

Document 1

Exempt -

Section 35

Executive Documents

Document 2

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Section 35

Executive Documents

Ella, Dale

From: Springett, Emily
Sent: Friday, 26 August 2016 2:18 PM
To: Allen, Phillippe; Edghill, Duncan
Cc: Thomas, Emma; Guest, Clare; Johnston, Claire
Subject: RE: Rapid Network [SEC=UNCLASSIFIED]
Attachments: Rapid Network map .pdf; Future rapid.pdf; 26082016 Media Release Rapid Network Final Approved.docx; 26082016 FAQs Rapid Network Final Approved.pdf; 26082016 Building an integrated transport network - frequent Bus Network Communications Strategy Final Approved.pdf

Importance: High

All

Hi Phillippe and Claire

Please find the final communications materials attached:

- Map
- FAQ
- Media Release
- Flyer (Is being referred to reviewer this afternoon)
- Comms strategy including key talking points

Thank you

Emily

Emily Springett | Director, Corporate Communications, Media and Public Relations
 Phone 02 6207 9024 | Mobile [REDACTED] | Email: emily.springett@act.gov.au
 Transport Canberra and City Services Directorate | ACT Government
 12 Wattle Street, Lyneham | GPO Box 158 Canberra ACT 2601 | www.act.gov.au



Connected services for the people of Canberra

From: Allen, Phillippe
Sent: Friday, 26 August 2016 1:34 PM
To: Edghill, Duncan
Cc: Thomas, Emma; Guest, Clare; Springett, Emily
Subject: RE: Rapid Network [SEC=UNCLASSIFIED]

Thank you - we will use that timing.

Has anyone spoken to the airport yet?

Cheers

Phillippe

From: Edghill, Duncan
Sent: Friday, 26 August 2016 1:32 PM
To: Allen, Phillippe
Cc: Thomas, Emma; Guest, Clare; Springett, Emily
Subject: RE: Rapid Network [SEC=UNCLASSIFIED]

Phillippe,

Excellent, thank you.

Emily will separately send through the complete suite of communications materials very shortly.

On the approximate running hours for rapids – we can run them as we wish. In our costings we assumed around 6am to 11pm (later on Thursday and Friday) to approximately match light rail operations, though there is a frequency ramp-up and ramp down at either end.

Current Red and Blue Rapids run from about 6 am to 11pm.

Kind Regards
Duncan

From: Allen, Phillippe
Sent: Friday, 26 August 2016 1:18 PM
To: Edghill, Duncan
Cc: Thomas, Emma; Pulford, Nikki; Guest, Clare
Subject: RE: Rapid Network [SEC=UNCLASSIFIED]

Duncan, find attached the signed package.

Could you please also advise the approximate running hours for rapids. I understand the usual rule is they start at around 630am and run until about 9pm.

Please note that the CMO communications team sought a few minor changes to the map and Claire is liaising with Emily on that. Nothing problematic.

Phillippe

From: Edghill, Duncan
Sent: Friday, 26 August 2016 11:55 AM
To: Allen, Phillippe
Cc: Thomas, Emma; Pulford, Nikki
Subject: Rapid Network [SEC=UNCLASSIFIED]

Phillippe,

Please see attached updated documents. Form of brochure and FAQs to follow.

Kind Regards
Duncan

Duncan Edghill | Deputy Director-General - Transport Canberra



T 02 6205 3842 | M [REDACTED] | E duncan.edghill@act.gov.au
GPO Box 158, Canberra ACT 2601

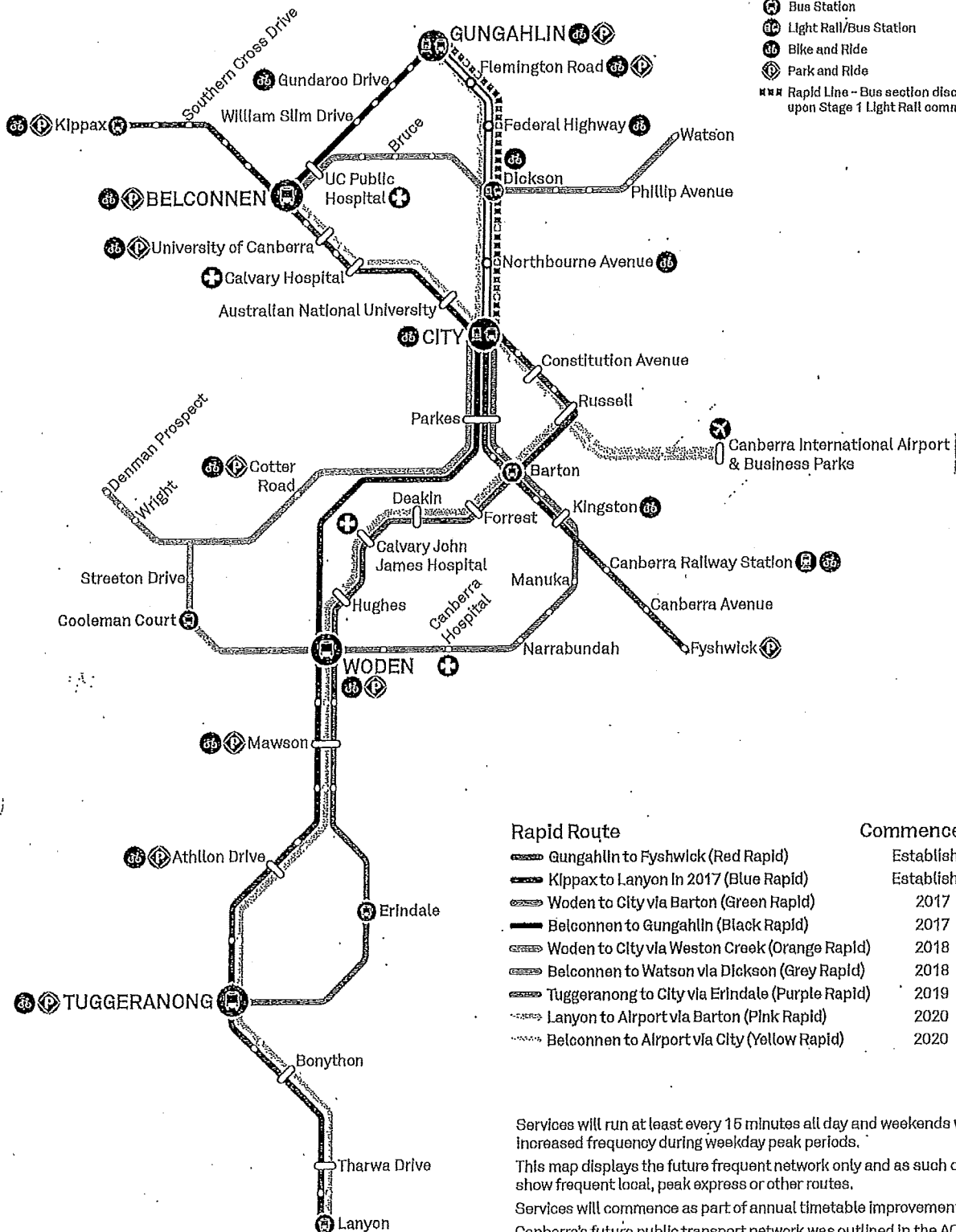
Please consider the environment before printing this e-mail.



4

LEGEND

- Light Rail from 2018
- Rapid Bus Route
- Stop/Common Bus stop
- Bus Station
- Light Rail/Bus Station
- Bike and Ride
- Park and Ride
- Rapid Line - Bus section discontinued upon Stage 1 Light Rail commencement



Rapid Route

Rapid Route	Commencement
Gungahlin to Fyshwick (Red Rapid)	Established
Klppax to Lanyon in 2017 (Blue Rapid)	Established
Woden to City via Barton (Green Rapid)	2017
Belconnen to Gungahlin (Black Rapid)	2017
Woden to City via Weston Creek (Orange Rapid)	2018
Belconnen to Watson via Dickson (Grey Rapid)	2018
Tuggeranong to City via Erindale (Purple Rapid)	2019
Lanyon to Airport via Barton (Pink Rapid)	2020
Belconnen to Airport via City (Yellow Rapid)	2020

Services will run at least every 15 minutes all day and weekends with increased frequency during weekday peak periods.

This map displays the future frequent network only and as such does not show frequent local, peak express or other routes.

Services will commence as part of annual timetable improvements Canberra's future public transport network was outlined in the ACT Government publication 'Transport for Canberra - Transport for a Sustainable City: 2012 - 2031'.



RAPID NETWORK 2017-2020



The ACT Government continues to deliver on its commitment of implementing an integrated transport network for all of Canberra that is fast, frequent and reliable.

The establishment of additional high frequency transport corridors across the city will ensure that more Canberrans will be able to make public transport their first choice when moving around our city.

Integrated transport combining more rapid bus services, light rail and active travel will help shape our city's development, change how we move and encourage a more compact, liveable city.

BUILDING THE RAPID NETWORK



The ACT Government is growing its rapid network from two services (the Red and Blue Rapids) to nine over the next four years. These services will be phased to ensure we can deliver the best public transport network for our city.

The future Rapid Network will provide:

- nine rapid routes linking key city and local centres providing fast, frequent, reliable travel
- high frequency services running seven days a week
- improved walking paths and more Bike, Park and Ride locations
- 80 additional buses on the road
- a modernised bus fleet including and innovative ticketing.

The Rapid Network will integrate high frequency buses with the first and future stages of light rail as well as other regular and peak express services.

SUPPORTING LOCAL JOBS

In addition to more rapid services, the Rapid Network will provide a catalyst for more than 100 additional jobs and a new depot for the north of Canberra.

Transport Canberra - bringing together buses, light rail, walking and cycling to get you where you need to go.

Rapid Network 2017-2020

TRANSPORT CANBERRA



A new era of public transport has arrived:
get on board!

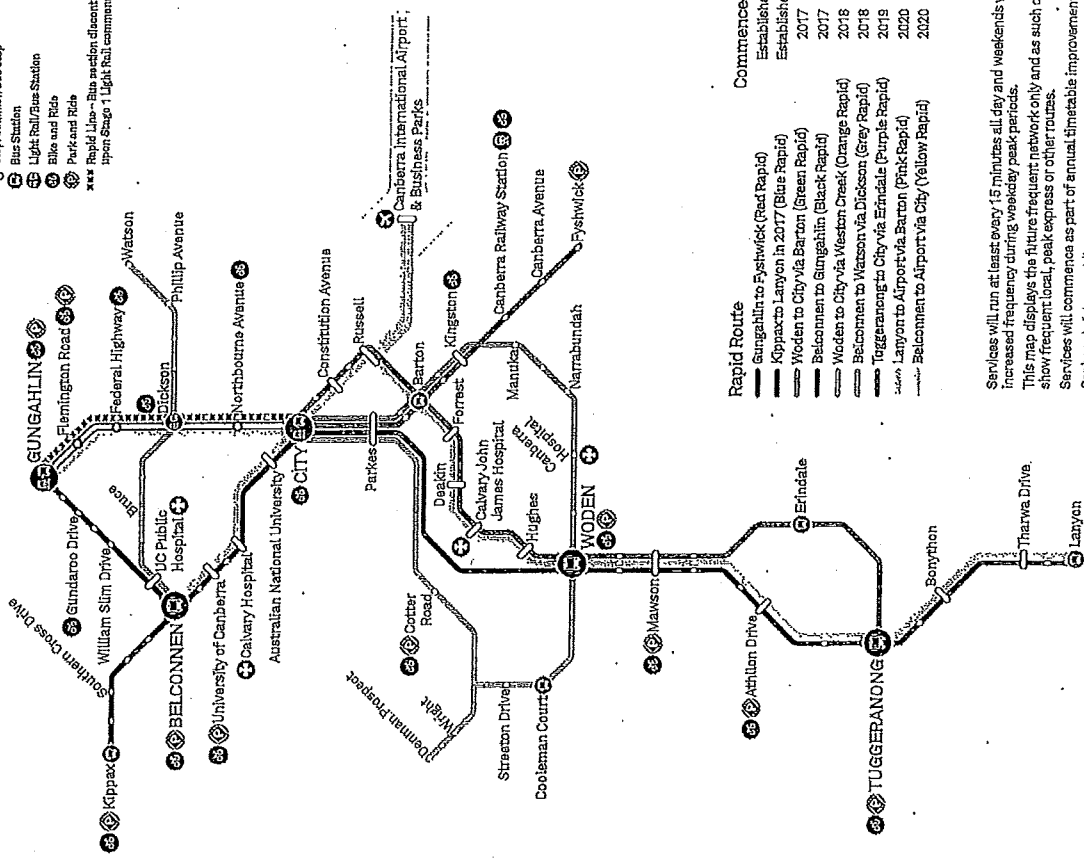


For more information visit transport.act.gov.au or call 13 17 10

Produced by Transport Canberra and City Services September 2016



- LEGEND**
- Light Rail from 2018
 - Rapid Blue Route
 - Stop/Comment Bus stop
 - Bus Station
 - Light Rail/Bus Station
 - Bus and Ride
 - Park and Ride
 - Rapid Lane - Bus section discontinued upon Stage 1 Light Rail commencement



Rapid Route

Route	Commencement
Gungahlin to Fyshwick (Red Rapid)	Established
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Services will run at least every 15 minutes all day and weekends with increased frequency during weekday peak periods. This map displays the future frequent network only and as such does not show frequent local, peak express or other routes. Services will commence as part of annual timetable improvements. Canberra's future public transport network was outlined in the ACT Government publication 'Transport for Canberra - Transport for a Sustainable City 2013 - 2031'.



MEEGAN FITZHARRIS MLA

Minister for Transport and City Services
Minister for Higher Education, Training
and Research
Assistant Health Minister

Member for Melongle

MEDIA RELEASE

EMBARGOED: 12:01am, Monday 29 August 2016

Keeping Canberra moving - more rapid bus routes, buses and drivers to improve public transport across Canberra

The ACT Government has set out a clear timetable for the rollout of Transport Canberra's future Rapid Bus Network, which will include nine rapid services, 80 extra buses, over 100 new jobs and a commitment to design a new Northside depot. This will give Canberrans a real alternative to driving, alleviate road congestion and ensure our integrated public transport system grows with our city.

Minister for Transport and City Services Meegan Fitzharris today announced a plan to grow the Rapid Bus Network from two services to nine over the next four years, in addition to stage one of the city-wide light rail network.

The first additions to the rapid bus network in 2017 will be the extension of the Blue Rapid to Lanyon, completing the Blue Rapid link from Kippax to the Lanyon Valley, a new Purple Rapid from Woden to the City via Manuka and Barton, and the Black Rapid from Belconnen to Gungahlin.

"Labor introduced the rapid bus network, and we have gradually been extending it to new areas. We know the rapid buses are hugely popular because they are frequent, they run every 15 minutes or better and they go where we know people want to go.

"Transport Canberra has been working hard to analyse our MyWay data and customer feedback including through the Transport Canberra survey to develop a clear plan for the rollout of our rapid network, which the Labor government started in 2009 and outlined in [Transport for Canberra](#) in 2012.

"We know this rapid network will integrate with the first and future stages of light rail and with our other regular and peak express bus services that people will still see travelling through their suburbs."

The new Rapid Bus Network will be supported by 80 additional buses and over 100 new driver and workshop jobs. The ACT Government will also commence design of a new Northern depot in addition to previous commitments to reactivate the depot in Woden.

"I'm really excited about the future of public transport in the ACT. Next year we will double our rapid bus network, and we have a clear plan to roll out more rapid services.

"Other rapid services will include:

- Woden to City via Weston Creek (2018)
- Belconnen to Watson via Dickson (2018)
- Tuggeranong to City via Erindale (2019)
- Langton to Airport via Barton (2020)
- Belconnen to Airport via City (2020)

"These services will be phased in to ensure we can deliver the best public transport network for our city. We will ensure it integrates with walking and cycling infrastructure, our Park and Ride facilities, and that services are direct and take people where they want to go.

"It will also ensure that we can reallocate the 1.2 million bus kilometres that will be freed up by the first stage of the light rail network.

"These improvements to the Rapid Bus Network will be on top of our plans to deliver light rail, trial electric buses, reform our ticketing system, build more Park and Rides and Bike and Rides, regulate innovative new services like ride sharing and car sharing, smart parking and autonomous vehicles.

"It's all part of our plan to keep Canberra moving, and improve public transport for you, no matter where you live," said Minister Fitzharris.

Statement ends

Media contacts: Claire Johnston T (02) 6205 0022 M [REDACTED] clairev.johnston@act.gov.au

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FAQ - Rapid Network - 2017-2020

[REDACTED]

1. [REDACTED]

[REDACTED]

2. [REDACTED]

[REDACTED]

[REDACTED]

3. Who are the winners and losers through this announcement – appears for example there are not a lot of additional services for Tuggeranong?

The Rapid Bus Network will benefit all Canberrans. Through the ongoing investment in transport we are giving Canberrans a real alternative to driving.

The ACT Government has committed to extending the blue rapid to Lanyon next year. Today's announcement will see new rapid routes connecting Lanyon, Tuggeranong, and Erindale with the City, Airport and other locations.

The rapid network will integrate with the first and future stages of light rail and with other regular and peak express bus services.

We are providing an integrated transport future for Canberra.

[REDACTED]

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[REDACTED]

5. [REDACTED]

[REDACTED]

6. [REDACTED]

[REDACTED]

7. [REDACTED]

[REDACTED]

8. [REDACTED]

[REDACTED]

9. [REDACTED]

[REDACTED]

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10. [REDACTED]

[REDACTED]

11. What are the sensitivities with a service to the Airport? Isn't there an existing private bus arrangement?

There is an existing private operator that runs to the airport terminal. The Government will continue to have discussions with the Airport around introducing services to the passenger terminals and how this may impact existing contractual arrangements.

Rapid and accessible bus transport to the airport will be critical as the airport continues to grow including with the introduction of low cost carriers and international flights.

12. [REDACTED]

[REDACTED]

13. [REDACTED]

[REDACTED]

14. [REDACTED]

[REDACTED]

15. [REDACTED]

[REDACTED]

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16. [REDACTED]

[REDACTED]

17. [REDACTED]

[REDACTED] ... actually look at you to

18. [REDACTED]

[REDACTED]

19. [REDACTED]

[REDACTED]

20. [REDACTED]

[REDACTED]

21. [REDACTED]

[REDACTED]

22. [REDACTED]

[REDACTED]

23. [REDACTED]

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[REDACTED]

UNCLASSIFIED

Document 7

Exempt -

Section 35

Executive Documents



MEEGAN FITZHARRIS MLA

Minister for Higher Education, Training and Research
Minister for Transport and Municipal Services
Assistant Health Minister

Member for Molonglo

8
E-MAILED
17.3.2016

[REDACTED]
[REDACTED]
Dear [REDACTED]

Thank you for your email of 29 November 2015 about the Canberra Airport Express Service. As the new Minister for Transport and Municipal Services, I am pleased to provide the following advice.

The Canberra Airport Express is operated by a private operator, the Royale Coach Group. The MyWay ticketing system is managed by the ACT Government and is only available on ACTION services. The Royale Coach Group can be contacted on 1300 368 897 if you have suggestions to improve their timetable and service.


I have asked the Transport and Municipal Services (TAMS) Directorate to continue discussions with Canberra Airport management to permit ACTION buses to service the airport terminal.

The City Bus Station is currently at capacity with regular services, which includes both ACTION and QCity regional services. Due to the fire in the Sydney Building, the stop on London Circuit was closed for an extended period of time. However, I am pleased to advise that this stop is now open and accessible for the Canberra Airport Express.

The Route 11 is currently scheduled to leave hourly from the City Bus Station and would allow travel using MyWay. Please find information regarding the route enclosed.

Thank you for raising this matter and I trust this information is helpful.

Yours sincerely


[REDACTED]
Meegan Fitzharris MLA
Minister for Transport and Municipal Services

17/3/2016

ACT LEGISLATIVE ASSEMBLY

Phone (02) 6205 0022 Email fitzharris@act.gov.au



 @MeeganFitzMLA  MeeganFitzharrisMLA

Public Transport

Received by Directorate: 7/12/2015
TRIM Number: MIN 15/1611
CMMIN15/
Due to MACS: 16/12/2015
Due to Minister's Office: 21/12/2015



ACT
Government
Territory and Municipal Services

TAMS

MINISTERIAL CORRESPONDENCE/BRIEF REQUEST FORM

Minister for Territory and Municipal Services
 Minister for Roads and Parking
 Chief Minister

Priority: Urgent Normal

Due Date (if specific):

CORRESPONDENT: [REDACTED]

SUBJECT/Topic: Canberra Airport Express Service

To: Infrastructure, Roads and Public Transport - Including AIMS
 Corporate and Business Enterprises
 Parks and Territory Services

REQUEST:

Reply to correspondence
 Briefing/Information Brief
 Event/Arrangements Brief
 Directorate Response
 Verbal Briefing
 Speech/Speaking Notes
 Appropriate Action
 Advisory Note
 Media Release
 Information Only
 Input
 Media Alert

MEETING/EVENT:

Time: Date:

Further Information:

Date:

Territory and Municipal Services DLO

Bourne, Sarah

From: McLennan, Logan on behalf of RATTENBURY
Sent: Monday, 30 November 2015 1:16 PM
To: Bourne, Sarah.
Subject: FW: Why does the Canberra Airport Express Service hv the most illogical timetable?

Hi Sarah

Can you please forward this correspondence to the directorate for a response from ACTION's perspective? Myway cards, using ACTION Bus Interchanges etc, where negotiations are up to with the Airport regarding an ACTION service etc
Thanks, Logan.

From: [REDACTED]
Sent: Sunday, 29 November 2015 3:38 PM
To: enquiries@royalecoach.com.au; jnfo@canberraairport.com.au; RATTENBURY
Subject: Why does the Canberra Airport Express Service hv the most illogical timetable?

Why does the Canberra Airport Express Service have the most illogical timetable? It makes no sense, seems to be linked to nothing and is impossible to remember. It does not appear to be designed to attract customers. This is the capital of one of the largest economies of the world and we do not have a world class transport system.

I have four suggestions:

1. run a Basic Interval Timetable seven days a week from the airport on the hour, every hour and to to the airport on the half hour every hour
2. allow these buses to accept Myway (although charge a premium fare)
3. have buses drop off closer to the Civic Bus Interchange
4. run the bus from Civic onto Parliament and then to Woden Interchange

Timetable would become:

8:02am from airport becomes 8am
 08:49 from airport becomes 9am
 09:36 from airport becomes 10am
 10:25 delete
 11:14 from airport becomes 11am
 12:03 from airport becomes 12 midday
 add a 1pm service
 14:50 @2pm
 15:38 @3pm
 16:26 @4pm
 17:14 @5pm
 18:02 @6pm
 18:50 @7pm
 add an 8pm service

To the airport, every hour on the half hour starting at 630am (many of us catch planes before 9am!).
Add a 730am service to the airport
then 826 to the airport becomes 830am

913am becomes 930am
1002am becomes 1030am
1050 delete
1139 becomes 1130am
1228 becomes 1230pm
add a 130pm
add a 230pm
314pm becomes 330pm
402pm = @430pm
450pm becomes an extra 5pm service
538pm = @530pm
626pm = @630pm
714pm = @730pm

(

██████████

██████████



ACT
Government

**Access
Canberra.**

Forwarded By: [REDACTED] - Public Transport Customer Service - [REDACTED]@act.gov.au

Incident Reference # 170131-003231

Subject: TT - Route Enquiry
Date Created: 31/01/2017 06.33 PM

Customer By CSS Email ([REDACTED]) (01/02/2017 01.00 PM)

Dear [REDACTED]

Thank you for that. I will do as you advise.

[REDACTED]



ACT
Government

**Access
Canberra.**

On 31/01/2017 you contacted the ACT Government and an enquiry was submitted. Below is a summary of your correspondence and the response to your enquiry.

Subject

TT - Route Enquiry

Message

Regards

██████████ | Customer Experience

T ██████████ E ██████████@act.gov.au

Customer Experience | Transport Canberra and City Services | ACT Government

Lvl 2, 496 Northbourne Ave, Dickson

Note By (██████████ - Public Transport Customer Service) (01/02/2017 09.28 AM)

Feedback in subject:

Can't find bus from Canberra airport to city

Auto Note By (Administrator) (31/01/2017 06.33 PM)

Positional data at time of incident submissions was:

Latitude:

Longitude:

Google Url:

Google Address: Canberra Airport

Customer By CSS Web (██████████) (31/01/2017 06.33 PM)

That's my feedback. It should be easy to find, not buried somewhere for me to play guessing games as to what words might trigger the result.

Additional Incident Details

Status: Resolved

Category: Bus Route, Timetable or Fares

Type of Correspondence: Complaint

Response to customer: Email option only.

ACTION Category: TT - Route Enquiry

MyWay Card Number:

MyWay Agent:

Route Number:

Bus/Rego Number:

Direction of Travel: n/a

Date and Time of Incident:

Shift Number:

Driver work number:

Investigation area: CSM Corporate

Incident Address: Canberra Airport

If this is not for you/your area please forward this email to accessCBR@act.gov.au to advise that it is not the correct area. The correspondence can then be re-directed appropriately.

Response By Email ([REDACTED] - Public Transport Customer Service) (01/02/2017 10.14 AM)

Good Morning [REDACTED]

Thank you for contacting Public Transport

Unfortunately we do not have a service to the air port but this is the web site were you will be able to catch a bus with Airport Express Bus please see link below

<https://www.canberraairport.com.au/travellers/parking-transport/buses-and-coaches-2/>

Regards

[REDACTED] | Customer Experience

T [REDACTED] E [REDACTED]@act.gov.au

Customer Experience | Transport Canberra and City Services| ACT Government
Lvl 2, 496 Northbourne Ave, Dickson

Customer By CSS Web ([REDACTED]) (31/01/2017 06.33 PM)

That's my feedback. It should be easy to find, not buried somewhere for me to play guessing games as to what words might trigger the result

Your Details

First Name: [REDACTED]

Last Name: [REDACTED]

Contact Number: [REDACTED]

Email Address: [REDACTED]

Additional Details (if available)

Reference #: 170131-003231

Date Created: 31/01/2017 06.33 PM

Status: Resolved

Category: Bus Route, Timetable or Fares

Type of Correspondence: Complaint

If this issue is not resolved to your satisfaction, you may reopen it under the 'Your Account' section on our website.

Response By Email ([REDACTED] - Public Transport Customer Service) (01/02/2017 10.14 AM)

Good Morning [REDACTED]

Thank you for contacting Public Transport

Unfortunately we do not have a service to the air port but this is the web site were you will be able to catch a bus with Airport Express Bus please see link below

<https://www.canberraairport.com.au/travellers/parking-transport/buses-and-coaches-2/>



ACT
Government

**Access
Canberra.**

Forwarded By: [REDACTED] - Public Transport Customer Service -
[REDACTED]@act.gov.au

Incident Reference # 161205-002007

Subject: TT - Hardcopy Timetables
Date Created: 05/12/2016 02:55 PM

Note By ([REDACTED] - Public Transport Customer Service) (09/12/2016 11:28 AM)
From: [REDACTED]
Sent: Tuesday, 6 December 2016 10:56 AM
To: [REDACTED]
Cc: [REDACTED] / [REDACTED] ; [REDACTED] / [REDACTED] ; [REDACTED]

Subject: FW: TT - Hardcopy Timetables [SEC=UNCLASSIFIED]
Importance: High

G'Day [REDACTED]

I have spoken to the author of this feedback and he is a Belconnen ACTION driver. I will take on board regarding the bus stop at Brindabella Park but he is not requesting that signage be placed at all bus stops within the Network as per the feedback. I asked if he knew why ACTION does not service the Airport and he gave me a excellent response to why we do not go into the air port which has been pursued many time by ACTION so I do not know why he raised this as an issue because he already knew the answer.

However, the bus stop to the city is within a two hundred meter walk from the airport which is an acceptable distance to walk for a bus but I will investigate additional signage to be installed at this stop.

Kind Regards

[REDACTED]

Note By ([REDACTED] - Public Transport Customer Service) (06/12/2016 09:47 AM)
Forwarded to scheduling, NFA required.

Hello [REDACTED]

Please see attached feedback for your review.

Customer has not requested a further follow up.

Regards,

[REDACTED]

[REDACTED] | Customer Experience

T [REDACTED] E: [REDACTED]@act.gov.au

Customer Experience | Transport Canberra and City Services | ACT Government

Lvl 2, 490 Northbourne Ave, Dickson | GPO Box 158 Canberra ACT 2601 | www.act.gov.au

Note By ([REDACTED] - Public Transport Customer Service) (06/12/2016 09:46 AM)

Forwarded to operations.

Hello [REDACTED]

Please see attached feedback for your review.

See what information is being displayed and if none is present is there a capacity for a display.

Regards,

[REDACTED]

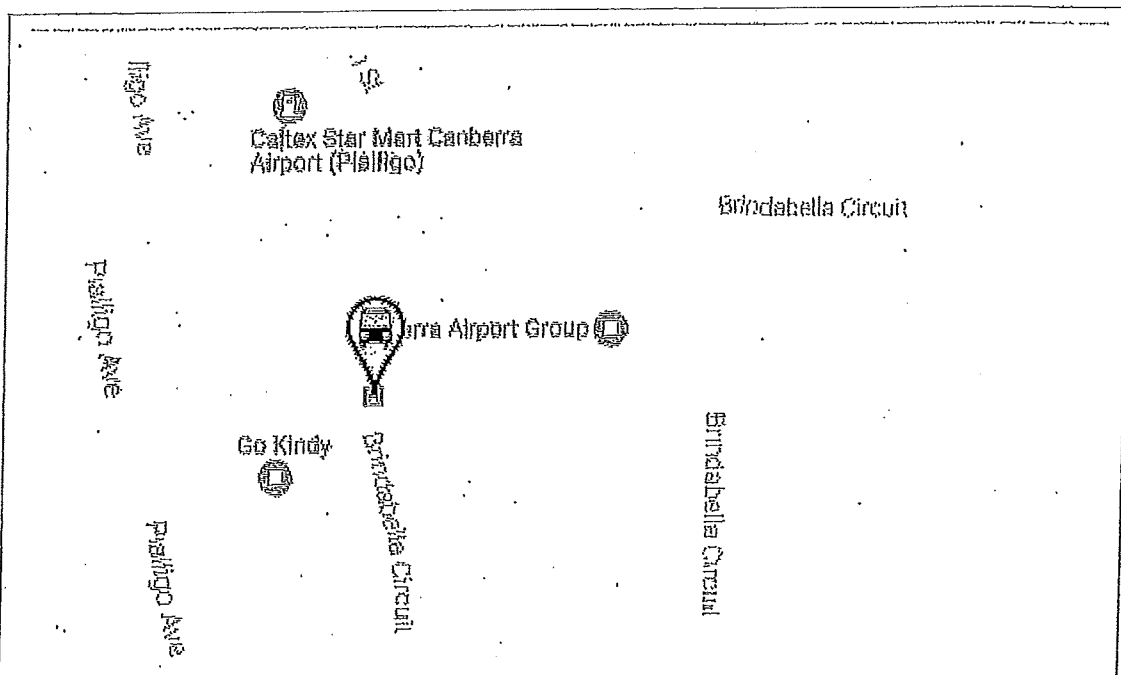
[REDACTED] | Customer Experience

T [REDACTED] E: [REDACTED]@act.gov.au

Customer Experience | Transport Canberra and City Services | ACT Government

Lvl 2, 490 Northbourne Ave, Dickson | GPO Box 158 Canberra ACT 2601 | www.act.gov.au

Note By (Anthony - Public Transport Customer Service) (06/12/2016 09:35 AM)



Customer By Phone (Access Canberra Customer Service) (05/12/2016 02.55 PM)
Customer wishes to put in a complaint regarding the lack of timetable information at bus stops. He would like timetable info to be posted at stops. He also wished to complain regarding the lack of an ACTION bus service direct to the airport, making the point that less well off people would find it difficult to pay for the private shuttle bus.

He does not require a call back, he just wanted ACTION to be aware of these issues.

Additional Incident Details

Status: Resolved

Category: Improvements of Service

Type of Correspondence: Complaint

Response to customer: No response required

ACTION Category: TT - Hardcopy Timetables

MyWay Card Number:

MyWay Agent:

Route Number:

Bus/Rego Number:

Direction of Travel: Towards city

Date and Time of Incident: 05/12/2016 02.51 PM

Shift Number: N/A

Driver work number:

Investigation area: CSM Corporate

Block Number: 3471

Section Number: not provided

Suburb: not provided

If this is not for you/your area please forward this email to accessCBR@act.gov.au to advise that it is not the correct area. The correspondence can then be re-directed appropriately.



ACT
Government

Access
Canberra.

Forwarded By: [REDACTED] - Public Transport Customer Service -
[REDACTED]@act.gov.au

Incident Reference # 161127-000222

Subject: DB - Compliments

Date Created: 27/11/2016 01.37 PM

Note By ([REDACTED] - Public Transport Customer Service) (28/11/2016 09.16 AM)

Sent Compliment to [REDACTED]

Customer By CSS Web ([REDACTED]) (27/11/2016 01.37 PM)

Hello,

I would like to compliment Action on the excellent service that was provided on Wednesday, 23rd November. The 11 bus was cancelled and a replacement van was immediately provided free of charge. I was heading to the airport that morning and I am very grateful the van arrived, and quickly as well, as I was already anxious enough about getting to the airport on time.

Other passengers were heading to work and I am sure they were grateful for this service as well.

I would also like to mention that a couple of the passengers had special needs, and I noticed that the Action staff at the City Bus Station, as well as the driver of the van, were especially kind and welcoming towards them.

Overall, I was very impressed. So, thank you!

Additional Incident Details

Status: Resolved

Category: ACTION Staff

Type of Correspondence: Compliment

Response to customer: No response required.

ACTION Category: DB - Compliments.

MyWay Card Number:

MyWay Agent:

Route Number:

Bus/Rego Number:

Direction of Travel: City Bus Station-Brindabella Business Park

Date and Time of Incident: 23/11/2016 07.34 AM

Shift Number:

Driver work number:

Investigation area: CSM Corporate

Street:

Suburb:

Postal Code:

If this is not for you/your area please forward this email to accessCBR@act.gov.au to advise that it is not the correct area. The correspondence can then be re-directed appropriately.



ACT
Government

**Access
Canberra.**

Forwarded By: [REDACTED] - Public Transport Customer Service -
[REDACTED]@act.gov.au

Incident Reference # 161118-002200

Subject: SH - Change to Existing Service

Date Created: 18/11/2016 05.15 PM

Note By ([REDACTED] - Public Transport Customer Service) (21/11/2016 12.02 PM)
Hello [REDACTED]

Please see attached feedback for your review.

Customer does not require a further follow up.

Regards,

[REDACTED]

[REDACTED] | Customer Experience

T [REDACTED] E [REDACTED]@act.gov.au

Customer Experience | Transport Canberra and City Services | ACT Government
Lvl 2, 490 Northbourne Ave, Dickson | GPO Box 158 Canberra ACT 2601 | www.act.gov.au

Note By ([REDACTED] - Public Transport Customer Service) (21/11/2016 12.01 PM)

Email response sent. Forwarding to scheduling. NFA required with customer.

Response By Email ([REDACTED] - Public Transport Customer Service) (21/11/2016 12.00 PM)

Hello [REDACTED]

Thank you for your recent feedback on Transport Canberra.

Your feedback has been investigated and forwarded to our scheduling team for review.

If you would like to further add to your feedback please contact me on (02) [REDACTED]

Regards,

[REDACTED]

[REDACTED] | Customer Experience

T [REDACTED] E [REDACTED]@act.gov.au

Customer Experience | Transport Canberra and City Services | ACT Government
Lvl 2, 490 Northbourne Ave, Dickson | GPO Box 158 Canberra ACT 2601 |
www.act.gov.au

Customer By CSS Web ([REDACTED]) (18/11/2016 05.15 PM)

There are several of us who work at the airport and if the bus is more regular than the current once an hour it would immensely help. I know that the bus takes a loop around

the Brindabella park for 14 minutes but shouldn't you miss it then the wait is terrible. Also please keep the bus well air conditioned. I have been taking the bus everyday since Aug 2016 and it cold during winter and today it was unbearably hot inside the bus.

Finally are there any services during the week ends?

Are you aware that passengers who travel to and from the airport are not aware of route 1.1? Not all passengers want to take a cab or drive or even take the inconvenient airport express to the city for \$12 ? I personally must have told at least a couple of hundred air port travellers about this route.

Hope this gets a positive response from you.

Additional Incident Details

Status: Resolved

Category: Bus Route, Timetable or Fares

Type of Correspondence: Request for Service

Response to customer: Email - Resolved

ACTION Category: SH - Change to Existing Service

MyWay Card Number:

MyWay Agent:

Route Number: 1.1

Bus/Rego Number:

Direction of Travel: City to airport and back

Date and Time of Incident:

Shift Number:

Driver work number:

Investigation area: CSM Corporate

Street:

Suburb:

Postal Code:

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Forwarded By: [REDACTED] - Public Transport Customer Service - [REDACTED]@act.gov.au

Incident Reference # 160916-000962

Subject: SD - Complaint

Date Created: 16/09/2016 11.20 AM

Note By ([REDACTED] - Public Transport Customer Service) (20/09/2016 12.32 PM)

Spoke to customer the earliest time is 6:26am to late for the customer

No further action required

NEW SCHEDULE COMMENCES WEEKDAY STARTING 1 OCTOBER WEEKDAYS 29th AUG 2016

Direction: Counterclockwise

Note	Trip Route	Duly Number	Block VehGrp	city	russ	bbbp	glfp	bbbp
H	11	2004	std	626a	634a	641a
	11	1343	EURO	649a	658a	705a	710a	717a
X	11	1322	EURO	710a	719a	726a	731a	739a
	11	1337	EURO	734a	745a	754a	759a	807a

Customer By CSS Web ([REDACTED]) (16/09/2016 11.20 AM)

Why is there no live chat or contact email to find out about bus trips/routes

Why is there no Airport bus route - or if there is - no tab or tag to state that there is; OR link to click on to access it?

++

How would I get to the airport from the city to catch a 6.25am flight?

Additional Incident Details

Status: Resolved

Category: Service Delivery

Type of Correspondence: Complaint

Response to customer: Ph -- Resolved with customer

ACTION Category: SD - Complaint

MyWay Card Number:

MyWay Agent:

Route Number:

Bus/Rego Number:

Direction of Travel: city to airport

Date and Time of Incident:

Shift Number:

Driver work number:

Investigation area: CSM Corporate

Street:

Suburb:

Postal Code:

Contact Information

First Name: [REDACTED]

Last Name: [REDACTED]

Email Address: [REDACTED]

Home Number: [REDACTED]

Mobile Number:

Office Number:

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Forwarded By: [REDACTED] - Public Transport Customer Service -
[REDACTED]@act.gov.au

Incident Reference # 160902-000310

Subject: SH - Request for New Service
Date Created: 02/09/2016 08.48 AM

Note By ([REDACTED] - Public Transport Customer Service) (02/09/2016 06.20 PM)
Hi [REDACTED]

See attached feedback advising of movement of Australian Border Force and Immigration to Brindabella Park by 2018.

Regards

[REDACTED]

[REDACTED] | Customer Experience
T [REDACTED] E [REDACTED]@act.gov.au
Customer Experience | Transport Canberra and City Services | ACT Government
12 Wattle Street, Lyneham | GPO Box 158 Canberra ACT 2601 | www.act.gov.au

Response By Email ([REDACTED] - Public Transport Customer Service) (02/09/2016 06.18 PM)
Dear [REDACTED]

Thank you for contacting Transport Canberra with the information on the move of the Australian Border Force/Immigration to Brindabella Park. Your email has been forwarded to our Scheduling and Planning area for consideration in future planning. I am sure they will find your email of interest, thank you for providing the feedback.

Regards

[REDACTED]

[REDACTED] | Customer Experience
T [REDACTED]
Customer Experience | Transport Canberra and City Services | ACT Government
12 Wattle Street, Lyneham | GPO Box 158 Canberra ACT 2601 | www.act.gov.au

Customer By CSS Web ([REDACTED]) (02/09/2016 08.48 AM)

Hi,

I know I am probably getting in a bit early but I had an enquiry in relation to a potential future route.

By 2018 The Australian Border Force/Immigration currently housed at 5 Constitution Ave Canberra City, will be moved to Brindabella Park (Canberra Airport).

I currently reside in Gungahlin and have checked the route from Gungahlin out to Brindabella Park (Canberra Airport) and the only option is via Canberra City.

There are a significant number of people that work in the department, live in Gungahlin and catch the bus to work.

Having to come via the city to get out there makes the commute extremely long.

I just wondering if any thought would be given to establishing a route during peak hours to allow people to commute from Gungahlin directly out to the airport?

I understand it is sometime away, but I was unsure how long it would take for something like this to be considered thus asking now.

I have several colleagues that are also interested to hear if this is a possibility so any feedback would be greatly appreciated.

Cheers

[REDACTED]

Additional Incident Details

Status: Resolved

Category: Bus Route, Timetable or Fares

Type of Correspondence: Request for Service

Response to customer: Email - Resolved

ACTION Category: SH - Request for New Service

MyWay Card Number: 105301261

MyWay Agent:

Route Number:

Bus/Rego Number:

Direction of Travel: Gungahlin to Brindabella Park

Date and Time of Incident:

Shift Number:

Driver work number:

Investigation area: CSM Corporate

Street:

Suburb:

Postal Code:

Contact Information

First Name: [REDACTED]

Last Name: [REDACTED]

Email Address: [REDACTED]

Home Number: response via email would be preferred

Mobile Number:

Office Number:

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Forwarded By: [REDACTED] - Public Transport Customer Service -
[REDACTED]@act.gov.au

Incident Reference # 160824-000080

Subject: SH - Request for New Service

Date Created: 24/08/2016 07.37 AM

Response By Email ([REDACTED] - Public Transport Customer Service) (02/09/2016 03.31 PM)

Good afternoon [REDACTED]

Thank you for contacting Transport Canberra surrounding buses to the airport, I have escalated your feedback through to our scheduling team and they have advised that they are in consultation with the airport regarding this issue.

Currently, there are services that travel close to the airport but otherwise there is the airport express service that travels from the City to the Airport.

I hope this is of assistance,

Kind regards,

[REDACTED] Customer Experience

T [REDACTED] | E myway@act.gov.au

Customer Experience | Transport Canberra and City Services | ACT Government

GPO Box 158 Canberra ACT 2601 | www.act.gov.au

Note By ([REDACTED] - Public Transport Customer Service) (29/08/2016 03.14 PM)

Contacted customer to discuss, customer was not in the office at this stage

Note By ([REDACTED] - Public Transport Customer Service) (24/08/2016 04.36 PM)

Contacted customer to discuss, customer had provided a work phone number and will not be back in the office until Monday, will need a call back then.

Scheduling have advised that they are in consultation with the airport, currently there are services that travel close to the airport but otherwise there is the airport express service.

Customer By CSS Web [REDACTED] (24/08/2016 07.37 AM)

Hi, will there be a bus to the airport?

Additional Incident Details

Status: Resolved

Category: Bus Route, Timetable or Fares

Type of Correspondence: Request for Information

Response to customer: Email - Resolved

ACTION Category: SH - Request for New Service

MyWay Card Number:

MyWay Agent:

Route Number:

Bus/Rego Number:

Direction of Travel: to airport

Date and Time of Incident:

Shift Number:

Driver work number:

Investigation area: CSM Corporate

Street:

Suburb:

Postal Code:

Contact Information

First Name: [REDACTED]

Last Name: [REDACTED]

Email Address: [REDACTED]

Home Number: [REDACTED]

Mobile Number:

Office Number:

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Forwarded By: [REDACTED] - Public Transport Customer Service -
[REDACTED]@act.gov.au

Incident Reference # 160804-002015

Subject: SD - City/Tourist Loop
Date Created: 04/08/2016 04.36 PM

Response By Email ([REDACTED] - Public Transport Customer Service) (18/08/2016 10.02 AM)

Good morning [REDACTED]

Thank you for contacting Transport Canberra surrounding the City Tourist Loop,
Your feedback has been escalated directly to our scheduling team for consideration,
Thank you very much for your suggestions,
I hope this is of assistance,

Kind regards,

[REDACTED] Customer Experience

T [REDACTED] | E myway@act.gov.au

Customer Experience | Transport Canberra and City Services | ACT Government
GPO Box 158 Canberra ACT 2601 | www.act.gov.au

Note By ([REDACTED] - Public Transport Customer Service) (18/08/2016 10.02 AM)

FW: SD - City/Tourist Loop [SEC=UNCLASSIFIED]

[REDACTED]
Sent: Fri, 18/08/2016 10:00 AM
To: [REDACTED]
Cc: [REDACTED]

Good morning,

FYI only,

Kind regards,

[REDACTED] Customer Experience

Customer By CSS Web ([REDACTED]) (04/08/2016 04.36 PM)

Thank you for providing this bus. I have used it several times already, and it has changed

my life! I would like to suggest a few improvements:

A stop near the Melbourne building for easier access to the Jolimont Centre, City Health Centre and Airport Bus stop (My number 1 priority)

A second stop on Northbourne Avenue between stops 7 and 8 (I realise this might not be practical because of the need to move to the inside lane to turn right onto Barry Drive.)

*Buses running in both directions (I realise that this would require changing the route in the University area and using more buses to maintain the existing frequency. Please don't reduce the frequency!)

Additional Incident Details

Status: Resolved

Category: Improvements of Service

Type of Correspondence: Suggestion

Response to customer: Email - Resolved

ACTION Category: SD - City/Tourist Loop

MyWay Card Number:

MyWay Agent:

Route Number:

Bus/Rego Number:

Direction of Travel: Free city loop

Date and Time of Incident:

Shift Number:

Driver work number:

Investigation area: CSM Corporate

Street:

Suburb:

Postal Code:

Contact Information

First Name: [REDACTED]

Last Name: [REDACTED]

Email Address: [REDACTED]

Home Number: [REDACTED]

Mobile Number:

Office Number:

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