**2020**

**THE LEGISLATIVE ASSEMBLY FOR THE**

**AUSTRALIAN CAPITAL TERRITORY**

**Transport Action Plan Quarterly Update**

**Number 2**

**JANUARY 2020**

**Mr Chris Steel MLA**

 **Minister for Transport**





TRANSPORT ACTION PLAN

Quarterly Update

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Transport Canberra and CITY SERVICES DIRECTORATE

JANUARY 2020

# Executive summary

On 17 September 2019, the ACT Government released the Transport Action Plan aimed at improving reliability of its weekend bus services. The Plan was developed in acknowledgement that the reliability of weekend bus services operated by Transport Canberra was not meeting the expectations of Canberrans.

The ACT Government has committed to updating the Legislative Assembly and the community on a quarterly basis on progress toward weekend bus service reliability in accordance with the Plan.

The ACT Government recognised that the reliability of weekend bus services remains a concern for Canberrans. As such, the Government introduced an interim weekend timetable from 28 September 2019, which has seen a sustained improvement in the reliability of weekend bus services. Since the interim weekend timetable commenced, Transport Canberra has delivered 99.6% of weekend bus services, exceeding its target of 99.5%.

The Government’s focus now is on continuing to implement the other actions in the Transport Action Plan so that the frequency of weekend bus services can be increased, while still ensuring that Canberrans can depend on their reliability. The Government has announced that the frequency of weekend bus services will be improved as part of an update to the network that the Government is aiming to deliver from 28 April 2020, with further increases planned once the Government is confident that they can be reliably delivered, every weekend.

This document is the second quarterly update under the Plan. The next quarterly update will be released in April 2020.

## Definitions – status of actions

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| Term | Definition |
| **Not yet commenced** | An action has ‘not yet commenced’ when Transport Canberra is yet to begin work on the action. |
| **Commenced** | An action has ‘commenced’ when Transport Canberra has begun work on the action. |
| **On track** | An action is ‘on track’ when Transport Canberra has begun work on the action and is progressing as expected. |
| **Ongoing** | An action is ‘ongoing’ when the action has been delivered, but requires ongoing management. |
| **Completed** | An action is ‘completed’ when the action has been delivered. |

# Quarterly Update

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| Action | Status |
| **Action 1****Continuous recruitment of bus drivers** | **Ongoing**Transport Canberra ran a recruitment round for bus drivers from 11 July to 27 September 2019, with a total of 458 applications received.Transport Canberra has now commenced driver training sessions every three weeks. Previously driver training sessions were held every four weeks. A 12-month recruitment round commenced on 28 October 2019 and will remain open until 27 October 2020.The Government has recruited 87 drivers since April 2019, through some existing drivers have left Transport Canberra through natural attrition.The Government has also announced that it will provide $1.483 million in the 2019-20 financial year for a further 43 drivers, as well as $100,000 to upgrade Transport Canberra’s driver training facilities. This will help to deliver frequent and reliable public transport services as our city and network grows. |
| **Action 2****Prioritise applicants interested in weekend work** | **Ongoing**As part of ongoing recruitment of bus drivers, Transport Canberra is giving priority to candidates who express an interest in working on weekends. |
| **Action 3****Promoting NXTBUS for planning journeys on weekends** | **Ongoing**Transport Canberra is continuing to promote NXTBUS as a tool for customers planning journeys on weekends through several different channels, including the Transport Canberra website, through social media and through customer service staff. |
| **Action 4 – replace NXTBUS with new customer information systems and apps** | **On track**The Government has announced that a procurement is currently underway for a brand-new ticketing system designed for Canberra’s public transport users.The new system will provide transport users with a range of high-tech features making it easier to plan, pay for and take public transport.It will provide users with some of the most advanced ticketing technology and bring Canberra up to speed with major cities around the world.In addition to convenient and flexible payment methods, including cash, cards, mobile phones and other smart devices, and the system will will include real time information and travel updates helping to improve communication with Transport Canberra customersThe system will replace the current MyWay ticketing system and NXTBUS, which are outdated. Further information about the system’s capability will be provides in future Updates once the system has been procured.Transport Canberra deployed customer service staff at key transport interchanges on weekends before and after the commencement of the interim weekend timetable to provide another source of information for customers. |
| **Action 5 – workforce development plan** | **On track**Transport Canberra is developing an updated workforce plan that reflects staffing requirements for delivering current services, as well as services planned for areas of population growth, a future bus depot at Woden and other future transport planning. |
| **Action 6 – increased use of stand-by drivers** | **Complete**Transport Canberra implemented an interim weekend timetable to immediately improve the reliability of weekend services from Saturday 28 September 2019.This timetable included shifts for stand-by drivers on Saturdays, Sundays and public holidays. The addition of these drivers has assisted with enabling operational incidents to be resolved without using drivers delivering services and unscheduled absences. |
| **Action 7 – encourage more drivers on weekends** | **Commenced**Transport Canberra is exploring options to encourage drivers to work on weekends. This has included improvements to the process for bus drivers to opt-in for weekend work. |
| **Action 8 – consultation on potential changes to conditions for Transport Canberra bus drivers** | **On track**Planning for the next bus driver and other Transport Canberra operational staff Enterprise Agreement will commence in early 2020. |
| **Action 9 – implement an interim weekend timetable to immediately improve reliability** | **Complete**Transport Canberra implemented an interim weekend timetable to immediately improve the reliability of weekend services from Saturday 28 September 2019.Since the interim timetable commenced, Transport Canberra has delivered 99.6% of weekend bus services, exceeding the target of 99.5%. The Government expects that Transport Canberra will be able to continue to reliably deliver bus services, every weekend.  |
| **Action 10 – incrementally increase weekend services to meet the Network 19 plan** | **On track**As bus driver numbers have now increased, the Government is planning to increase the frequency of local bus services on weekends as part of an update to the public transport network that the Government is aiming to deliver in term 2.The frequency of local bus routes will be increased during the day on Saturdays from term 2.The Government is working closely with the Transport Workers’ Union to finalise the timetable. Full details of the improvements to local bus services on weekends will be available once the timetable is released, which is expected to be in mid-March 2020.Further improvements will be considered, once the Government is confident that Transport Canberra can deliver the additional services reliably, every weekend. |