terms of, for example, education messaging and capital expenditure for establishing drop-off points across the ACT.
- Impact on industry: Given the ACT's policy priority to achieve 100 per cent renewable energy target by 2020, PV related sector and products are expected to grow significantly in the near future. Any scheme to manage PV related products is therefore expected to have impact on the sector.

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Bruan, Nicole

From: Bourne, Sarah
Sent: Tuesday, 3 September 2019 12:48 PM
To: Bruan, Nicole
Subject: FW: REQUEST FOR Estimates Briefs _ Minister Steel [SEC=UNOFFICIAL]

UNOFFICIAL

From: Kennedy, Karen <Karen.Kennedy@act.gov.au> **On Behalf Of** TCCS_DLO
Sent: Friday, 17 May 2019 12:24 PM
To: Bourne, Sarah <Sarah.Bourne@act.gov.au>
Cc: Guest, Clare <Clare.Guest@act.gov.au>
Subject: REQUEST FOR Estimates Briefs _ Minister Steel [SEC=UNOFFICIAL]

Sarah,

Minister Steel's office has requested the following Estimates Briefs for Estimates please:

1. TCCS Overview
2. Accountability Indicators
3. Initiatives – Capital and Recurrent

The office have requested a high level overview please.

Thanks
KK

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