

The 2011-12 budgeted operating result of \$0.428 million surplus was mainly include the impact of unfunded depreciation of approx \$14m in depreciation costs (non cash), offset by revenues raised by the ACT Property Group to service borrowings and leases of \$5 million, and revenues to meet the dividend payment to Government of approximately \$8 million. The impact of these items results in a budgeted operating result set at a small surplus.

The ACT Government complies with the accounting standards consistent with other Australian jurisdictions. This includes reflecting the impact of non-cash items such as asset movements in the annual operating statement. These types of transactions are part of the Property Group's core business.

The actual operating result for 2011-12 is impacted mainly by the following items which were either unforeseen at the time of the budget or lacked sufficient certainty to be included in the original budget estimates eg; asset transfers with a non-cash impact. Asset transfers between ACT Government entities included:

Transfers in:

The Trade measurement Building was transferred into the ACT Property Group from the JACS Directorate, resulting in a gain of \$1.3 million

Transfers out:

Arscott House was transferred to the Land Development Authority (loss of \$5 million);

Part of Mount Rogers building transferred to the Community Services Directorate (loss of \$0.3 million);

Land and Infrastructure at Macarthur Pre School transferred to LDA (loss of \$0.1 million);

Other miscellaneous asset transfers including the expensing of works in progress (WIP) - loss of \$2.2 million;

The net impact of these asset related transactions is a technical operating loss of \$6.1m.

The balance of the reported operating loss of \$7.8 million relates to the Yarralumla Nursery inventory write-off of \$1.5 million.

Bourne, Sarah

From: McKenna, Fiona on behalf of LMPD Ministerial Liaison
Sent: Tuesday, 23 October 2012 3:34 PM
To: Bourne, Sarah
Subject: RE: Illegal graffiti - Nicholls and Ngunnawal fence lines
Attachments: Illegal Graffiti - Nicholls and Ngunnawal fence lines.docx

Hi Sarah

We have prepared a factual response. I think it was cleared by A/g ED on Friday? (I would need to check if this is the cleared version by comparing with the hard copy in the folder)

Fiona McKenna | Ministerial Liaison Officer | **Parks and City Services**
Territory and Municipal Services | ACT Government
 Telephone 620 72548 | Email fiona.mckenna@act.gov.au

From: Bourne, Sarah
Sent: Tuesday, 23 October 2012 3:12 PM
To: LMPD Ministerial Liaison
Subject: FW: Illegal graffiti - Nicholls and Ngunnawal fence lines

Hi Fiona – Is this something PACS could provide a response on?

Thanks
 Sarah

From: Schembri, Karen **On Behalf Of** GALLAGHER
Sent: Monday, 15 October 2012 3:38 PM
To: Bourne, Sarah
Subject: FW: Illegal graffiti - Nicholls and Ngunnawal fence lines

Sarah

Please see vic's advice

Karen Schembri | Office of the Chief Minister
 t: 620 50840 | fx: 620 53030 | karen.schembri@act.gov.au | www.chiefminister.act.gov.au

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From: Smorhun, Vic
Sent: Monday, 15 October 2012 2:41 PM
To: GALLAGHER
Subject: RE: Illegal graffiti - Nicholls and Ngunnawal fence lines

Yes to TAMS please.

Thanks.

From: Schembri, Karen **On Behalf Of** GALLAGHER
Sent: Monday, 15 October 2012 1:21 PM
To: Smorhun, Vic; Bourne, Sarah
Subject: FW: Illegal graffiti - Nicholls and Ngunnawal fence lines

Vic - what action. Over to TAMS for response

Karen Schembri | Office of the Chief Minister
t: 620 50840 | fx: 620 53030 | karen.schembri@act.gov.au | www.chiefminister.act.gov.au

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From: Katy Gallagher [<mailto:Katy.Gallagher@act.alp.org.au>]
Sent: Monday, 15 October 2012 11:26 AM
To: GALLAGHER
Subject: FW: Illegal graffiti - Nicholls and Ngunnawal fence lines

From:
Sent: Saturday, 13 October 2012 8:23 PM
To: Katy Gallagher; GALLAGHER@act.gov.au
Subject: Illegal graffiti - Nicholls and Ngunnawal fence lines

Dear Chief Minister,

I am concerned about the increasing amount of graffiti vandalism on the Ngunnawal and Nicholls fence lines along Gunghalin Drive. I believe the illegal graffiti is a direct result of the 'legal graffiti site' at the Kelleway Ave underpass in Nicholls, which has not been very effective at diverting graffiti away from the surrounding area.

Below are some specific questions that I would like answered. I kindly request an email response to these questions (a formal letter is not necessary). If you do send a letter, please copy the below questions into the response and answer each individual question sequentially.

Q1) When was it decided to make the Kelleway Ave underpass a 'legal graffiti practice site'?

Answer to Q1:

Q2) May I please have a copy of the site suitability and risk assessment that determined the Nicholls underpass as a 'legal graffiti site'? I am happy to receive this under an FOI request.

Answer to Q2:

Q3) There is no signage (nor has there been for at least two years) to indicate the Kelleway Ave underpass is a 'legal graffiti practice site'. If this site is regularly inspected, why has TAMS not noticed?

Answer to Q3:

Q4) I recognise and support the role graffiti plays in youth culture, but the local community must be consulted on the location of 'legal graffiti sites'. Was the whole Nicholls/ Ngunnawal community consulted when deciding the Kelleway Ave underpass as a 'legal graffiti site', noting TAMS takes a 'whole of community' approach to graffiti management? When and how was the community consulted?

Answer to Q4:

Q5) Has TAMS/relevant authority evaluated the effectiveness of its policy on 'legal graffiti practice sites'? If not, why not? If so, when and what was the criteria for the assessment and subsequent findings?

Answer to Q5:

Q6) Allowing people to use the Kelleway Ave underpass as a 'legal graffiti site' has not detracted from graffiti vandalism on the surrounding fence lines; in fact it has only increased over the years. Why won't TAMS clean up illegal graffiti on the fences adjacent to arterial roads (eg: Gunghalin Drive), or at least next to 'legal sites'? I understand this is your policy, but on what basis – noting your policy states that "...rapid removal of graffiti is an effective strategy in illegal graffiti prevention and reduction". I have attached several photos of the graffiti on the fence lines and on public assets along Gunghalin Drive (next to the Kelleway Ave underpass).

Answer to Q6:

Q7) With respect to the graffiti on the fence lines along Gunghalin Drive (directly next to the Kelleway Ave underpass), has TAMS considered painting murals at this location – similar to those in Belconnen and Woden? Has TAMS considered other graffiti prevention/reduction strategies for this location? If not, why not?

Answer to Q7:

The WA state government recognises that graffiti damages civic pride, encourages further criminal activity and devalues property. WA has very specific strategies in place, highlighted through community snapshots, which include 'designing out graffiti' through landscaping, lighting, surveillance, and protective coatings on fences to deter offenders. Further information is available at: <http://www.goodbye graffiti.wa.gov.au/index.php>

The above website also outlines a rapid removal approach to graffiti management. This outlines the "...'broken windows theory' by Wilson and Kelling[3], which proposes that the presence of graffiti may impact on the level of crime. They identified that a disorderly environment sends a message that no one is in charge, thus weakening community controls and inviting criminal behavior. Graffiti that is not removed may therefore attract more graffiti.[4] Rapid removal may be seen as a means to reduce further graffiti incidences and prevent escalation into more serious crime by maintaining and restoring the community environment."

The WA state government's website on graffiti management is extremely useful and directly engages with the community (including through online forums); you may wish to consider a similar approach here in the ACT.

I look forward to your response prior to 20 Oct, noting your recent statement published in today's Canberra Times that "...there's no complacency there's no arrogance. We're out there campaigning for every single vote we can get". I have always voted labor (local and federal), and hope to do so again next weekend.

Regards

Request for factual information – Illegal graffiti – Nicholls and Ngunnawal fence lines

(Due to the MO COB Tuesday 16 October – via clearance channels – due to Dir CS 12.00 pm Tuesday 16 October 2012)

Legal graffiti art sites

- Legal graffiti art sites are ACT Government assets in urban open spaces (for example, skate parks, underpasses and toilet blocks), identified and demarcated in accordance with the Guidelines For Legal Graffiti Art Sites (Attachment A) for ongoing use by graffiti writers/artists for the development of a piece(s) of artwork in the graffiti style or for general graffiti writing. The work featured at these sites is dynamic and may change. Legal graffiti art sites differ from community art sites (murals), in being available for ongoing work by graffiti artists. Community art sites feature fixed (semi-permanent) works or murals that may be in the graffiti art style.
- Sites identified as potential legal graffiti walls are government assets in urban open spaces. These sites are identified using a criteria that includes having a limited number of private residences with a direct line of sight of the potential site.
- Proposed sites are subject to a site suitability and risk assessment undertaken by TAMS and community consultation, in accordance with these guidelines, i.e. private residences with a direct line of sight of the potential art site are consulted.
- The ACT Government can change the status of legal sites at any time. However, there is no evidence linking a legal graffiti site with increased graffiti in an area. Nor is there evidence to suggest taking a site away decreases the incidence of graffiti. The removal of the legal graffiti art site from Kelleway underpass is unlikely to minimise the incidents of graffiti in this area.
- Territory and Municipal Services is responsible for removing graffiti from public assets only. Regular inspections are undertaken for the presence of graffiti and any illegal graffiti identified is removed at the time of inspection. Where Canberra Connect is notified of graffiti on public assets, graffiti is removed within three days of notification or within 24 hours if it is offensive.

Responses to questions raised by Mr Spence

Q1) When was it decided to make the Kelleway Ave underpass a 'legal graffiti practice site'?

The Kelleway Avenue underpass site was identified as a suitable location for a legal graffiti practice site in approximately 2004.

Q2) May I please have a copy of the site suitability and risk assessment that determined the Nicholls underpass as a 'legal graffiti site'? I am happy to receive this under an FOI request.

The Kelleway Avenue underpass was one of the initial sites to be assessed as a legal graffiti art site, which predates the assessment forms currently used. A copy of the initial site assessment was unable to be located. The suitability of this site is consistent with the current guidelines.

Q3) There is no signage (nor has there been for at least two years) to indicate the Kelleway Ave underpass is a 'legal graffiti practice site'. If this site is regularly inspected, why has TAMS not noticed [that the sign is not in place]?

The site is inspected weekly under a specific contract that registers and removes offensive graffiti. The current contract does not require the contractor to inspect for the presence of signage. TAMS will replace missing or damaged signage as required.

Locations of legal graffiti art sites are publicly available on the TAMS website at

http://www.tams.act.gov.au/play/pcl/get_out_there/community_art/graffiti/legal_graffiti_sites

Q4) I recognise and support the role graffiti plays in youth culture, but the local community must be consulted on the location of 'legal graffiti sites'. Was the whole Nicholls/ Ngunnawal community consulted when deciding the Kelleway Ave underpass as a 'legal graffiti site', noting TAMS takes a 'whole of community' approach to graffiti management? When and how was the community consulted?

Proposed sites are assessed for suitability and risk by TAMS and the community is consulted in accordance with the Guidelines for Legal Graffiti Art Sites, ie, private residences with a direct line of sight of the potential art site are consulted.

The community is informed of locations of legal graffiti art sites and guidelines for site usage via the TAMS website (www.tams.act.gov.au).

Q5) Has TAMS/relevant authority evaluated the effectiveness of its policy on 'legal graffiti practice sites'? If not, why not? If so, when and what was the criteria for the assessment and subsequent findings?

The ACT Graffiti Management Strategy identifies several programs to reduce graffiti in the Canberra community, of which legal graffiti art walls is one approach. Since the introduction of the strategy in 2004, there has been a steady decline in the amount of graffiti recorded on public assets.

Observations indicate that graffiti artists actively use legal graffiti art walls appropriately. However, the 'tagger' type of graffittist may not follow the guidelines for using legal art sites and can tend to tag randomly on public and private assets.

Q6) Allowing people to use the Kelleway Ave underpass as a 'legal graffiti site' has not detracted from graffiti vandalism on the surrounding fence lines; in fact it has only increased over the years. Why won't TAMS clean up illegal graffiti on the fences adjacent to arterial roads (eg, Gunghalin Drive), or at least next to 'legal sites'? I understand this is your policy, but on what basis – noting your policy states that "...rapid removal of graffiti is an effective strategy in illegal graffiti prevention and reduction". I have attached several photos of the graffiti on the fence lines and on public assets along Gunghalin Drive (next to the Kelleway Ave underpass).

Managing illegal graffiti requires a whole of community approach and it is not a problem that can be tackled by Government alone.

While TAMS does not remove graffiti from privately owned assets, lessees are encouraged to remove graffiti from their property as soon as it appears. This policy applies to shopping centres, private buildings and residential fences and is applied consistently across the ACT. Where members of the public report illegal graffiti on private property to TAMS, the lessees are contacted by TAMS and encouraged to remove the graffiti.

Q7) With respect to the graffiti on the fence lines along Gunghalin Drive (directly next to the Kelleway Ave underpass), has TAMS considered painting murals at this location – similar to those in Belconnen and Woden? Has TAMS considered other graffiti prevention/reduction strategies for this location? If not, why not?

The painting of murals on fences was undertaken as an initiative to help reduce graffiti several years ago. Observations of the effectiveness of this initiative indicated that it only partially effective in reducing incidents of graffiti in these locations. There are currently no plans to expand this initiative to other areas

at this time.

Residents, businesses and community groups, such as Neighbourhood Watch, are encouraged to monitor and promptly report graffiti offenders to Crime Stoppers on 1800 333 000. In addition, a graffiti hotline on 13 22 81 exists for members of the public to request removal of illegal graffiti from public assets.

APPROVED

<i>Contact Officer:</i> <i>Name: Jane Carder</i> <i>Telephone: 62072525</i>	 / / . Jane Carder Manager Place Management	 / / . Stephen Hughes A/g Director City Services	 / / . Fleur Flanery A/g ED Parks and City Services
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Bourne, Sarah

From: Smorhun, Vic
Sent: Friday, 19 October 2012 7:46 AM
To: Bourne, Sarah
Cc: Howard, Scott
Subject: RE: Ashley Drive Upgrade - Updated Fact Sheet for approval

I think the timings are OK.
Thanks.

From: Bourne, Sarah
Sent: Thursday, 18 October 2012 4:51 PM
To: Smorhun, Vic; Howard, Scott
Subject: FW: Ashley Drive Upgrade - Updated Fact Sheet for approval

FYI – Please see below timing for these is next week.

Sarah

From: Ashcroft, Kelly
Sent: Thursday, 18 October 2012 4:47 PM
To: Bourne, Sarah
Subject: FW: Ashley Drive Upgrade - Updated Fact Sheet for approval

Hey Sarah

FYI – to these two projects and the timing of material to be released.

Let me know if there are any issues.

Kelly

From:
Sent: Thursday, 18 October 2012 4:21 PM
To: Ashcroft, Kelly
Subject: RE: Ashley Drive Upgrade - Updated Fact Sheet for approval

Hi Kelly,

For Gundaroo, we would like to give the letter to the distributor tomorrow for delivery October 27 and 28. That would give people a week to notify me if they would like to be involved in the focus group which we are proposing will happen on November 8. Kylie has written a Comms plan with all of the dates in it and we are hoping to get approval to send it to you tomorrow. Hopefully that will make your life easier. The area we are planning to drop is Crace, Palmerston and Ngunnawal as these are the suburbs that back onto the road. I'm happy to go ahead and draft a media release and Community Noticeboard advertisement for you.

Also, with Ashley Drive, we were going to use the fact sheet as the document for the letterbox drop to local residents to notify them of the information session. We could have this to the distributors by next Friday for a drop the weekend of November 3 and 4 before the information session on the 9th. Drafting a media release is out of our scope but I can draft text for the Community Noticeboard. If you are super busy I can see if we can work something out for the media release as well.

Please let me know what else I can do to help you.

Kind regards,

Bourne, Sarah

From: Smorhun, Vic
Sent: Wednesday, 17 October 2012 5:20 PM
To: Bourne, Sarah
Subject: FW: Top 10 services for overcrowding

For the month of July, the following routes had the highest occurrences of being a Full Standing Load Trips.

Full Standing Load = The trip at some point met or exceeded the number of passengers the bus was licensed to carry.

Route	Route Description	Scheduled Start Time	Scheduled Trips	Full Standing Load Trips
313	Tuggeranong to Fraser	16:30	22	12
312	Spence to Tuggeranong	16:55	22	9
315	Tuggeranong to Spence	15:12	22	5
315	Melba to City	7:23	22	5
318	Lanyon to Belconnen	7:40	22	4
200	Fyshwick DFO to Gungahlin	16:53	22	4
318	Lanyon to Belconnen	7:20	22	4
319	Belconnen to Lanyon	15:01	22	4
318	Belconnen to Lanyon	14:46	7	3
319	Belconnen to Lanyon	10:31	22	3

Bourne, Sarah

From: Smorhun, Vic
Sent: Wednesday, 17 October 2012 4:56 PM
To: Bourne, Sarah
Subject: FW: Forde grass mowing [unmown patch is bordered by Pahlmann, Loma Ruddock, Bromham Sts and Francis Forde Boulevard]

Hi Sarah can we get quick advice on this please. Is there a 'stand-off'?
Thanks.

There is one large patch of grass in Forde that remains unmown, and is in between two other grassed areas that have been mown.

The unmown patch is bordered by Pahlmann, Loma Ruddock, Bromham Sts and Francis Forde Boulevard. Residents tell me their kids used to play there and now they don't let them, it also looks untidy.

They are also under the impression that it is unmown because of some stand off between LendLease and TAMS.

Bourne, Sarah

From: Smorhun, Vic
Sent: Sunday, 16 September 2012 6:25 PM
To: Bourne, Sarah
Cc: Byles, Gary; Steward, Fay
Subject: RSPCA - animal welfare

Sarah - can you please get factual information on the following:

- what is the current level of funding under the agreement with the RSPCA
- where are we up to with the planning for the move of the RSPCA facility to an alternate location (EDD input)
- information about how DAS and RSPCA could work together if the two services collocated
- are we of any increased workload for wildlife care and rehabilitation in Canberra
- what plans does the government have to increase and expand the powers of RSPCA cruelty inspectors through legislative changes
- do we have advice on the government investing in research and policy development to improve the government's capacity to identify and address:
 - early warning signs in the 'cycle of violence'?
 - the growing un-owned cat population in the ACT ?
 - the growing number of sufferers of mental health who also own animals and the role that should be played by the REPCA in addressing welfare concerns by this constituency
- where are we at in relation to the sale, regulation and licensing of live animals across the ACT as pets
- what is the government position on the sale of native animals as pets

Could I have this information by cob Thursday 20 September 2012.

Thanks.

Vic

Vic Smorhun | Senior Adviser | Office of Katy Gallagher MLA
Chief Minister | Minister for Territory and Municipal Services
ACT Legislative Assembly
Phone: 02 620 50227 | vic.smorhun@act.gov.au

Request for factual information - RSPCA

- What is the current level of funding under the agreement with the RSPCA?

Facts:

Under the current Service Funding Agreement (SFA) between TAMS and the RSPCA which commenced on 30 September 2011 and will expire on 30 June 2013, the Government has agreed to fund the RSPCA with \$570,000 in the first year and again at \$570,000 in the second year with the addition of the CPI as advised by ACT Treasury.

In addition to cash funding, TAMS also agreed to provide 'in-kind' support to the RSPCA by the delivery of animal welfare inspectors to assist RSPCA Inspectors to investigate animal cruelty/neglect matters and care long term for dogs from the RSPCA whilst their owners seek treatment or serve custodial sentences.

- Where are we up to with the planning for the move of the RSPCA facility to an alternate location (EDD input)

Facts:

The Economic Development Directorate is the lead agency for the relocation of the RSPCA. EDD has identified a site on Narrabundah Lane in Symonston as a potential site for the new animal welfare facility. EDD has also engaged an architect who has produced draft plans for the new facility.

TAMS and EDD has met with the RSPCA to explore the options for the governance arrangements within the new facility.

- Information about how DAS and RSPCA could work together if the two services collocated

Facts:

Whilst no formal agreements have been reached, discussions with the RSPCA have centred on a cooperative working arrangement within the new animal welfare facility. The most likely arrangement will have the RSPCA responsible for the day to day operation of the facility including the care for all animals housed on a fee for service arrangement for those animals cared for on behalf of government (compliance related). DAS rangers would be responsible for all compliance related activities and for more proactive patrols due to release from pound maintenance duties.

- Are we aware of any increased workload for wildlife care and rehabilitation in Canberra

Facts:

APPROVED

Contact Officer: Name: Rod West Telephone: 620 72581	 / / . Rod West Manager Licensing and Compliance	 / / . Fleur Flanery Director City Services	 / / . Fay Steward ED Parks and City Services
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The RSPCA are required to report to Government twice annually on their activities against the SFA. In their June 30 2012 report the RSPCA advised in respect to their work involving native wildlife that "...intakes are down overall for the reporting period, which is great news".

At 30 June 2012, the RSPCA reported assisting 1,198 native animals in the period 1 January 2012 to 30 June 2012 which represented an 11% decrease over the same period for the previous year.

The RSPCA is the only organisation licensed in the ACT to provide care and rehabilitation for later release of native animals.

- **What plans does the government have to increase and expand the powers of RSPCA cruelty inspectors through legislative changes**

Facts:

There are no plans to expand the current legislated powers of the RSPCA Animal Welfare Inspectorate.

- do we have advice on the government investing in research and policy development to improve the government's capacity to identify and address:
 - early warning signs in the 'cycle of violence'?
 - the growing un-owned cat population in the ACT ?
 - the growing number of sufferers of mental health who also own animals and the role that should be played by the RSPCA in addressing welfare concerns by this constituency

Facts:

This research has not been undertaken by TAMS.

- **Where are we at in relation to the sale, regulation and licensing of live animals across the ACT as pets**

Facts:

The Code of Practice for the Sale of Animals (other than from Sales yards and Poultry) has been completed by the Animal Welfare Committee (AWAC) and referred to Government. It is expected it will be progressed with the formation of a new Government.

The Sales Code will through both mandatory and enforceable provisions regulate live animal sales in the Territory. These provisions include providing adequate information to purchasers on issues such as feeding, exercise and breeding background. Ensuring registration and desexing in the case of dogs and mandatory micro-chipping of both cats and dogs.

APPROVED

Contact Officer: Name: Rod West Telephone: 620 72581	 / / . Rod West Manager Licensing and Compliance	 / / . Fleur Flanery Director City Services	 / / . Fay Steward ED Parks and City Services
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- What is the Government position on the sale of native animals as pets

Facts:

On the whole native animals, with the exception of exempt species including Eastern Long Neck Turtles, Cockatoos, Eastern Rosella and Bearded Dragon that are bred in captivity cannot be sold or traded without a licence under the *Nature Conservation Act 1980*. This act also governs the import/export/taking from the wild and destruction of native animals

APPROVED

Contact Officer: Name: Rod West Telephone: 620 72581	 / / . Rod West Manager Licensing and Compliance	 / / . Fleur Flanery Director City Services	 / / . Fay Steward ED Parks and City Services
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Bourne, Sarah

From: Flanery, Fleur
Sent: Tuesday, 16 October 2012 12:11 PM
To: Bourne, Sarah
Subject: RE: animals issues

Sarah

The kennel master position was initially part time and is now to be full time. (I don't recall Mr Stanhope agreeing to it being full time.) That aside I understand we are interviewing a person this week who may be placed on a short term contract pending the full recruitment to the position. The recruitment has been complex as the existing position is p/t and the substantive officer is on temporary transfer... .

If this happens, the situation is more straight forward. In summary hopefully the person who is being interviewed is okay and can start asap. Recruitment processes take time – security checks, skills, availability. I've explained to Di that we are doing everything possible to get someone.

In terms of the new facility – ESD leading and meetings are underway etc.

Peacocks – we're doing the communication program and will send to DG then onto Vic

Fleur

Fleur Flanery | Director City Services

Phone 02 6207 5486 | Fax 02 6207 6255 | Email fleur.flanery@act.gov.au

Territory and Municipal Services Directorate | ACT Government

Level 8, Macarthur House, 12 Wattle Street, Lyneham ACT 2602 | GPO Box 158 Canberra ACT 2601 | www.act.gov.au

From: Bourne, Sarah
Sent: Tuesday, 16 October 2012 9:21 AM
To: Flanery, Fleur
Subject: FW: animals issues

Hi Fleur – Can you please give me some factual information on the kennel master position at DAS.

On the 20/09/2012 you advised me the position was not frozen as suggested by Di rather you were trying to supplement it. Can you advise where the recruitment process is up to?

Thanks
Sarah

From: Smorhun, Vic
Sent: Tuesday, 16 October 2012 7:44 AM
To: Bourne, Sarah
Subject: FW: animals issues

Sarah can we get information on the kennel master position please.

Thanks.
Vic

Bourne, Sarah

From: Schembri, Karen
Sent: Friday, 12 October 2012 3:10 PM
To: Bourne, Sarah; Smorhun, Vic
Subject: FW: Constituent

Hi sarah and Vic

What do I do with this one. Can someone ring the constituent please

Karen

Karen Schembri | Office of the Chief Minister

t: 620 50840 | fx: 620 53030 | karen.schembri@act.gov.au | www.chiefminister.act.gov.au

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From: Burns, Julie (G. Brodtmann, MP) [<mailto:Julie.Burns@aph.gov.au>]
Sent: Friday, 12 October 2012 2:20 PM
To: Schembri, Karen
Subject: Constituent

Hi Karen

have been contacted by

had a fall in Anketell Street outside of Luton Real Estate.

She has been seeing a doctor and is not wanting to sue but would like to recover her medical expenses.

She has been to see Canberra Connect but they were not helpful.

Any assistance you can provide would be appreciated.

Kind regards

Julie Burns | Constituent Liaison Officer



Gai Brodtmann MP

MEMBER FOR CANBERRA

Working for Canberra

205 Anketell Street, Tuggeranong, ACT 2900

Tel: (02) 6293 1344 | Fax: (02) 6293 1068

Web: www.gaibrodtmann.com.au

Bourne, Sarah

From: Smorhun, Vic
Sent: Thursday, 11 October 2012 1:37 PM
To: Bourne, Sarah
Subject: FW: Constituent - road issue (

Hi Sarah could this be attended to urgently please. The lady claims she has inquired about this for 4 years.
Thanks.

-----Original Message-----

From: Gallagher, Katy
Sent: Thursday, 11 October 2012 12:46 PM
To: Smorhun, Vic
Subject: FW: Constituent - road issue (

Katy Gallagher MLA
Chief Minister
Minister for Health
Minister for Territory and Municipal Services Member for Molonglo ACT Legislative Assembly

-----Original Message-----

From: Mick Gentleman [<mailto:mick.gentleman@act.alp.org.au>]
Sent: Thursday, 11 October 2012 10:43 AM
To: Gallagher, Katy
Cc: Gill, Tony
Subject: Constituent - road issue (

Dear Chief Minister,

I write to you in your capacity as Minister for Territory and Municipal Services regarding a constituent conversation. I spoke yesterday to a Ms [redacted] who complains of a pothole in the roadway just outside her house. [redacted] advises she has made several inquiries in regard to this issue over the last four years, but to no avail.

Could you please ask your department to rectify this road issue and contact [redacted] when it is due or underway?

Yours sincerely
Mick Gentleman

Bourne, Sarah

From: Smorhun, Vic
Sent: Thursday, 11 October 2012 12:24 PM
To: GALLAGHER; Bourne, Sarah
Subject: RE: KAMBAH FOOTBRIDGE

Hmmm lets make it a DG one. It just needs factual info to be provided.

From: Schembri, Karen **On Behalf Of** GALLAGHER
Sent: Thursday, 11 October 2012 12:17 PM
To: Smorhun, Vic; Bourne, Sarah
Subject: FW: KAMBAH FOOTBRIDGE

Vic – I suppose a response from the Chief Minister is required?

Karen Schembri | Office of the Chief Minister
620 50840 | fx: 620 53030 | karen.schembri@act.gov.au | www.chiefminister.act.gov.au

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From:
Sent: Thursday, 11 October 2012 11:13 AM
To: GALLAGHER
Subject: KAMBAH FOOTBRIDGE

Dear Ms Gallagher

I understand you are Minister for TAMS/Roads

Can you tell me why Drakeford Drive has to be closed so often for work on the new foot bridge over the drive at KAMBAH

It's been going on for months

The traffic management signs are NEVER checked and we have confusing speed signs up along the drive, the public are inconvenienced to suit the contractors (bugger the poor citizens of the ACT) and the project appears to be never ending.

Clearly ACT Public Servants have little idea as to what is happening

I bet the bridge will come in over budget as well

If the project was carried out anywhere else in the world or even say Sydney, they would have only closed the road ONCE and made sure all the work that required a road closure was completed

Guess I will get a response and it will be full of excuses.

When are you going to take responsibility for anything?

If you did, you might get some positive results

11 000 002

Bourne, Sarah

From: Smorhun, Vic
Sent: Thursday, 11 October 2012 11:48 AM
To: Bourne, Sarah
Subject: FW: call from Zed's office [footpaths in Wynne St Erindale]

From: Schembri, Karen
Sent: Thursday, 11 October 2012 11:46 AM
To: Smorhun, Vic
Subject: FW: call from Zed's office

Hi Vic

Are you able to update Zeds office yet?

Karen Schembri | Office of the Chief Minister
t: 620 50840 | fx: 620 53030 | karen.schembri@act.gov.au | www.chiefminister.act.gov.au

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From: Smorhun, Vic
Sent: Wednesday, 10 October 2012 8:48 AM
To: Schembri, Karen
Subject: RE: call from Zed's office

Just waiting to find out why the work wasn't done ... should be today.
Thanks.

From: Schembri, Karen
Sent: Wednesday, 10 October 2012 8:47 AM
To: Smorhun, Vic
Subject: call from Zed's office

Hi Vic

Sorry to trouble you. Just wondering if you have any feedback regarding the work to footpaths in Wynne St Erindale that should have been completed back in September. I should prob get back to Zed's office as soon as possible

Karen

Karen Schembri | Office of the Chief Minister

t: 620 50840 | fx: 620 53030 | karen.schembri@act.gov.au | www.chiefminister.act.gov.au

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Bourne, Sarah

From: Schembri, Karen
Sent: Wednesday, 10 October 2012 4:21 PM
To: Bourne, Sarah
Subject: constituent call:

Sarah

Can you please phone regarding access to reserves around Aranda and Hawker. is disabled
and is finding it difficult to climb over the locked gates

Karen Schembri | Office of the Chief Minister
t: 620 50840 | fx: 620 53030 | karen.schembri@act.gov.au | www.chiefminister.act.gov.au

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Bourne, Sarah

From: Stravens, Helen
Sent: Friday, 28 September 2012 11:14 AM
To: Bourne, Sarah
Cc: Shoukrallah, Rifaat
Subject: FW: Old Narrabundah Community Council - lack of parking at the Narrabundah shops

Hi Sarah – FYI and action

Rifaat, thanks

Cheers
 Helej

From: Shoukrallah, Rifaat
Sent: Friday, 28 September 2012 7:43 AM
To: Stravens, Helen
Cc: Gill, Tony; Taylor, John; Isaks, Paul
Subject: RFW: Old Narrabundah Community Council - lack of parking at the Narrabundah shops

Helen

This is a matter that Fred was dealing with and liaised with Paul Isaks from ESDD.

ESDD advise that :

- The total number of parking spaces within the centre and 100m from it is about 85 spaces, including parallel, on-street spaces and spaces in the lane west of the main shopping block.

The most recent parking survey (in the school holiday period) suggest that, even allowing for survey period and illegal, off-street parking on the block east of Iluka Street, the actual use is probably no more than 75% of capacity.

In that context the provision of additional parking at Narrabundah Shops is not justified. The location behind the toilets is not a suitable site for long term

Parking. The area is zoned Community Facilities and a car park is a prohibited use.

Roads ACT will pavement-mark parallel, on-street parking spaces on various parts of streets within 100m of the centre to encourage better parking discipline, utilisation and turnover.

Rifaat

From: Stravens, Helen
Sent: Wednesday, 26 September 2012 1:43 PM
To: Shoukrallah, Rifaat
Cc: Gill, Tony
Subject: FW: Old Narrabundah Community Council - lack of parking at the Narrabundah shops

Hi Rifaat

For your attention.

Thanks
 Helen

From: Bourne, Sarah
Sent: Wednesday, 26 September 2012 1:24 PM
To: Stravens, Helen
Subject: FW: Old Narrabundah Community Council - lack of parking at the Narrabundah shops

Hi Helen,

Can you request some factual information on the questions raised below.

Thanks
Sarah

From: Smorhun, Vic
Sent: Wednesday, 26 September 2012 1:11 PM
To: Bourne, Sarah
Subject: Old Narrabundah Community Council - lack of parking at the Narrabundah shops

Sarah can we get further information on this matter – see earlier response:

Old Narrabundah Community Council (ONCC Inc)

- *Parking at Narrabundah shops is inadequate when the restaurants are busy at lunchtime. Will you advocate for more longtime parking behind the toilets?*

Response: TAMS is liaising with ESDD regarding the need for additional parking in Narrabundah shops. TAMS manage the use of the existing car parking supply and regularly reviews the suitability of current controls or restrictions in consultation or in response to requests from residents or businesses.

Where have we got to with liaising with ESDD? What is the timeline for addressing the lack of parking? Is the location behind the toilets a suitable site for long term parking?

Thanks.
Vic

Vic Smorhun | Senior Adviser | Office of Katy Gallagher MLA
Chief Minister | Minister for Territory and Municipal Services
ACT Legislative Assembly

Phone: 02 620 50227 |

L | Email: vic.smorhun@act.gov.au

Bourne, Sarah

From: Smorhun, Vic
Sent: Wednesday, 26 September 2012 10:40 AM
To: Shoukrallah, Rifaat
Cc: Gill, Tony; Bourne, Sarah
Subject: Spofforth St - Letter to residents post consultation FINAL
Attachments: Letter to residents post consultation FINAL.docx

Hi Rifaat – is there a timetable for the assessment of the other streets and for the consultation with residents? Will this be after the Spofforth St changes have been completed (by December 2012) - meaning that the other streets will be looked at in the new year?

Thanks

Vic

"The ACT Government will assess the need for additional traffic safety measures on side streets along Spofforth Street, such as Beaurepaire Crescent and Trickett Street, in consultation with local residents."

Dear Resident

REVIEW OF TRAFFIC CALMING MEASURES ON SPOFFORTH STREET IN HOLT

In December 2011 speed cushions were installed to improve road safety, reduce vehicle speeds and reduce traffic volumes along Spofforth Street in Holt between Drake Brockman Drive and Southern Cross Drive.

The measures were introduced after Roads ACT conducted a detailed investigation into the traffic conditions following complaints from residents about speeding. The investigation found a number of safety issues caused by high speeds, especially for residents entering and exiting their residences.

In May and June 2012, the ACT Government sought community feedback on the effectiveness of speed cushions installed on Spofforth Street. All residences in Holt were provided with information about the project and were given opportunity to provide feedback. Over 400 comments were received with the majority of the feedback received supportive of the traffic calming measures.

Data analysis by Roads ACT shows the speed cushions have been effective in reducing traffic speeds, decreasing traffic volumes and improving road safety. Average speeds along Spofforth Street decreased by over 15 kilometres per hour and average weekday and weekend traffic volumes were reduced by up to 832 vehicles per day. Preliminary crash reports show there have been no accidents since the speed cushions were installed, however a longer period is required for a more representative evaluation.

Following the review, the ACT Government has decided to make certain modifications to the existing scheme to address feedback received from the community. Modifications include the removal of two sets of speed cushions and modifying the positioning of the speed cushions so that large vehicles cannot straddle and speed over them.

Improvements identified during the consultation are scheduled to be implemented by December 2012. The estimated cost is \$30,000.

The ACT Government will assess the need for additional traffic safety measures on side streets along Spofforth Street, such as Beaurepaire Crescent and Trickett Street, in consultation with local residents.

Thank you to everyone who provided feedback on the Spofforth Street traffic calming measures.

For more information including the evaluation report please visit www.timetotalk.act.gov.au

Rifaat Shoukrallah

Senior Manager, Traffic Management and Safety
Roads ACT

Bourne, Sarah

From: Smorhun, Vic
Sent: Friday, 28 September 2012 10:32 AM
To: Bourne, Sarah
Subject: RE: Response to emails of 3/10 September SPOFFORTH STREET, HOLT

I may need to discuss with Gary.

From: Bourne, Sarah
Sent: Friday, 28 September 2012 10:28 AM
To: Smorhun, Vic
Subject: FW: Response to emails of 3/10 September SPOFFORTH STREET, HOLT

Vic – TAMS are going to respond again to Mr

Regards
Sarah

From: Schembri, Karen
Sent: Wednesday, 26 September 2012 4:24 PM
To: Smorhun, Vic; Bourne, Sarah
Subject: FW: Response to emails of 3/10 September SPOFFORTH STREET, HOLT

Vic

Advice please

Karen

Karen Schembri | Office of the Chief Minister
t: 620 50840 | fx: 620 53030 | karen.schembri@act.gov.au | www.chiefminister.act.gov.au

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From: [REDACTED]
Sent: Wednesday, 26 September 2012 4:00 PM
To: Schembri, Karen
Subject: FW: Response to emails of 3/10 September SPOFFORTH STREET, HOLT

Karen

This response from TAMS is self-justifying and DOES NOT address the problem

100 people thought enough about this problem to stand for an hour in the midday sun last Saturday to register a protest. Add a spouse to each of those 100, and the occasional adult off-spring living at home, and that's 250 plus mad-as-hell voters who are looking for a target, " baseball bat in hand " (as Wayne Goss once remarked) to get even with a government who has consistently failed to control Roads ACT in its continued wastage of Government funding by playing games with the well-designed roads we inherited from the NCDC in 1989

Yes, the meeting was organized by Alister Coe but real local residents voluntarily door-knocked the streets on Saturday morning reminding people of the meeting. No labour party identity proposed a meeting

Mr Coe filled the vacuum created by Roads ACT and Mary Porters lukewarm reaction to the situation. This problem requires political leadership, not a fob-off suggestion involving an appeal to the Ceaser who made the original decision

Out in Holt, a lot of people are considering changing a voting pattern of a lifetime. Your party has just 4 weeks to announce the total and immediate removal of the humps (no condecending half measures please) or Mary Porter won't be re-elected in a tight race

Please pass this message on to the Chief Minister and party flunkies

From: [redacted] [au\]](#)
Sent: Wednesday, 26 September 2012 3:45 PM
To: 'TAMS Correspondence'
Subject: RE: Response to emails of 3/10 September SPOFFORTH STREET, HOLT

Dear Mr Byles,

I refer to your email of 26 September 2012.

On Saturday, I attended a meeting of 100 Holt residents objected vehemently to the Roads ACT decision to put speed humps in Spofforth Street, and objected even more vehemently to your total disregard in any meaningful recognition of the impacts of the speed humps in directing traffic from Spofforth Street to **Southern Cross Drive, Beaurepaire Crescent, Messenger Street and Trickett Street.**

There were half a dozen people there from Spofforth Street, and they too all acknowledged what a total fiasco this measure has been. In our turn, we acknowledged that there was a speeding problem in Spofforth Street, but all parties agreed it was a problem throughout Holt and that the humps, and their "un-intended consequences ", were not an appropriate AND FAIR solution

I'll summarise the feeling of the meeting for you, just so you get the picture in no uncertain terms.

1. The meeting was extremely concerned at the apparent undue influence which has been wielded in the past by a particular former resident of Spofforth Street and who clearly has influence with Roads ACT, even though he no longer has a position of power. That person did not attend the meeting, although he had apparently indicated he would do so.

2. Everyone was aware that your traffic survey in the above streets, in which you sought to justify a lessened impact of the humps, took place in the last two weeks of April, **during school holidays**, when the traffic flow almost halves in West Belconnen roads.

3. All attendees agreed that the **removal of one or two humps** as proposed by Roads ACT would be meaningless. Those people who are currently rat-running in the above streets, will not return to Spofforth Street until all the humps are removed- they have the habit now. Your proposal to remove one to three of the humps is just rubbish and will have no meaningful impact on the unintended consequences of increased traffic flow and traffic speed in the above streets.
4. 100 people were in agreement that what was actually needed in Spofforth Street was not speed humps BUT the presence of **more mobile police vehicles** (I note your email to me says that police resources are limited - what you're really saying is that it's cheaper to put \$150,000 of road humps in Spofforth Street than for the ACT Government to provide the AFP with sufficient funding to put a patrol car occasionally down a street). **Why is Spofforth Street the only suburban street in Canberra with speed humps?**
5. An example was provided comparing Eucumbene Drive, Duffy to Spofforth Street, Holt. Amazingly similar in almost all aspects except Spofforth Street has a 50 kph limit while Eucumbene Drive retains its original 60 kph setting. Both are not as you describe "minor collector roads" and one only has to look at the design of West Belconnen to understand that Spofforth Street has been designed for greater traffic loads (it's 34 ft wide, with excellent line-of-sight) than other streets in Holt. There are indications that Spofforth Street will ultimately be extended down the hill, through the vineyards to a new north Molonglo development.
6. Evidence was given that an independent certified road engineer, not associated with the self-justifying denizens of Roads ACT, stated that the use of speed humps in suburban streets, was out-dated methodology when it came to controlling speeds in streets that ordinarily should be sign-posted with speeds of 60 kph. Speed humps have a case in **car parks**, not on arterial streets.
7. Attendees were very annoyed that apparently Roads ACT had proposed, in recognition of some of the problems in the above streets, to put **other traffic control devices in our streets**, while retaining the fiasco in Spofforth Street and we did not agree that the increased levels in the above streets is in any way "acceptable limits for such streets" as you put in previous reports and correspondence.
8. 100 residents of Holt resolved not to accept this rubbish as a fait accompli. I suspect a large majority of them are about to change their political voting habits, because they are STILL not being listened to. What really saddens them is that a schoolchild could work out in advance that a rat run situation was guaranteed, and that all the government resources devoted to this nonsense could have been better used

There is only one solution to this problem which will meet the needs of all Holt residents, including those on Spofforth Street.

1. Remove the humps.
2. Bring in increased police patrols.
3. Fully reinstate the traffic camera program.

Bourne, Sarah

From: Schembri, Karen on behalf of GALLAGHER
Sent: Tuesday, 25 September 2012 8:29 AM
To: Bourne, Sarah
Cc: Smorhun, Vic
Subject: FW: RTPIS Tender Questions

Sarah

Can you please arrange for someone to ring Mr [redacted] soon as I dont imagine he will receive a response before next week.

Karen

Karen Schembri | Office of the Chief Minister
 620 50840 | fx: 620 53030 | karen.schembri@act.gov.au | www.chiefminister.act.gov.au

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From: Katy Gallagher [<mailto:Katy.Gallagher@act.alp.org.au>]
Sent: Tuesday, 25 September 2012 8:17 AM
To: GALLAGHER
Subject: FW: RTPIS Tender Questions

From:
Sent: Monday, 24 September 2012 10:06 PM
To: Katy Gallagher
Cc:
Subject: Re: RTPIS Tender Questions

Hi Karen,

Thanks for your email. My understanding was that TAMS is looking to engage with Trapeze in the next week, so I would very much appreciate and look forward to your timely response.

Regards,

--
Imagine Team: App Development In Canberra
 From Imagination To Realisation
[MyBus 2.0](#) | [Community ProTag](#) | [CIFF 2012](#) | [National Water Market](#)

On Mon, Sep 24, 2012 at 12:55 PM, Katy Gallagher <Katy.Gallagher@act.alp.org.au> wrote:
Dear Mr

Thank you for your correspondence of 23 September 2012 which is currently receiving attention.

regards
Karen Schembri
Office of Katy Gallagher MIA

From:
Sent: Sunday, 23 September 2012 7:07 PM
To: Katy Gallagher
Cc:
Subject: RTPIS Tender Questions

Hi Katy,

My name is and I represent the Imagine Team, a mobile app development company based in Canberra.

If you weren't already aware, we were one of the main proponents behind the release of the GTFS ACTION data a year ago, were heavily involved in the formation of the RTPIS tender, and subsequently applied for it as well. Specifically, through our efforts, we convinced TAMS that a mobile app should be part of the RTPIS, as mobile apps are the cheapest and most effective way of distributing real-time information for public transport. We were happy to see that TAMS were already providing the information as an open-source feed, but that TAMS would need an official version of such an app to ensure quality, and to provide access to things that can't be provided via open-source feeds (such as analytics, or recharging MyWay balance).

We were very disappointed to see that the part of the tender responsible for the provision of an app was canceled due to "budget constraints." The RTPIS budget of \$12.5 million is more than enough to take a huge step to making that a reality, and we see a mobile app as integral to that success.

I recently spoke with Michael Lawrence from TAMS, and I was disappointed to see that the reasons he had given for the cancellation did not give rest to my concerns. There are a number of issues at play, but to summarise:

- We partnered with a company in Melbourne (SmartGuide), who were responsible for the RTPIS system there, and are one of the best in Australia. We had offered a display at every bus stop, and an amazing mobile app (with innovative features such as aiding those who are blind/low-vision to be able to know when to flag a bus down as it approached their bus stop, and when to get off at a bus stop closest to their desired destination) for \$7.5 million- a full \$1 million less than what is being given to Trapeze (an international company whose solution does not include a mobile app, and does not provide a display at every bus stop- only the major ones).
 - As part of our solution, we offered a dedicated mobile app for \$75k, less than a percent of the overall budget.
- The letter of decline states that TAMS will not be proceeding with an app, but the media release announcement said that the information will be available on mobile devices. Portion C of the RTPIS tender, which was for the provision of a mobile app/website, was cancelled. I could not understand how the information to be distributed on mobile phones/tablets, if not through an app (keeping in mind that a mobile website is technically an app). I believe that this may actually be a breach of process, as any company who had submitted a solution for a mobile app would have submitted it as part of portion C.

There are a couple of other points we discussed with Michael, but I would love the opportunity to meet up with you to discuss how to move forward from here. I catch the buses several times a week, and at the end of the day, the RTPIS has the chance to make public transport a preferred option in Canberra, and one of the best in Australia (if done correctly). We would have been quite content had we lost the tender. Ultimately, cancelling the tender does not align with our objectives to make Canberra's public transport a point of pride within the community, and within Australia. My concern is that the way things stand, the RTPIS cannot live up to its full potential, and we want to change that.

Bourne, Sarah

From: Jonceski, Jasmina
Sent: Tuesday, 25 September 2012 11:38 AM
To: Bourne, Sarah
Cc: Roncon, James
Subject: RE: ACTION - blind persons
Attachments: Service Cancellations and passengers with special needs 120925.doc

Sarah

See attached.

Jas

From: Bourne, Sarah
Sent: Tuesday, 25 September 2012 9:35 AM
To: Jonceski, Jasmina
Subject: FW: ACTION - blind persons

Hi Jas – Can you get some urgent information on the following.

Thanks
 Sarah

From: Smorhun, Vic
Sent: Tuesday, 25 September 2012 9:25 AM
To: Bourne, Sarah
Subject: ACTION - blind persons

Sarah is there anything that we do regarding this kind of situation?

I am a bus user; action buses are very important to a wide range of people but particularly those that do not drive such as the disabled, the elderly or those with health issues that preclude a drivers licence. action cannot always run all the busses that are scheduled.
 If a driver of a bus does not arrive at work it seems that that particular bus does not run and users need to wait for the next bus. that seems an obvious solution however on bus routes where blind and disabled users regularly commute the lack of a bus is disastrous particularly on routes that are well patronised so that the next bus is overloaded and cannot stop or there are too many people waiting at the bus stop;
 are there any plans to locate blind and disabled commuters that use the buses daily to get to work and ensure that those busses are prioritised so they are not left stranded?
 how can a blind person find another bus stop and another bus when they and or their dog have only learned one route?

Thanks.

Vic Smorhun | Senior Adviser | Office of Katy Gallagher MLA
 Chief Minister | Minister for Territory and Municipal Services
 ACT Legislative Assembly
 Phone: 02 620 50227 | Email: vic.smorhun@act.gov.au

**ACTION – Service cancellations and assistance for passenger with special needs –
25 September 2012**

ACTION measures its service reliability on a daily basis and reports service reliability each month on its website. During morning peaks (7am-9am) ACTION also tweets updates of service cancellations or significant delays to services. Services may be cancelled or delayed due to a number of reasons, such a breakdown, bus availability, traffic conditions or driver availability as a result of a medical emergency of a driver or their family. ACTION has a number of spare resources to cover instances where drivers call in sick or buses are not available due to breakdown. Where spares are exhausted there will be service cancellations or delays as resources are reallocated to cover priority services. For example, ACTION's prioritises school services to ensure that all school students get to and from school each day.

ACTION also provides a number of initiatives for customers with special requirements, including vision-impaired and customers in wheelchairs. For example, ACTION is currently trialling the use of bus hailing kits, which enable customers waiting at a bus stop to hold the kit at shoulder height to signal to the driver that they need to catch the route indicated by the hailing kit. This service is ideal when a customer is waiting at a multiple use and high frequency stop. Additionally, ACTION is formalising a procedure which has been practiced over the past year which allows visually impaired passengers to contact ACTION between 7am – 7pm to notify ACTION of the passenger's intent to catch a particular service. ACTION will then inform the driver to keep a look out for a passenger at a particular bus stop who may not be able to signal their desired bus. This must be done at least 30 minutes prior to the scheduled departure time of the service the passengers wishes to catch to allow time for the driver to be notified.

Passengers using wheelchairs who have a regular requirement for a wheelchair accessible bus are advised to contact ACTION and register their request for an accessible bus to be put on their regular route service. Where possible ACTION will make every attempt to meet this request. If ACTION is not able to meet this request immediately it will endeavour to do so with future network planning and as more wheelchair accessible buses become part of the ACTION fleet. ACTION currently has a number of such requests implemented. All customers of this service are advised that while all efforts are made to ensure the bus on the route is a low-floor accessible bus, on occasion due to operational requirements the service may be operated with a bus that is not accessible.

Unfortunately where services are cancelled as indicated above, the triage process ACTION uses to reallocate available resources to cover services at risk of cancellation does not currently include accessibility requirements. The complexity of the ACTION network and the flow on effects that a change in resource allocation for one particular service may have significant impacts on other accessible service requests. Additionally ACTION does not have travel details of all of its vision-impaired and/or wheelchair passengers and changes to services may also impact these 'invisible' passengers.

Where services are cancelled and a passenger has special requirements, ACTION encourages these passengers to contact 13 17 10 where ACTION staff will work to deliver a solution to assist the passenger within available resources. Additionally, where a bus has reached its passenger loading capacity, drivers are instructed to inform their supervisors through radio contact where supervisors can then make alternative arrangements, resourcing permitting. Alternative arrangements may include deploying a field minivan to assist the passenger or diverting another available service to pick up the passenger en route.

Bourne, Sarah

From: Bourne, Sarah
Sent: Tuesday, 25 September 2012 2:07 PM
To: Smorhun, Vic
Subject: Factual Information Request - Streetlights in Hughes
Attachments: 20120918144516159.pdf; 1200829-1-St Lighting-Hughes.doc

Vic - You requested information on these lights in Hughes.

When constructed the streetlights in Hughes were installed to the standard practices of the day, which means that the illumination levels reflect those standards. Roads ACT does not have any plans to upgrade street lighting in Hughes.

I have also attached a previous response to the same issue.

I have just clarified that in the response to Hanson we say streetlights will be considered in future works. Roads have confirmed that they were considered and won't be upgraded at this stage.

Regards
Sarah

-----Original Message-----

From: Bourne, Sarah
Sent: Tuesday, 18 September 2012 2:10 PM
To: Stravens, Helen
Cc: Mossop, Leonie
Subject: Factual Information Request - Streetlights in Hughes

Hi Helen,

Can you please ask for some dot points in relation to the request for streetlights in Hughes. If possible could I have the information ASAP tomorrow.

I did find a recent ministerial relating to these lights (201200829) but thought there might be an update.

A response will be drafted by the Ministers office.

Thanks
Sarah

Bourne, Sarah

From: Bourne, Sarah
Sent: Tuesday, 25 September 2012 2:39 PM
To: Smorhun, Vic
Subject: Motorcycle Riders Association (MRA ACT) questions - Responses

1. What plans are there for the remediating of the poor standard of road surfaces in the ACT?

Roads in the ACT are not of a poor standard. At least 86% of the network is assessed as being in good condition. Planned inspections of the network occur over one third of roads each year. These inspections identify and prioritise areas for resurfacing and other works. There is also a reactive program that responds to specific road surfacing and road-related infrastructure problems. If there are any areas of particular concern could you please advise Canberra Connect on 13 22 81 and they will be inspected.

2. What is the standard regarding roadside furniture?

There are still lots of signs etc very close to the road, none of which are frangible?

When new guide signs are installed or existing ones replaced an assessment is made of the need for frangible posts. The assessment is in accordance with our design standard DS9-15 available at:

http://www.tams.act.gov.au/_data/assets/pdf_file/0009/34668/DS09 - 1.pdf

For regulatory and advisory signs, the posts are not normally of a size that presents no greater hazard than a frangible post.

3. What future do you see for wire rope barriers?

Wire rope barriers will continue to be considered in capital works for new roads, especially where long runs of barriers are required. Improvements in the detailing of these barriers are under consideration by the industry and will be incorporated by Roads ACT as and when they gain acceptance across the various jurisdictions. There is a program for the improvement of existing barriers (mostly metal-type guardrails) which is expected to continue.

4. What is the future for more dedicated motorcycle parking?

- **Do you see this including poles to lock our machines?**
- **What other motorcycle parking solutions would be considered – pavements, first/last parking spaces on some blocks?**

- JACS received \$35,000 in the 2006/7 second appropriation budget to trial motorcycle anchor bolts in public carparks. Roads ACT developed a motorcycle parking security rail and it was installed in carparks at Woden, City and Gungahlin in 2008.
- A media release by Corbell stated "Mr Peter Major, ACT MRA President said, "only positive feedback has been received from motorcyclists so far. Since the installation of the tie rails we have had no thefts that I am aware from those sites, but only time will give us a better picture. We still need to work at getting riders to change their behaviours and lock up their motorcycles. Not only is the parking more secure by design, the flow through designated parking has reduced the frustration motorcyclists faced with the previous unmarked parking areas".
- Subsequently Roads ACT has installed a motorcycle security rail at Erindale.
- They are provided on an 'as required' basis usually following requests from the public.
- Motorcycle parking on pedestrian areas on the verge similar to that permitted in Victoria was considered at Civic but was not proceeded with due to potential damage to the asphalt pavement by the support stands and safety issues associated with riding motorcycles on footpaths in high pedestrian areas to access the areas. There was also the issue of oil leaks damaging the asphalt.
- I am not aware of any other parking solutions being considered.

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