



ACT
Government

**Access
Canberra.**

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

Comments: Hi Jemma

Final CRM for [REDACTED] for FOI.

Regards

Barbara

Barbara [REDACTED] | Customer Experience

T 02 [REDACTED]@act.gov.au

Customer Experience | Transport Canberra and City Services| ACT Government

Lvl 1 496 Northbourne Ave, Dickson | GPO Box 158 Canberra ACT 2601 | www.act.gov.au

Incident Reference # 170329-000332

Subject: SD - Complaint

Date Created: 29/03/2017 09.25 AM

Note By (Barbara - Public Transport Customer Service) (10/05/2017 10.52 AM)

Sent to John [REDACTED], Ian [REDACTED] and Peter [REDACTED]

Hi All

FYI the customer has responded to my email, with "Many thanks for this informaiton". I will now mark this CRM incident as resolved.

Regards

Barbara

Barbara [REDACTED] | Customer Experience

T 02 [REDACTED]@act.gov.au

Customer Experience | Transport Canberra and City Services| ACT Government

Lvl 1 496 Northbourne Ave, Dickson | GPO Box 158 Canberra ACT 2601 | www.act.gov.au

Customer By CSS Email () (09/05/2017 08.00 PM)

Many thanks for this information.



ACT
Government

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Canberra.**

On 29/03/2017 you contacted the ACT Government and an enquiry was submitted. Below is a summary of your correspondence and the response to your enquiry.

Subject

SD - Complaint

Message

Response By Email (Barbara - Public Transport Customer Service) (09/05/2017 03.57 PM)

Dear [REDACTED]

Thank you for your further feedback regarding the 300 series of buses that serviced bus stop 4005 on 26 April 2017.

I can advise that on 27 April 2017 the following 300 Series buses serviced bus stop ID 4005:

7:51 Route 318 – 7 passengers boarded, 0 departed - capacity for further passengers

7:54 Route 314 – Failed to operate due to breakdown

8:00 Route 315 - 0 passengers boarded, 3 departed – at capacity

8:07 Route 316 – 0 passengers boarded, 0 departed – at capacity

8:12 Route 315 – 0 passengers boarded, 0 departed – at capacity

8:16 Route 314 – 13 passengers boarded, 2 departed – at capacity

8:23 Route 313 – 3 passengers boarded, 3 departed – at capacity

8:23 Route 313 – 3 passengers boarded, 3 departed – capacity for further passengers

8:24:02 Route 343 – 14 passengers boarded, 0 departed – capacity for further passengers

8:24:07 Route 313 – 12 passengers boarded, 1 departed – capacity for further passengers

8:24:13 Route 316 – 8 passengers boarded, 0 departed – capacity for further passengers

8:30 Route 300 – 0 passengers boarded, 1 departed – capacity for passengers

The service at 7:54 was cancelled due to a mechanical breakdown. Unfortunately, this impacted subsequent services at 8:00 and 8:07 which had to carry the extra passenger load as a result of this service issue. I can advise that the services at 8:00, 8:07 and 8:12 were at capacity and unable to accommodate any further passengers. Between 8:16 and 8:30 a total of 53 passengers boarded 300 series services from bus stop ID 4005 travelling to the City.

I apologise for the inconvenience caused by the breakdown of the 7:54 am, Route 314 service on 26 April 2017 and the impact this had on the subsequent services between 8am and 8:12 am.

I can advise that the scheduling area are reviewing the capacity and loadings on the Blue Rapid corridor during the AM peak to identify strategies to manage the required passenger requirement for services within existing resources.

If you wish to discuss the Blue Rapid services or to provide further feedback please call me direct on 6207 8857.

Regards

Barbara

Barbara [REDACTED] | Customer Service Manager
T 02 [REDACTED] @act.gov.au
Customer Experience | Transport Canberra and City Services| ACT Government
Lvl 1, 496 Northbourne Ave,
DICKSON ACT 2602

Customer By CSS Email () (26/04/2017 12.45 PM)

Good afternoon,

Despite many emails back and forth i feel the need to mention today's experience. It is an issue which cannot wait for "a timetable adjustment" in 6 months, 2 years, it needs do be addressed right now!

I arrived at stop 4005 at 810am. There were already around 40 people waiting (though the photos dont show it that well, many people had crammed under the shelter given the rain), and i shudder to think of how long they would have been doing so.

Then at 812, a full bus drove past. At 817, a bus stopped and collected 15 people, but was then full and could collect no more. An attached photo shows dozens of people still waiting after that. At 824, 4 buses arrive literally in a row, the first is full and the other 3 can thankfully/luckily collect remaining passengers. I arrived into the city at 845, 35 minutes after being at a bus stop for what is a 10 minute journey. Not to mention the dozens of people who waited longer than i did. Surely Action can, and needs to do better!

In the mean time, I would like an account of what happened prior to 810am, ie to know (and can submit an foi request if that is needed):

Prior to 810am, when was the last bus which picked people up at stop 4005 and was not full after doing so?

Between this bus and 810am, what 300 series buses passed the stop, which were full and which picked up a particular number of passengers before becoming full?

A hypothetical example of the information i am looking for is presented as below:

747am bus picked up 8 passengers and was not full after this

756am bus was full and drove past
759am picked up 2 passengers, was then full
805am bus was full and drove past

Thanks



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Subject

RF - General Info

Message

Response By Email (Barbara - Public Transport Customer Service) (07/04/2017 11.00 AM)

Dear [REDACTED]

Thank you for your further feedback regarding the 300 series.

I have forwarded your feedback and further comment to the Manager, Performance Analysis and Business Improvements for Transport Canberra for review and consideration in the next timetable adjustment.

Regards
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Barbara [REDACTED] | Customer Service Manager

T 02 [REDACTED] [@act.gov.au](mailto:[REDACTED]@act.gov.au)

Customer Experience | Transport Canberra and City Services | ACT Government
Lvl 1, 496 Northbourne Ave, DICKSON ACT 2602

Customer By CSS Email () (30/03/2017 09.45 AM)

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I understand that your data only allows a beside the point analysis, but this should not be used to suggest adequate service. I also fail to see the relevance of road works several kilometres away.

These people had all likely been waiting a fair while, and others not captured in the information you provide probably waited even longer such as myself.

For example today i arrived at 830, a full bus drove past at 838, then another at 846, with another bus at 846 having capacity for people at the stop to board. While the number and/or spacing of service is inadequate a wait time of 16 minutes during this high peak period is an improvement on recent days. It should be possible to run a bus service that adequately meets peak demand, even if it is as simple as something like running more long buses along these key routes.

This is an ongoing issue for many many months, and deserves better attention and to be addressed



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RF - General Info**Message**

Response By Email (Barbara - Public Transport Customer Service) (29/03/2017 05:51 PM)

Dear [REDACTED]

Thank you for contacting Transport Canberra regarding the 300 series of services from bus stop ID 4005 in Bruce.

I can confirm from our records that you had provided feedback on 16 February 2016 and 24 August 2016 regarding the 300 series. Responses to your feedback were forwarded to your nominated email address on the 22 February 2016 and 5 September 2016. If you have placed further feedback than the two advised, they do not appear to be recorded under your nominated contact email address.

I can see from our records that on Tuesday 28 March 2017, between 8:20 am and 8:46 am, seven 300 series buses serviced the bus stop 4005, with 47 people boarding. On Monday 27 March 2017, between 8:19 am and 8:47 am, seven 300 series buses serviced the bus stop 4005 with 34 people boarding. Unfortunately, I do not yet have the available data for today, 29 March 2017 to review the services.

I appreciate that some services may not be exactly running to the advertised timetable as we are experiencing some delays across the network as a result of the road works in Gungahlin, Northbourne Avenue and Woden. We are monitoring all services using our business systems to determine the full impact of construction delays on the bus network.

We will use this data to redesign a timetable that is more reflective of actual running times on the network.

We hope to implement the timetable in the coming months and thank passengers for their patience through this period.

I am away from the office on Thursday and Friday, however if you would like to provide a contact telephone number I am more than happy to call you on Monday to discuss your concerns further. I can then forward your feedback to our scheduling and planning area for review.

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Customer By CSS Web () (29/03/2017 09.25 AM)

Why, despite repeated issues and presumably complaints with services on the main thoroughfare have services not been increased/improved to actually meet the demand??

And why do the monitoring vans seem to show up on the Friday before a long weekend etc to monitor the situation instead of mornings like today or the past 3 days where people have been waiting half an hour for a not full bus to stop and pick them up? Not that I have seen one in a while. Presumably action has lectured the drivers and considered the problem solved, even though that is not the problem at all.

The lack of available service along this route is either incompetent or malicious, after so long without any meaningful or consistent improvement. It is the core business of providing public transport to ensure that heavily used corridors are adequately serviced during peak hour. Please start to perform your core business.

I have complained about this issue in the past and received no response despite requesting one. I would appreciate receiving a response on this matter, and even more than that improvements to service along that very busy corridor.

Your Details

First Name:

Last Name:

Contact Number: not provided

Email Address: [REDACTED]@gmail.com

Additional Details (if available)

Reference #: 170329-000332

Date Created: 29/03/2017 09.25 AM

Status: Waiting for Customer

Category: Service Delivery

Type of Correspondence: Complaint

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Date Created: 29/03/2017 09.25 AM

Status: Updated

Category: Service Delivery

Type of Correspondence: Complaint

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Your Details**First Name:****Last Name:****Contact Number:** not provided**Email Address:** [REDACTED]@gmail.com**Additional Details (if available)****Reference #:** 170329-000332**Date Created:** 29/03/2017 09.25 AM**Status:** Waiting for Customer**Category:** Service Delivery**Type of Correspondence:** Complaint

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Last Name:

Contact Number: not provided

Email Address: [REDACTED]@gmail.com

Additional Details (if available)

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Status: Forwarded to Agency
Category: Service Delivery
Type of Correspondence: Complaint

You can [update or track your correspondence](#) on our website.

Note By (Barbara - Public Transport Customer Service) (09/05/2017 03.59 PM)
 Hi John and Peter

See attached copy of CRM with response to [REDACTED].

Regards

Barbara

Barbara [REDACTED] | Customer Experience

T [REDACTED]@act.gov.au

Customer Experience | Transport Canberra and City Services| ACT Government

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I apologise for the inconvenience caused by the breakdown of the 7:54 am, Route 314 service on 26 April 2017 and the impact this had on the subsequent services between 8am and 8:12 am.

I can advise that the scheduling area are reviewing the capacity and loadings on the Blue Rapid corridor during the AM peak to identify strategies to manage the required passenger requirement for services within existing resources.

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Note By (Barbara - Public Transport Customer Service) (09/05/2017 03.57 PM)

Steele, Peter

Tue 09/05/2017 10:16 AM

[REDACTED], Jemma; [REDACTED] Ian; [REDACTED] John

Barbara,

Happy for you to respond to the customer as you have proposed. Please confirm with John that he is happy with this approach.

I have asked Jonathan in my team to review the capacity and loadings on the Blue Rapid corridor during the AM peak to help us identify strategies to manage passenger loadings within existing resources.
Ian – we will then come and speak to you to discuss options.

Pete

Note By (Barbara - Public Transport Customer Service) (08/05/2017 01.23 PM)

Hi All

As discussed previously can you please confirm response to this customer.

The customer has requested specific information regarding the 300 services on 26 April 2017.

On 19 April 2017 he forwarded an FOI request for all complaints regarding the 300 series.

This item has not been responded to as yet, can you please advise response to the customer.

Regards

Barbara

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Note By (Barbara - Public Transport Customer Service) (05/05/2017 06.02 PM)

Discussed with scheduling, customer has sent an FOI 19/4/2017

Customer By CSS Email () (26/04/2017 12.45 PM)

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T 02 [REDACTED] @act.gov.au
Customer Experience | Transport Canberra and City Services | ACT Government
Lvl 1, 496 Northbourne Ave, DICKSON ACT 2602

Customer By CSS Web () (29/03/2017 09.25 AM)

Why, despite repeated issues and presumably complaints with services on the main thoroughfare have services not been increased/improved to actually meet the demand??

And why do the monitoring vans seem to show up on the Friday before a long weekend etc to monitor the situation instead of mornings like today or the past 3 days where people have been waiting half an hour for a not full bus to stop and pick them up? Not that I have seen one in a while. Presumably action has lectured the drivers and considered the problem solved, even though that is not the

problem at all.

The lack of available service along this route is either incompetent or malicious, after so long without any meaningful or consistent improvement. It is the core business of providing public transport to ensure that heavily used corridors are adequately serviced during peak hour. Please start to perform your core business.

I have complained about this issue in the past and received no response despite requesting one. I would appreciate receiving a response on this matter, and even more than that improvements to service along that very busy corridor.

Your Details

First Name:

Last Name:

Contact Number: not provided

Email Address: [REDACTED]@gmail.com

Additional Details (if available)

Reference #: 170329-000332

Date Created: 29/03/2017 09.25 AM

Status: Waiting for Customer

Category: Service Delivery

Type of Correspondence: Complaint

You can [update or track your correspondence](#) on our website.

Response By Email (Barbara - Public Transport Customer Service) (29/03/2017 05.51 PM)
Dear [REDACTED]

Thank you for contacting Transport Canberra regarding the 300 series of services from bus stop ID 4005 in Bruce.

I can confirm from our records that you had provided feedback on 16 February 2016 and 24 August 2016 regarding the 300 series. Responses to your feedback were forwarded to your nominated email address on the 22 February 2016 and 5 September 2016. If you have placed further feedback than the two advised, they do not appear to be recorded under your nominated contact email address.

I can see from our records that on Tuesday 28 March 2017, between 8:20 am and 8:46 am, seven 300 series buses serviced the bus stop 4005, with 47 people boarding. On Monday 27 March 2017, between 8:19 am and 8:47 am, seven 300 series buses serviced the bus stop 4005 with 34 people boarding. Unfortunately, I do not yet have the available data for today, 29 March 2017 to review the services.

I appreciate that some services may not be exactly running to the advertised timetable as we are experiencing some delays across the network as a result of the road works in Gungahlin, Northbourne Avenue and Woden. We are monitoring all services using our business systems to determine the full impact of construction delays on the bus network.

We will use this data to redesign a timetable that is more reflective of actual running times on the network.

We hope to implement the timetable in the coming months and thank passengers for their patience through this period.

I am away from the office on Thursday and Friday, however if you would like to provide a contact telephone number I am more than happy to call you on Monday to discuss your concerns further. I can then forward your feedback to our scheduling and planning area for review.

Regards

Barbara

Barbara [REDACTED] | Customer Service Manager
T 02 [REDACTED] @act.gov.au
Customer Experience | Transport Canberra and City Services | ACT Government
Lvl 1, 496 Northbourne Ave, DICKSON ACT 2602

Customer By CSS Web () (29/03/2017 09.25 AM)

Why, despite repeated issues and presumably complaints with services on the main thoroughfare have services not been increased/improved to actually meet the demand??

And why do the monitoring vans seem to show up on the Friday before a long weekend etc to monitor the situation instead of mornings like today or the past 3 days where people have been waiting half an hour for a not full bus to stop and pick them up? Not that I have seen one in a while. Presumably action has lectured the drivers and considered the problem solved, even though that is not the problem at all.

The lack of available service along this route is either incompetent or malicious, after so long without any meaningful or consistent improvement. It is the core business of providing public transport to ensure that heavily used corridors are adequately serviced during peak hour. Please start to perform your core business.

I have complained about this issue in the past and received no response despite requesting one. I would appreciate receiving a response on this matter, and even more than that improvements to service along that very busy corridor.

Your Details**First Name:****Last Name:****Contact Number:** not provided**Email Address:** [REDACTED]@gmail.com

Additional Details (if available)**Reference #:** 170329-000332**Date Created:** 29/03/2017 09.25 AM**Status:** Updated**Category:** Service Delivery**Type of Correspondence:** Complaint

You can [update or track your correspondence](#) on our website.

Response By Email (Barbara - Public Transport Customer Service) (07/04/2017 11.00 AM)

Dear [REDACTED]

Thank you for your further feedback regarding the 300 series.

I have forwarded your feedback and further comment to the Manager, Performance Analysis and Business Improvements for Transport Canberra for review and consideration in the next timetable adjustment.

Regards
Barbara

Barbara [REDACTED] | Customer Service Manager

T 02 [REDACTED]@act.gov.au

Customer Experience | Transport Canberra and City Services| ACT Government
Lvl 1, 496 Northbourne Ave, DICKSON ACT 2602

Note By (Barbara - Public Transport Customer Service) (06/04/2017 03.26 PM)

Sent to Peter Steele

Hi Peter

See further response from this customer, email response only.

Barbara

Barbara [REDACTED] | Customer Experience

T 02 [REDACTED]@act.gov.au

Customer Experience | Transport Canberra and City Services| ACT Government

Lvl 1 496 Northbourne Ave, Dickson | GPO Box 158 Canberra ACT 2601 | www.act.gov.au

Customer By CSS Email () (30/03/2017 09.45 AM)

Thankyou for your email.

I understand that your data only allows a beside the point analysis, but this should not be used to suggest adequate service. I also fail to see the relevance of road works several kilometres away.

These people had all likely been waiting a fair while, and others not captured in the information you provide probably waited even longer such as myself.

For example today i arrived at 830, a full bus drove past at 838, then another at 846, with another bus at 846 having capacity for people at the stop to board. While the number and/or spacing of service is inadequate a wait time of 16 minutes during this high peak period is an improvement on recent days. It should be possible to run a bus service that adequately meets peak demand, even if it is as simple as something like running more long buses along these key routes.

This is an ongoing issue for many many months, and deserves better attention and to be addressed



ACT
Government

**Access
Canberra.**

On 29/03/2017 09.25 AM you contacted the ACT Government and an enquiry was submitted.

Below is a summary of your correspondence and our request for further information, please respond by either [logging into our website and updating this incident](#) or replying to this email.

Subject

RF - General Info**Message**

Response By Email (Barbara - Public Transport Customer Service) (29/03/2017 05:51 PM)

Dear [REDACTED]

Thank you for contacting Transport Canberra regarding the 300 series of services from bus stop ID 4005 in Bruce.

I can confirm from our records that you had provided feedback on 16 February 2016 and 24 August 2016 regarding the 300 series. Responses to your feedback were forwarded to your nominated email address on the 22 February 2016 and 5 September 2016. If you have placed further feedback than the two advised, they do not appear to be recorded under your nominated contact email address.

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We will use this data to redesign a timetable that is more reflective of actual running times on the network.

We hope to implement the timetable in the coming months and thank passengers for their patience through this period.

I am away from the office on Thursday and Friday, however if you would like to provide a contact telephone number I am more than happy to call you on Monday to discuss your concerns further. I can then forward your feedback to our scheduling and planning area for review.

Regards

Barbara

Barbara [REDACTED] | Customer Service Manager

T 02 [REDACTED] [@act.gov.au](mailto:[REDACTED]@act.gov.au)

Customer Experience | Transport Canberra and City Services | ACT Government
Lvl 1, 496 Northbourne Ave, DICKSON ACT 2602

Customer By CSS Web () (29/03/2017 09.25 AM)

Why, despite repeated issues and presumably complaints with services on the main thoroughfare have services not been increased/improved to actually meet the demand??

And why do the monitoring vans seem to show up on the Friday before a long weekend etc to monitor the situation instead of mornings like today or the past 3 days where people have been waiting half an hour for a not full bus to stop and pick them up? Not that I have seen one in a while. Presumably action has lectured the drivers and considered the problem solved, even though that is not the problem at all.

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I have complained about this issue in the past and received no response despite requesting one. I would appreciate receiving a response on this matter, and even more than that improvements to service along that very busy corridor.

Your Details

First Name:

Last Name:

Contact Number: not provided

Email Address: █████@gmail.com

Additional Details (if available)

Reference #: 170329-000332

Date Created: 29/03/2017 09.25 AM

Status: Waiting for Customer

Category: Service Delivery

Type of Correspondence: Complaint

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Response By Email (Barbara - Public Transport Customer Service) (29/03/2017 05.51 PM)

Dear █████

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Regards

Barbara

Barbara [REDACTED] Customer Service Manager
T 02 [REDACTED]@act.gov.au
Customer Experience | Transport Canberra and City Services| ACT Government
Lvl 1, 496 Northbourne Ave, DICKSON ACT 2602

Customer By CSS Web () (29/03/2017 09.25 AM)

Why, despite repeated issues and presumably complaints with services on the main thoroughfare have services not been increased/improved to actually meet the demand??

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I have complained about this issue in the past and received no response despite requesting one. I would appreciate receiving a response on this matter, and even more than that improvements to service along that very busy corridor.

Additional Incident Details

Status: Resolved

Category: Service Delivery

Type of Correspondence: Complaint

Response to customer: Email - Resolved

ACTION Category: SD - Complaint

MyWay Card Number:

MyWay Agent:

Route Number: 300s

Bus/Rego Number:

Direction of Travel: towards civic

Date and Time of Incident: 29/03/2017 08.25 AM

Shift Number:

Driver work number:

Investigation area: CSM Corporate

Street:

Suburb:

Postal Code:

Contact Information

First Name: No Value

Last Name: No Value

Email Address: [REDACTED]@gmail.com

Home Number:

Mobile Number:

Office Number:

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.**

Incident Reference # 160825-000178

Subject:DB - Compliments
Date Created:25/08/2016 08.22 AM

Note By (Mandy - Public Transport Customer Service) (29/08/2016 01.46 PM)

File Note:

Driver was delighted to receive this positive feedback!

CSM STH

Note By (Mandy - Public Transport Customer Service) (29/08/2016 07.58 AM)

File Note:

Commendation to be passed to driver at next opportunity.

CSM STH

Note By (Natasha - Public Transport Customer Service) (26/08/2016 03.43 PM)

Hello,

Please see below feedback

Kind regards,

Natasha

Note By (Natasha - Public Transport Customer Service) (26/08/2016 03.43 PM)

Actual Trips for: Date: 25-Aug-2016 Route: 300 Vehicle: 327

Depot Name	Shift Number	Trip Seq	Employee Name	Vehicle	Service	Sched Start Time	Sched End Time	Actual Start Time	Actual End Time	Sched Duration (Minutes)	Actual Duration (Minutes)	Sched Stops	Actual Stops	Ticket Sales	MyWay Usage	Can Sales	Card Reloads	Total Boardings	Seating Cap	Licen Ca
Tuggeranong	2018	1	(132871)	327	380N	07:33:00	08:33:00	07:29:58	08:38:17	60	68	25	25	\$2.30	\$87.07	\$0.00		1	41	45
Tuggeranong	2018	2	(132871)	327	300S	09:37:00	09:36:00	08:38:16	10:00:56	59	83	27	27	\$4.70	\$54.40	\$0.00		1	49	45

*** End of data. Rows: 2 ***

Customer By CSS Web (anonymous anonymous) (25/08/2016 08.22 AM)

Bus driver was very nice and friendly. Brightened up my day. Thanks act on!

Additional Incident Details (if available)

Status:Resolved
Category:ACTION Staff
Type of Correspondence:Compliment

ACTION Category: DB - Compliments
MyWay Card Number:
MyWay Agent:
Route Number: 300
Bus/Rego Number: 327
Direction of Travel: North
Date and Time of Incident: 25/08/2016 08.05 AM
Shift Number: 2018
Driver work number:
Investigation area: Tuggeranong Depot

Street:
Suburb:
Postal Code:

Contact Information

First Name:anonymous
Last Name:anonymous
Email Address:08228258116@accesscanberra.act.gov.au.invalid
Phone Number:



ACT
Government

**Access
Canberra.**

Incident Reference # 160506-000528

Subject:DB - Compliments

Date Created:06/05/2016 10.02 AM

Note By (Mandy - Public Transport Customer Service) (18/05/2016 04.16 PM)

File Note:

Driver was delighted to receive this positive feedback!

CSM STH

Note By (Mandy - Public Transport Customer Service) (06/05/2016 10.10 AM)

File Note:

Commendation to be passed to driver at next opportunity.

CSM STH

Note By (Kristina - Public Transport Customer Service) (06/05/2016 10.07 AM)

Hi Mandy,
Please see below driver compliments to be passed forward.

Kind Regards,
Kristina

Scheduled Shifts for: Date: 05-May-2016 Shift Number: 2018

Stop Seq	Stop Number	Stop	Stop Type	Timing Point	Sched Arrival	Actual Arrival	Sched Departure	Actual Departure
1	4479	Cohen St Bus Stn Plt 3	Unknown	Y	08:37:00	08:36:18	08:37:00	08:37:57
2	5501	Westfield Bus Stn	Unknown	Y	08:38:00	08:38:36	08:38:00	08:39:24
3	5511	Belconnen Community Stn Plt 1	Unknown	Y	08:40:00	08:41:09	08:40:00	08:41:22
4	5521	Eastern Valley Way after Emu Bank Dr	Unknown	N	08:41:00	08:42:50	08:41:00	08:44:34
5	3441	College St CISAC	Unknown	N	08:42:00	08:44:41	08:42:00	08:45:34
6	4979	College St University of Canberra	Unknown	N	08:44:00	08:46:40	08:44:00	08:47:06
7	4005	Haydon Dr opp Radford College	Unknown	N	08:45:00	08:48:12	08:45:00	08:48:21
8	4819	Haydon Dr CIT Southbound	Unknown	N	08:47:00	08:49:46	08:47:00	08:50:14
9	4804	Haydon Dr Calvary Hospital	Unknown	N	08:49:00	08:51:33	08:49:00	08:51:46
10	4527	Barry Dr after Clunies Ross St	Unknown	N	08:58:00	08:57:06	08:58:00	08:57:36
11	4529	ANU Rimmer St	Unknown	N	09:00:00	08:59:59	09:00:00	09:00:46
12	4531	Alinga St Health Building(Plt 13)	Unknown	N	09:01:00	09:02:20	09:01:00	09:02:56

Response By CSS Web (Kristina - Public Transport Customer Service) (06/05/2016 10:06 AM)

ACTIONbuses 10:05am via [REDACTED]
 [REDACTED] Thanks James! The info you provided enabled us to identify the driver. We will pass these compliments over to their Manager

Customer By CSS Web (Kristina - Public Transport Customer Service) (06/05/2016 10:02 AM)

[REDACTED] @ACTIONbuses yes, it was actually a 300 service. Sorry for the confusion. 5:27pm, May 05 from Twitter for iPhone

Response By CSS Web (Kristina - Public Transport Customer Service) (06/05/2016 10:02 AM)

ACTIONbuses [REDACTED] Thanks for getting back to us. Was this possibly a 300 service? Our GPS data is unable to identify a coordinating 313 Route 4:24pm, May 05 from Hootsuite

Customer By CSS Web (Kristina - Public Transport Customer Service) (06/05/2016 10:02 AM)

[REDACTED] @ACTIONbuses I think it was 313. Stopped at ANU/Marcus Clarke around 8:58. We traveling from Belconnen to Civic. Driver was female. 9:44am, May 05 from Twitter for iPhone

Response By CSS Web (Kristina - Public Transport Customer Service) (06/05/2016 10:02 AM)

ACTIONbuses [REDACTED] Thanks so much for passing on compliments. Are you able to provide a Route number or time to help us identify the driver? 9:42am, May 05 from Hootsuite

Customer By CSS Web (Kristina - Public Transport Customer Service) (06/05/2016 10:02 AM)

[REDACTED] @ACTIONbuses thumbs up to your driver on bus #478 for safe driving skills after a passenger walked in front of the bus on Barry Dr/ANU 8:57am, May 05 from Twitter for iPhone

Additional Incident Details (if available)**Status:**Resolved**Category:**ACTION Buses**Type of Correspondence:**Compliment**ACTION Category:** DB - Compliments**MyWay Card Number:****MyWay Agent:****Route Number:** 300**Bus/Rego Number:****Direction of Travel:** City/Southbound**Date and Time of Incident:** 05/05/2016 08.58 AM**Shift Number:** 2018**Driver work number:** [REDACTED]**Investigation area:** Tuggeranong Depot**Street:****Suburb:****Postal Code:****Contact Information****First Name:** [REDACTED]**Last Name:****Phone Number:**Twitter



Access Canberra

Incident Reference # 160606-001091

Subject: DB - Compliments
Date Created: 06/06/2016 11:47 AM

Note By (Mandy - Public Transport Customer Service) (07/06/2016 02:02 PM)

File Note:

Commendation to be passed to driver at next opportunity.

CSM STH

Note By (Karen - Public Transport Customer Service) (07/06/2016 01:33 PM)

Good Afternoon Mandy

Please can you let this bus driver know about her Compliment

Kind Regards
Karen

Tuggeranong: 2018-24- [redacted] 372 300S 08:37:00:09:36:00:08:34:58:09:47:41 59: 73: 27: 27: \$4.50: \$15.97 \$:00: 0: 56: 45: 62

Scheduled Stop Data

Stop Seq	Stop Number	Stop	Stop Type	Timing Point	Sched Arrival	Actual Arrival	Sched Departure	Actual Departure	Running Time (Hr.Min:Sec)	Dwell Time (Seconds)	Boardings	Alightings	Passengers Onboard	Ticket Sales	Card Reloads	Segment Distance (Metres)
1	4479	Cohen St Bus Stn Plat 3	Unknown	Y	08:37:00	08:37:01	08:37:00	08:37:09	n/a	8	4	0	4	\$:00	0	469
2	5501	Westfield Bus Stn	Unknown	Y	08:38:00	08:38:39	08:38:00	08:39:52	00:01:30	73	15	0	19	\$:00	0	595
5	3441	College St CISAC	Unknown	N	08:42:00	08:43:41	08:42:00	08:44:27	00:06:32	46	4	0	29	\$:00	0	1078
6	4979	College St University of Canberra	Unknown	N	08:44:00	08:45:35	08:44:00	08:46:03	00:08:26	28	1	0	30	\$:00	0	481
7	4005	Haydon Dr opp Radford College	Unknown	N	08:45:00	08:46:37	08:45:00	08:48:07	00:09:28	90	16	0	46	\$:00	0	758
8	4819	Haydon Dr CIT Southbound	Unknown	N	08:47:00	08:49:03	08:47:00	08:49:15	00:11:54	12	0	0	46	\$:00	0	532
9	4804	Haydon Dr Calvary Hospital	Unknown	N	08:49:00	08:51:24	08:49:00	08:51:36	00:14:15	12	0	0	46	\$:00	0	4059
10	4527	Barry Dr after Clunies Ross St	Unknown	N	08:58:00	08:55:55	08:58:00	08:56:48	00:18:46	53	2	1	47	\$:00	0	871

Customer By CSS Web (anonymous anonymous) (06/06/2016 11:47 AM)

My bus driver was lovely! Super friendly and genuinely made my day with her smile and wonderful attitude.
I don't remember the bus registration number but it was the 300 that stopped at Haydon Drive around 8:45.

Additional Incident Details (if available)

Status:Resolved
Category:ACTION Staff
Type of Correspondence:Compliment

ACTION Category: DB - Compliments
MyWay Card Number: [REDACTED]
MyWay Agent:
Route Number: 300
Bus/Rego Number: 372
Direction of Travel: South
Date and Time of Incident: 06/06/2016 08:45 AM
Shift Number: 2018
Driver work number: [REDACTED]
Investigation area: Tuggeranong Depot

Block Number:4005
Section Number:not provided
Suburb:not provided

Contact Information

First Name:anonymous
Last Name:anonymous
Email Address:47471166116@accesscanberra.act.gov.au.invalid
Phone Number:



**Access
Canberra.**

Incident Reference # 160211-002596

Subject:DB - Compliments

Date Created:11/02/2016 05.57 PM

Note By (Phil- Public Transport Customer Service) (12/02/2016 08.44 AM)

12/2/2016 - Thanks Georgina - driver identified and thanks passed on. NFA

Note By (Georgina - Public Transport Customer Service) (11/02/2016 06.00 PM)

Hi Phil,

Please see below for driver compliments.

Kind regards,
Georgie

Response By CSS Web (Georgina - Public Transport Customer Service) (11/02/2016 05.57 PM)



ACTION Buses ACT 10:06am

Great to hear [REDACTED]

Thanks for taking the time to let us know about your experiences with two of our drivers today. We've been able to identify them using the information you've given us and your comments will be passed on by their Customer Service Manager :)

Thanks for travelling with us!

Regards,
ACTION

Customer By CSS Web (Georgina - Public Transport Customer Service) (11/02/2016 05.57 PM)

▶ **ACTION Buses ACT**

Feb 10, 5:16pm

I've had two of your most outstanding bus drivers today! Bus 4144, a 300 from Belconnen to the City and Bus 45 5.09 from Belconnen. Every time I'm on this particular shift at work and see I have the same gentleman driver on the 300, it makes my day! Such a lovely soul and the best way to start a day at work and to then get on to the 45 home and the female driver I had was so lovely and chatty, a great way to finish my day. Please pass on a massive thank you for the lovely start and finish to my day! They set the bar very high for the rest of your drivers!! :)

Additional Incident Details (if available)

Status:Resolved

Category:ACTION Staff

Type of Correspondence:Compliment

ACTION Category: DB - Compliments

MyWay Card Number:

MyWay Agent:

Route Number: 300

Bus/Rego Number: 414

Direction of Travel: -

Date and Time of Incident: 10/02/2016 07.51 AM

Shift Number: 1335

Driver work number: [REDACTED]

Investigation area: Belconnen Depot

Street:

Suburb:

Postal Code:

Contact Information

First Name: [REDACTED]

Last Name:

Phone Number:Facebook



ACT
Government

**Access
Canberra.**

Incident Reference # 160601-000159

Subject:DB - Compliments

Date Created:01/06/2016 08.41 AM

Note By (Natalie - Public Transport Customer Service) (01/06/2016 04.44 PM)

Hi Kristina

I will certainly pass this wonderful feedback onto the driver.

Regards

Nat
CSM Nrth

Note By (Kristina - Public Transport Customer Service) (01/06/2016 08.44 AM)

Good Morning Nat,

Please see kind compliments for driver [REDACTED] shift 1565 yesterday, who avoided a collision with another vehicle with good precision.

Scheduled Shifts for: •Date: 31-May-2016 •Shift Number: 1565

Bekonnen	1565	1	3135	07:58:00	09:23:00	85	53		669	07:35:30	09:31:00	116	53	\$16.10	\$195.77	\$-00
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Scheduled Stop Data

Stop Seq	Stop Number	Stop	Stop Type	Timing	Sched Point	Sched Arrival	Actual Arrival	Sched Departure	Actual Departure	Running Time (Hr:Min:Sec)	Owell Time (Seconds)	Boardings	Alightings
1	4221	Shakespeare Cr Fraser West Terminus	Unknown	Y	07:58:00	07:58:53	07:58:00	07:58:54		n/a	1	1	0

Scheduled Shifts for: •Date: 31-May-2016 •Shift Number: 1565

Stop Seq	Stop Number	Stop	Stop Type	Timing	Sched Arrival	Actual Arrival	Sched Departure	Actual Departure	Running Time (Hr:Min:Sec)	Owell Time (Seconds)	Boardings	Alightings
34	4819	Hayden Dr CIT Southbound	Unknown	N	08:33:00	08:42:37	08:33:00	09:43:26	00:43:43	49	4	0
35	4804	Hayden Dr Calvary Hospital	Unknown	N	08:35:00	08:44:49	08:35:00	09:45:42	00:45:55	53	5	1
36	4527	Barry Dr after Clontes Ross St	Unknown	N	08:44:00	08:49:54	08:44:00	09:50:07	00:51:00	13	0	0
37	4529	AHU Rimmer St	Unknown	N	08:46:00	08:53:26	08:46:00	09:53:26	00:54:32	0	1	18
38	4531	Alinga St Health Building (Pl 13)	Unknown	N	08:47:00	08:54:56	08:47:00	09:56:04	00:56:02	68	3	5
39	3401	City Bus Stn Pl 1	Unknown	Y	08:48:00	08:57:01	08:48:00	08:58:33	00:58:07	92	7	18

Kind Regards,
Kristina.

Response By CSS Web (Kristina - Public Transport Customer Service) (01/06/2016 08.42 AM)

ACTION Buses ACT Thanks for getting back to us with that information [REDACTED]. We have gathered the data we need and have raised this with the Customer Service Manager for that driver, to forward your compliments further. We appreciate you taking the time to provide your kind comments. Regards,
ACTION
Read Less

Customer By CSS Web (Kristina - Public Transport Customer Service) (01/06/2016 08.42 AM)

[REDACTED] About 8:55am and towards the city. The driver said his name was [REDACTED]

Response By CSS Web (Kristina - Public Transport Customer Service) (01/06/2016 08.41 AM)

ACTION Buses ACT Hi [REDACTED], We would like to thank you for passing on your compliments, and for bringing this to our attention. Would you be able to please confirm at what time this occurred, and in which direction you were travelling in? This will assist us in determining the driver for this Route. Regards, ACTION

Customer By CSS Web (Kristina - Public Transport Customer Service) (01/06/2016 08.41 AM)

[REDACTED]
[1 day ago](#)

I'd like to thank bus driver 313 bus469 to morning for quick thinking on Barry drive as a P Plater casually pulled out into the bus lane. Due to the quick thinking of the driver he was able to save there life and everybody else's life.

Additional Incident Details (if available)

Status: Resolved
Category: ACTION Buses
Type of Correspondence: Compliment

ACTION Category: DB - Compliments
MyWay Card Number:
MyWay Agent:
Route Number: 313
Bus/Rego Number: 469
Direction of Travel: City/South
Date and Time of Incident: 31/05/2016 08.50 AM
Shift Number: 1565

Driver work number: [REDACTED]
Investigation area: Belconnen Depot

Street:
Suburb:
Postal Code:

Contact Information

First Name: [REDACTED]
Last Name:
Phone Number: Facebook



Access
Canberra.

Incident Reference # 160413-000411

Subject: DB - Compliments

Date Created: 13/04/2016 09:44 AM

Note By (Rhiannon - Public Transport Customer Services) (22/04/2016 03:13 PM)

Advised caller of outcome. no further action required.

Note By (Natalie - Public Transport Customer Service) (18/04/2016 11:55 AM)

Hi Rhiannon

Thank you for sending this through. I know the driver will appreciate the sentiment, and will be grateful for the support of the customer.

Regards

Nat

Note By (Rhiannon - Public Transport Customer Services) (18/04/2016 11:15 AM)

Good Morning,

We've received this feedback about an incident on this service, Caller wanted to pass on the details in case a complaint was submitted against the driver.

Thank you.

Depot Name		Shift Number	Sched Trip Seq	Service	Sched Start Time	Sched End Time	Sched Duration (Minutes)	Sched Stops	Employee Name	Vehicle	Actual Start Time	Actual End Time	Actual Duration (Minutes)	Actual Stops	Ticket Sales	Myway Usage	Can Sales	Card Reloads	Total Tax	Max Load	Seating Cap	Licensed Cap
Belconnen		3556	1	14N	07:37:00	08:14:00	37	43	[REDACTED]	407	07:27:30	08:10:43	43	43	\$0.00	\$0.00	\$0.00	0	2	2	45	67
Belconnen		3556	2	3135	08:20:00	09:43:00	83	53	[REDACTED]	407	08:10:41	09:49:50	99	53	\$4.60	\$95.66	\$0.00	0	57	42	45	67

Stop Seq	Stop Number	Stop	Stop Type	Timing Point	Sched Arrival	Actual Arrival	Sched Departure	Actual Departure	Running Time (Hr:Min:Sec)	Dwell Time (Seconds)	Boardings	Alightings	Passengers Onboard	Ticket Sales	Card Reloads	Segment Distance (Metres)	Average Speed (Km/H)
1	4221	Shakespeare Cr Fraser West Terminus	Unknown	Y	08:20:00		08:20:00		n/a		0	0	0	\$0.00	0	138	0

Note By (Barbara - Public Transport Customer Service) (14/04/2016 11:11 AM)

call thank the customer for taking the time to provide the feedback, get any more details, ensure we have correct time, shift and route and then send to csm to be on file in case a complaint is filed against the driver.

Auto Note By (Administrator) (13/04/2016 09:44 AM)

CUSTOMER'S DETAILS

First name: [REDACTED]
 Last name: [REDACTED]
 Phone number: [REDACTED]
 Address:

****This customer does not have a valid email address, please contact caller on phone number (if those details have been provided) and then update incident by selecting "send this reponse back to the agency you received this from" to close the record off in the system****

Customer By Phone (NOWaste Customer Service) (13/04/2016 09:44 AM)

Dispute between an older man and the driver. The older man threatened to assault the driver. The older man got off the bus at an earlier stop. When the man was departing, the driver told him that the stop at the hospital was further up the route. The older man was abusive at this point

The customer had headphones in and therefore is unsure how this started. The driver also appeared to have a faulty coin machine which he tried to fix during stops.

In addition, when the older man boarded the bus he had failed to signal the driver. The driver pulled up and waited for the older man to walk onto the bus.

The customer has never witnessed the driver be rude to anyone. The customer recognises the driver and has maybe caught the bus 20 times with him as the driver.

At the next stop a woman then approached the driver and started arguing. The customer would respond with the like: "no but he was funny in the head" "he tried to bash me".

The woman said "You shouldn't have been working on the coin machine" She refused to get off the bus. Customer told her to get off the bus after a period of time, stating that she was holding everyone up.

The driver then wished every customer a good day after the incident. Customer feels that the driver may have felt like his character had been attacked.

Customer is calling in defence of the driver.

Additional Incident Details (if available)

Status: Resolved

Category: Bus Route, Timetable or Fares

Type of Correspondence: Compliment

ACTION Category: DB - Compliments

MyWay Card Number:

MyWay Agent:

Route Number: 313

Bus/Rego Number:

Direction of Travel: Tuggeranong

Date and Time of Incident: 13/04/2016 09.09 AM

Shift Number: 3556

Driver work number: [REDACTED]

Investigation area: Belconnen Depot

Street:

Suburb:

Postal Code:

Contact Information

First Name: [REDACTED]

Last Name: [REDACTED]

Phone Number: [REDACTED]



Access Canberra.

Incident Reference # 170309-000638

Subject: DB - Compliments
Date Created: 09/03/2017 10:43 AM

Note By (Mandy - Public Transport Customer Service) (10/03/2017 08:31 AM)

File Note:

Commendation to be passed to driver at next opportunity.

CSM STH

Note By (Anthony - Public Transport Customer Service) (09/03/2017 11:22 AM)

Hello Mandý,

Please see attached compliment for driver to be passed on.

Customer does not require a further follow up.

Regards,

Anthony

Note By (Anthony - Public Transport Customer Service) (09/03/2017 11:22 AM)

Scheduled Shifts for: *Date: 24-Feb-2017 *Shift Number: 2544

ID	Route	Direction	Start	End	Start Time	End Time	U	D	S	U	U	U	U		
33-4398	Southern Cross Dr after Chave St	Unknown	N	16:47:00	16:49:10	16:47:00	16:49:40	01:19:38	30	0	2	44	\$,00	0	348
34-4890	Southern Cross Dr after Moyes Cr	Unknown	N	16:48:00	16:49:55	16:48:00	16:50:01	01:14:23	6	0	0	44	\$,00	0	566
35-4331	Starks St after Southern Cross Dr	Unknown	N	16:49:00	16:50:45	16:49:00	16:51:09	01:15:14	23	0	1	43	\$,00	0	399
36-4333	Kippax Bus Station	Unknown	Y	16:50:00	16:51:54	16:50:00	16:52:35	01:16:22	41	3	3	43	\$,00	0	293
37-4860	Harwick Cr after Kippax Pl	Unknown	N	16:51:00	16:53:11	16:51:00	16:53:24	01:17:39	13	0	0	43	\$,00	0	571
38-4894	Moyes Cr after Fleck St	Unknown	N	16:52:00	16:54:02	16:52:00	16:54:09	01:18:30	7	0	0	43	\$,00	0	491
39-4395	Florey Dr after Southern Cross Dr	Unknown	N	16:53:00	16:55:11	16:53:00	16:55:19	01:19:39	8	0	0	43	\$,00	0	554
40-4394	Florey Dr after Harvard St	Unknown	N	16:54:00	16:55:47	16:54:00	16:56:23	01:20:15	36	0	5	38	\$,00	0	378

Customer By Phone (Access Canberra Customer Service) (09/03/2017 10:43 AM)

Customer would like to share some information in regards to an incident that he witnessed on Friday 24/02/2017. A lady was parked illegally in a no stopping and no parking zone on a corner, she was in a white 4WD. The bus in question was driving and came around the corner clearing the car for the most part but the back of the bus had connected with the front bumper of the 4WD. The lady in the car then got out of her vehicle and chased the bus and started taking a heap of photos. She then pushed past patrons getting on/off the bus so she could get to the driver to start abusing him. [redacted] stated she was going off!

Meanwhile the bus driver kept very cool , calm and collected whilst trying to calm her down so they could talk in a reasonable manner. He would also like to thank the driver for maintaining his cool and controlling the situation and would like to let us know that the driver had done an amazing job and he believes it was not the drivers fault whatsoever. Unfortunately [REDACTED] has been away at an interstate funeral and was unable to call sooner. He tried to call when the accident happened but said it was too late by the time he got home and tried to call. If need be [REDACTED] has no problems with receiving a call in regards to this incident.

Additional Incident Details (if available)

Status:Resolved
Category:ACTION Staff
Type of Correspondence:Notification

ACTION Category: DB - Compliments
MyWay Card Number:
MyWay Agent:
Route Number: 313
Bus/Rego Number:
Direction of Travel: Kippax
Date and Time of Incident: 24/02/2017 05.00 AM
Shift Number: 2544
Driver work number: [REDACTED]
Investigation area: Tuggeranong Depot

Street:
Suburb:
Postal Code:

Contact Information

First Name: [REDACTED]
Last Name: [REDACTED]
Phone Number:
*** No Email Address Provided ***



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**Access
Canberra.**

Incident Reference # 160817-001709

Subject:DB - Compliments

Date Created:17/08/2016 02.25 PM

Note By (Natalie - Public Transport Customer Service) (17/08/2016 05.52 PM)

Hi Kristina

Thanks for the feedback, I have asked the driver to pop in and see me to receive the compliment!

Thanks

Nat

Note By (Kristina - Public Transport Customer Service) (17/08/2016 02.26 PM)

Hi Nat,

Please see below driver compliments received today on social media. Details attached :)

Kind Regards,
Kristina.

Response By CSS Web (Kristina - Public Transport Customer Service) (17/08/2016 02.25 PM)

ACTION Buses ACTThanks for getting back to us [REDACTED]. We've escalated your kind comments to the drivers Customer Service Manager, to personally raise to the driver. We appreciate your assistance in this process. Regards, ACTION

Customer By CSS Web (Kristina - Public Transport Customer Service) (17/08/2016 02.25 PM)

[REDACTED] I caught the 313 bus from UC at 7am heading into the city.

Response By CSS Web (Kristina - Public Transport Customer Service) (17/08/2016 02.25 PM)

ACTION Buses ACTGood Morning [REDACTED], Thanks for providing your kind driver feedback! We are more than happy to forward these comments to the driver directly! Further information, such as the time you caught this service, would assist in this process. We are pleased to hear this was your experience on our service this morning. Regards, ACTION

Customer By CSS Web (Kristina - Public Transport Customer Service) (17/08/2016 02.25 PM)

[REDACTED]
7 hours ago

Lovely driver on the 313 (7am UC to city). Good way to start the morning!
Thanks

Additional Incident Details (if available)

Status:Resolved

Category:ACTION Buses

Type of Correspondence:Compliment

ACTION Category: DB - Compliments

MyWay Card Number:

MyWay Agent:

Route Number: 313

Bus/Rego Number:

Direction of Travel: Tuggeranong/South

Date and Time of Incident: 17/08/2016 07.00 AM

Shift Number: 1012

Driver work number: 1 [REDACTED]

Investigation area: Belconnen Depot

Block Number:4979

Section Number:not provided

Suburb:not provided

Contact Information

First Name: [REDACTED]

Last Name:

Phone Number:Facebook





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Government

**Access
Canberra.**

Incident Reference # 160407-002078

Subject:DB - Compliments

Date Created:07/04/2016 02.27 PM

Note By (Natalie - Public Transport Customer Service) (18/04/2016 01.03 PM)

Hi Georgie

Thank you for the feedback. The driver has approached me regarding this incident, and has also been made aware of the Facebook comments from a friend who worked out it was relating to him.

I've recorded the incident against the driver's file.

Regards

Nat

Note By (Georgina - Public Transport Customer Service) (18/04/2016 11.12 AM)

Hi Nat,

Sorry for the delay in getting this one to you, Facebook didn't notify us that [REDACTED] had replied. With the additional information I've identified as driver: [REDACTED]

Kind regards,
Georgie

Customer By CSS Web (Georgina - Public Transport Customer Service) (18/04/2016 11.10 AM)

[REDACTED] Apr 11, 7:45am

Bus 303

Response By CSS Web (Georgina - Public Transport Customer Service) (07/04/2016 02.28 PM)

ACTION Buses ACT 12:50pm

Hi [REDACTED]

Thanks for taking the time to get in touch with us. Working with the public can be a bit tough sometimes, but it's great to hear this driver was able to keep his cool and remain professional. We're sure they'll appreciate your comments and would love to pass them on.

There are a few route 313 services travelling on Canberra at this time of morning. Could you help us to identify the correct driver but letting us know the direction travel and the location at your provided time of 9:35am?

We look forward to hearing from you.

Regards,
ACTION

Customer By CSS Web (Georgina - Public Transport Customer Service) (07/04/2016 02.27 PM)

[REDACTED] → **ACTION Buses ACT**

11:53am

Hi Action,

Run 313 Time approximately 9:35am

I'd like to say watching a driver to morning take a hole heap of abuse from a passenger and how he kept his cool was really professional.

I felt so sorry for him and all I wanted to do was give him a hug.

When it came my turn for him to say morning you could instantly tell he was struggling to keep it together.

There was no need for it and now understand why a lot of drivers hesitate to greet there passengers and smile instead.

Can you please tell him he delivered a fantastic service and give him a hug for me.

Kind regards

[REDACTED]

Additional Incident Details (if available)

Status:Resolved

Category:ACTION Staff

Type of Correspondence:Compliment

ACTION Category: DB - Compliments

MyWay Card Number:

MyWay Agent:

Route Number: 313

Bus/Rego Number: 303

Direction of Travel: -

Date and Time of Incident:

Shift Number: 1521

Driver work number: [REDACTED]

Investigation area: Belconnen Depot

Street:
Suburb:
Postal Code:

Contact Information

First Name: [REDACTED]
Last Name: [REDACTED]
Phone Number: Facebook



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**Access
Canberra.**

Incident Reference # 160404-000716

Subject:DB - Compliments

Date Created:04/04/2016 10.05 AM

Note By (Mandy - Public Transport Customer Service) (21/04/2016 01.32 PM)

File Note:

Driver was delighted to receive this positive feedback!

CSM STH

Note By (Mandy - Public Transport Customer Service) (12/04/2016 02.22 PM)

File Note:

Commendation to be passed to identified driver at next opportunity.

CSM STH

Note By (Jenny - Public Transport Customer Service) (11/04/2016 03.34 PM)

Mandy, I feel this could have been 1 of two drivers? There is a 45 minute span between the times he has given, and the 313s run every 40 minutes or so.

Jenny A/g CSM

Note By (Mark- Public Transport Customer Service) (11/04/2016 12.23 PM)

Hello Mandy

Can you please pass on the compliment to the driver.

Thanks

Mark

Customer By CSS Web ([REDACTED]) (04/04/2016 10.05 AM)

Hello, I just wanted to let you know, in light of some incidents reported in the local press where buses appear to have put cyclists at risk, that I ride down Belconnen Way on my way to work (in Civic) most days around 9:20-9:45am and on a number of occasions now, the driver of the 313 bus has taken great care when passing. Belconnen Way was recently counted among the least safe routes for cyclists in Canberra, because of its strange and confusing mix of on-road/off-road cycling, and buses can be big and scary when they pass too close. I have noticed that the driver of the 313 bus in particular is always very careful to pass me with plenty of room. Could you please pass on my appreciation and thanks?

Additional Incident Details (if available)

Status:Resolved
Category:ACTION Staff
Type of Correspondence:Compliment

ACTION Category: DB - Compliments
MyWay Card Number:
MyWay Agent:
Route Number: 313
Bus/Rego Number:
Direction of Travel: Southbound
Date and Time of Incident: 04/04/2016 09.25 AM
Shift Number: 2316
Driver work number: [REDACTED]
Investigation area: Tuggeranong Depot

Street:
Suburb:
Postal Code:

Contact Information

First Name: [REDACTED]
Last Name: [REDACTED]
Email Address: [REDACTED]
Phone Number:



ACT
Government

**Access
Canberra.**

Incident Reference # 160706-000494

Subject:DB - Compliments

Date Created:06/07/2016 09.54 AM

Note By (Natalie - Public Transport Customer Service) (06/07/2016 02.26 PM)

Hi Georgie

I will definitely pass this lovely compliment to the driver.

Thanks

Nat

Note By (Georgina - Public Transport Customer Service) (06/07/2016 10.02 AM)

Hi Nat,

Please see below for driver compliments!

Kind regards,
Georgie

Response By CSS Web (Georgina - Public Transport Customer Service) (06/07/2016 10.00 AM)

ACTION Buses@ACTIONbuses
[1 day ago](#)

██████████ Thanks ██████████ We're please to hear this driver's actions made a difference and will pass on your appreciation :)

Customer By CSS Web (Georgina - Public Transport Customer Service) (06/07/2016 09.59 AM)

[REDACTED]
1 day ago

@ACTIONbusesof course, happy to. It was stop 4204, City bound at 8:16 AM. A much welcome act on a wet wintry morning.

Response By CSS Web (Georgina - Public Transport Customer Service) (06/07/2016 09.59 AM)

ACTION Buses@ACTIONbuses

[REDACTED] -hi [REDACTED]. We'd like to pass on your thanks to this driver - could you tell us the departure time and location of your 314?

Customer By CSS Web (Georgina - Public Transport Customer Service) (06/07/2016 09.54 AM)

[REDACTED]
5 July at 8:16am

The occasional kindnesses - thank you 314 driver for stopping for this bedraggled late arrival#actionbus @ACTIONbuses

Additional Incident Details (if available)

Status:Resolved
Category:ACTION Staff
Type of Correspondence:Compliment

ACTION Category: DB - Compliments
MyWay Card Number:
MyWay Agent:
Route Number: 314
Bus/Rego Number:
Direction of Travel: City
Date and Time of Incident:
Shift Number: 3341
Driver work number: [REDACTED]
Investigation area: Belconnen Depot

Street:
Suburb:
Postal Code:

Contact Information

First Name: [REDACTED]
Last Name:
Phone Number: Twitter



ACT
Government

**Access
Canberra.**

Incident Reference # 170224-001063

Subject:DB - Compliments

Date Created:24/02/2017 11:53 AM

Note By (Mandy - Public Transport Customer Service) (08/03/2017 11:40 AM)

File Note:

Driver was delighted to receive this positive feedback!

CSM STH

Note By (Mandy - Public Transport Customer Service) (27/02/2017 11:53 AM)

File Note:

Commendation to be passed to driver at next opportunity.

CSM STH

Note By (Anthony - Public Transport Customer Service) (27/02/2017 11:43 AM)

Hello Mandy,

Please see attached compliment to be passed on to driver.

Customer does not require a further follow up.

Regards,

Anthony

Note By (Anthony - Public Transport Customer Service) (27/02/2017 11:42 AM)

Actual Trips for: Date: 24-Feb-2017 Service: 314 Vehicle: 339

Depot Name	Shift Number	Trip Number	Employee Name	Vehicle	Service	Sched Start Time	Sched End Time	Actual Start Time	Actual End Time	Sched Duration (Minutes)	Actual Duration (Minutes)	Sched Stops	Actual Stops	Ticket Sales	Myway Usage	Total Revenue	Can Sales	Card Reloads	Total Boardings	Seating Cap	Licensed Cap
Tuggeranong	2538	1		339	314T	08:50:00	10:16:00	08:36:35	10:13:30	86	97	67	67	518.60	554.74	\$73.34	\$0.00	0	49	45	62

Scheduled Stop Data

Stop Seq	Stop Number	Stop	Stop Type	Timing Point	Sched Arrival	Actual Arrival	Sched Departure	Actual Departure	Running Time (Hr:Min:Sec)	Dwell Time (Seconds)	Boardings	Alightings	Passengers Onboard	Ticket Sales	Card Reloads	Segment Distance (Metres)
1	4221	Shakespeare Cr Fraser West Terminus	Unknown	Y	08:50:00	08:50:37	08:50:00	08:50:37	N/A	0	0	0	0	\$0.00	0	431

Customer By Phone (Access Canberra Customer Service) (24/02/2017 11:53 AM)

Caller wish to pass a compliment across to an excellent Bus Driver (Lady) that picks her up from the Fraser Terminus at about 0900 hrs every morning for an excellent customer service. Caller said that she has got excellent customer service by saying good morning to every passenger that gets into her bus and good bye and have a nice day when they get off the Bus. She further on said that she wished that all Bus drivers are like her.

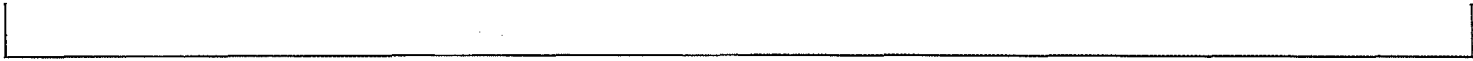
Additional Incident Details (if available)

Status: Resolved
 Category: Service Delivery
 Type of Correspondence: Compliment

ACTION Category: DB - Compliments
 MyWay Card Number: N/A
 MyWay Agent: N/A
 Route Number: 314
 Bus/Rego Number: 339
 Direction of Travel: southbound
 Date and Time of Incident: 24/02/2017 09:29 AM
 Shift Number: 2538
 Driver work number: [REDACTED]
 Investigation area: Tuggeranong Depot
 Block Number: 4221
 Section Number: not provided
 Suburb: not provided

Contact Information

First Name: Anonymous
 Last Name: Anonymous
 Phone Number: DO NOT CHANGE THIS RECORD
 *** No Email Address Provided ***





ACT
Government

**Access
Canberra.**

Incident Reference # 160408-000596

Subject:DB - Compliments

Date Created:08/04/2016 09.55 AM

Note By (Natalie - Public Transport Customer Service) (08/04/2016 05.09 PM)

Hi Barbara

I will definitely pass on this lovely feedback!

Thanks

Nat

Note By (Barbara - Public Transport Customer Service) (08/04/2016 12.22 PM)

Hi Nat,

Can you please pass on our thanks to the driver for the friendly customer service.

Regards

Barbara

Note By (Barbara - Public Transport Customer Service) (08/04/2016 12.22 PM)

called left a message to say thank you for providing feedback and advising he message will be sent on to the driver.

Customer By CSS Web (Anu [REDACTED]) (08/04/2016 09.55 AM)

Hi

I just wanted to give a compliment to one of your drivers. I caught the 7:53a.m., route 315 bus this morning and I found the driver to be very friendly and nice. It's also nice to be greeted with a smile (esp being the morning!). It was a lovely start to my day!

Thank you!

Cheers
[REDACTED]

Additional Incident Details (if available)

Status:Resolved
Category:ACTION Staff
Type of Correspondence:Compliment

ACTION Category: DB - Compliments
MyWay Card Number: [REDACTED]
MyWay Agent:
Route Number: 315
Bus/Rego Number:
Direction of Travel: towards City
Date and Time of Incident: 08/04/2016 07.53 AM
Shift Number: 1544
Driver work number: [REDACTED]
Investigation area: Belconnen Depot

Street:
Suburb:Florey
Postal Code:

Contact Information

First Name: [REDACTED]
Last Name: [REDACTED]
Email Address: [REDACTED]@gmail.com
Phone Number:



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**Access
Canberra.**

Incident Reference # 160330-002385

Subject:DB - Compliments

Date Created:30/03/2016 04.30 PM

Note By (Sarah - Public Transport Customer Service) (30/03/2016 04.53 PM)

Unable to determine driver per customer information NFA

Customer By CSS Web (anonymous anonymous) (30/03/2016 04.30 PM)

Awesome driver. Always very friendly. Helpful. Drives well so passengers aren't thrown about.

Additional Incident Details (if available)

Status:Resolved

Category:ACTION Staff

Type of Correspondence:Compliment

ACTION Category: DB - Compliments

MyWay Card Number:

MyWay Agent:

Route Number: 315

Bus/Rego Number:

Direction of Travel: From Civic

Date and Time of Incident: 30/03/2016 04.30 PM

Shift Number:

Driver work number:

Investigation area: CSM Corporate

Street:

Suburb:

Postal Code:

Contact Information

First Name:anonymous

Last Name:anonymous

Email Address:133016303116@accesscanberra.act.gov.au.invalid

Phone Number:



ACT
Government

**Access
Canberra.**

Incident Reference # 160726-000356

Subject: DB - Compliments

Date Created: 26/07/2016 08:54 AM

Note By (Natalie - Public Transport Customer Service) (30/07/2016 02:50 PM)

Hi Karen

Thank you for forwarding the feedback, I'll ensure [REDACTED] receives it!

Regards

Nat

Response By Email (Karen - Public Transport Customer Service) (27/07/2016 09:31 AM)

Good Morning [REDACTED]

Thank you for contacting Transport Canberra

Your compliment has been forwarded to the customer service manager regarding bus driver [REDACTED]

Kind Regards

Karen [REDACTED] | Customer Experience

T 02 6207 7711

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

Note By (Karen - Public Transport Customer Service) (27/07/2016 09:17 AM)

Good Morning Natalie

Please can you let bus driver know about compliment.

Kind regards

Karen

Actual Trips for: •Date: 26-Jul-2016 •Route: 315

Belconnen 1544 7: [REDACTED] :487 315S 07:33:00 09:00:00 07:17:57 09:11:08 87 113 56 56 \$16.30 \$263.93 \$0.00 3 159 49 101

Scheduled Stop Data

Stop Seq	Stop Number	Stop	Stop Type	Timing Point	Sched Arrival	Actual Arrival	Sched Departure	Actual Departure	Running Time (Hr:Min:Sec)	Dwell Time (Seconds)	Boardings	Alightings	Passengers Onboard	Ticket Sales
1	4807	Copland Dr Spence Terminus	Unknown	Y	07:33:00	07:32:03	07:33:00	07:33:35	n/a	92	1	0	1	\$0.00
2	4105	Copland Dr after Don Pl	Unknown	N	07:34:00	07:34:04	07:34:00	07:34:06	00:00:29	2	0	0	1	\$0.00
3	4103	Owen Dixon Dr after Douglass St	Unknown	N	07:34:00	07:34:26	07:34:00	07:34:34	00:00:51	8	0	0	1	\$0.00
4	4101	Owen Dixon Dr before Clarey Cr	Unknown	N	07:35:00	07:34:43	07:35:00	07:34:53	00:01:08	10	0	0	1	\$0.00
5	4098	Clarey Cr after Douglass St	Unknown	N	07:35:00	07:35:06	07:35:00	07:35:17	00:01:31	11	0	0	1	\$0.00
6	4096	Clarey Cr after Curley St	Unknown	N	07:36:00	07:35:38	07:36:00	07:36:08	00:02:03	30	1	0	2	\$0.00

Customer By CSS Web (Paul Mitchell) (26/07/2016 08:54 AM)

I want to complement [REDACTED] on the care he takes in driving this bus which I endeavour to catch (if there is room) in the mornings to go to Canberra city. He drives with the patrons in mind and negotiates corners carefully, especially good for the many who are standing. [REDACTED] always greets his clients with an unforced "Good morning" and his pleasant customer relations is certainly appreciated. Occasionally one finds a person who is obviously enjoying his job and willing to go the "extra mile" in being pleasant. [REDACTED] is one such person. It makes it a joy to travel on his bus.

Additional Incident Details (if available)

Status:Resolved
 Category:ACTION Staff
 Type of Correspondence:Compliment

ACTION Category: DB - Compliments
 MyWay Card Number: [REDACTED]
 MyWay Agent:
 Route Number: 315
 Bus/Rego Number:
 Direction of Travel: to city
 Date and Time of Incident: 26/07/2016 08:10 AM
 Shift Number:
 Driver work number: [REDACTED]
 Investigation area: Belconnen Depot

Street:
 Suburb: Bruce
 Postal Code:

Contact Information

First Name: [REDACTED]
Last Name: [REDACTED]
Email Address: [REDACTED]
Phone Number: [REDACTED]





Incident Reference # 170120-000375

Subject: DB - Compliments
Date Created: 20/01/2017 09:08 AM

Note By (Rudi - Public Transport Customer Service) (25/01/2017 02:42 PM)

File Note.

Driver was very happy to receive compliment.

A/g CSM RR

Note By (Anthony - Public Transport Customer Service) (23/01/2017 09:47 AM)

Hello Rudi,

Please see attached compliment to be passed on to driver.

Customer does not require a response.

Regards,

Anthony

Note By (Anthony - Public Transport Customer Service) (23/01/2017 09:47 AM)

Scheduled Shifts for: •Date: 20-Jan-2017 •Shift Number: 3549

ID	Location	Unknown	N	08:05:00	08:02:06	08:05:00	08:02:40	00:26:34	34	0	0	9	\$:00	0	1084
3413441	College St CISAC	Unknown	N	08:05:00	08:02:06	08:05:00	08:02:40	00:26:34	34	0	0	9	\$:00	0	1084
35:4979	College St University of Canberra	Unknown	N	08:07:00	08:03:53	08:07:00	08:04:48	00:28:21	55	6	1	14	\$:00	0	475
36:4005	Haydon Dr opp Radford College	Unknown	N	08:08:00	08:05:49	08:08:00	08:07:22	00:31:16	34	3	0	17	\$:00	0	758
37:4819	Haydon Dr CIT Southbound	Unknown	N	08:10:00	08:09:28	08:10:00	08:08:36	00:32:56	8	0	0	17	\$:00	0	532
38:4804	Haydon Dr Calvary Hospital	Unknown	N	08:11:00	08:09:11	08:11:00	08:09:21	00:33:39	10	0	0	17	\$:00	0	4059
39:4527	Barry Dr after Clurkes Ross St	Unknown	N	08:20:00	08:15:28	08:20:00	08:14:04	00:37:56	36	0	1	16	\$:00	0	935
40:4529	ANU Rimmer St	Unknown	N	08:22:00	08:15:57	08:22:00	08:17:39	00:40:25	102	1	2	15	\$:00	0	333

Customer By CSS Web (anonymous anonymous) (20/01/2017 09:08 AM)

I just wanted to pass on my thanks to one of your drivers. I boarded the 8:03 #315 service this morning and was greeted by the driver with a friendly smile and 'Welcome to Friday'. He made sure he acknowledged every passenger as they boarded and then as passengers disembarked he also made friendly conversation with each one. He is an asset to ACTION buses.

Additional Incident Details (if available)

Status:Resolved
Category:ACTION Staff
Type of Correspondence:Compliment

ACTION Category: DB - Compliments
MyWay Card Number:
MyWay Agent:
Route Number: 315
Bus/Rego Number:
Direction of Travel: City
Date and Time of Incident: 20/01/2017 08.03 AM
Shift Number: 3549
Driver work number: [REDACTED]
Investigation area: Belconnen Depot

Street:
Suburb:Bruce
Postal Code:

Contact Information

First Name:anonymous
Last Name:anonymous
Email Address:4549201117@accesscanberra.act.gov.au.invalid
Phone Number:



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Incident Reference # 170503-000164

Subject: DB - Compliments

Date Created: 03/05/2017 08:26 AM

Note By (Natalie - Public Transport Customer Service) (04/05/2017 05:53 PM)

Hi Ian

I will make sure the driver receives this lovely feedback.

Thanks

Nat

Note By (Ian - Public Transport Customer Service) (04/05/2017 10:19 AM)

Hi Nat,

Please see positive feedback for your review.

The customer does not need a follow-up call - anonymous feedback.

Kind regards,

Ian

Note By (Ian - Public Transport Customer Service) (04/05/2017 10:19 AM)

Belconnen 1532 1 : 315T : 07:21:00:08:48:00:07:10:28:08:49:48 : 87 : 99: 96: 56:\$28.00:\$149.02:\$177.02:\$0

Scheduled Stop Data

Stop Seq	Stop Number	Stop	Stop Type	Timing Point	Sched Arrival	Actual Arrival	Sched Departure	Actual Departure	Running Time (Hr:Min:Sec)	Dwell Time (Seconds)	Boardings	Allightings	P
1	4807	Copland Dr Spence Terminus	Unknown	Y	07:21:00	07:23:15	07:21:00	07:23:15	n/a	0	0	0	
2	4105	Copland Dr after Don Pl	Unknown	N	07:22:00	07:23:41	07:22:00	07:23:43	00:00:26	2	0	0	
3	4103	Owen Dixon Dr after Douglass St	Unknown	N	07:22:00	07:24:02	07:22:00	07:24:11	00:00:47	9	0	0	
4	4101	Owen Dixon Dr before Clarey Cr	Unknown	N	07:22:00	07:24:17	07:22:00	07:24:28	00:01:02	11	0	0	
5	4098	Clarey Cr after Douglass St	Unknown	N	07:23:00	07:24:39	07:23:00	07:24:47	00:01:24	8	0	0	
6	4096	Clarey Cr after Curley St	Unknown	N	07:23:00	07:25:04	07:23:00	07:25:13	00:01:49	9	0	0	
7	4094	Clarey Cr after Dunkley Pl	Unknown	Y	07:24:00	07:25:25	07:24:00	07:25:55	00:02:10	30	1	0	

Auto Note By (Administrator) (03/05/2017 08:26 AM)

Positional data at time of incident submissions was:

Latitude: -35.10305758050399

Longitude: 149.21218872070312

Google Url: <http://maps.google.com.au/maps?q=loc:-35.10305758050399,149.21218872070312&z=17>

Google Address: 283 Browns Lane, Sutton NSW 2620, Australia

Customer By CSS Web (anonymous anonymous) (03/05/2017 08:26 AM)

Friendly helpful driver. Thank you

464 written on bus window. In bus can't see rego. :-)

Additional Incident Details (if available)

Status:Resolved

Category:ACTION Staff

Type of Correspondence:Compliment

ACTION Category: DB - Compliments

MyWay Card Number:

MyWay Agent:

Route Number: 315

Bus/Rego Number: 464

Direction of Travel: Tuggeranong

Date and Time of Incident: 03/05/2017 08:17 AM

Shift Number: 1532

Driver work number: [REDACTED]

Investigation area: Belconnen Depot

Street:
Suburb:Sutton
Postal Code:

Contact Information

First Name:anonymous
Last Name:anonymous
Email Address:3724835117@accesscanberra.act.gov.au.invalid
Phone Number:



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Incident Reference # 160505-000931

Subject:DB - Compliments

Date Created:05/05/2016 11.18 AM

Note By (Natalie - Public Transport Customer Service) (09/05/2016 06.57 PM)

Hi Barbara

I will certainly pass this lovely feedback onto the driver, who I know is very conscientious!

Regards

Nat

Note By (Barbara - Public Transport Customer Service) (06/05/2016 02.39 PM)

Hi Nat please pass on our thanks to the driver for the excellent customer service.

Regards

Barbara

Note By (Barbara - Public Transport Customer Service) (06/05/2016 02.39 PM)

called left message for the customer saying thank you for positive feedback.

Customer By CSS Web ([REDACTED]) (05/05/2016 11.18 AM)

I would like to thank [REDACTED] the bus driver on the 300 route from Belconnen to Civic for her excellent customer service.

She is always polite and friendly to commuters aboarding the bus. She drives with caution and safety. She always stops at the bus stop and when the bus is crowded and people get off, she waits to see how many people get off and tells

the people already on the bus to move down to the end of the bus to let others on. I appreciate that she considers others. She is a valuable staff member to Action Buses. She is always happy and smiling.

Additional Incident Details (if available)

Status: Resolved
Category: ACTION Staff
Type of Correspondence: Compliment

ACTION Category: DB - Compliments
MyWay Card Number: [REDACTED]
MyWay Agent:
Route Number: Canberra Uni
Bus/Rego Number: 410
Direction of Travel: Civic
Date and Time of Incident: 05/05/2016 08.30 AM
Shift Number: 1516
Driver work number: [REDACTED]
Investigation area: Belconnen Depot

Street:
Suburb:
Postal Code:

Contact Information

First Name: [REDACTED]
Last Name: [REDACTED]
Email Address: [REDACTED]@gmail.com
Phone Number:



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Incident Reference # 161223-000377

Subject:DB - Compliments

Date Created:23/12/2016 09.06 AM

Note By (Anthony - Public Transport Customer Service) (23/12/2016 09.41 AM)

Claim made by customer mentioned in 161.223-000479. Incident finalised within that file.

Customer By CSS Web (anonymous anonymous) (23/12/2016 09.06 AM)

On the 316 that went past Belconnen Westfield at 8.58am, an abusive passanger got on the bus which the driver handled well.

From what I saw, the driver accidentally printed an incorrect cash ticket before rectifying the situation.

The passenger became very angry, began taking photos of the driver and the bus and saying she would report him.

I think it's worth acknowledging how he calmly diffused the situation.

Additional Incident Details (if available)

Status:Resolved

Category:ACTION Staff

Type of Correspondence:Compliment

ACTION Category: DB - Compliments

MyWay Card Number:

MyWay Agent:

Route Number:

Bus/Rego Number:

Direction of Travel: Civic

Date and Time of Incident:

Shift Number:
Driver work number:
Investigation area: CSM Corporate

Street:
Suburb:
Postal Code:

Contact Information

First Name:anonymous
Last Name:anonymous
Email Address:41692312116@accesscanberra.act.gov.au.invalid
Phone Number:



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Incident Reference # 160218-000329

Subject: DB - Failure to Stop
Date Created: 18/02/2016 08:47 AM

Note By (Mandy - Public Transport Customer Service) (03/03/2016 10:53 AM)

Hello Natasha,

Driver was interviewed and believed she was very close to capacity, hence she did not stop.
She was directed in future if she had to leave pax behind, then she must notify Comms so they are aware of what has occurred.

Driver has noted this advice, and stated perhaps other bus drivers were "leap-frogging" at this location, hence passenger numbers may build up.

Perhaps a northside T.O could monitor this stop if Scheduling believe there is no problem?

Cheers, Mandy
CSM STH

Note By (Natasha - Public Transport Customer Service) (22/02/2016 08:40 PM)

Hello,

Could you please follow up and update the ICS?

Kind regards,

Natasha

Note By (Natasha - Public Transport Customer Service) (22/02/2016 08:40 PM)

Contacted customer and left a message inviting customer to contact us back

Note By (Natasha - Public Transport Customer Service) (22/02/2016 02:25 PM)

Data indicates bus was not full, will contact customer then send through to driver CSM to follow up

Note By (Natasha - Public Transport Customer Service) (22/02/2016 02:25 PM)

Scheduled Shifts for: •Date: 18-Feb-2016 •Shift Number: 2018

Tuggeranong 2018: 3 3005 08:37:00:09:26:00: 59: 343 08:31:48:09:54:02: 82: 27 |\$25.40;\$140.96: \$:00: 1: 64: 52: 45

Scheduled Stop Data

Stop Seq	Stop Number	Stop	Stop Type	Timing Point	Sched. Arrival	Actual Arrival	Sched. Departure	Actual Departure	Running Time (H:Min:Sec)	Dwell Time (Seconds)	Boardings	Alightings	Passengers Onboard	Ticket Sales
1	4479	Cohen St Bus Stn Plat 3	Unknown	Y	08:37:00	08:36:43	08:37:00	08:37:51	0:0	48	1	0	1	\$:00
2	5501	Westfield Bus Stn	Unknown	Y	08:38:00	08:39:08	08:38:00	08:39:52	00:01:37	44	8	0	9	\$:00
3	5511	Belconnen Community Stn Plat 1	Unknown	Y	08:40:00	08:40:39	08:40:00	08:41:24	00:03:08	45	8	0	17	\$:00
4	5521	Eastern Valley Way after Emu Bank Dr	Unknown	N	08:41:00	08:42:15	08:41:00	08:43:27	00:04:44	72	0	0	17	\$:00
5	2441	College St CISAC	Unknown	N	08:42:00	08:43:34	08:42:00	08:44:47	00:06:03	73	7	0	24	\$4.70
6	4979	College St University of Canberra	Unknown	N	08:44:00	08:45:51	08:44:00	08:46:34	00:08:20	43	4	0	28	\$:00
7	4005	Haydon Dr opp Radford College	Unknown	N	08:45:00	08:48:38	08:45:00	08:50:12	00:11:07	94	18	0	46	\$7.00
8	4819	Haydon Dr CIT Southbound	Unknown	N	08:47:00	08:50:56	08:47:00	08:51:25	00:13:25	29	2	0	48	\$:00
9	4804	Haydon Dr Calvary Hospital	Unknown	N	08:49:00	08:51:51	08:49:00	08:53:10	00:14:20	79	4	0	52	\$:00
10	4527	Barry Dr after Cumies Ross St	Unknown	N	08:58:00	08:57:29	08:58:00	08:58:18	00:19:58	49	1	5	48	\$4.70
11	4529	ANU Rimmer St	Unknown	N	09:00:00	09:02:11	09:00:00	09:03:02	00:24:40	51	0	11	37	\$:00
12	4531	Alinga St Health Building(Plt 13)	Unknown	N	09:01:00	09:04:17	09:01:00	09:05:11	00:26:46	54	0	3	34	\$:00
13	3401	City Bus Stn Plat 1	Unknown	Y	09:02:00	09:06:19	09:02:00	09:07:44	00:28:48	85	1	19	16	\$:00

Note By (Marie - Public Transport Customer Service) (18/02/2016 11:51 AM)

Will need to review the patronage when the data becomes available.

Customer By CSS Web () (18/02/2016 08:47 AM)

Bus driver refused to let any passengers on even though bus was not full at all with maybe on 8 passengers standing and bus stopped to let off 5 or so passengers. This was the second of three buses which refused to let passengers on because they were full. There are about 30 people waiting at the stop - this is ridiculous behaviour simply because the bus driver didn't want the hassle of being delayed a few minutes. More buses are required on this route at peak times!

Additional Incident Details (if available)

Status:Resolved
 Category:ACTION Staff
 Type of Correspondence:Complaint

ACTION Category: DB - Failure to Stop
 MyWay Card Number:
 MyWay Agent:
 Route Number: 300
 Bus/Rego Number:
 Direction of Travel: Towards City
 Date and Time of Incident: 18/02/2016 08:45 AM
 Shift Number: 2018
 Driver work number:
 Investigation area: Tuggeranong Depot

Street:
Suburb:
Postal Code:

Contact Information

First Name: [REDACTED]
Last Name: [REDACTED]
Email Address: [REDACTED]
Phone Number:



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Incident Reference # 160629-002121

Subject: DB - Failure to Stop
Date Created: 29/06/2016 04:23 PM

Note By (Karen - Public Transport Customer Service) (30/06/2016 09:46 AM)

Spoke to customer she was happy with what had happened
No further action required
Karen

Note By (Karen - Public Transport Customer Service) (30/06/2016 09:46 AM)

Actual Trips for: Date: 29-Jun-2016 Route: 300

Uggeranong: 2107: 19 New Driver 141138 (141138) 488 -300S 08:14:00:09:14:00:08:13:35:14:27:25 60: 374: 27: 25: \$4.50: \$65.78: \$0.00: 0: 36: 49: 101

Scheduled Stop Data

Stop Seq	Stop Number	Stop	Stop Type	Timing Point	Sched Arrival	Actual Arrival	Sched Departure	Actual Departure	Running Time (Hr:Min:Sec)	Dwell Time (Seconds)	Boardings	Alightings	Passengers Onboard	Ticket Sales	Card Reloads	Segment Distance (Metres)
1	4479	Cohen St Bus Stn Plat 3	Unknown	Y	08:14:00	08:15:01	08:14:00	08:15:04	n/a	3	2	0	2	\$0.00	0	469
2	5501	Westfield Bus Stn	Unknown	Y	08:15:00	08:17:07	08:15:00	08:17:48	00:02:03	41	4	0	6	\$0.00	0	595
3	5511	Belconnen Community Stn Plat 1	Unknown	Y	08:17:00	08:19:17	08:17:00	08:19:34	00:04:13	17	0	0	6	\$0.00	0	426
4	5521	Eastern Valley Way after Emu Bank Dr	Unknown	N	08:18:00	08:20:19	08:18:00	08:21:00	00:05:15	41	2	0	8	\$0.00	0	325
5	3441	College St CISAC	Unknown	N	08:19:00	08:21:06	08:19:00	08:22:23	00:06:02	77	10	0	18	\$0.00	0	1078
6	4070	College St University of Canberra	Unknown	N	08:21:00	08:23:23	08:21:00	08:24:23	00:08:10	60	10	0	28	\$0.00	0	481

Customer By CSS Web () (29/06/2016 04:23 PM)

Two 300 route buses failed to stop at platform 1 this morning. I flagged them both times and they kept going. I was there at 8am and I didn't get a 300 route until 8:35am. Not only was it freezing but this made me very late for a work meeting. They were looking ahead and not looking to see if anyone was standing there waiting. Not good enough.

Additional Incident Details (if available)

Status:Resolved
Category:Improvements of Service
Type of Correspondence:Complaint

ACTION Category: DB - Failure to Stop
MyWay Card Number:
MyWay Agent:
Route Number: 300
Bus/Rego Number:
Direction of Travel: To Civic from Belconnen Interchange
Date and Time of Incident: 29/06/2016 08.05 AM
Shift Number:
Driver work number:
Investigation area: CSM Corporate

Street:
Suburb:
Postal Code:

Contact Information

First Name: [REDACTED]
Last Name: [REDACTED]
Email Address: [REDACTED]
Phone Number:

**ACT**
Government**Access
Canberra.****Incident Reference # 160422-000189****Subject:**DB - Failure to Stop**Date Created:**22/04/2016 08.57 AM

Note By (Mandy - Public Transport Customer Service) (10/05/2016 04.45 PM)

File Note:

DM interviewed driver concerned, who did not recall anyone being at or near the bus stop at that time.

Passengers do need to be at the stop 5 minutes prior to their scheduled service, nonetheless driver has been reminded to be mindful at this location in future and has noted this advice.

A copy of this incident has also been recorded on his personal driving file for future reference.

Should the customer happen to re-contact, they can be assured the matter has been investigated and dealt with under ACTION's internal disciplinary process.

CSM STH

Note By (Mark- Public Transport Customer Service) (29/04/2016 02.40 PM)

Hello Mandy

Can you please investigate the complaint and update ICS.

Thanks

Mark

Note By (Mark- Public Transport Customer Service) (29/04/2016 02.40 PM)

I have spoken to the customer by phone and said I would have the incident investigated.

Note By (Mark- Public Transport Customer Service) (29/04/2016 02:38 PM)

16:4528	Barry Dr before Clunies Ross St	Unknown	N	08:38:00	08:41:38	08:38:00	08:42:31	00:41:52	53	2	13	23	\$00	0
17:4803	Haydon Dr opp Calvary Hospital	Unknown	N	08:48:00	08:49:20	08:48:00	08:49:47	00:49:34	27	0	0	23	\$00	0
18:4910	Haydon Dr opp CIT	Unknown	N	08:49:00	08:50:13	08:49:00	08:50:20	00:50:27	7	0	0	23	\$00	0
19:4006	College St Radford College	Unknown	N	08:51:00	08:51:26	08:51:00	08:51:34	00:51:40	8	0	0	23	\$00	0
20:4972	College St opp University Of Canberra	Unknown	N	08:52:00	08:51:50	08:52:00	08:52:49	00:52:04	59	0	7	16	\$00	0
21:3442	College St opp CISAC	Unknown	N	08:54:00	08:53:49	08:54:00	08:54:17	00:54:03	28	0	1	15	\$00	0
22:5520	Eastern Valley Way before Emu Bank Dr	Unknown	N	08:55:00	08:56:23	08:55:00	08:56:37	00:56:37	14	0	0	15	\$00	0
23:5514	Belconnen Community St; Plt 4	Unknown	Y	08:56:00	08:57:07	08:56:00	08:57:52	00:57:21	45	0	8	7	\$00	0
24:5502	Westfield Bus Stn	Unknown	Y	08:57:00	08:58:25	08:57:00	08:59:38	00:58:39	73	1	1	7	\$00	0

Auto Note By (Administrator) (22/04/2016 08:57 AM)

CUSTOMER'S DETAILS

First name: [REDACTED]
 Last name: [REDACTED]
 Phone number: [REDACTED]
 Address:

****This customer does not have a valid email address, please contact caller on phone number (if those details have been provided) and then update incident by selecting "send this response back to the agency you received this from" to close the record off in the system****

Customer By Phone (Access Canberra Customer Service) (22/04/2016 08:57 AM)

A customer would like to complain about bus 313 ignoring his signal and continued forward.

Additional Incident Details (if available)

Status:Resolved
 Category:ACTION Staff
 Type of Correspondence:Complaint

ACTION Category: DB - Failure to Stop
MyWay Card Number:
MyWay Agent:
Route Number: 313
Bus/Rego Number:
Direction of Travel: To Belconnen
Date and Time of Incident: 22/04/2016 08.52 AM
Shift Number: 4509
Driver work number: [REDACTED]
Investigation area: Tuggeranong Depot

Block Number: 4910
Section Number: not provided
Suburb: not provided

Contact Information

First Name: [REDACTED]
Last Name: [REDACTED]
Phone Number: [REDACTED]



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Incident Reference # 160411-000058

Subject:DB - Failure to Stop

Date Created:11/04/2016 07.46 AM

Note By (Natalie - Public Transport Customer Service) (22/04/2016 05.32 PM)

Feedback noted.

Note By (Barbara - Public Transport Customer Service) (21/04/2016 05.35 PM)

Hi Nat,

Unable to verify any further details.

Barbara

Note By (Barbara - Public Transport Customer Service) (21/04/2016 05.35 PM)

Dear [REDACTED]

Thank you for contacting Public Transport regarding the failure of the ACTION Route 314 to stop after you hailed it on Kingsford Smith Drive on 11 April 2016 at 7:38 am. From the information you have provided I have identified the service and will send your feedback to the Regional Customer Service to review with the driver.

If you wish to discuss this further please call me direct.

Regards

Barbara

Barbara [REDACTED] Customer Service Manager

Phone [REDACTED] | Fax 0262078020 |

Public Transport | Territory and Municipal Services Directorate | ACT Government

Level 2, Macarthur House, 12 Wattle St. Lyneham, ACT 2606 | GPO Box 158 Canberra ACT 2601

Response By Email (Barbara - Public Transport Customer Service) (21/04/2016 05.29 PM)

Dear [REDACTED]

Thank you for contacting Public Transport regarding the failure of the ACTION Route 314 to stop after you hailed it on Kingsford Smith Drive. From the information you have

05/05/2017

provided I have identified the service and will send your feedback to the Regional Customer Service to review with the driver.

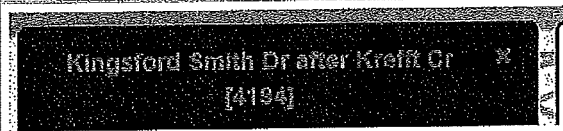
If you wish to discuss this further please call me direct.

Regards

Barbara

Barbara [redacted] | Customer Service Manager
Phone [redacted] | Fax 0262078020 |
Public Transport | Territory and Municipal Services Directorate | ACT Government
Level 2, Macarthur House, 12 Wattle St. Lyneham, ACT 2606 | GPO Box 158
Canberra ACT 2601

Note By (Barbara - Public Transport Customer Service) (11/04/2016 09.05 AM)



Auto Note By (Administrator) (11/04/2016 07.46 AM)

CUSTOMER'S DETAILS

First name: [redacted]
Last name: [redacted]
Phone number:
Address:

****This customer does not have a valid email address, please contact caller on phone number (if those details have been provided) and then update incident by selecting "send this reponse back to the agency you received this from" to close the record off in the system****

Customer By Phone (Access Canberra Customer Service) (11/04/2016 07.46 AM)

Caller complained the bus went past her stop without stopping. She hailed the bus but it did not slow down.

Additional Incident Details (if available)

Status:Resolved
Category:ACTION Staff
Type of Correspondence:Complaint

ACTION Category: DB - Failure to Stop
MyWay Card Number:
MyWay Agent:
Route Number: 314
Bus/Rego Number:
Direction of Travel: south
Date and Time of Incident: 11/04/2016 07.38 AM
Shift Number: 3540
Driver work number:
Investigation area: Belconnen Depot

Street:
Suburb:
Postal Code:

Contact Information

First Name: [REDACTED]
Last Name: [REDACTED]
Phone Number:



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Incident Reference # 170427-000353

Subject:DB - Failure to Stop
Date Created:27/04/2017 09.57 AM

Note By (Rudi- Public Transport Customer Service) (04/05/2017 11.24 AM)

File Note.

Driver was interviewed and recalls incident.

Driver was (he believed) at near capacity as he had a standing load all the way to the front.

Resolved with customer so file has been closed.

A/g CSM RR

Note By (Jan - Public Transport Customer Service) (01/05/2017 11.57 AM)

Hi Rudi,

Please see feedback for your review. I noticed that the 343 was at capacity.

The customer does not need a follow-up call.

Kind regards,

Jan

Note By (Jan - Public Transport Customer Service) (01/05/2017 11.57 AM)

Tuggeranong 2546 2 343T 09:01:00 10:30:00 89 61 [REDACTED] 327 08:49:59 10:25:46 96 61 \$14.20 \$10

Scheduled Stop Data

Stop Seq	Stop Number	Stop	Stop Type	Timing Point	Sched Arrival	Actual Arrival	Sched Departure	Actual Departure	Running Time (Hr:Min:Sec)	Dwell Time (Seconds)	Boardings
1	4221	Shakespeare Cr Fraser West Terminus	Unknown	Y	09:01:00	08:50:43	09:01:00	08:50:43	n/a	0	0
2	4932	Shakespeare Cr Fraser Opp West Terminus	Unknown	N	09:01:00	09:04:36	09:01:00	09:04:36	00:02:36	0	0
3	4220	Shakespeare Cr after Pettifer Pl	Unknown	N	09:02:00	09:05:03	09:02:00	09:05:14	00:04:03	11	0
40	4979	College St University of Canberra	Unknown	N	09:37:00	09:43:36	09:37:00	09:44:39	00:42:36	62	2
41	4005	Haydon Dr opp Radford College	Unknown	N	09:38:00	09:45:29	09:38:00	09:46:10	00:44:29	41	0
42	4819	Haydon Dr CIT Southbound	Unknown	N	09:40:00	09:46:50	09:40:00	09:46:56	00:45:50	6	0
43	4804	Haydon Dr Calvary Hospital	Unknown	N	09:41:00	09:47:33	09:41:00	09:48:05	00:46:33	32	1
44	4527	Barry Dr after Clunies Ross St	Unknown	N	09:49:00	09:51:50	09:49:00	09:52:37	00:50:50	47	0
45	4529	ANU Rimmer St	Unknown	N	09:51:00	09:54:13	09:51:00	09:56:00	00:53:13	107	0

Tuggeranong 2522 3 314T 09:09:00 10:35:00 86 67 [REDACTED] 921 08:58:19 10:35:29 97 67 \$26

Scheduled Stop Data

Stop Seq	Stop Number	Stop	Stop Type	Timing Point	Sched Arrival	Actual Arrival	Sched Departure	Actual Departure	Running Time (Hr:Min:Sec)	Dwell Time (Seconds)	Boardings
1	4221	Shakespeare Cr Fraser West Terminus	Unknown	Y	09:09:00	09:11:37	09:09:00	09:11:37	n/a	0	0
2	4222	Shakespeare Cr Northbound after Dunbar St	Unknown	N	09:10:00	09:12:09	09:10:00	09:12:11	00:00:32	2	0
3	4225	Shakespeare Cr after Binns St	Unknown	N	09:10:00	09:12:49	09:10:00	09:12:51	00:01:12	2	0
4	4227	Shakespeare Cr before Kerrigan St	Unknown	N	09:11:00	09:13:08	09:11:00	09:13:17	00:01:31	9	0
46	4979	College St University of Canberra	Unknown	N	09:44:00	09:46:46	09:44:00	09:47:39	00:35:09	53	11
47	4005	Haydon Dr opp Radford College	Unknown	N	09:45:00	09:48:16	09:45:00	09:49:39	00:36:39	83	14
48	4819	Haydon Dr CIT Southbound	Unknown	N	09:47:00	09:50:21	09:47:00	09:50:28	00:36:44	7	0
49	4804	Haydon Dr Calvary Hospital	Unknown	N	09:48:00	09:51:23	09:48:00	09:51:53	00:39:46	30	0
50	4527	Barry Dr after Clunies Ross St	Unknown	N	09:57:00	09:56:44	09:57:00	09:57:36	00:45:07	52	0

Note By Phone (Ian - Public Transport Customer Service) (01/05/2017 11:57 AM)

Phone call to customer

Customer advised that she was waiting at the bus stop for a while. The customer advised that she was at the bus stop and waved at the drivers. She could not believe at 2 drivers just drove past her.

CSO advised that he will send feedback to the depot for review. The customer did not want to get the bus drivers in trouble

Customer advised that she does not require a further follow-up call

Customer By Phone ([REDACTED]) (27/04/2017 09:57 AM)

Customer would like to make a complaint. Customer states, she was standing at bus stop 4819 and bus 313 and 343 failed to stop. Customer would like a call back in regards to this.

Additional Incident Details (if available)

Status:Resolved
Category:Service Delivery
Type of Correspondence:Complaint

ACTION Category: DB - Failure to Stop
MyWay Card Number:
MyWay Agent:
Route Number: 314
Bus/Rego Number:
Direction of Travel: City
Date and Time of Incident: 27/04/2017 09:55 AM
Shift Number: 2522
Driver work number: [REDACTED]
Investigation area: Tuggeranong Depot

Block Number:4819
Section Number:not provided
Suburb:not provided

Contact Information

First Name: [REDACTED]
Last Name: N/A
Phone Number:
*** No Email Address Provided ***



Access Canberra.

Incident Reference # 161110-002180

Subject: DB - Failure to Stop
Date Created: 10/11/2016 04:35 PM

Note By (Mandy - Public Transport Customer Service) (21/11/2016 04:57 PM)

File Note:

Driver was interviewed, she advised she had a full standing load and it was difficult to see, however didn't shout at the girl. No contact details provided to discuss with customer.

Nonetheless feedback has been noted and a copy of this incident recorded on her personal driving file.

CSM STH

Note By (Anthony - Public Transport Customer Service) (11/11/2016 01:06 PM)

Hello Mandy,

Please see attached for your review.

No response required for customer.

Regards,

Anthony

Note By (Anthony - Public Transport Customer Service) (11/11/2016 01:05 PM)

Scheduled Shifts for: •Date: 10-Nov-2016 •Shift Number: 2423

ID	Location	Unknown	N	16:22:00	16:26:39	16:22:00	16:26:45	00:30:39	6	0	0	59	\$,00	0	958
11-4910	Haydon Dr opp CIT	Unknown	N	16:22:00	16:26:39	16:22:00	16:26:45	00:30:39	6	0	0	59	\$,00	0	958
12-4006	College St Radford College	Unknown	N	16:25:00	16:28:21	16:25:00	16:29:09	00:32:21	48	1	4	56	\$,00	0	260
13-4972	College St opp University Of Canberra	Unknown	N	16:26:00	16:29:22	16:26:00	16:29:56	00:33:22	34	0	5	51	\$,00	0	978
14-5442	College St opp CISAC	Unknown	N	16:28:00	16:30:54	16:28:00	16:31:40	00:34:54	46	0	5	46	\$,00	0	465
15-5520	Eastern Valley Way before Emu Bank Dr	Unknown	N	16:30:00	16:33:23	16:30:00	16:33:58	00:37:23	35	3	44	\$,00	0	409	

Note By (Anthony - Public Transport Customer Service) (11/11/2016 01:01 PM)

Other incident reported 161110-002150. All finalised within this incident. Information recorded:

Impatient, aggressive, abusive driver. Seriously, if you don't want to wait for passengers to board and disembark and have no patience for other traffic go and drive something in the outback.

Customer By CSS Web (anonymous anonymous) (10/11/2016 04:35 PM)

In addition to #161110-002150 ignoring hail on Hayden Drive and not allowing time for passengers to exit rear. Just drove off before a father and young girl could exit then at the next stop almost took the little girl out with the door. Female driver, [REDACTED] Seriously a disgrace to the service and a danger to the rest of us.

Additional Incident Details (if available)

Status: Resolved
Category: ACTION Staff
Type of Correspondence: Complaint

ACTION Category: DB - Failure to Stop
MyWay Card Number:
MyWay Agent:
Route Number: 315
Bus/Rego Number:
Direction of Travel: To belconnen
Date and Time of Incident: 10/11/2016 04:20 AM
Shift Number: 2423
Driver work number: [REDACTED]
Investigation area: Tuggeranong Depot
Street:
Suburb:
Postal Code:

Contact Information

First Name: anonymous
Last Name: anonymous
Email Address: 4235161011116@accesscanberra.act.gov.au.invalid
Phone Number:



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Incident Reference # 160725-001338

Subject:DB - Failure to Stop

Date Created:25/07/2016 12.22 PM

Note By (Barbara - Public Transport Customer Service) (26/07/2016 05.30 PM)

Hi Kristina,
see Mandy's comments.

Note By (Mandy - Public Transport Customer Service) (26/07/2016 03.13 PM)

Hello Barb,

Unfortunately it appears incorrect details may have been provided, as the description does not remotely match the driver.

Cheers, Mandy
CSM STH

Note By (Barbara - Public Transport Customer Service) (25/07/2016 03.10 PM)

Hi Mandy

Can you discuss with the driver, although it is anon the discussion on social media regarding the driver saying he could not understand the pax, when everyone else could is not a good look and needs to be addressed.

thanks
Barbara

Note By (Kristina - Public Transport Customer Service) (25/07/2016 02.49 PM)

Hi Mandy,

Please see below comments received on social media in regards to shift 2002 on Tuesday 19.07.2016, for your review further. From looking at the stop data, the Route was confirmed

with the customer - as shown below - correlating the 300 'series' stopping at ANU at the time presented.

☒ Stop Vehicles for: •Date: 19-Jul-2016 •Stop: 4529 •From Hour (0-23): 7 •To Hour (

Seq	Stop Number	Stop Name	Service	Shift	Timing Point	Vehicle	Sched Start	Scheduled Arrival Time	Actual Arrival Time	Scheduled Departure Time	Actual Departure Time
1	4529	ANU Rimmer St	314S	1102	N	487	06:16:00	07:02:00	07:00:15	07:02:00	07:00:57
2	4529	ANU Rimmer St	315S	1320	N	492	06:28:00	07:06:00	07:05:00	07:06:00	07:05:49
3	4529	ANU Rimmer St	743A	1105	N	514	06:32:00	07:08:00	07:05:06	07:08:00	07:05:42
4	4529	ANU Rimmer St	40S	1107	N	559	06:33:00	07:10:00	07:05:09	07:10:00	07:05:56
5	4529	ANU Rimmer St	8S	1312	N	900	06:51:00	07:08:00	07:06:27	07:08:00	07:06:48
6	4529	ANU Rimmer St	313S	1012	N	910	06:31:00	07:11:00	07:09:54	07:11:00	07:10:39
7	4529	ANU Rimmer St	101c	1910	Y	147	07:00:00	07:12:00	07:11:02	07:12:00	07:11:13
8	4529	ANU Rimmer St	300S	1207	N	446	06:53:00	07:13:00	07:11:43	07:13:00	07:12:22
9	4529	ANU Rimmer St	343S	1902	N	541	06:33:00	07:17:00	07:16:21	07:17:00	07:16:40
10	4529	ANU Rimmer St	40S	2302	N	123	06:44:00	07:22:00	07:19:07	07:22:00	07:19:47
11	4529	ANU Rimmer St	314S	1325	N	599	06:36:00	07:22:00	07:21:30	07:22:00	07:22:12
12	4529	ANU Rimmer St	101c	1911	Y	151	07:10:00	07:22:00		07:22:00	
13	4529	ANU Rimmer St	8S	1512	N	425	07:08:00	07:25:00	07:24:00	07:25:00	07:24:38
14	4529	ANU Rimmer St	744A	1334	N	450	06:42:00	07:28:00	07:24:05	07:28:00	07:24:43
15	4529	ANU Rimmer St	743A	1112	N	551	06:51:00	07:27:00	07:24:11	07:27:00	07:25:00
16	4529	ANU Rimmer St	313S	1502	N	478	06:45:00	07:25:00	07:25:28	07:25:00	07:26:05
17	4529	ANU Rimmer St	1S	1120	N	110	07:05:00	07:30:00	07:29:48	07:30:00	07:30:26
18	4529	ANU Rimmer St	40S	1316	N	456	06:53:00	07:31:00	07:29:51	07:31:00	07:30:35
19	4529	ANU Rimmer St	315S	1506	N	392	06:52:00	07:30:00	07:29:55	07:30:00	07:30:46
20	4529	ANU Rimmer St	40S	1520	N	588	07:00:00	07:39:00	07:35:48	07:39:00	07:36:32
21	4529	ANU Rimmer St	101c	1910	Y	147	07:20:00	07:32:00	07:36:15	07:32:00	07:36:38
22	4529	ANU Rimmer St	300S	1540	N	933	07:19:00	07:41:00	07:37:41	07:41:00	07:38:35
23	4529	ANU Rimmer St	8S	2211	N	568	07:22:00	07:42:00	07:37:46	07:42:00	07:38:24
24	4529	ANU Rimmer St	717A	1121	N	109	07:01:00	07:40:00	07:42:44	07:40:00	07:43:25
25	4529	ANU Rimmer St	343S	1336	N	544	06:52:00	07:37:00	07:42:49	07:37:00	07:43:34
26	4529	ANU Rimmer St	314S	1341	N	591	06:58:00	07:47:00	07:44:57	07:47:00	07:45:40
27	4529	ANU Rimmer St	40S	1136	N	915	07:10:00	07:52:00	07:45:05	07:52:00	07:45:28
28	4529	ANU Rimmer St	315S	1129	N	482	07:08:00	07:49:00	07:47:21	07:49:00	07:48:08
29	4529	ANU Rimmer St	318C	2002	N	488	07:33:00	07:56:00	07:51:38	07:56:00	07:52:21
30	4529	ANU Rimmer St	101c	1910	Y	147	07:40:00	07:52:00	07:53:03	07:52:00	07:53:13

☒ Stop Vehicles for: •Date: 19-Jul-2016 •Stop: 4529 •From Hour (0-23): 7 •To Hour

31	4529	ANU Rimmer St	744A	1134	N	595	07:14:00	08:01:00	07:53:45	08:01:00	07:54:43
32	4529	ANU Rimmer St	1S	2109	N	441	07:27:00	07:57:00	07:53:51	07:57:00	07:54:47
33	4529	ANU Rimmer St	40S	1543	N	546	07:21:00	08:04:00	07:58:14	08:04:00	07:58:53
34	4529	ANU Rimmer St	300S	1559	N	956	07:35:00	07:58:00	07:58:18	07:58:00	07:59:27
35	4529	ANU Rimmer St	8S	1015	N	315	07:41:00	08:02:00	08:02:32	08:02:00	08:03:12
36	4529	ANU Rimmer St	743A	1137	N	547	07:25:00	08:03:00	08:04:28	08:03:00	08:05:23
37	4529	ANU Rimmer St	717A	1534	N	406	07:22:00	08:04:00	08:06:55	08:04:00	08:07:57
38	4529	ANU Rimmer St	300S	1510	N	464	07:48:00	08:11:00	08:08:59	08:11:00	08:10:07
39	4529	ANU Rimmer St	40S	1556	N	962	07:31:00	08:15:00	08:11:05	08:15:00	08:11:41
40	4529	ANU Rimmer St	300S	1335	N	428	07:51:00	08:14:00	08:11:10	08:14:00	08:13:03
41	4529	ANU Rimmer St	343S	1524	N	509	07:17:00	08:08:00	08:11:13	08:08:00	08:11:57
42	4529	ANU Rimmer St	314S	1526	N	545	07:19:00	08:14:00	08:11:16	08:14:00	08:13:09
43	4529	ANU Rimmer St	313S	1536	N	467	07:29:00	08:17:00	08:13:18	08:17:00	08:14:20

Direction: South

Note	Trip Route	Duty Number	Block VehGrp	lwl	wbus1	obla	clw	clt	elho	wodi	lugl	cowa	wocd	gorp	lamp
a	18	1301	EURO	657a	703a	706a	716a
c	18	1001	STAG	713a	719a	722a	733a
a	18	2323	EURO	729a	737a	742a	756a
c	18	1102	STAG	745a	763a	768a	812a
d	18	1502	STAG	813a	821a	829a	840a
C	318	2002	STAG	733as	734as	738as	768as	815as	834a	840ac	843a	848a	902a
S	318	2004	EURO	832as	861a	859a	904a	916a
c	18	1644	STAG	916a	923a	928a	940a

Kind Regards,
Kristina

Customer By CSS Web (Kristina - Public Transport Customer Service) (25/07/2016 02.49 PM)

[REDACTED]

5 mins ago

@ACTIONbusesSounds about right, yes.

Response By CSS Web (Kristina - Public Transport Customer Service) (25/07/2016 12.24 PM)

ACTION Buses@ACTIONbuses

6 mins ago

[REDACTED] There was a Route 318 that arrived at ANU approx. 7.51am & matches the info. If this is the service, we're able to escalate.

Customer By Phone (Kristina - Public Transport Customer Service) (25/07/2016 12.24 PM)

[REDACTED]

5 days ago

@ACTIONbusesCan't confirm timing unfortunately, didn't catch exact bus number but can confirm it wasn't a 300, just one in the series.

Response By CSS Web (Kristina - Public Transport Customer Service) (25/07/2016 12.24 PM)

ACTION Buses [REDACTED] Thanks. Could you lastly confirm this was route 300 or another 300 series? And did the bus arrive at ANU at approx 7.58am?

Customer By Phone (Kristina - Public Transport Customer Service) (25/07/2016 12.23 PM)

[REDACTED]

[Redacted]

6 days ago

@ACTIONbusesSure. Left Belconnen at approx 7:30, driver was an older man with a big grey beard and a hat.

Response By Email (Kristina - Public Transport Customer Service) (25/07/2016 12.23 PM)

ACTION Buses [Redacted] Hi thanks so much for raising this with us. Could you please provide further info of the bus so we may investigate further?

Customer By Phone (Kristina - Public Transport Customer Service) (25/07/2016 12.22 PM)

[Redacted]

6 days ago

[Redacted] @ACTIONbusesYeah it was really really messed up. And then not letting the guy off at a red light!

[Redacted]

6 days ago

If your drivers aren't able to treat non-Anglo passengers with respect and courtesy,@ACTIONbuses, that's a serious problem. Cc@ABarrMLA

[Redacted]

6 days ago

Once we hit the Civic Interchange, an older lady approached the driver and told him his actions had shamed us all. @ACTIONbuses

[Redacted]

6 days ago

Driver didn't stop to let there poor kid get off. Instead kept driving and refused to acknowledge fault. Absolutely disgusting.@ACTIONbuses

[Redacted]

6 days ago

Driver rudely told the student several times that he couldn't understand what he was saying (I could, halfway down the bus).@ACTIONbuses

[Redacted]

6 days ago

The student, who was Asian, approached the driver after he'd pulled away from the stop and asked him why the door hadn't opened@ACTIONbuses

[REDACTED]
 6 days ago

Caught an @ACTIONbuses300 series into Civic just now. Outside ANU, a student buzzed for the bus to stop but driver did not open the door.

Additional Incident Details (if available)

Status:Action Not Required
Category:ACTION Buses
Type of Correspondence:Complaint

ACTION Category: DB - Failure to Stop
MyWay Card Number:
MyWay Agent:
Route Number: 318
Bus/Rego Number: 488
Direction of Travel: City/South
Date and Time of Incident: 19/07/2016 07.51 AM
Shift Number: 2002
Driver work number:
Investigation area: Tuggeranong Depot

Block Number:4529
Section Number:not provided
Suburb:not provided

Contact Information

First Name: **[REDACTED]**
Last Name:
Phone Number:Twitter



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Incident Reference # 170203-000840

Subject:DB - Failure to Stop

Date Created:03/02/2017 10.46 AM

Note By (Anthony - Public Transport Customer Service) (07/02/2017 12.56 PM)

Customers information does not line up with netbi data. NFA required.

Customer By Phone (Anthony - Public Transport Customer Service) (03/02/2017 10.46 AM)

Customer was standing at bus stop when two buses she wished to catch drove by and did not stop even though she signalled both.

318 was running late in the outside lane. The bus did not slow down or attempt to change lanes and drove past the customer.

313 looked at her and slowed down then kept going on.

Customer happy to have this forwarded. NFA required.

Additional Incident Details (if available)

Status:Resolved

Category:ACTION Staff

Type of Correspondence:Complaint

ACTION Category: DB - Failure to Stop

MyWay Card Number:

MyWay Agent:

Route Number: 318

Bus/Rego Number:

Direction of Travel: City

Date and Time of Incident: 03/02/2017 09.15 AM

Shift Number:

Driver work number:
Investigation area: CSM Corporate

Block Number:2592
Section Number:not provided
Suburb:not provided

Contact Information

First Name:anonymous
Last Name:anonymous
Email Address:26710108116@accesscanberra.act.gov.au.invalid
Phone Number:



Access Canberra.

Incident Reference # 170220-002994

Subject: DB - Failure to Stop
Date Created: 20/02/2017 05.45 PM

Note By (Natalie - Public Transport Customer Service) (24/02/2017 05.10 PM)

Hi Anthony

The 315 and 343 both go to the City then Woden. The exact same route, once they've left the northern suburbs heading south.

Regards

Nat

Note By (Anthony - Public Transport Customer Service) (21/02/2017 12.14 PM)

Hello Natalie,

Please see attached feedback for your review.

Customer does not require a further follow up.

Regards,

Anthony

Note By (Anthony - Public Transport Customer Service) (21/02/2017 12.13 PM)

7:3441	College St CISAC;315T	1341	N	464		06:41:00	07:01:00	07:08:34	07:01:00	07:09:34	01:00	72	22	49	101
8:3441	College St CISAC;343T	1336	N	428		06:40:00	07:06:00	07:08:51	07:06:00	07:09:21	00:30	0	0	26	67

Note By (Anthony - Public Transport Customer Service) (21/02/2017 12.11 PM)

Spoke with customer. Happy to have this forwarded and would like the drivers of 300 buses that not everyone is going to the city and they should be mindful that the different 300 services go to different areas. Happy to have this forwarded. NFA required.

Note By (Anthony - Public Transport Customer Service) (21/02/2017 11.44 AM)

Called customer to discuss further and find out bus stop incident occurred. No answer left message.

Auto Note By (Administrator) (20/02/2017 05.45 PM)

Positional data at time of incident submissions was:

Latitude: -35.242422623654306

Longitude: 149.07543468449148

Google Url: <http://maps.google.com.au/maps?q=loc:-35.242422623654306,149.07543468449148&z=17>

Google Address: College St, Bruce ACT 2617, Australia

Customer By CSS Web [REDACTED] (20/02/2017 05.45 PM)

Dear Sir/Mdm,

I would like to bring to your attention of my travel experience this morning. I was hailing to the bus driver of bus 343 to stop but he saw that there was another bus 315 in front and so he did not stop and pointed to the bus 315 to indicate that I should board that bus. However, 315 did not go to Woden. Because of this, I had to change 3 buses to reach my final destination in Hume when I could have used only 2 buses. I think there might be a misconception that everyone is going to the city and so all buses are fine. However, this was a problem for some of the commuters who are not going to the common destinations. While I appreciate that the bus driver was trying to speed up and avoid unnecessary delays, this assumption is really causing problems.

Would appreciate your assistance in this matter.

Regards,

Additional Incident Details (if available)

Status:Resolved

Category:ACTION Staff

Type of Correspondence:Notification

ACTION Category: DB - Failure to Stop

MyWay Card Number:

05/05/2017

MyWay Agent
Route Number: 343
Bus/Rego Number:
Direction of Travel: Belconnen to Hume
Date and Time of Incident: 20/02/2017 07:00 AM
Shift Number: 1336
Driver work number: [REDACTED]
Investigation area: Belconnen Depot

Street:
Suburb: Bruce
Postal Code:

Contact Information

First Name: [REDACTED]
Last Name: [REDACTED]
Email Address: [REDACTED]@gmail.com
Phone Number:



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Incident Reference # 160623-000250

Subject:DB - Failure to Stop

Date Created:23/06/2016 08.42 AM

Note By (Natasha - Public Transport Customer Service) (24/06/2016 02.37 PM)

not enough information, information given doe snot identify any bus route, NFA as customer cannot be contacted to clarify

Note By (Natasha - Public Transport Customer Service) (24/06/2016 02.37 PM)

Actual Trips for: •Date: 23-Jun-2016 •Route: 343 •Vehicle: 447

No Data found.

Customer By CSS Web (anonymous anonymous) (23/06/2016 08.42 AM)

The bus station was full with 3 buses in front of 447. Bus 447 stopped almost directly outside of the Westfield entrance on the bend, it let some passengers on and off. It then failed to stop at station 1 where there were several people waiting and flagging it including the elderly who would not have been able to make it up to where it had stopped in time. The bus was not full so it should have stopped for passengers.

Additional Incident Details (if available)

Status:Resolved

Category:ACTION Staff

Type of Correspondence:Complaint

ACTION Category: DB - Failure to Stop

MyWay Card Number: [REDACTED]

MyWay Agent:

Route Number: 343

Bus/Rego Number: 447
Direction of Travel: Towards Civic
Date and Time of Incident: 23/06/2016 08.35 AM
Shift Number:
Driver work number:
Investigation area: CSM Corporate

Street:
Suburb:
Postal Code:

Contact Information

First Name:anonymous
Last Name:anonymous
Email Address:27428236116@accesscanberra.act.gov.au.invalid
Phone Number:



**Access
Canberra.**

Incident Reference # 160505-000076

Subject:SD - Early Running

Date Created:05/05/2016 07.52 AM

Note By (Karen - Public Transport Customer Service) (09/05/2016 12.13 PM)

Tried to email but unfortunately it came up as invalid email address no phone number was left
Karen

Response By Email (Karen - Public Transport Customer Service) (09/05/2016 12.12 PM)

Good Morning

Thank you for contacting Public Transport surrounding route number 300,

From the information you have provided, I have been able to identify the route and bus stop that you have provided and our data indicates the bus ran to schedule on both days 03/05/2016 and 04/05/2016.
your feedback will remain on file.
I hope this is of assistance,

If you wish to discuss please contact us on 02 6207 7711

Kind regards,

Karen - Public Transport Customer Service

Phone 6207 7711| **Fax** 02 6207 8020

Public Transport | Territory and Municipal Services Directorate | ACT

Government

GPO Box 158 Canberra ACT 2601

Customer By CSS Web () (05/05/2016 07.52 AM)

Two days in a row the 7:35 service didn't show or left early, as this is the start of the route it's difficult to understand why????

Additional Incident Details (if available)

Status:Resolved
Category:Bus Route, Timetable or Fares
Type of Correspondence:Complaint

ACTION Category: SD - Early Running
MyWay Card Number:
MyWay Agent:
Route Number: 300
Bus/Rego Number: 7:35 service
Direction of Travel: Towards city
Date and Time of Incident: 04/05/2016 07.35 AM
Shift Number: 1559
Driver work number:
Investigation area: CSM Corporate

Street:
Suburb:The Angle
Postal Code:

Contact Information

First Name:No Value
Last Name:No Value
Email Address: [REDACTED]
Phone Number:



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Incident Reference # 160312-000469

Subject:SD - Failed to Operate

Date Created:12/03/2016 03.24 PM

Note By (Natasha - Public Transport Customer Service) (16/03/2016 10.09 AM)

Cannot contact customer and no contact details given and no response indicted as being required, NFA

Note By (Natasha - Public Transport Customer Service) (16/03/2016 10.09 AM)

Between Date: 10/Mar/2016 Thursday and Date: 10/Mar/2016 Thursday Refresh

Origination Depot: Show All

Reason Code: Create Weekly Sta

Route: 315

Shift: Go Back 1 Day Show Today Go Forward 1 Day

Date of Problem	Originating Depot	Time of Problem	Direction	Problem Reason	Problem Initial Location	Bus Number	Shift	Route	Details
10-Mar-2016	Bel	19:08	N	DFI	City inter	434	1053	315	Save
10-Mar-2016	Bel	6:52	S	DA	Spence		1506	315	Save
10-Mar-2016	Bel	6:28	S	DA	Spence Terminus		1320	315	Save
*									Save

Customer By CSS Web (anonymous anonymous) (12/03/2016 03.24 PM)

The 315 morning service is getting bad with the bus not turning up at all on some occasions. It was really terrible on the morning of Thursday 10 March 2016. According to the timetable at the bus stop out-front of the Beechwood housing complex, the bus should arrive at 6.42; 7.06; 7.22. It is understandable and acceptable that the bus can be a few minutes later than scheduled. However, on that morning, the 6.42 and 7.06 buses did not show up at all!! The 7.22 bus arrived late at 7.29 but still not too bad.

Having two buses not showing up in a row is definitely very, very poor service! This has caused a lot of inconvenience to many regular passengers. The ACT government wants the public to use buses but the bad service is not helping at all. It reflects badly on management.

I would like management to please explain why there was a no show for two buses in a row that morning and what management proposes to do to improve the service, noting that in the recent past, there has been no shows by the 315 on several mornings.

Additional Incident Details (if available)

Status:Resolved

Category:Improvements of Service

Type of Correspondence:Complaint

ACTION Category: SD - Failed to Operate

MyWay Card Number:

MyWay Agent:

Route Number: 315

Bus/Rego Number:

Direction of Travel: to city

Date and Time of Incident: 10/03/2016 06.35 AM

Shift Number:

Driver work number:

Investigation area: CSM Corporate

Street:

Suburb:

Postal Code:

Contact Information**First Name:**anonymous**Last Name:**anonymous**Email Address:**002415123116@accesscanberra.act.gov.au.invalid**Phone Number:**



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Incident Reference # 160804-000311

Subject:SD - Failed to Operate

Date Created:04/08/2016 09.00 AM

Note By (Karen - Public Transport Customer Service) (05/08/2016 12.28 PM)

Spoke to customer
no further Action required

Note By (Barbara - Public Transport Customer Service) (04/08/2016 09.51 AM)

04-Aug-2016	Bel	8:53	N	DAP	Tuggeranong	1510	300	Save	N	
04-Aug-2016	Bel	7:48	S	DAP	Cohen street	1510	300	Save	N	
04-Aug-2016	Bel	7:19	S	DA	Fraser	1526	314	Save	N	
04-Aug-2016	Bel	7:16	S	BD	Albert Hall	466	1006	343	Save	
									Edown	N

Customer By CSS Web ([REDACTED]) (04/08/2016 09.00 AM)

Dear Officer,

As per the Action Bus timetable displayed at the Bus Stop 4979, there should be six 300 buses providing services between 08:30 am to 08:45 am. However, there were only two buses coming, one of which were full.

Waiting for the buses in the cold morning is not comfortable and also I was late to a client meeting.

Regards,

[REDACTED]

Additional Incident Details (if available)

Status:Resolved

Category:Bus Route, Timetable or Fares

Type of Correspondence:Complaint

ACTION Category: SD - Failed to Operate
MyWay Card Number:
MyWay Agent:
Route Number:
Bus/Rego Number:
Direction of Travel: na
Date and Time of Incident:
Shift Number:
Driver work number:
Investigation area: CSM Corporate

Street:
Suburb: Acton
Postal Code:

Contact Information

First Name: [REDACTED]
Last Name: [REDACTED]
Email Address: [REDACTED]
Phone Number:





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Incident Reference # 160331-000801

Subject: DB - Failure to Stop
Date Created: 31/03/2016 10:44 AM

Note By (Jenny - Public Transport Customer Service) (05/04/2016 08:13 AM)

Driver was formally interviewed about this feedback and admitted he did not stop at this stop because there was not enough room to do so. It is a small area servicing many buses, and there were already 2 stopped there. The driver was driving a steer-tag. I reminded him that it was a timing point bus stop, and whenever possible, he needed to pull in. The 300 series sometimes leapfrog each other through the Belconnen stops in that area as there sometimes is simply not enough room to pull in.
Jenny A/g CSM

Note By (Natasha - Public Transport Customer Service) (01/04/2016 03:56 PM)

Hello,

Could you please follow up and update the ICS?

Kind regards,

Natasha

Note By (Natasha - Public Transport Customer Service) (01/04/2016 03:56 PM)

Customer cannot be contacted

Note By (Sarah - Public Transport Customer Service) (01/04/2016 11:40 AM)

NetBI Data indicates no passengers were picked up at Westfield Bus Station

Stop Seq	Stop Number	Stop	Stop Type	Timing Point	Sched Arrival	Actual Arrival	Sched Departure	Actual Departure	Running Time (Hr:Min:Sec)	Dwell Time (Seconds)	Boardings	Alightings	Passengers Onboard	Ticket Sales	Card Reloads	Segment Distance (Metres)	Average Speed (Km/H)
1	4479	Cohen St Bus Stn Plt 3	Unknown	Y	08:04:00	08:03:47	08:04:00	08:04:05	0:0	18	2	0	23	\$0.00	0	469	18.55
2	5501	Westfield Bus Stn	Unknown	Y	08:05:00	08:05:22	08:05:00	08:05:32	00:01:17	10	0	0	2	\$0.00	0	595	42.28
3	5511	Belconnen Community Stn Plt 1	Unknown	Y	08:07:00	08:06:15	08:07:00	08:07:30	00:02:10	75	19	0	21	\$0.00	0	425	12.1
4	5521	Eastern Valley Way after Emu Bank Dr	Unknown	N	08:08:00	08:09:04	08:08:00	08:09:55	00:04:55	51	8	0	29	\$2.30	0	325	66

Customer By CSS Web (anonymous anonymous) (31/03/2016 10:44 AM)

Hello,

This morning at about 8:05am a 300 series bus went through the Westfield Belconnen interchange without stopping to pick up passengers, even though there were people waiting for that particular bus. There was another 300 series (a 315 I think) in the interchange at that time, however it was very busy and the 300 still should have stopped to pick up passengers. There was plenty of room for it to stop, as well. Would you please ask the 300 series drivers to make sure they stop at that interchange?
Thank you

Additional Incident Details (if available)

Status:Resolved
Category:Service Delivery
Type of Correspondence:Complaint

ACTION Category: SD - Failed to Stop
MyWay Card Number:
MyWay Agent:
Route Number: 300
Bus/Rego Number:
Direction of Travel: Towards the city
Date and Time of Incident: 31/03/2016 08:05 AM
Shift Number: 2120
Driver work number: [REDACTED]
Investigation area: Tuggeranong Depot

Street:
Suburb:
Postal Code:

Contact Information

First Name:anonymous
Last Name:anonymous
Email Address:484410313116@accesscanberra.act.gov.au.invalid
Phone Number:



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Canberra.**

Incident Reference # 170206-000094

Subject:SD - Failed to Stop

Date Created:06/02/2017 07.44 AM

Note By (Karen - Public Transport Customer Service) (07/02/2017 09.36 AM)

Anonymous

Not enough information on the two buses
no further action required

Auto Note By (Administrator) (06/02/2017 07.44 AM)

Positional data at time of incident submissions was:

Latitude:

Longitude:

Google Url:

Google Address: 3441

Customer By CSS Web (anonymous anonymous) (06/02/2017 07.44 AM)

two 300 series buses has passed the belconnen pool and never bother to stop. There are about 7 people waiting here. Something happened and I do not know?

Additional Incident Details (if available)

Status:Resolved

Category:Bus Route, Timetable or Fares

Type of Correspondence:Complaint

ACTION Category: SD - Failed to Stop

MyWay Card Number: [REDACTED]

MyWay Agent:

Route Number: 3xx

Bus/Rego Number:
Direction of Travel: Tuggeranong
Date and Time of Incident: 06/02/2017 07.30 AM
Shift Number:
Driver work number:
Investigation area: CSM Corporate

Street:
Suburb:
Postal Code:

Contact Information

First Name:anonymous
Last Name:anonymous
Email Address:3644762117@accesscanberra.act.gov.au.invalid
Phone Number:



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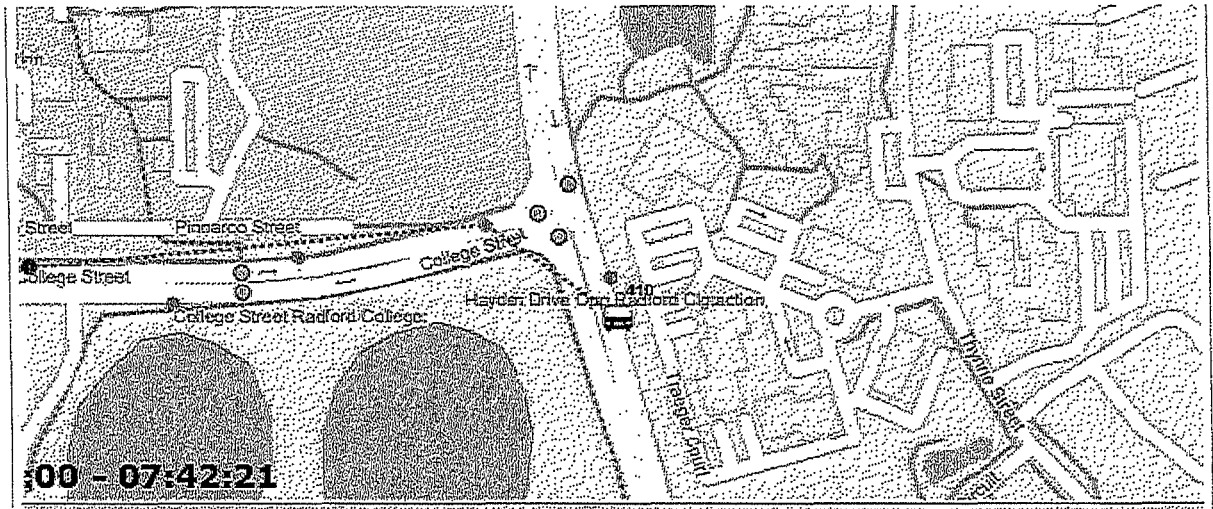
Incident Reference # 160718-000134

Subject:SD - Late Running

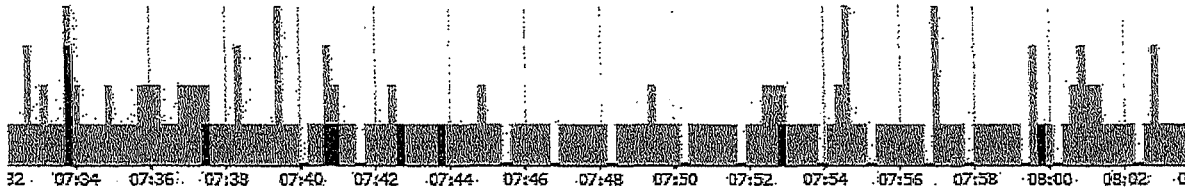
Date Created:18/07/2016 08.05 AM

Note By (Karen - Public Transport Customer Service) (19/07/2016 10.02 AM)

Bus was on time went back through Playback
Anonymous no customer details was left to call
No further action required



00 - 07:42:21



Customer By CSS Web (anonymous anonymous) (18/07/2016 08.05 AM)

Waited at the blue rapid bus stop for 15 minutes for a bus to the city. 20+ passengers waiting at the stop by the time a bus arrived

Additional Incident Details (if available)



Status:Resolved
Category:Service Delivery
Type of Correspondence:Complaint

ACTION Category: SD - Late Running
MyWay Card Number:
MyWay Agent:
Route Number: 300
Bus/Rego Number: 410
Direction of Travel: South
Date and Time of Incident: 18/07/2016 07.42 AM
Shift Number: 1559
Driver work number:
Investigation area: CSM Corporate

Street:
Suburb: Bruce
Postal Code:

Contact Information

First Name: anonymous
Last Name: anonymous
Email Address: 0158187116@accesscanberra.act.gov.au.invalid
Phone Number:





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Incident Reference # 160524-000073

Subject:SD - Late Running

Date Created:24/05/2016 07.51 AM

Note By (Karen - Public Transport Customer Service) (25/05/2016 10.48 AM)

details in gps said that he left on time and arrived on time

NFA Required

Karen

Customer By CSS Web ([REDACTED]) (24/05/2016 07.51 AM)

Bus didn't arrive again, or most likely left Cowan street station before allotted time. As Cowan street is the start of the run it can't be anything other than the drivers complete disregard for travellers using the service..

Additional Incident Details (if available)

Status:Resolved

Category:Bus Route, Timetable or Fares

Type of Correspondence:Complaint

ACTION Category: SD - Late Running

MyWay Card Number:

MyWay Agent:

Route Number: 300

Bus/Rego Number:

Direction of Travel: Towards tuggeranong

Date and Time of Incident: 24/05/2016 07.30 AM

Shift Number:

Driver work number:

Investigation area: CSM Corporate

Street:
Suburb:Belconnen
Postal Code:

Contact Information

First Name: [REDACTED]
Last Name: [REDACTED]
Email Address: [REDACTED]@gmail.com
Phone Number:





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Canberra.**

Incident Reference # 160203-000264

Subject:SD - Late Running

Date Created:03/02/2016 08.49 AM

Note By (Natasha - Public Transport Customer Service) (03/02/2016 09.05 AM)

not enough information, no contact details NFA

Customer By CSS Web (anonymous anonymous) (03/02/2016 08.49 AM)

Too often during school terms the buses are full and do not stop. The wait for a bus is taking more than 20 mins at peak hour

Additional Incident Details (if available)

Status:Resolved

Category:Improvements of Service

Type of Correspondence:Complaint

ACTION Category: SD - Late Running

MyWay Card Number:

MyWay Agent:

Route Number: Blue Rapid

Bus/Rego Number:

Direction of Travel: To City

Date and Time of Incident:

Shift Number:

Driver work number:

Investigation area: CSM Corporate

Street:

Suburb:Wamboin

Postal Code:

Contact Information**First Name:**anonymous**Last Name:**anonymous**Email Address:**0649832116@accesscanberra.act.gov.au.invalid**Phone Number:**



ACT
Government

**Access
Canberra.**

Incident Reference # 170117-000035

Subject:SD - Late Running

Date Created:17/01/2017 07.02 AM

Note By (Karen - Public Transport Customer Service) (17/01/2017 11.22 AM)

anonymous
not enough information
no further action required

Customer By CSS Web (anonymous anonymous) (17/01/2017 07.02 AM)

The 315 five minutes late at-stop 5511 again. A near daily occurrence.

Additional Incident Details (if available)

Status:Resolved

Category:Service Delivery

Type of Correspondence:Complaint

ACTION Category: SD - Late Running

MyWay Card Number:

MyWay Agent:

Route Number:

Bus/Rego Number:

Direction of Travel: Nill

Date and Time of Incident:

Shift Number:

Driver work number:

Investigation area: CSM Corporate

Street:

Suburb:BelconnenActon

Postal Code:

Contact Information

First Name:anonymous

Last Name:anonymous

Email Address:4817171117@accesscanberra.act.gov.au.invalid

Phone Number:

Scheduled Shifts for: •Date: 09-Nov-2016 •Shift Number: 1341

31:5501	Westfield Bus Stn	Unknown	Y	06:56:00	07:02:52	06:56:00	07:03:19	00:19:56	27	5	3	12	\$.00	0	595
32:5511	Belconnen Community Stn Plat 1	Unknown	Y	06:59:00	07:04:07	06:59:00	07:04:49	00:21:11	42	6	1	17	\$.00	0	426
33:5521	Eastern Valley Way after Emu Bank Dr	Unknown	N	07:00:00	07:06:08	07:00:00	07:06:23	00:23:12	15	0	0	17	\$.00	0	325

Scheduled Shifts for: •Date: 08-Nov-2016 •Shift Number: 1341

31:5501	Westfield Bus Stn	Unknown	Y	06:56:00	07:03:06	06:56:00	07:03:44	00:19:34	39	5	4	15	\$.00	0	595
32:5511	Belconnen Community Stn Plat 1	Unknown	Y	06:59:00	07:04:31	06:59:00	07:05:11	00:20:59	40	6	1	20	\$.00	0	426
33:5521	Eastern Valley Way after Emu Bank Dr	Unknown	N	07:00:00	07:06:38	07:00:00	07:07:19	00:23:06	41	0	0	20	\$.00	0	325

Scheduled Shifts for: •Date: 07-Nov-2016 •Shift Number: 1341

31:5501	Westfield Bus Stn	Unknown	Y	06:56:00	07:03:03	06:56:00	07:03:43	00:20:41	40	4	2	14	\$.00	0	595
32:5511	Belconnen Community Stn Plat 1	Unknown	Y	06:59:00	07:04:40	06:59:00	07:05:17	00:22:18	37	5	1	18	\$.00	0	426
33:5521	Eastern Valley Way after Emu Bank Dr	Unknown	N	07:00:00	07:06:19	07:00:00	07:06:55	00:23:57	36	1	0	19	\$.00	0	325

Customer By CSS Web (anonymous anonymous) (11/11/2016 07:06 AM)

The 315 service scheduled to depart the Belconnen Community Station at 6:59 on weekdays is consistently five or more minutes late. Please make efforts to have this effort more accurately reflect the timetable.

Additional Incident Details (if available)

Status:Resolved
Category:Bus Route, Timetable or Fares
Type of Correspondence:Notification

ACTION Category: SD - Late Running
MyWay Card Number:
MyWay Agent:
Route Number:
Bus/Rego Number: 315
Direction of Travel: To Tuggeranong
Date and Time of Incident:
Shift Number:
Driver work number:
Investigation area: CSM Corporate

Street:
Suburb:
Postal Code:

Contact Information

First Name:anonymous
Last Name:anonymous
Email Address:35371111116@accesscanberra.act.gov.au.invalid
Phone Number:





Additional Incident Details (if available)

Status: Resolved
Category: Improvements of Service
Type of Correspondence: Notification

ACTION Category: SD - Overcrowding
MyWay Card Number:
MyWay Agent:
Route Number: 300
Bus/Rego Number:
Direction of Travel: To Civic
Date and Time of Incident: 31/03/2016 12:30 PM
Shift Number: 1411-1
Driver work number:
Investigation area: CSM Corporate

Block Number: N/A
Section Number: not provided
Suburb: not provided

Contact Information

First Name: Anonymous
Last Name: Anonymous
Phone Number: DO NOT CHANGE
*** No Email Address Provided ***



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Canberra.**

Incident Reference # 160329-002299

Subject:SD - Overcrowding

Date Created:29/03/2016 02.36 PM

Customer By CSS Web (Sarah - Public Transport Customer Service) (29/03/2016 04.03 PM)

██████████ Mar 29, 3:59pm via Twitter for iPhone
@ACTIONbuses 7? no problem...really want to help the bus to be a viable choice for people in Canberra!

Response By CSS Web (Sarah - Public Transport Customer Service) (29/03/2016 04.02 PM)

ACTIONbuses Mar 29, 3:58pm via ██████████
██████████ Thanks for this, it's much appreciated.

Customer By CSS Web (Sarah - Public Transport Customer Service) (29/03/2016 04.02 PM)

██████████ Mar 29, 2:52pm via Twitter for iPhone
@ACTIONbuses the two buses concerned passed by at approx 08:30 and 08:35, give or take a few minutes

Response By CSS Web (Sarah - Public Transport Customer Service) (29/03/2016 02.48 PM)

ACTIONbuses Mar 29, 2:48pm via ██████████
(██████████) The service providers just want to confirm the scheduled time of arrival at stop 34427

Response By CSS Web (Sarah - Public Transport Customer Service) (29/03/2016 02.38 PM)

ACTIONbuses Mar 29, 2:29pm via ██████████
██████████ Thanks for providing us with this info. We'll pass it onto our Scheduling Team for review.

Customer By CSS Web (Sarah - Public Transport Customer Service) (29/03/2016 02.38 PM)

██████████ Mar 29, 2:04pm via Twitter for iPhone

@ACTIONbuses I think it is 3442? Belconnen pool, going towards civic

Response By CSS Web (Sarah - Public Transport Customer Service) (29/03/2016 02.38 PM)

ACTIONbuses Mar 29, 2:03pm via [REDACTED]

[REDACTED] Thanks, we're aware of issues and working on a resolution. Can you confirm the stop you were waiting at?

Customer By CSS Web (Sarah - Public Transport Customer Service) (29/03/2016 02.36 PM)

[REDACTED] 9:15am via Twitter for iPhone

Get it together @ACTIONbuses I drove in today because 2 full 300 buses went past my stop. Are you TRYING to fail?#happenstooften #Canberra

Additional Incident Details (if available)

Status:Resolved

Category:ACTION Buses

Type of Correspondence:Notification

ACTION Category: SD - Overcrowding

MyWay Card Number:

MyWay Agent:

Route Number: 300

Bus/Rego Number:

Direction of Travel: City

Date and Time of Incident: 29/03/2016 09.15 AM

Shift Number:

Driver work number:

Investigation area: Scheduling

Block Number:3442

Section Number:not provided

Suburb:not provided

Contact Information

First Name: [REDACTED]

Last Name:

Phone Number:Twitter





**Access
Canberra.**

Incident Reference # 160310-001724

Subject:SD - Overcrowding

Date Created:10/03/2016 01.35 PM

Note By (Sarah - Public Transport Customer Service) (10/03/2016 01.37 PM)

Hi Peter,

Please see below for your reference - another social media post in regards to the overcrowding on the 300's.

This does not require a response.

Regards,

Sarah

Response By CSS Web (Sarah - Public Transport Customer Service) (10/03/2016 01.35 PM)

ACTION Buses ACT

Mar 10, 10:29am

Hi [REDACTED],

We're so for the inconvenience this is causing you. We are aware of overcrowding on these services and are doing what we can to resolve the issues ASAP. Our scheduling Team is currently reviewing the Blue Rapid to form a possible resolution.

Regards,
ACTION

Customer By CSS Web (Sarah - Public Transport Customer Service) (10/03/2016 01.35 PM)

[REDACTED]
Mar 10, 9:27am

Hi ACTION,

not only myself, but I'm sure you've been noticing the increasing amount of people whom have been complaining about overcrowding on buses in the morning.

I am consistently 10-15min late to work every Monday and Thursday morning which is detrimental as I have to open a retail store so it impacts the time I have to get the store ready when I basically have to run in and throw the doors open.

Not only myself but hundreds of other people in ACT rely on your services to get them to work on time and the service is consistently failing to do so which will impact on people's reputations in their jobs.

I am always on time to catch an 8.22 bus from Belconnen community station to the city to arrive before 9am, yet 90% of the time I have to wait as 3-4 buses drive through not allowing me on due to the sheer number of people needing to get on the similar route.

The overcrowding is ridiculous. I have noticed you think you can stand over 40 people on the bus but being a passenger on a bus with said crowding it is almost impossible unless you want someone touching you accidentally in an in appropriate matter. May I ask if this is just an estimate or you've actually tried cramming this many people into a bus before? It is not good for health and safety of people whatsoever. Not to mention the heatwave we have been having lately when it's 30+ by this time of morning and the bus is packed full. Luckily in the case of this morning it was overcast and by some miracle the air conditioning on the bus was actually working.

I was under the impression that 300 series buses were supposed to arrive every 5-10 minutes rather than 10-15 minutes. The later the buses the run the more crowded they become and the more frustrated we as commuters become. It is an absolutely ridiculous situation at the moment.

As a company I have noticed you have consistent complaints about scheduling and notifying commuters of failed or late transport yet the fare rises every year for a service that is becoming more and more unreliable. Being that the 300 series is presumably one of the most popular routes something needs to be done ASAP, the overcrowding doesn't usually end until around 10:30-11am and then begins again early afternoon. Or at least rethink the size of the buses you put into some routes.

As someone who relies on a bus to get to and from work every single day of the week it is severely disappointing at the moment.

I am very sorry that I feel the need to write such a lengthy complaint and I can understand and sympathise that you do try to resolve issues but for something that is consistently brought up its just beyond a joke at the moment.

Additional Incident Details (if available)

Status:Resolved

Category:ACTION Buses

Type of Correspondence:Complaint

ACTION Category: SD - Overcrowding

MyWay Card Number:

MyWay Agent:

Route Number: 300

Bus/Rego Number:

Direction of Travel: various

Date and Time of Incident: 10/03/2016 09.27 PM

Shift Number:

Driver work number:
Investigation area: Other

Street:
Suburb:
Postal Code:

Contact Information

First Name: [REDACTED]
Last Name: [REDACTED]
Phone Number: Facebook



**ACT**
Government**Access
Canberra.****Incident Reference # 160607-001298****Subject:**SD - Overcrowding**Date Created:**07/06/2016 12.19 PM

Response By Email (Natasha - Public Transport Customer Service) (16/06/2016 03.13 PM)

Good afternoon [REDACTED].

Thank you for contacting Public Transport surrounding the Blue Rapid Series,

Your feedback has been escalated to our Scheduling team for review, they have advised that they are aware and concerned about bunching on the Blue Rapid / Intertown routes and they are making it a point to concentrate on resolving these issues for the next timetables adjustment that is due later this year.

I hope this is of assistance,

If you wish to discuss further please contact us on 02 6207 7711

Kind regards,

Natasha - Public Transport Customer Service

Phone 6207 7711| **Fax** 02 6207 8020

Public Transport | Territory and Municipal Services Directorate | ACT Government

GPO Box 158 Canberra ACT 2601


Note By (Natasha - Public Transport Customer Service) (16/06/2016 03.13 PM)

 Peter
 You replied on 16/06/2016 10:25 AM
 Sent: Thu 16/06/2016 10:23 AM
 To:  Natasha

Tash,

 Please let the customer know we are aware and concerned about gaps and bunching on the Blue Rapid/intertown routes and we are making it a point to concentrate on resolving these issues for the next timetable adjustment that is due later this year.







 Cheers

 Peter 
 Network Planning & Business Development
 Public Transport - ACT Government

Note By (Natasha - Public Transport Customer Service) (09/06/2016 12:38 PM)

- 314 shift - 1526
- 300 shift - 1335
- 313 shift - 1536
- 315 shift - 1544
- 300 shift - 2120
- 343 shift - 1319

Note By (Natasha - Public Transport Customer Service) (09/06/2016 12:38 PM)

314		7:51 AM	7:52 AM	7:54 AM	8:16 AM	8:33 AM	8:52 AM
300		7:51 AM	7:52 AM	7:54 AM	8:16 AM	8:33 AM	8:52 AM
313		7:54 AM	7:55 AM	7:57 AM	8:19 AM	8:36 AM	8:55 AM
315		7:59 AM	8:00 AM	8:02 AM	8:24 AM	8:41 AM	9:00 AM
300		8:04 AM	8:05 AM	8:07 AM	8:29 AM	8:46 AM	9:05 AM
343		8:08 AM	8:09 AM	8:11 AM	8:33 AM	8:50 AM	9:09 AM

Customer By CSS Web () (07/06/2016 12:19 PM)

I get a 300 series bus from the Belconnen Interchange each morning between 7:50-8:10am to travel to the city, one stop after the interchange. Over the past several months, the buses are consistently crammed with people, to the point where it is difficult for passengers to get off the bus, and occasionally is so packed that it becomes claustrophobic with windows fogging up (especially lately with the cold and wet weather). There are many occasions where the



buses are unable to pick up new passengers on the route to the city leaving a line of people waiting for another bus (which may also be too full to stop).
You really need to put on additional buses around these peak periods or additional concertina buses.

Additional Incident Details (if available)

Status: Resolved
Category: Bus Route, Timetable or Fares
Type of Correspondence: Request for Service

ACTION Category: SD - Overcrowding
MyWay Card Number:
MyWay Agent:
Route Number: 300 series
Bus/Rego Number:
Direction of Travel: Belconnen to City
Date and Time of Incident:
Shift Number:
Driver work number:
Investigation area: CSM Corporate

Street:
Suburb: Belconnen
Postal Code:

Contact Information

First Name: [REDACTED]
Last Name: [REDACTED]
Email Address: [REDACTED]
Phone Number:



ACT
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**Access
Canberra.**

Incident Reference # 170329-000791

Subject:SD - Overcrowding

Date Created:29/03/2017 10.51 AM

Note By (Karen - Public Transport Customer Service) (29/03/2017 01.42 PM)

Anonymous
No contact details to call customer
no further action required

Auto Note By (Administrator) (29/03/2017 10.51 AM)

Positional data at time of incident submissions was:
Latitude: -35.2429129664655
Longitude: 149.09069538116455
Google Url: <http://maps.google.com.au/maps?q=loc:-35.2429129664655,149.09069538116455&z=17>
Google Address: Haydon Dr, Bruce ACT 2617, Australia

Customer By CSS Web (anonymous anonymous) (29/03/2017 10.51 AM)

I am concerned about the capacity of the 300 series buses on weekday mornings. I usually arrive at the bus stop around 8.10am, but for the past few weeks I have been regularly waiting at the Haydon Dr bus stop for approximately 20-30 mins waiting for a bus that will accept people on board, usually there are approximately 2 dozen people waiting with me. Usually, there are a minimum of two full buses that pass me by, although on a bad day up to five full buses can go passed without stopping. I understand that the 300 series is a busy and popular route, but it seems that in the past few weeks there has been a significantly longer waiting time and more fuller buses than usual. I wanted to bring this issue to your attention as there is clearly a demand for more transport along this route during peak times.

Additional Incident Details (if available)

Status:Resolved
Category:Service Delivery
Type of Correspondence:Complaint

ACTION Category: SD - Overcrowding
MyWay Card Number:
MyWay Agent:
Route Number: 300 series
Bus/Rego Number:
Direction of Travel: City
Date and Time of Incident:
Shift Number:
Driver work number:
Investigation area: CSM Corporate

Street:
Suburb:Bruce
Postal Code:

Contact Information

First Name:anonymous
Last Name:anonymous
Email Address:145010293117@accesscanberra.act.gov.au.invalid
Phone Number:

**ACT**
Government**Access
Canberra.****Incident Reference # 160721-001460****Subject:**SD - Overcrowding**Date Created:**21/07/2016 01.28 PM

Response By Email (Natasha - Public Transport Customer Service) (18/08/2016 01.55 PM)

Good afternoon [REDACTED]

Thank you for contacting Transport Canberra surrounding Blue Rapid Services along College street,
My sincere apologies about the delay in response, your feedback has been escalated to our
Scheduling Manager as well as our North Region Operations Manager.

They have advised this corridor will be monitored for overloading issues, and drivers have been
instructed to contact the depots to advise if they are full.

Unfortunately at the time, school had returned and there was a few AM peak 300 routes dropped to
cover the school routes.

I can confirm this corridor will be continuously monitored.

Please advise if you experience anything like this again,

Kind regards,

Natasha | Customer Experience

T 02 6207 7711 | 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 (Natasha - Public Transport Customer Service) (22/07/2016 04.08 PM)

RE: SD - Overcrowding [SEC=UNCLASSIFIED]

██████ Peter

Sent: Fri 22/07/2016 1:21 PM

To: ██████ Les; ██████ Natasha

Cc: ██████ Gary

Tash,

I'd agree 45 minutes seems a stretch, but I'll get Gary to have a closer look at bus movements through Belco to City for this week.

I've certainly seen a few buses chock full along there in the AM Peaks recently.

Service reliability has not been great since the return from school holidays, with several AM Peak 300s being dropped.

I expect that this will settle into next week.

Gary – can you please have a look at the IMS reports and bus loadings on Belco > City for this week? We can discuss next week.

Les – once we've had a look we will speak to you if we can see any issues that can be looked at in the field.

Cheers

Peter ██████
Transport Canberra - ACT Government

Note By (Natasha - Public Transport Customer Service) (22/07/2016 04.08 PM)

From: ██████ Les
Sent: Friday, 22 July 2016 1:16 PM
To: ██████ Natasha; ██████ Peter
Cc: ██████ Les
Subject: RE: SD - Overcrowding [SEC=UNCLASSIFIED]

G'Day Natasha

I do not believe that she would have to wait for 45 minutes.. However, Peter would be able to give a more detailed feedback in relation to this complaint.

I am happy to check it out again next week but drivers have not called in over loading issues today that I can see.

Kind Regards

Les

Note By (Natasha - Public Transport Customer Service) (22/07/2016 12.11 PM)

Forwarded to Peter ██████ and Les ██████ to advise

Customer By CSS Web (Paul [REDACTED]) (21/07/2016 01.28 PM)

Today a group of 20+ people waited opposite Radford College for 25 minutes for a bus to go to the city. Several buses came through for everywhere else before the 300s started which had "Bus Full" on the front. Obviously these were not willing to pick up. Having waited for 25 minutes a bus arrived which was quite full and let some of us on.

What is wrong with Action Buses these days??? It is obvious that there is no consideration of the increased traffic needed for students now living in Belconnen that need to get to the ANU.

More 300s need to be timetabled in the 8am to 8:30am time-slot. It should not take 45 minutes as it did this morning!

Additional Incident Details (if available)

Status:Resolved

Category:Bus Route, Timetable or Fares

Type of Correspondence:Complaint

ACTION Category: SD - Overcrowding

MyWay Card Number: [REDACTED]

MyWay Agent:

Route Number: 300s

Bus/Rego Number:

Direction of Travel: To Civic

Date and Time of Incident: 21/07/2016 08.10 AM

Shift Number:

Driver work number:

Investigation area: CSM Corporate

Street:

Suburb:Bruce

Postal Code:

Contact Information

First Name: [REDACTED]

Last Name: [REDACTED]

Email Address: [REDACTED]

Phone Number:





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Canberra.**

Incident Reference # 160606-000544

Subject:SD - Overcrowding

Date Created:06/06/2016 09.51 AM

Note By (Natalie - Public Transport Customer Service) (10/06/2016 02.59 PM)

File note:

The driver of shift 1566 noted that he believes he is at capacity at 70-80 pax on board his steer tag service to the City. The driver stated that if he is nearing capacity and approaches a stop with more than he is able to carry, and aware he has several 300 series buses behind him, the driver will continue past the stop. The driver confirmed he radios ACC when he is at capacity. The driver was facilitated a copy of the driver's notice regarding "Operation Leap Frog", to ensure he is fulfilling his obligations when operating the 343 into the City.

Note By (Natalie - Public Transport Customer Service) (10/06/2016 10.25 AM)

Hi Georgie

Currently underway, under the North Region Field Ops Manager's management is an operation in which the issues highlighted by the customer are being addressed. It should be noted, the bus utilised by shift 1565, is a Steer Tag. They have a capacity of 101 passengers, however towards the rear of the bus, the roofline dips so that it is impossible to have standing in that area. I believe 81 is a reasonable amount to indicate the bus was full. I will speak with the driver of shift 1566, and ask him to ensure he radios ACC and advise if he deems his service full, and ask him to ensure he is "full" when making that decision.

Regards

Nat
CSM Nrth

Customer By CSS Web (Georgina - Public Transport Customer Service) (08/06/2016 08.50 AM)

[REDACTED]
Jun 07, 10:27pm

Thank you ACTION. I am grateful for your response & action. Kindest regards, [REDACTED]

Response By CSS Web (Georgina - Public Transport Customer Service) (07/06/2016 10:32 AM)

ACTION Buses ACT

10:31am

Thanks [REDACTED] We've identified some buses that passed on Monday morning despite being significantly below their passenger capacity. We've escalated this information for review by each driver's Customer Service Manager to address this in the short term.

Additionally, our Network Planning Team have been advised to ensure high capacity in this area during the morning peak is considered in further development.

Thanks again for taking the time to let us know.

Regards,
 ACTION

Note By (Georgina - Public Transport Customer Service) (07/06/2016 10:28 AM)

Hi Natalie,

Could you please review with the drivers of shifts 1565 and 1566 as each of them passed with the *Bus Full* indicator on Monday, despite being well below their possible capacity (25+).

Although the customer indicated this issue was ongoing, I've not found evidence of that on either of these shifts.

Kind regards,
 Georgie

Note By (Georgina - Public Transport Customer Service) (07/06/2016 10:24 AM)

Checked the data for Monday 6 June Blue Rapids, the last 4 services before the time of the customer complaint. The data showed:

Route 315 shift 1516 passed at 8:34am, no transactions. 57 passengers of 67 capacity.
Route 313 shift 1565 passed at 8:37am, no transactions at any point on Haydon Drive. Had 81 of 107 capacity.

Route 343 shift 1566 passed at 8:41am, no transactions at any point on Haydon Drive. Had 63 of 101 capacity.

Route 314 shift 1018 passed at 8:46am and took 6 passengers at this stop.

Route 300 shift 2018 passed at 8:47am and took 16 passengers at this stop.

Following this, I checked the data for the two highlighted shifts for last week, as they passed well below capacity and the customer has noted an ongoing issue.

Route 313 shift 1565

3 June - picked up on Haydon Drive
 2 June - picked up on Haydon Drive
 1 June - no data
 31 May - no transactions, only 5 pax on bus
 30 May - picked up on Haydon Drive

Route 343 shift 1566

3 June - no data
 2 June - picked up at other stops on Haydon Drive
 1 June - picked up on Haydon Drive
 31 May - picked up on Haydon Drive
 30 May - picked up on Haydon Drive

Data doesn't show an ongoing issue.

Customer By CSS Web (Georgina - Public Transport Customer Service) (07/06/2016 09.36 AM)

Jun 06, 7:16pm

Thank you ACTION for your quick response.
 I raise this as not just an issue for this morning but also for the last few weeks as it appears to be a situation that is declining. Kind regards,

Note By (Georgina - Public Transport Customer Service) (06/06/2016 09.53 AM)

Check stop vehicle data when available, review patronage to ensure the buses are full before escalation to Network Planning to investigate possibility of additional services.

Response By CSS Web (Georgina - Public Transport Customer Service) (06/06/2016 09.52 AM)



ACTION Buses ACT

9:39am

Hi ,

Thanks for taking the time to provide us with some feedback about your morning commute. We're sorry to hear you had an extended wait this morning. We'll escalate this to our Network Development Team so patronage on passing services can be reviewed and they can investigate possible resolutions for the issue you

have raised.

Regards,
ACTION

Customer By CSS Web (Georgina - Public Transport Customer Service) (06/06/2016 09.51 AM)

8:47am

Dear ACTION,

I am just writing to alert you of the need for more 300 numbered buses from Belconnen to the City on weekday mornings from 8am. I am presently waiting at Stop 4005, & have been for over 30 minutes now. I have counted 4 buses go past that are "Full" & so haven't stopped, but in my view, there are not enough buses on this route at this time of the morning. Unfortunately, there is now a group of approximately 40 plus people waiting so unlikely all of us will be able to get on the next bus. Appreciate your time & assistance.

Kind regards, [REDACTED]

Additional Incident Details (if available)

Status:Resolved

Category:Service Delivery

Type of Correspondence:Notification

ACTION Category: SD - Overcrowding

MyWay Card Number:

MyWay Agent:

Route Number: 300's

Bus/Rego Number:

Direction of Travel: South to City

Date and Time of Incident:

Shift Number:

Driver work number: [REDACTED]

Investigation area: Belconnen Depot

Block Number:4005

Section Number:not provided

Suburb:not provided

Contact Information

First Name: [REDACTED]

Last Name: [REDACTED]

Phone Number:Facebook





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Incident Reference # 160505-000707

Subject:SD - Overcrowding
Date Created:05/05/2016 10:31 AM

Note By (Natasha - Public Transport Customer Service) (10/05/2016 10:57 AM)

Data Indicates route was not at capacity, NFA

Note By (Natasha - Public Transport Customer Service) (10/05/2016 10:57 AM)

Scheduled Shifts for: •Date: 05-May-2016 •Shift Number: 2513

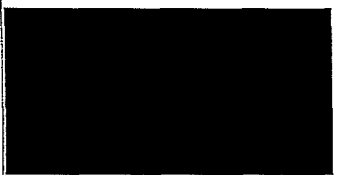
Tuggeranong! 2513! 3 •315S 08:15:00 09:39:00! 84: 56 [REDACTED] 470 08:05:25 09:36:27 91! 54! \$20.50! \$86.95! \$0! 0! 57! 39 49! 10!

Scheduled Stop Data

Stop Seq	Stop Number	Stop	Stop Type	Timing Point	Sched Arrival	Actual Arrival	Sched Departure	Actual Departure	Running Time (Rt-Min:Sec)	Dwell Time (Seconds)	Boardings	Alightings	Passengers Onboard	Ticket Sales
1	4807	Copland Dr Spence Terminus	Unknown	Y	08:15:00	08:16:27	08:15:00	08:16:27	n/a	0	0	0	0	\$00
2	4105	Copland Dr after Don Pl	Unknown	N	08:16:00	08:16:55	08:16:00	08:17:08	00:00:28	13	1	0	1	\$00
3	4103	Oweni Dixon Dr after Douglass St	Unknown	N	08:16:00	08:17:30	08:16:00	08:17:38	00:01:03	8	0	0	1	\$00

Customer By CSS Email ([REDACTED]) (09/05/2016 02:30 PM)

It was a 315 from Belconnen to Civic. The bus arrived at the Barry Drive ANU stop at 8.45am. I no longer catch this bus.
Regards,



Response By Email (Natasha - Public Transport Customer Service) (09/05/2016 02:06 PM)

Good afternoon [REDACTED]

Thank you for contacting Public Transport surrounding route number 315,

In order to assist I require a little more information, you have advised it was the route 315 at 08:45am going from Civic to Belconnen.

We only have 315 routes in that direction starting at 03:13pm.

Could you please confirm the route number and direction?

I will then be able to check the data to see the patronage for the day and escalate to the drivers manager if needed.

I hope this is of assistance,

Kind regards,

Natasha - Public Transport Customer Service
 Phone 6207 7711 | Fax 02 6207 8020
 Public Transport | Territory and Municipal Services Directorate | ACT Government
 GPO Box 158 Canberra ACT 2601

Customer By CSS Web [REDACTED] (05/05/2016 10:31 AM)

The driver of the bus that arrived at the Barry Drive ANU stop at approx. 8.45am almost hit a passenger that had just got off the same bus. I was about 2 metres away from the passenger and can verify they were not looking where they were going. The driver slammed on the brakes to avoid hitting the woman who was simply not paying attention. I realise this may be difficult to believe as in Australia we teach our children to look both ways before crossing. This woman was a Chinese (I assume student). There was another near miss about a week ago that I saw as well. In this case it was a car that should not have been in the bus lane. The driver has been telling people to cross Barry Drive at the Cn of Barry Drive and Clunies Ross Road however people do not walk in the opposite direction to where they want to go in order to cross the road. I have been catching this bus for 15 years and have always crossed at a spot just up from the stop. (so I can see any traffic coming down Barry Drive that would otherwise be hidden by the stopped bus) If the bus stop was closer to the traffic lights then people would use that crossing. Action has not seemed to factor in the large number of international students using the bus at this time as well. The bus is usually small and old and packed every morning. There are usually 10 - 20 students that get off this bus every morning. Most days you can hardly breath due to the packed bus and I have found I am now catching flies on a regular basis. After the incident this morning I could see the driver screaming something at me through the bus window. I could not hear what but I could tell by the facial expressions I was copping criticism. I am a customer and am not responsible for the actions of other passengers. (I strongly expect if I was to have a word with the students they would most likely not understand a word I was saying anyway.) My suggestion is to either move the bus stop or push for a overpass. I know other passengers on the bus and will find out from them what was said by the driver. Previously the driver has referred to passengers crossing near the stop as having low intelligence. They most likely have high IQs but low common sense. They come from countries where you can cross at any time because the traffic always moves slowly if at all.

Additional Incident Details (if available)

Status:Resolved
 Category:ACTION Staff
 Type of Correspondence:Complaint

ACTION Category: SD - Overcrowding
 MyWay Card Number: [REDACTED]
 MyWay Agent:
 Route Number: 315
 Bus/Rego Number:
 Direction of Travel: going to civic from Belconnen
 Date and Time of Incident: 05/05/2016 08:45 AM
 Shift Number: 2513

[REDACTED]

05/05/2017

Driver work number:
Investigation area: CSM Corporate
Street:
Suburb:
Postal Code:

Contact Information

First Name: [REDACTED]
Last Name: [REDACTED]
Email Address: [REDACTED]
Phone Number:



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Canberra.**

Incident Reference # 170428-002601

Subject:SD - Overcrowding
Date Created:28/04/2017 05.02 PM

Note By Phone (Ian - Public Transport Customer Service) (02/05/2017 10.18 AM)

Phone call to customer - Left message to call back

[need more information - Where did he catch the bus? - what time?]

Auto Note By (Administrator) (28/04/2017 05.02 PM)

Positional data at time of incident submissions was:

Latitude: -35.239870961545286

Longitude: 149.06825065612793

Google Url: [http://maps.google.com.au/maps?](http://maps.google.com.au/maps?q=loc:-35.239870961545286,149.06825065612793&z=17)

[q=loc:-35.239870961545286,149.06825065612793&z=17](http://maps.google.com.au/maps?q=loc:-35.239870961545286,149.06825065612793&z=17)

Google Address: Cohen St, Belconnen ACT 2617, Australia

Customer By CSS Web () (28/04/2017 05.02 PM)

Me a 3 other passengers where not aloud on the 343 because the driver said" it was full so do even try to get on" is this a new policy???

Additional Incident Details (if available)

Status:Waiting for Customer

Category:ACTION Staff

Type of Correspondence:Complaint

ACTION Category: SD - Overcrowding

MyWay Card Number:

MyWay Agent:

Route Number: 343

Bus/Rego Number:

Direction of Travel: N/A
Date and Time of Incident:
Shift Number:
Driver work number:
Investigation area: CSM Corporate

Street:
Suburb: Belconnen
Postal Code:

Contact Information

First Name: [REDACTED]
Last Name: [REDACTED]
Email Address: [REDACTED]@gmail.com
Phone Number:



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Incident Reference # 160308-000305

Subject:SD - Overcrowding
Date Created:08/03/2016 09.12 AM

Note By (Barbara - Public Transport Customer Service) (10/03/2016 05.49 PM)

Sent to scheduling

Hi Peter

FYI only, no response required.

Regards

Barbara

Barbara [redacted] | Customer Service Manager
Phone [redacted] | Fax 0262078020 |
Public Transport | Territory and Municipal Services Directorate | ACT Government
Level 2, Macarthur House, 12 Wattle St. Lyneham, ACT 2606 | GPO Box 158 Canberra
ACT 2601

Note By (Barbara - Public Transport Customer Service) (10/03/2016 05.48 PM)

I called the customer and had general conversation regarding patronage, peak time travel. The customer asked if there were some spare buses we could put on and I advised all buses are used in the network. The customer advised there is no room to stand and people are being unable to get on and packed like sardines, possibly unsafe. Normally on the Wed (when she travels) she notices university students and younger people do not get up to allow older people to sit.

Scheduling are aware of the patronage on the 343 and 314 service at the peak time. All buses currently used in network. nfa

Auto Note By (Administrator) (08/03/2016 09.12 AM)

CUSTOMER'S DETAILS

First name: [REDACTED]
 Last name: [REDACTED]
 Phone number: [REDACTED]
 Address:

****This customer does not have a valid email address, please contact caller on phone number (if those details have been provided) and then update incident by selecting "send this reponse back to the agency you received this from" to close the record off in the system****

Customer By Phone (Access Canberra Customer Service) (08/03/2016 09.12 AM)

Customer called to inform us that bus numbers 313 314 and 343 are always full in the mornings (8.15am) on Southern Cross Drive. Customer is a pensioner and she has difficulty finding a seat on these bus services. Customer suggested that more buses are needed on this route and this is happening on a daily basis and discouraging people from catching this service.

Additional Incident Details (if available)

Status:Resolved
Category:Improvements of Service
Type of Correspondence:Complaint

ACTION Category: SD - Overcrowding
MyWay Card Number:
MyWay Agent:
Route Number: 343
Bus/Rego Number:
Direction of Travel: city
Date and Time of Incident: 08/03/2016 09.08 AM
Shift Number: n/a
Driver work number:
Investigation area: CSM Corporate

Street:
Suburb:
Postal Code:

Contact Information

First Name: [REDACTED]
Last Name: [REDACTED]
Phone Number: [REDACTED]



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Incident Reference # 170329-000182

Subject: SD - Overcrowding
Date Created: 29/03/2017 08:39 AM

Note By (Anthony - Public Transport Customer Service) (30/03/2017 11:50 AM)

From: [REDACTED] Peter
Sent: Thursday, 30 March 2017 11:24 AM
To: [REDACTED] Anthony
Cc: [REDACTED] Barbara
Subject: RE: SD - Overcrowding

Sorry -- Forgot to cc in Barb

From: [REDACTED] Peter
Sent: Thursday, 30 March 2017 11:24 AM
To: [REDACTED] Anthony
Subject: RE: SD - Overcrowding

Thanks Anthony.

Barb - I note we are getting several of these reports coming through regarding full buses on the Belco > City Blue Rapid.

I am going to speak to Les to get a Transport Officer presence at the stops to help us identify solutions.

Pete

Note By (Anthony - Public Transport Customer Service) (30/03/2017 11:30 AM)

Hello Peter,

Please see attached feedback for your review.

Customer does not require a further follow up.

Regards,

Anthony

Anthony [REDACTED] | Customer Experience
E [REDACTED]@act.gov.au
Customer Experience | Transport Canberra and City Services | ACT Government
Lvl 2, 496 Northbourne Ave, Dickson | GPO Box 158 Canberra ACT 2601 | www.act.gov.au

Note By (Anthony - Public Transport Customer Service) (30/03/2017 11:03 AM)

Spoke with customer and confirmed that this feedback was more so for the 300's in general during this time. She has found that there are a large number of people using the service at this time and there is hardly an instance that the next bus to come along can pick up passengers. Informed customer that we were aware of issue with the 300 series during this time and that it was going to be looked at during the next time table change. Customer happy to have this forwarded as part of the overall feedback. NFA required with customer.

Note By (Anthony - Public Transport Customer Service) (30/03/2017 11:00 AM)

Search by route number, bus stop ID or location e.g. City Search live departure times, looking 90 minutes forward. For timetables visit the ACTION website.

Haydon Dr opp Radford College [4005]

Route	To	Time
300	Tuggeranong Bus Stn	due
343	Tuggeranong Bus Stn	8 mins
313	Tuggeranong Bus Stn	20 mins
343	Tuggeranong Bus Stn	38 mins
313	Tuggeranong Bus Stn	48 mins

Auto Note By (Administrator) (29/03/2017 08:39 AM)

Positional data at time of Incident submissions was:
 Latitude: -35.2418
 Longitude: 149.09259999999995
 Google Url: <http://maps.google.com.au/maps?q=loc:-35.2418,149.09259999999995&z=17>
 Google Address: [redacted] Bruce ACT 2617, Australia

Customer By CSS Web ([redacted]) (29/03/2017 08:39 AM)

Hi.. I am writing to let you know about my recent experience with the action buses at stop no 4005. We have recently moved to Bruce and since past one week I have been taking this stop to call a bus to Woden.

Just like any other working people, I too start work by 9.00 so I reach the stop by 8.10. I noticed that everyday from the past one week, I have had to wait nearly 20mins to get onto a bus as the buses that go past the stop wouldn't stop due to overload of people.

Now, despite of reaching the stop as early as I could, I have been having problems to catch a bus. So how early am I meant to get to the stop so I could get onto it!

I request you to please do something about this situation as its not just me that's speaking for myself but also for those 30 or so people who wait at the stop. There have been instances where people had walked away and tried to get to a different stop.

Additional Incident Details (if available)

Status:Resolved
 Category:Improvements of Service
 Type of Correspondence:Complaint

ACTION Category: SD - Overcrowding
 MyWay Card Number:
 MyWay Agent:
 Route Number:
 Bus/Rego Number:
 Direction of Travel: Null
 Date and Time of Incident:
 Shift Number:
 Driver work number:
 Investigation area: CSM Corporate

Street:
 Suburb:BruceActon
 Postal Code:

Contact Information

First Name: [redacted]
 Last Name: [redacted]
 Email Address: [redacted]@gmail.com
 Phone Number:



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**Access
Canberra.**

Incident Reference # 160805-001290

Subject:SD - Overcrowding

Date Created:05/08/2016 01.14 PM

Response By Email (Natasha - Public Transport Customer Service) (18/08/2016 03.58 PM)

Good afternoon [REDACTED]

Thank you for contacting Transport Canberra surrounding the Blue Rapid buses,

Your feedback has been escalated to our scheduling team and they have advised the Transport Canberra service planning area shares your concerns about the crowding on the Blue Rapid line during peak times and the changes being introduced on Monday August the 29th have been designed to help control these issues. This includes putting on additional peak express Xpresso services from the suburban areas of Belconnen to ensure that there is additional capacity on the Belconnen to City section of the service. Where possible, we will also be providing larger capacity buses to reduce the overcrowding problems.

Additionally, ACTION Transport Officers will continue to patrol the stops along College Street and Haydon Drive to help the drivers manage loading issues.

Thank you for your feedback and patience while we implement changes to the network to improve the experience of travelling with ACTION.

Kind regards

Natasha | Customer Experience

T 02 6207 7711 | 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 (Natasha - Public Transport Customer Service) (18/08/2016 03.58 PM)

RE: SD - Overcrowding [SEC=UNCLASSIFIED]

Peter

Sent: Tue 09/08/2016 12:24 PM

To: Natasha

Cc: Les; Barbara; Sally

Tash,

Please reply:

"The Transport Canberra service planning area shares your concerns about the crowding on the Blue Rapid line during peak times and the changes being introduced on Monday August the 29th have been designed to help control these issues. This includes putting on additional peak express Xpresso services from the suburban areas of Belconnen to ensure that there is additional capacity on the Belconnen to City section of the service. Where possible, we will also be providing larger capacity buses to reduce the overcrowding problems.

Additionally, ACTION Transport Officers will continue to patrol the stops along College Street and Haydon Drive to help the drivers manage loading issues.

Thank you for your feedback and patience while we implement changes to the network to improve the experience of travelling with ACTION."

Les – We're going to have capacity issues heading into the network change, if possible it would still be great for TOs to get out on site and speak with customers. We can discuss later this week when we pull together a network meeting.

Sally – this reminds me that good targeted comms will be to get people who are on the 343 out of Dunlop etc to get the 743 instead, which will ensure there is more space available for the Belco > City blue rapids.

Cheers

Peter
Transport Canberra - ACT Government

Note By (Natasha - Public Transport Customer Service) (09/08/2016 12.15 PM)

Driver work number:
Investigation area: CSM Corporate

Street:
Suburb:
Postal Code:

Contact Information

First Name: [REDACTED]
Last Name: [REDACTED]
Email Address: [REDACTED]
Phone Number:



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Canberra.**

Incident Reference # 160504-000233

Subject:SD - Overcrowding

Date Created:04/05/2016 08.51 AM

Note By (Natasha - Public Transport Customer Service) (06/05/2016 04.53 PM)

FW: SD - Overcrowding

■ Natasha

Sent: Fri 06/05/2016 4:53 PM

To: G ■, Les

Hi Les,

Please see below feedback,

Customer is anonymous so unfortunately cannot discuss with them,

Barbara has advised me to send this to you as an FYI,

Out of 5 services, 2 buses that were not at capacity according to the data on Netbi did not stop for passengers as the customer has advised they had a "full " sign on them.

Thanks Les,

Kind regards,

Natasha ■ - Public Transport Customer Service

Phone ■ | Fax 02 6207 8020

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Canberra ACT 2601

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Note By (Natasha - Public Transport Customer Service) (06/05/2016 04.50 PM)

Data on Netbi indicates below findings

Note By (Natasha - Public Transport Customer Service) (06/05/2016 04.50 PM)

315 at 08:22 shift 1516 not at capacity - Stopped for passengers
 313 at 08:26 shift 1565 not at capacity - did not stop
 300 at 08:30 shift 1016 not at capacity - stopped for passengers
 314 at 08:35 shift 1018 not at capacity - did not stop
 343 at 08:36 shift 1566 not at capacity - Stopped for passengers

Customer By CSS Web (anonymous anonymous) (04/05/2016 08.51 AM)

Arrived at CISAC bus stop at 8:20am. Took 25 mins before I boarded bus to city. Had 3 full 300 series buses zoom by. You want to build light rail but can't even get your rapid blue route working properly to get commuters to city. ACTION is a joke. You keep on treating your commuters like this, it's no surprise your losing money/business.

Additional Incident Details (if available)

Status:Resolved
Category:Service Delivery
Type of Correspondence:Complaint

ACTION Category: SD - Overcrowding
MyWay Card Number:
MyWay Agent:
Route Number:
Bus/Rego Number:
Direction of Travel: From Bruce to city
Date and Time of Incident:
Shift Number:
Driver work number:
Investigation area: CSM Corporate

Street:
Suburb:Majura
Postal Code:

Contact Information

First Name:anonymous
Last Name:anonymous
Email Address:2451845116@accesscanberra.act.gov.au.invalid
Phone Number:





Incident Reference # 160718-000024

Subject: DB - Customer Service
 Date Created: 18/07/2016 07:46 AM

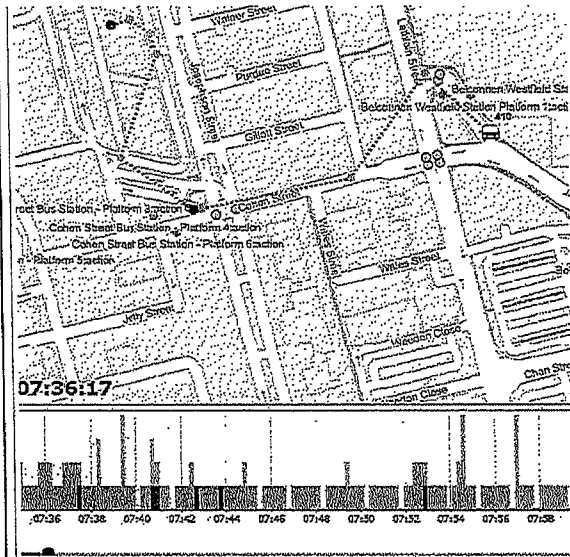
Note By (Karen - Public Transport Customer Service) (19/07/2016 10:05 AM)

Tried to call customer no answer no message was left

Note By (Karen - Public Transport Customer Service) (19/07/2016 10:05 AM)

Bus was on time going back through netBI and BI Playback

2:5501	Westfield Bus Stn	Unknown	Y	07:36:00	07:35:41	07:36:00	07:36:04	00:00:41	23	1	0	2	\$:00
2:5501	Westfield Bus Stn	Unknown	Y	07:36:00	07:35:41	07:36:00	07:36:04	00:00:41	23	1	0	2	\$:00
2:5501	Westfield Bus Stn	Unknown	Y	07:36:00	07:35:41	07:36:00	07:36:04	00:00:41	23	1	0	2	\$:00
3:5511	Belconnen Community Stn Plf 1	Unknown	Y	07:38:00	07:36:49	07:38:00	07:37:27	00:01:49	38	2	0	4	\$:00
3:5511	Belconnen Community Stn Plf 1	Unknown	Y	07:38:00	07:36:49	07:38:00	07:37:27	00:01:49	38	2	0	4	\$:00



Customer By Phone (Access Canberra Customer Service) (18/07/2016 07:46 AM)

This caller would like to submit a complaint regarding the 300 that was due to leave the Westfield Belconnen Bus Station at 7.36am however when she was walking towards the bus it drove off early, she would like someone to call her regarding this issue and was happy to leave her mobile number but not her name.

Additional Incident Details (if available)

Status: Resolved
Category: Bus Route, Timetable or Fares
Type of Correspondence: Complaint

ACTION Category: DB - Customer Service
MyWay Card Number:
MyWay Agent:
Route Number: 300
Bus/Rego Number:
Direction of Travel: N/A
Date and Time of Incident: 18/07/2016 07:38 AM
Shift Number: N/A
Driver work number:
Investigation area: CSM Corporate

Street:
Suburb:
Postal Code:

Contact Information

First Name: N/A
Last Name: N/A
Phone Number:
*** No Email Address Provided ***





**Access
Canberra.**

Incident Reference # 170327-000664

Subject:DB - Customer Service

Date Created:27/03/2017 10.25 AM

Note By (Anthony - Public Transport Customer Service) (28/03/2017 01.07 PM)

Forwarded to marketing.
Hello Marketing,

Please see attached feedback for your review.

Customer has provided feedback on signage on buses.

Customer does not require a further response.

Regards,

Anthony

Anthony [REDACTED] | Customer Experience

T 02 [REDACTED] [REDACTED]@act.gov.au

Customer Experience | Transport Canberra and City Services | ACT Government

Lvl 2, 496 Northbourne Ave, Dickson | GPO Box 158 Canberra ACT 2601 |

www.act.gov.au

Note By (Anthony - Public Transport Customer Service) (28/03/2017 01.06 PM)

Forwarded to scheduling.

Hello Peter,

Please see attached feedback for your review.

Customer does not require a further follow up.

Regards,

Anthony

Anthony [REDACTED] | Customer Experience
 T 02 [REDACTED]@act.gov.au
 Customer Experience | Transport Canberra and City Services| ACT Government
 Lvl 2, 496 Northbourne Ave, Dickson | GPO Box 158 Canberra ACT 2601 |
www.act.gov.au

Note By (Anthony - Public Transport Customer Service) (28/03/2017 01.04 PM)

Called customer to gain further details (i.e. time and stop). Gets on CISAC towards Civic between 8-8:40. He finds that 300 services within this time are usually full by the time they reach Haydon Drive and constantly he is driven past by drivers or is on services which have to drive by passengers. Customer states that the majority of passengers always seem to get off at ANU. Customer would like this to be looked at for the next timetable.

Discussed the airconditioning on the different buses.

Customer also gave feedback on the signs on buses and how it does not explicitly say to students that if they are standing they should take off backpacks. Customer states that public transport in other cities have this and that it would be a help on buses in Canberra. Customer says it is awkward requesting this of students (as it should be common sense) and without proper signs that these passengers may feel it is their right to have their backpacks on at the detriment of other passengers.

Forwarding all feedback. NFA required.

Customer By CSS Web ([REDACTED]) (27/03/2017 10.25 AM)

Hi.

Most days I catch a 300 series bus from Belconnen to Civic and most days the bus fills very quickly. My issue is that a lot of people are crammed in the back of the bus but the driver doesn't turn the air/airconditioning on. Every trip the driver yells "Move to the back of the bus please!" and every time people are very reluctant to move as they know what's in store for them.

For the driver all is sweet as his/her door opens often and the driver's seat is close to floor level. BUT for people crammed in the back of the bus, with windows that don't open, we get hot and sweaty very quickly. This gets stressful very quickly and I'm surprised that there aren't more reports of people losing it at the drivers.

Please train the drivers better. Just because it is cool outside, does not mean that it is not a sweatbox in the back of the bus.

Additional Incident Details (if available)

Status:Resolved
Category:ACTION Staff
Type of Correspondence:Complaint

ACTION Category: DB - Customer Service
MyWay Card Number:
MyWay Agent:
Route Number:
Bus/Rego Number:
Direction of Travel: NIII
Date and Time of Incident:
Shift Number:
Driver work number:
Investigation area: CSM Corporate

Street:
Suburb:Acton
Postal Code:

Contact Information

First Name: [REDACTED]
Last Name: [REDACTED]
Email Address: [REDACTED]@yahoo.com
Phone Number:



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Incident Reference # 160824-000465

Subject:SD - Complaint

Date Created:24/08/2016 09.15 AM

Note By (Natasha - Public Transport Customer Service) (02/09/2016 11.56 AM)

Customer does not require a response, NFA

Note By (Natasha - Public Transport Customer Service) (02/09/2016 11.56 AM)

RE: SD - Complaint [SEC=UNCLASSIFIED]

██████████; Les

This message was sent with High Importance.

Sent: Fri 26/08/2016 9:04 AM

To: ██████████ Natasha; ██████████ Peter; ██████████ Gary

Cc: ██████████, Les

G'Day Natasha

As discussed.....

This has been an ongoing issue that we are aware of but without extra buses and drivers it has been imposible to address. However, there has been extra services placed in the new network to assist with the heavy loadings in the AM peak from Belconnen to the city.

Peter

Can you confirm that this is correct?

Thanks

Les ██████████
██████████

Note By (Natasha - Public Transport Customer Service) (25/08/2016 02.53 PM)

FW: SD - Complaint [SEC=UNCLASSIFIED]

██████ Natasha

Sent: Thu 25/08/2016 2:53 PM

To: ██████ Peter; ██████ Gary

Cc: ██████ Les

Hi guys,

Please see below feedback,

Our dear 300s seem to be having some issues again, can I please have some assistance with a response?

Thanks,

Natasha ██████ | Customer Experience

Customer By CSS Web (████████████████████) (24/08/2016 09.15 AM)

Hi,

I know you are probably hearing this a lot but there are not enough 300 services in the morning anymore during peak times, Between 0800 and 0840 only three full busses came by. This has been going on since the last fortnight and the lines of people just keep growing into the 40's and 50's. From the bus stop I can see twice as many 3's and 7's services taking the long route to civic but I cant afford a 40 minute bus ride each morning to get to work.

Thank you

Additional Incident Details (if available)

Status:Resolved

Category:Bus Route, Timetable or Fares

Type of Correspondence:Complaint

ACTION Category: SD - Complaint

MyWay Card Number:

MyWay Agent:

Route Number: 300

Bus/Rego Number:

Direction of Travel: Civic

Date and Time of Incident: 24/08/2016 08.00 AM

Shift Number:

Driver work number:

Investigation area: CSM Corporate

Street:

Suburb:Bruce

Postal Code:

Contact Information

First Name: [REDACTED]

Last Name: [REDACTED]

Email Address: [REDACTED]

Phone Number:



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**Access
Canberra.**

Incident Reference # 160824-000809

Subject:SD - Complaint

Date Created:24/08/2016 10.27 AM

Response By Email (Barbara - Public Transport Customer Service) (05/09/2016 03.03 PM)

Dear [REDACTED]

Thank you for contacting Transport Canberra on the 24 August 2016 regarding ACTION services between Belconnen and the City during peak hour. The new timetable introduced on 29 August 2016 had adjustments to the running times of the 300 series and extra services placed in the new network to assist with the heavy patronage in the am peak from Belconnen to the City. Our scheduling and planning area will continue to monitor these services.

Regards

Barbara

Barbara [REDACTED] | Customer Experience

T 02 6207 8857

Customer Experience | Transport Canberra and City Services | ACT Government

12 Wattle Street, Lyneham | GPO Box 158 Canberra ACT 2601 | www.act.gov.au

Note By (Natasha - Public Transport Customer Service) (01/09/2016 11.52 AM)

RE: SD - Complaint [SEC=UNCLASSIFIED]

[REDACTED]; Les

This message was sent with High importance.

Sent: Fri 26/08/2016 9:04 AM

To: [REDACTED] Natasha; [REDACTED] Peter; [REDACTED], Gary

Cc: [REDACTED], Les

G'Day Natasha

As discussed.....

This has been an ongoing issue that we are aware of but without extra buses and drivers it has been imposible to address. However, there has been extra services placed in the new network to assist with the heavy loadings in the AM peak from Belconnen to the city.

Peter

Can you confirm that this is correct?

Thanks

Les [REDACTED]
[REDACTED]

Note By (Natasha - Public Transport Customer Service) (25/08/2016 03.12 PM)

FW: SD - Complaint [SEC=UNCLASSIFIED]

[REDACTED] Natasha

Sent: Thu 25/08/2016 3:13 PM

To: [REDACTED] Peter; [REDACTED], Les; [REDACTED], Gary

Hi guys,

We have another complaint about the 300s being full, can I have assistance with a response for this one?

Thanks very much,

Kind regards,

Natasha [REDACTED] | Customer Experience

Customer By CSS Web () (24/08/2016 10.27 AM)

The buses at peak hour between Belconnen and civic are becoming more and more appalling. I catch the bus daily at Bruce and shouldn't have to wait half an hour to find a bus which isn't full. I know you have previously blamed drivers for not stopping at the stops, but this is largely now bogus there are simply not enough services!

Instead of looking at motorised shopping trolleys, you could just run a few more bus services at peak

hour along your CORE BUSINESS ROUTE to help people get to work and other engagements on time or close to it! We shouldn't cannibalise services to the point where people will just turn to their cars because the reliability is so pathetic. This has now become the most important election issue for me.

Additional Incident Details (if available)

Status:Resolved

Category:ACTION Staff

Type of Correspondence:Complaint

ACTION Category: SD - Complaint

MyWay Card Number:

MyWay Agent:

Route Number: 300

Bus/Rego Number:

Direction of Travel: Southbound from belconnen

Date and Time of Incident:

Shift Number:

Driver work number:

Investigation area: CSM Corporate

Street:

Suburb:

Postal Code:

Contact Information

First Name:No Value

Last Name:No Value

Email Address: [REDACTED]:@gmail.com

Phone Number:



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Canberra.**

Incident Reference # 160824-000554

Subject:SD - Complaint

Date Created:24/08/2016 09.31 AM

Note By (Natasha - Public Transport Customer Service) (25/08/2016 03.03 PM)

FW: SD - Complaint [SEC=UNCLASSIFIED]

■ Natasha

Sent: Thu 25/08/2016 3:03 PM

To: ■ Peter; ■ Les; ■, Gary

Hello,

Here is another one about the 300s being full and not stopping along Haydon Drive, this customer does not need a further response.

Thanks guys,

Natasha ■ | Customer Experience

Note By (Natasha - Public Transport Customer Service) (25/08/2016 03.01 PM)

Contacted customer to discuss as customer had not provided the route number, customer advised it was the 300 series buses, customer was happy with phone call and does not need a further response.

Customer By CSS Web (■) (24/08/2016 09.31 AM)

It takes an hour for me to walk from my front door to my workplace. Sometimes I don't have the time, and catch the bus instead. However, catching the bus from stop 4005 -- or indeed any bus stop on Haydon Drive -- in the direction of the city is frequently not worth it. Like today, when it took me an hour to get to work by bus.

There were two "Bus Full" buses (the second took on 3 people, from the 20-30 people waiting at that stop) that passed before I managed to get on a bus. The buses were more than 7 minutes apart. I was at the bus stop by 8:10.

The stops along Haydon Drive are frequently starved during peak hour, so much so that if I want to get to the city I usually take the 3, even though it goes through Calvary, CIT, O'Connor and ANU before it reaches the city, which is really slow. Or the 7, which is even slower. At least they are never full.

This is not a new problem. It's been this way for at least a year. I think the bus services from Bruce (2617) are really poor and would like to see more routes to the city. Even in ideal circumstances it takes double the time to travel by bus as it takes by car.

Thanks for reading my rant. On a more positive note, I would like to say how friendly and professional your bus drivers are, and congratulations on establishing a free city bus loop which I think is a great idea.

Additional Incident Details (if available)

Status:Resolved

Category:Bus Route, Timetable or Fares

Type of Correspondence:Complaint

ACTION Category: SD - Complaint

MyWay Card Number:

MyWay Agent:

Route Number: 300

Bus/Rego Number:

Direction of Travel: Towards city

Date and Time of Incident: 24/08/2016 08.10 AM

Shift Number:

Driver work number:

Investigation area: CSM Corporate

Street:

Suburb:Paddys River

Postal Code:

Contact Information

First Name: [REDACTED]

Last Name: [REDACTED]

Email Address: [REDACTED]

Phone Number:



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**Access
Canberra.**

Incident Reference # 170405-000054

Subject:SD - Complaint

Date Created:05/04/2017 08.43 AM

Note By (Anthony - Public Transport Customer Service) (10/04/2017 02.55 PM)

Called customer to discuss further. Discussed the issue and informed of what was occurring with scheduling. NFA required.

Note By (Anthony - Public Transport Customer Service) (06/04/2017 10.11 AM)

Forwarded to scheduling.

Hello Peter,

Please see attached feedback for your review.

This is another one to add to the feedback on the Radford college stop around 8:00 am.

Regards,

Anthony

Anthony [REDACTED] | Customer Experience

T 02 [REDACTED] E [anthony.\[REDACTED\]@act.gov.au](mailto:anthony.[REDACTED]@act.gov.au)

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Note By (Anthony - Public Transport Customer Service) (06/04/2017 10.09 AM)

Called customer to discuss further. No answer left message.

Customer By Phone ([REDACTED]) (05/04/2017 08.43 AM)

- Caller wants to make a suggestion about the blue rapid series that heads from Belconnen into Tuggeranong.

- The caller and other passengers were waiting at bus stop 4005 at around 8am. and the 300 series would pass the stop because the busses were to full, this happened on several occasions, the caller understands that the bus comes every 10 minutes however the buses were full, and the passengers were waiting for up to half an hour to catch a bus.
- Caller would like to request to have this bus series to have more busses at this time in the morning.

Additional Incident Details (if available)

Status:Resolved

Category:Bus Route, Timetable or Fares

Type of Correspondence:Suggestion

ACTION Category: SD - Complaint

MyWay Card Number:

MyWay Agent:

Route Number: 300

Bus/Rego Number: 4005

Direction of Travel: Tuggeranong

Date and Time of Incident: 05/04/2017 08.29 AM

Shift Number: n/a

Driver work number:

Investigation area: CSM Corporate

Street:

Suburb:

Postal Code:

Contact Information

First Name: [REDACTED]

Last Name: [REDACTED]

Phone Number:

*** No Email Address Provided ***



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**Access
Canberra.**

Incident Reference # 170320-000263

Subject:SD - Complaint

Date Created:20/03/2017 08.53 AM

Note By (Anthony - Public Transport Customer Service) (21/03/2017 10.37 AM)

Forwarded to scheduling.

Hello [REDACTED]

Please see attached feedback for your review.

Customer does not require a further follow up.

Regards,

Anthony

Anthony [REDACTED] | Customer Experience

T 02 [REDACTED] E [anthony.c\[REDACTED\]@act.gov.au](mailto:anthony.c[REDACTED]@act.gov.au)

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Note By (Anthony - Public Transport Customer Service) (21/03/2017 10.31 AM)

Spoke with customer. Customer had no complaints concerning the drivers he feels that they are doing the best they can. He would just like the 300 services looked at to see if anything can be done during peak times. Customer noted that there is a mixture of the older buses and the newer bigger buses and suggested that in peak time could there possibly be more of the larger green buses allocated to the 300 routes. Customer is happy to have this forwarded. NFA required.

Auto Note By (Administrator) (20/03/2017 08.53 AM)

Positional data at time of incident submissions was:

Latitude: -35.24244715674933

Longitude: 149.0933346748352

Google Uri: <http://maps.google.com.au/maps?q=loc:-35.24244715674933,149.0933346748352&z=17>
Google Address: Building 26 (Scrivener Building), Bruce ACT 2617, Australia

Customer By CSS Web ([REDACTED]) (20/03/2017 08.53 AM)

After waiting 20 minutes with a group of 30 people at the stop, two full buses drive past. Two more buses came 5 minutes later and still not everyone could hop on. There need to be more consistent 300 series buses during the peak times.

Additional Incident Details (if available)

Status: Resolved
Category: Bus Route, Timetable or Fares
Type of Correspondence: Complaint

ACTION Category: SD - Complaint
MyWay Card Number:
MyWay Agent:
Route Number: 300 series
Bus/Rego Number:
Direction of Travel: South
Date and Time of Incident: 20/03/2017 08.45 AM
Shift Number:
Driver work number:
Investigation area: CSM Corporate

Street:
Suburb: Bruce
Postal Code:

Contact Information

First Name: [REDACTED]
Last Name: [REDACTED]
Email Address: [REDACTED]
Phone Number:



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**Access
Canberra.**

Incident Reference # 170201-001731

Subject:SD - Complaint

Date Created:01/02/2017 01.09 PM

Response By Email (Karen - Public Transport Customer Service) (02/02/2017 02.18 PM)

Good afternoon [REDACTED]

Thank you for contacting Public Transport with your enquires and suggestions to better improve ACTION services.

I have escalated your feedback through to our Scheduling team.

Scheduling also appreciate the time you have taken to submit such detailed feedback, thank you very much for that effort.

I hope this is of assistance,

Regards

Karen [REDACTED] | Customer Experience

T 02 [REDACTED] E [karen.\[REDACTED\]@act.gov.au](mailto:karen.[REDACTED]@act.gov.au)

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

Customer By CSS Web ([REDACTED]) (01/02/2017 01.09 PM)

The 0727 bus on route 313 from Fraser to Tuggeranong on weekdays is currently serviced with an "old gold" bus. This is a crowded route at this time of day with many school children and uni students. The old bus offer doesn't offer disabled access which makes it difficult for elderly people and parents with prams and small children who are regular travellers on this route. Could you please review this situation and upgrade the standard of the vehicle on this service. Thanks for your consideration.

Additional Incident Details (if available)

Status:Resolved
Category:Service Delivery
Type of Correspondence:Request for Service

ACTION Category: SD - Complaint
MyWay Card Number: [REDACTED]
MyWay Agent:
Route Number: 313
Bus/Rego Number:
Direction of Travel: South
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]
Phone Number:



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**Access
Canberra.**

Incident Reference # 160202-000292

Subject:SD - Complaint

Date Created:02/02/2016 08.46 AM

Note By (Natasha - Public Transport Customer Service) (11/02/2016 04.38 PM)

no response NFA

Note By (Natasha - Public Transport Customer Service) (04/02/2016 02.06 PM)

Contacted customer and left a message inviting customer to contact us back

Note By (Natasha - Public Transport Customer Service) (03/02/2016 12.05 PM)

Not enough information, Contacted customer request times she has noticed this happening, need more information.

Customer By CSS Web ([REDACTED]) (02/02/2016 08.46 AM)

I use bus route 314 (get on prior to belconnen interchange, in page) to get to the city. Its amazing how irregular the service is. Many times I've almost missed the bus because its 5 minutes early, and then there'll be times its 10 minutes late. Its as if the bus isn't even operating to a timetable. Passengers shldnt have to plan to wait for a bus for 15 minutes in order to catch the one that they want. The myway card was meant to fix the issues of the canberra bus service, but its still as terrible as always! There is no decent regular service to get into the city from belconnen, and the buses do not run to a timetable. Please do something to improve one of the worst public transport systems in the world!

Additional Incident Details (if available)

Status:Resolved

Category:Bus Route, Timetable or Fares

Type of Correspondence:Complaint

ACTION Category: SD - Complaint
MyWay Card Number:
MyWay Agent:
Route Number: 314
Bus/Rego Number:
Direction of Travel: belconnen to city
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]
Phone Number:



ACT
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**Access
Canberra.**

Incident Reference # 161011-002184

Subject:SD - Complaint

Date Created:11/10/2016 03.34 PM

Note By (Anthony - Public Transport Customer Service) (12/10/2016 03.16 PM)

Called and confirmed details with customer. The complaint was general and did not reflect the running of the day. Evidence on the day showed buses running with boarding at the stop. Forwarding to Les to follow up.

Note By (Barbara - Public Transport Customer Service) (12/10/2016 02.11 PM)

what bus stop and what time

Customer By Phone (Access Canberra Customer Service) (11/10/2016 03.34 PM)

On more than one occasion Rachel is left waiting at the bus stop sometimes up to 30 minutes due to all the 300 series buses being marked as full. Usually takes 15-30 minutes for a bus that is not full to pass. She would like a follow up regarding this issue.

Additional Incident Details (if available)

Status:Resolved

Category:Improvements of Service

Type of Correspondence:Complaint

ACTION Category: SD - Complaint

MyWay Card Number:

MyWay Agent:

Route Number: 3-Series

Bus/Rego Number:

Direction of Travel: College St to City

Date and Time of Incident: 11/10/2016 08.10 AM

Shift Number: N/A
Driver work number:
Investigation area: CSM Corporate

Block Number:4979
Section Number:not provided
Suburb:not provided

Contact Information

First Name: [REDACTED]
Last Name: -
Phone Number:
*** No Email Address Provided ***



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Canberra.**

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

Comments: Hi Jemma

As required for FOI.

Regards
Barbara

Barbara [REDACTED] | Customer Experience
T 02 6207 8857 E [REDACTED]@act.gov.au
Customer Experience | Transport Canberra and City Services| ACT Government
Lvl 1 496 Northbourne Ave, Dickson | GPO Box 158 Canberra ACT 2601 |
www.act.gov.au

Incident Reference # 161014-001152

Subject: SD - Complaint

Date Created: 14/10/2016 11.36 AM

Note By (Barbara - Public Transport Customer Service) (17/10/2016 10.30 AM)
sent to Pual [REDACTED], Peter [REDACTED] and Les [REDACTED]
Hi Paul, Peter and Les,

I am forwarding this anonymous feedback to you all for review.
Paul, with regard to the issue of overseas students on tertiary concession in relation to our recent conversations.
Les, with regard to the buses not stopping at Calvary when they may have had room, and Peter, with regard to the general feedback on the 300s series through the peak.

This is anonymous feedback so no further response is required. This is information only.

Regards

Barbara

Barbara [REDACTED] | Customer Experience

T 02 [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

Customer By CSS Web (anonymous anonymous) (14/10/2016 11.36 AM)

Transport Canberra really needs to work with relevant federal/local agencies and educational institutions (especially ANU) to solve the problem of local residents, who work full-time and are paying full fare, being unable to board buses at peak times because the buses are overflowing with international university students (who I assume are paying student fare for the bus).

I have mentioned this issue to ACTION before, but nothing has changed. Please understand that I support Australia's largest non-resource export, international education, but this local transportation issue needs attention if you want local residents to continue using public transport.

The specific issue as it affects me occurs between the last few stops of Belconnen (I assume the problem starts around UC) and the first/second stop at ANU in the city area. The impact it has on me is that buses will go past the Calvary Hospital bus stop - the last stop before ANU - claiming that they are full, often when there is only me waiting at the stop! I am of slight build, not much bigger than a child, and I am more than happy to hop on, ask others to move down the aisle, and hang on while standing until the next stop (ANU) or the one after, when there are inevitably seats available.

ALL drivers, not just some, need to be proactive in asking passengers (and they may need to use physical gestures so as to get through to those with earphones in or those with poor English) to move further down towards the back of the bus. Many a bus has whizzed past just me at the Calvary stop when I can clearly see that there is room for me on the bus. It infuriates me on an almost daily basis.

I wonder what relevant agencies and the educational institutions are doing to prevent the impact of their industry on ACT residents... The light rail project won't help me... What people at my bus stop need are more frequent buses between Belconnen and the ANU. Has no-one thought of providing a Student Loop service to cater for the students? Could smaller buses at more frequent intervals during peak times resolve the problem? If labour (drivers) is the problem, we should look to where the majority of our international students come from (China, India, Vietnam) to source more drivers. I'm sure there would be plenty of interest in part-time/casual driving work in Canberra.

Thank you for considering my input.

Additional Incident Details

Status: Resolved

Category: Improvements of Service
Type of Correspondence: Suggestion

Response to customer: Anonymous

ACTION Category: SD - Complaint

MyWay Card Number:

MyWay Agent:

Route Number: Blue Rapid

Bus/Rego Number:

Direction of Travel: To City

Date and Time of Incident:

Shift Number:

Driver work number:

Investigation area: CSM Corporate

Street:

Suburb:

Postal Code:

Contact Information

First Name: anonymous

Last Name: anonymous

Email Address: 3120111410116@accesscanberra.act.gov.au.invalid

Home Number: notgiven

Mobile Number:

Office Number:

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.**

Incident Reference # 160216-000577

Subject:SD - Complaint

Date Created:16/02/2016 09.38 AM

Response By Email (Natasha - Public Transport Customer Service) (22/02/2016 04.39 PM)

Good afternoon,

Thank you for contacting Public transport with your enquiry,
For feedback surrounding light rail, please contact Capital Metro who will be able to assist you further.

Please follow the link provided;

<http://www.capitalmetro.act.gov.au/>

I hope this is of assistance,

Kind regards,

Natasha - Public Transport Customer Service

Phone 6207 7711| **Fax** 02 6207 8020

Public Transport | Territory and Municipal Services Directorate | ACT
Government

GPO Box 158 Canberra ACT 2601

Note By (Marie - Public Transport Customer Service) (22/02/2016 09.46 AM)

Will need to contact the client to discuss. Will inform the client that all feedback remains on file for consideration. Will inform the client that the feedback regarding the light rail should be given to Capital Metro <http://www.capitalmetro.act.gov.au/>

Note By (Marie - Public Transport Customer Service) (16/02/2016 03.12 PM)

Will need to call the client to discuss.

Customer By CSS Web () (16/02/2016 09:38 AM)

Well, I put the incident at 820, even though it could have been for half an hour to 850 as several people at this stop (possibly close to a busload) could not board a bus as they were all full.

Why start fluffing about with light rail? The 300 series in peak hour IS YOUR CORE BUSINESS! And it always will be. People need to use this service every weekday, more than any other service. And it is getting worse and worse. Delays, full buses basically inadequate service, inadequate number of buses and generally declining and pathetic standards. The reason people use this service is because it is expected to be regular and reliable.

Please consider providing an adequate number of buses on this vital intertown service in future, compared with throwing money down the toilet by putting buses on rail tacks.

Additional Incident Details (if available)

Status:Resolved
Category:Service Delivery
Type of Correspondence:Complaint

ACTION Category: SD - Complaint
MyWay Card Number:
MyWay Agent:
Route Number:
Bus/Rego Number: 300
Direction of Travel: towards city
Date and Time of Incident: 16/02/2016 08.20 AM
Shift Number:
Driver work number:
Investigation area: CSM Corporate

Street:
Suburb:Bruce
Postal Code:

Contact Information

First Name:No Value
Last Name:No Value
Email Address: [REDACTED]@gmail.com
Phone Number:





ACT
Government

**Access
Canberra.**

Incident Reference # 160315-000622

Subject:SD - Complaint

Date Created:15/03/2016 09.44 AM

Note By (Natasha - Public Transport Customer Service) (16/06/2016 02.05 PM)

RE: SD - Complaint [SEC=UNCLASSIFIED]

██████ Peter

Sent: Wed 08/06/2016 4:54 PM

To: ██████ Natasha; ██████ Gary

Thanks Tash, we'll have a look at it.

On this day the 8:27am 300 was cancelled to run a school service.

This could have lead to the overcrowding.

Cheers

Peter ██████
Network Planning & Business Development
Public Transport - ACT Government

Note By (Natasha - Public Transport Customer Service) (08/06/2016 04.46 PM)

FW: SD - Complaint [SEC=UNCLASSIFIED]

[REDACTED]; Natasha

Sent: Wed 08/06/2016 4:46 PM

To: [REDACTED], Gary

Cc: [REDACTED] Peter

 Message  Image.Jpeg (2 MB)

Hi Gary,

Peter has advised you might be able to assist with this one?

We need to know how many Blue Rapids are overcrowded when they pass Haydon drive and what routes are not overcrowded but still not stopping?

Thanks Gary,

Natasha [REDACTED] Customer Service Officer

Note By (Natasha - Public Transport Customer Service) (06/06/2016 03.56 PM)

Customer contacted us back and I advised him this would be re-escalated

Note By (Natasha - Public Transport Customer Service) (06/06/2016 12.36 PM)

Contacted customer via phone to discuss, left a message inviting him to contact us back

Note By (Natasha - Public Transport Customer Service) (06/06/2016 12.36 PM)

Contacted Les [REDACTED] to discuss, Les has advised that this will be monitored again, I advised Les I would wait for the data then send through more information

Customer By CSS Web ([REDACTED]) (06/06/2016 08.45 AM)

Hi Natasha,

Thank you the update, the issue of fun busses has not been as bad, one full bus at times.

This morning is back to being rubbish, four full busses.

Was any changes made as a result of the monitoring?

Thank you

Response By Email (Natasha - Public Transport Customer Service) (19/05/2016 11.12 AM)

Good morning [REDACTED]

My apologies again about the delay in response, I had escalated your enquiry to our Field Operations manager as they have been made aware of what is occurring.

The manager has advised me that they will be sending Transport Officers to each of the stops affected between 08:00am and 09:00am in order to monitor the situation and to try to stop the drivers from driving straight through without stopping.

I believe this could have already happened last week, and I wanted to check again with you to see if the problem is still occurring or if has been solved?

Thank you for contacting us [REDACTED] and I apologise for any inconvenience that has occurred.

Kind regards,

Natasha - Public Transport Customer Service
Phone 6207 7711 | **Fax** 02 6207 8020
Public Transport | Territory and Municipal Services Directorate | ACT Government
GPO Box 158 Canberra ACT 2601

Note By (Natasha - Public Transport Customer Service) (10/05/2016 09.49 AM)

Sent to Les [REDACTED] to advise on response

Customer By CSS Web [REDACTED] (04/05/2016 06.48 PM)

Hi Natasha,

Thank you for your reply, not sure why I have not been available by phone sorry about that.

To answer your questions I'm lucky that I can use any 300 series bus to get to the city. What is happening is that every bus in a row is full and does not stop to pick up any additional people. This means that instead of being a bus every 5 minutes it reduces the service to, in the case of this morning 1 bus every 40 minutes as 6 buses went past.

It does seem that ANU students is are the biggest cause of the full buses as when it is Uni holidays there is no issue with full buses.

Happy to discuss more if you require more information.

Thank you

Response By Email (Natasha - Public Transport Customer Service) (04/05/2016 01.25 PM)

Good [REDACTED]

My sincere apologies about the delay in response; I had tried to contact you on the 17th and 23rd of March but was unable to make contact via phone,

I had wanted to advise I am able to look at the data and escalate your feedback to see if a way the issue can be resolved.

I also wanted to check if there is a more specific time frame that this problem tends to occur? You have advised between 08:00am and 09:00am, and there are 19 different routes during that time frame,

Are all of them showing as full?

Thank you for contacting us back, again I do sincerely apologise for the delay in response.

Kind regards,
















Natasha - Public Transport Customer Service

Phone 6207 7711 | **Fax** 02 6207 8020

Public Transport | Territory and Municipal Services Directorate | ACT Government

GPO Box 158 Canberra ACT 2601

Note By (Natasha - Public Transport Customer Service) (04/05/2016 01.25 PM)

315		7:59 AM	8:00 AM	8:02 AM
300		8:04 AM	8:05 AM	8:07 AM
343		8:08 AM	8:09 AM	8:11 AM
314		8:13 AM	8:14 AM	8:16 AM
300		8:14 AM	8:15 AM	8:17 AM
300		8:17 AM	8:18 AM	8:20 AM
315		8:19 AM	8:20 AM	8:22 AM
313		8:23 AM	8:24 AM	8:26 AM
300		8:27 AM	8:28 AM	8:30 AM
314		8:32 AM	8:33 AM	8:35 AM
343		8:33 AM	8:34 AM	8:36 AM
300		8:37 AM	8:38 AM	8:40 AM
315		8:41 AM	8:42 AM	8:44 AM
300		8:43 AM	8:44 AM	8:46 AM
313		8:45 AM	8:46 AM	8:48 AM
314		8:50 AM	8:51 AM	8:53 AM
300		8:51 AM	8:52 AM	8:54 AM
343		8:55 AM	8:56 AM	8:58 AM
315		9:00 AM	9:01 AM	9:03 AM

Customer By CSS Web ([REDACTED]) (04/05/2016 08.57 AM)

Good luck on an election year isn't it!!

Customer By CSS Web ([REDACTED]) (04/05/2016 08.54 AM)

Make that 5 full busses and sorry there goes the 6th. This is rubbish!!!!!! So much for a commitment to public transport.

Customer By CSS Web ([REDACTED]) (04/05/2016 08.51 AM)

Can you please explain how this is resolved? I did not receive any feedback other than a automated response. And to update this issue we are up to the fourth full bus to go past this morning and there most be almost 30 people waiting now at stop 4005.

Note By (Natasha - Public Transport Customer Service) (28/04/2016 09.13 AM)

no response NFA

Note By (Natasha - Public Transport Customer Service) (23/03/2016 12.25 PM)

Contacted customer and left a message inviting customer to contact us back

Note By (Natasha - Public Transport Customer Service) (17/03/2016 08.56 AM)

Need to contact customer and identify a more specific time, then look at the data

Customer By CSS Web ([REDACTED]) (15/03/2016 09.44 AM)

Most mornings between 8am and 9am alot of 300 Series buses are full and not able to pickup people waiting after the UC stops.

Most morning I'm waiting as 4 to 5 full buses go past until there is a bus that is not full. It is possible to add more buses between Belconnen and the city in the mornings?

Additional Incident Details (if available)

Status:Resolved

Category:Improvements of Service

Type of Correspondence:Complaint

ACTION Category: SD - Complaint

MyWay Card Number:

MyWay Agent:

Route Number:

Bus/Rego Number: 300 Series

Direction of Travel: South Bound - Towards City

Date and Time of Incident:

Shift Number:

Driver work number:

Investigation area: CSM Corporate

Street:
Suburb:Bruce
Postal Code:

Contact Information

First Name: [REDACTED]
Last Name: [REDACTED]
Email Address: [REDACTED]
Phone Number:



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Canberra.**

Incident Reference # 170426-001579

Subject:SD - Complaint

Date Created:26/04/2017 12.06 PM

Note By (Ian - Public Transport Customer Service) (26/04/2017 04.14 PM)

very genaeral feedback

Issues that are causing busses to be late are;

- construction in gungahlin
- construction on northbourne ave

Services will be reviewed and changes communicated

Customer By CSS Web (anonymous anonymous) (26/04/2017 12.06 PM)

I would like to make a complaint about the general decline in service on the Blue Rapid line in the morning. Buses are late, full, extra services are not provided, there were no link-busses servicing the route today, four buses come at once followed by no buses for an extended period of time which makes the routes inefficient and unreliable. I was required to wait in excess of 20 minutes, with 50 or so people, to board a bus from Radford College to the city. Many people left and took alternative modes of transportation.

As the Blue rapid route is a major arterial route, it should be well serviced to encourage people to use the service, otherwise people are forced to drive which contributes to greater congestion.

Additional Incident Details (if available)

Status:Resolved

Category:Bus Route, Timetable or Fares

Type of Correspondence:Complaint

ACTION Category: SD - Complaint
MyWay Card Number:
MyWay Agent:
Route Number:
Bus/Rego Number:
Direction of Travel: Belconnen to City
Date and Time of Incident: 26/04/2017 08.00 AM
Shift Number:
Driver work number:
Investigation area: CSM Corporate

Street:
Suburb:
Postal Code:

Contact Information

First Name:anonymous
Last Name:anonymous
Email Address:18612264117@accesscanberra.act.gov.au.invalid
Phone Number:



ACT
Government

Access
Canberra.

Incident Reference # 170403-000067

Subject:SD - Complaint

Date Created:03/04/2017 07:55 AM

Note By (Anthony - Public Transport Customer Service) (03/04/2017 01:19 PM)

Forwarded to scheduling.

Hello Peter,

Please see attached for your review.

It seems this is another feedback concerning the identified stop in other previous feedbacks with the 300 routes.

Did you still want me to forward this on or just resolve as it is now a known issue?

This customer does not require a further follow up.

Regards,

Anthony

Anthony [REDACTED] | Customer Experience

T [REDACTED]@act.gov.au

Customer Experience | Transport Canberra and City Services| ACT Government

Lvl 2, 496 Northbourne Ave, Dickson | GPO Box 158 Canberra ACT 2601 | www.act.gov.au

Response By Email (Anthony - Public Transport Customer Service) (03/04/2017 01:13 PM)

Hello [REDACTED]

Thank you for your recent feedback on Transport Canberra.

I tried calling you earlier today and unfortunately have been unable to get through.

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

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

Regards,

Anthony

Anthony [REDACTED] | Customer Experience

T [REDACTED]@act.gov.au

Customer Experience | Transport Canberra and City Services| ACT Government

Lvl 1, 496 Northbourne Ave

Dickson ACT 2602

05/05/2017

Note By (Anthony - Public Transport Customer Service) (03/04/2017 01:12 PM)

Called customer to discuss further. No answer no message. Following up with email.

Note By (Anthony - Public Transport Customer Service) (03/04/2017 01:09 PM)

Haydon Dr app Radford College
140051

Map Satellite

Route	To	Time
300	Tuggeranong Bus Stn	7 mins
343	Tuggeranong Bus Stn	15 mins
313	Tuggeranong Bus Stn	29 mins
300	Tuggeranong Bus Stn	35 mins
343	Tuggeranong Bus Stn	45 mins
313	Tuggeranong Bus Stn	55 mins

Auto Note By (Administrator) (03/04/2017 07:55 AM)

Positional data at time of incident submissions was:

Latitude: -35.19934208029012

Longitude: 149.18094635009766

Google Url: <http://maps.google.com.au/maps?q=loc:-35.19934208029012,149.18094635009766&z=17>

Google Address: Unnamed Road, Australian Capital Territory 2914, Australia

Customer By CSS Web ([redacted]) (03/04/2017 07:55 AM)

I get the bus from 4005 into the city at about 7,45am. There are always around 30 people waiting. The bus goes past full. All the people don't fit and we have to wait. I can understand this happens sometimes but it is every Day. Can this be looked at please

Additional Incident Details (if available)

Status:Resolved

Category:Improvements of Service

Type of Correspondence:Notification

ACTION Category: SD - Complaint

MyWay Card Number: [redacted]

MyWay Agent:

Route Number:



05/05/2017

Bus/Rego Number:
Direction of Travel: To the city
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]
Phone Number:

[REDACTED]



**Access
Canberra.**

Incident Reference # 170307-002465

Subject:SD - Complaint

Date Created:07/03/2017 03.50 PM

Note By (Karen - Public Transport Customer Service) (08/03/2017 11.07 AM)

Sent email as there was no telephone number to call
Sent to scheduling

Response By Email (Karen - Public Transport Customer Service) (08/03/2017 11.06 AM)

Good morning [REDACTED]

Thank you for contacting Public Transport with your enquires and suggestions to better improve ACTION services.

I have escalated your feedback through to our Scheduling team.

Scheduling also appreciate the time you have taken to submit such detailed feedback, thank you very much for that effort.

I hope this is of assistance,

Karen [REDACTED] Customer Experience

T 02 [REDACTED]@act.gov.au

Customer Experience | Transport Canberra and City Services| ACT Government

Lvl 1, 496 Northbourne Ave,

Dickson ACT 2602

Customer By CSS Web ([REDACTED]) (07/03/2017 03.50 PM)

Hi,

Large amount of passengers waiting at stop 3356 for in excess of 25 minutes for a belconnen bound bus. Bus 313 arrived and full which resulted in multiple passenger u able to board. The next bus, bus 341 arrived 15 minutes later resulting in much the same

I would have thought being a central civic stop that planning would be more up to scratch and a more frequent supply of transport would have been provided. Especially

considering the seemingly inflated price increase per trip this year without a sufficient explanation as to why, noting there is not an increased in efficiency, cleanliness or service

Additional Incident Details (if available)

Status:Resolved

Category:ACTION Buses

Type of Correspondence:Complaint

ACTION Category: SD - Complaint

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

Street:

Suburb:Acton

Postal Code:

Contact Information

First Name: [REDACTED]

Last Name: [REDACTED]

Email Address: [REDACTED]

Phone Number:

Guest, Clare

*Due to MAES: 13/9
Due to OR: 19/9*

MM16/1153

From: FITZHARRIS
Sent: Wednesday, 31 August 2016 10:37 AM
To: Guest, Clare
Subject: FW: Action bus timetable changes

From: Minister's Office - ACT Government [<mailto:minister@act.gov.au>]
Sent: Wednesday, 31 August 2016 10:07 AM
To: FITZHARRIS
Subject: FWD: Action bus timetable changes

Forwarded By: [REDACTED] [REDACTED]@act.gov.au

Subject

Action bus timetable changes

Contact Information

Email Address: [REDACTED]
 First Name: [REDACTED]
 Last Name: [REDACTED]

Question Reference # 160820-000525

Assigned: No Value
 Date Created: 20/08/2016 10.04 PM
 Date Last Updated: 20/08/2016 10.04 PM
 Status: Unresolved

Auto Note By (Administrator) (20/08/2016 10.04 PM)

The Minister that the customer selected at time of incident submission was Meegan Fitzharris.

Customer By CSS Web ([REDACTED]) (20/08/2016 10.04 PM)

First Name: [REDACTED]
 Last Name: [REDACTED]

Correspondence: The new Action timetable cuts the bus that reaches the Curtin Shops at 8:07 in the morning. This is the bus that both of my children rely on to get to Woden to catch their school buses. The new timetable is inappropriate because it means that they will either need to catch the bus at 7:40 which is far too early or the bus at 8:23 which is too late. The 8:07 bus was well patronised, so I don't understand this change. I have been in contact with Action which confirms that the timetable changes means that my children can no longer catch their school buses. My complaint has been referred to Action Timetables, but I've had no further response. This new timetable starts next week. Is there anything else that I can do to help my children catch the bus to school?



MIN/16/1456 *Due to MACS: 16/12*
Due to MO: 19/12.

Hart, Meaghan

From: Guest, Clare
Sent: Monday, 5 December 2016 9:56 AM
To: TCCS_Ministerial
Subject: MINISTERIAL CORRESPONDENCE - Ministerial – Complaint – Bus route 316 - [REDACTED]
[REDACTED] [SEC=UNCLASSIFIED]
Attachments: FW: Complaint re route 316

Hi

The MO has asked where our response is at to a [REDACTED] regarding ACTION bus route 316 as [REDACTED] has followed up on a response. I have had a search in TRIM and cannot find a file for a [REDACTED]. If there isn't a response being prepared could a request please be established?

Ministerial Correspondence / Brief Request Form

Objective Number:
Date due Ministerial Services:
Date due Deputy Director-General:
Date due Director-General:
Date due MINISTER'S OFFICE:
Priority: Normal
Critical Date:

Subject: Ministerial – Complaint – Bus route 316 - Gabriele Hoffmueller

To:

- Roads
- Light Rail
- ACT
- City Presentation
- Director-General
- Capital Works
- Deputy Director-General
- ACTION**
- Other

Response by:

- Minister
- Chief Minister
- Director-General
- Minister Chief of Staff
- Adviser
- Other:

Action required:**x Reply to correspondence** Information brief Information only / NFA Phone constituent Directorate Input Dept Officer to attend Functions Brief
(inc arrangements brief) Questions and Answers Media Release / Media Alert
(In Consultation with Communications) Speech / Speaking Notes
(In Consultation with Communications) Talking points (as dot points)
(in consultation with Communications) For appropriate action Other**Meeting / Event:**

Time:

Date:

Location:

Event Contact/Organiser:

Equipment:

Further Information:

Hart, Meaghan

From: FITZHARRIS
Sent: Friday, 2 December 2016 1:51 PM
To: Guest, Clare
Cc: Thompson, Blair
Subject: FW: Complaint re route 316

Hi Clare,

Do you know where this one is at?

Cheers,

Charlotte

From: [REDACTED] [REDACTED]@yahoo.com.au]
Sent: Friday, 2 December 2016 1:11 PM
To: FITZHARRIS
Subject: Fw: Complaint re route 316

It has been one month now since I sent in the following complaint. Could you please advise how long it takes to get back to me on these issues.

Nothing has changed.

The 316 buses of a morning are still arriving 10 to 15 minutes late into the city and I am missing my connection every time. This is becoming more than frustrating. Has someone from your office travelled on the buses to check the situation out. Billions are being spent on a new tram service when the existing bus service is in need of funds to make it efficient and comfortable for passengers. Since inception of the new timetable, passengers in peak times are packed in like sardines. When I speak to the transport officers in Civic they say they are not listened to when passing on my complaint. Who drew up the current timetable. Buses are just not able to keep to the tight schedules set in peak times. Has anyone revisited the timetables to make them more workable.

The 316 route still does not appear on the board in Belconnen of an afternoon. Not one of the transport officers on deck is able to advise why this is so.

Could someone please get back to me on these issues as it has been a month now.

Regards

[REDACTED]

----- Forwarded Message -----

From: [REDACTED] [REDACTED]@yahoo.com.au
To: "fitzharris@act.gov.au" <fitzharris@act.gov.au>
Sent: Friday, 4 November 2016, 13:56
Subject: Complaint re route 316

Dear Minister

Since the inception of the new bus timetable I am having real difficulty getting to work in a timely manner. I am having greater difficulty catching 2 buses now than I had previously catching 3 buses. I live in Florey and work in Mitchell. I have written in a number of times but there has been no improvement in service.

The 316 route that I catch running through Florey to Belconnen at 8.24 ALWAYS comes late. On Wednesday this week it was 7 minutes late when it came through Florey. It arrived in the city at 9.01am. It is meant to leave Civic at 8.53am. I then have the option of 2 buses to Mitchell, the 56 at 8.55am and the 57 at 9.02 am. However I constantly miss both these buses and then have to wait a further 20 minutes for the next 56 bus. When I alight in Civic I have to get from platform 1 to platform 8. These are at opposite ends of the street. It would take me at least 2 minutes.

I have spoken to transport officers on the platform in Civic, also the bus driver. Every week there appear to be different drivers on this route. I was told the other day – have you thought of catching an earlier bus. Well I did catch one bus earlier, however it also was late. It was meant to leave Civic at 8.31am. It arrived at 8.40, which meant I missed my bus to Mitchell at 8.37.

Why cannot the 316 bus arrive in Florey on time. Is the driver leaving Kippax late. Are the timing points incorrect. One of the transport officers mentioned to me that the timetable for buses going from Belconnen to Civic is the same for peak and off peak times. Surely when the timetable was being created, common sense would dictate that more time be made available for travel during peak times.

Also the buses from Belconnen to Civic and return of an afternoon now appear to be more packed than ever. People are squashed in like sardines. Can more buses be made available so bus travel does not need to be such a hassle. Injuries from backpacks and bags over shoulders increase when buses are packed to capacity.

I would also like to bring up the following issues. Since the new timetable, the 316 route does not appear on the board in Belconnen. Is anything being done about this. The computer monitor on buses indicates that all bus shelters and interchanges are smoke free. Why cannot NO SMOKING signs be put up in the interchanges. The only decent shelter in Belconnen is at one end of the platform. This is where all the smokers congregate. In bad weather it's a matter of being exposed to wind and rain or nicotine.

I look forward to hearing from you re a resolution to the 316 bus at 8.24 running late as I do not wish to be continually late. If this bus ran on time I could catch at least the 9.02 bus in Civic. My phone number is

██████████

Regards

██████████