

Schultz, Rebecca

From: Zhao, Ricky
Sent: Wednesday, 2 May 2012 2:39 PM
To: Peake, Amanda
Subject: RE: Service reliability stat

Sorry Amanda, April is 99.7% and forgot to send it to you yesterday.

Regards

Ricky Zhao | Management Accountant
Phone 02 6205 4732 | **Fax** 02 6207 8080
ACTION | Territory and Municipal Services Directorate | ACT Government
North Building, London CCT, Canberra City ACT 2601 | GPO Box 158 Canberra ACT 2601

From: Peake, Amanda
Sent: Wednesday, 2 May 2012 2:37 PM
To: Zhao, Ricky
Subject: Service reliability stat

Hi Ricky

Do you have the service reliability stat for April yet?

Cheers

Amanda Peake | ACTION Marketing Communication Manager
Phone 02 6207 7134 | **Fax** 02 6207 8080
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North Building, London CCT, Canberra City ACT 2601 | GPO Box 158 Canberra ACT 2601

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Schultz, Rebecca

From: Hutchison, Chantelle
Sent: Tuesday, 5 June 2012 9:24 AM
To: Zhao, Ricky; Blount, Wilhelmina
Cc: Peake, Amanda
Subject: RE: Service reliability

Thank you kindly.

Website content has been updated. Amanda will update the graph next week.

From: Zhao, Ricky
Sent: Monday, 4 June 2012 4:20 PM
To: Hutchison, Chantelle; Blount, Wilhelmina
Subject: RE: Service reliability

Hi Wil and Chantelle,

During May 2012, ACTION scheduled 76022 services. 75632 services were delivered (99.5% of scheduled services were delivered) and failed to deliver 390 services.

Regards

Ricky Zhao | Management Accountant
Phone 02 6205 4732 | **Fax** 02 6207 8080
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North Building, London CCT, Canberra City ACT 2601 | GPO Box 158 Canberra ACT 2601

From: Hutchison, Chantelle
Sent: Monday, 4 June 2012 2:26 PM
To: Zhao, Ricky
Subject: Service reliability

Hey Ricky

Amanda has asked me to get this month's service stats.

Can you please provide?

Many thanks!

Chantelle Hutchison | ACTION Marketing Communication
Phone 02 6207 0478 | **Fax** 02 6207 8080
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North Building, London CCT, Canberra City ACT 2601 | GPO Box 158 Canberra ACT 2601

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Schultz, Rebecca

From: Hutchison, Chantelle
Sent: Monday, 10 September 2012 9:32 AM
To: Likeman, Miranda
Cc: Polegubic, Tanja
Subject: FW: Service reliability

Miranda, please get this updated on our website.

Tanja, Tweet away!

From: Zhao, Ricky
Sent: Monday, 10 September 2012 9:27 AM
To: Hutchison, Chantelle
Subject: RE: Service reliability

Total scheduled 77231 services. 448 failed to be delivered. Service reliability is 99.4%

Regards

Ricky Zhao | Management Accountant
Phone 02 6205 4732 | **Fax** 02 6207 8080
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From: Hutchison, Chantelle
Sent: Monday, 10 September 2012 7:50 AM
To: Zhao, Ricky
Cc: Likeman, Miranda
Subject: Service reliability

Hi Ricky

Do you have the service reliability stats for August?

Chantelle Hutchison | ACTION Marketing Communication
Phone 02 6207 7134 | **Fax** 02 6207 8080
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Schultz, Rebecca

From: Murfet, Charmaine
Sent: Friday, 2 November 2012 3:36 PM
To: Hutchison, Chantelle
Cc: Roncon, James
Subject: FW: Service Reliability Stats

Follow Up Flag: Follow up
Flag Status: Completed

As requested

From: Zhao, Ricky
Sent: Friday, 2 November 2012 10:21 AM
To: Murfet, Charmaine
Subject: FW: Service Reliability Stats

Hi Charmaine,

October scheduled services were 74,171. 433 services were cancelled. 99.4% services or 73,738 services were delivered.

Regards

Ricky Zhao | Management Accountant
Phone 02 6205 4732 | **Fax** 02 6207 8080
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From: Hutchison, Chantelle
Sent: Friday, 2 November 2012 9:06 AM
To: Zhao, Ricky
Cc: Likeman, Miranda
Subject: Service Reliability Stats

Hi Ricky

Can we please get the service reliability stats for October?

Many thanks!

Chantelle Hutchison | ACTION Marketing Communication
Phone 02 6207 7134 | **Fax** 02 6207 8080
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North Building, London CCT, Canberra City ACT 2601 | GPO Box 158 Canberra ACT 2601

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Schultz, Rebecca

From: Butler, Melanie
Sent: Thursday, 2 May 2013 2:44 PM
To: Schultz, Rebecca
Subject: Service Reliability

April = 99.63%
YTD = 99.5%

Thanks

Melanie Butler | Business Support Officer | Public Transport Systems | Roads and Public Transport
Division |

Level 2, Macarthur House, Wattle Street, LYNEHAM ACT 2602 | GPO Box 158, CANBERRA ACT 2601 |

Ph: 6207 0746 |

Schultz, Rebecca

From: Butler, Melanie
Sent: Wednesday, 5 June 2013 12:17 PM
To: Schultz, Rebecca; Sloan, Jean
Subject: RE: Service Reliability - May

99.5%

From: Schultz, Rebecca
Sent: Wednesday, 5 June 2013 11:20 AM
To: Sloan, Jean; Butler, Melanie
Subject: Service Reliability - May

Hello Ladies,

I know it's probably the last thing on your minds, but do you have the Service Reliability stats for May yet?

Thanks!

Kind regards,
Rebecca

Rebecca Schultz | Marketing and Communication
Phone 02 6207 0478 | **Fax** 02 6207 8080
Public Transport | Territory and Municipal Services Directorate | ACT Government
Level 2, Macarthur House, 12 Wattle Street, Lyneham ACT 2602 | GPO Box 158 Canberra ACT 2601

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Schultz, Rebecca

From: Butler, Melanie
Sent: Monday, 8 July 2013 8:36 AM
To: Schultz, Rebecca
Subject: RE: Service Reliability

Sorry, it should be 99.5%

From: Butler, Melanie
Sent: Monday, 8 July 2013 8:25 AM
To: Schultz, Rebecca
Subject: RE: Service Reliability

99.55%

From: Schultz, Rebecca
Sent: Friday, 5 July 2013 8:57 AM
To: Butler, Melanie
Subject: Service Reliability

Hi Mel,

When you have a chance, please could you send the service reliability through for June.

Thanks!

Kind regards,
Rebecca

Rebecca Schultz | Marketing and Communication
Phone 02 6207 0478 | **Fax** 02 6207 8080
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Level 2, Macarthur House, 12 Wattle Street, Lyneham ACT 2602 | GPO Box 158 Canberra ACT 2601

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Schultz, Rebecca

From: Butler, Melanie
Sent: Tuesday, 6 August 2013 10:34 AM
To: Schultz, Rebecca
Subject: RE: Service Reliability

99.6%

From: Schultz, Rebecca
Sent: Tuesday, 6 August 2013 10:33 AM
To: Butler, Melanie
Subject: Service Reliability

Hi Mel,

Do you have the Service Reliability Stats for July?

Kind regards,
Rebecca

Rebecca Schultz | Marketing and Communication
Phone 02 6207 0478 | **Fax** 02 6207 8080
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Schultz, Rebecca

From: Butler, Melanie
Sent: Monday, 2 September 2013 10:33 AM
To: Schultz, Rebecca
Subject: Service Delivery - August 99.5%

Melanie Butler | Finance Officer

Public Transport | Territory & Municipal Services Directorate | ACT Government

Level 2, Macarthur House, Wattle Street, LYNEHAM ACT 2602 | GPO Box 158, CANBERRA ACT 2601 |

Ph: 6207 0746 |

Schultz, Rebecca

From: Butler, Melanie
Sent: Monday, 14 October 2013 9:36 AM
To: Schultz, Rebecca
Subject: Service Reliability for September - 99.4%

Categories: Red Category

Melanie Butler | Finance Officer

Public Transport | Territory & Municipal Services Directorate | ACT Government

Level 2, Macarthur House, Wattle Street, LYNEHAM ACT 2602 | GPO Box 158, CANBERRA ACT 2601 |

Ph: 6207 0746 |

Schultz, Rebecca

From: Woolham, Nicola
Sent: Wednesday, 20 November 2013 3:11 PM
To: Schultz, Rebecca
Subject: FW: Service Delivery Statistics - October 2013

FYI

Is there anything you need from me? Do we write any spiel to go with it?

From: Hutchison, Chantelle
Sent: Friday, 8 November 2013 10:55 AM
To: Woolham, Nicola
Subject: RE: Service Delivery Statistics - October 2013

The figure is published each month on this page

[http://www.action.act.gov.au/About ACTION/performance](http://www.action.act.gov.au/About_ACTION/performance) and Jamie tweets. Bec updates the graph in InDesign – maybe wait until she gets back or see if Jamie can do it.

From: Woolham, Nicola
Sent: Friday, 8 November 2013 10:52 AM
To: Hutchison, Chantelle
Subject: FW: Service Delivery Statistics - October 2013

Okey dokey ... now what do I do with this?

From: Butler, Melanie
Sent: Friday, 8 November 2013 9:54 AM
To: Woolham, Nicola
Subject: Service Delivery Statistics - October 2013

Good Morning Nicola

Service Reliability for October - 99.5%

Thanks

Melanie Butler | Finance Officer

Public Transport | Territory & Municipal Services Directorate | ACT Government

Level 2, Macarthur House, Wattle Street, LYNEHAM ACT 2602 | GPO Box 158, CANBERRA ACT 2601 |

Ph: 6207 0746 |

Schultz, Rebecca

From: Butler, Melanie
Sent: Wednesday, 4 December 2013 9:47 AM
To: Schultz, Rebecca
Subject: Service Delivery Statistics - November 99.4%

Categories: Red Category

Melanie Butler | Finance Officer

Public Transport | Territory & Municipal Services Directorate | ACT Government

Level 2, Macarthur House, Wattle Street, LYNEHAM ACT 2602 | GPO Box 158, CANBERRA ACT 2601 |

Ph: 6207 0746 |



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Service Availability Database Instructions

Revision B

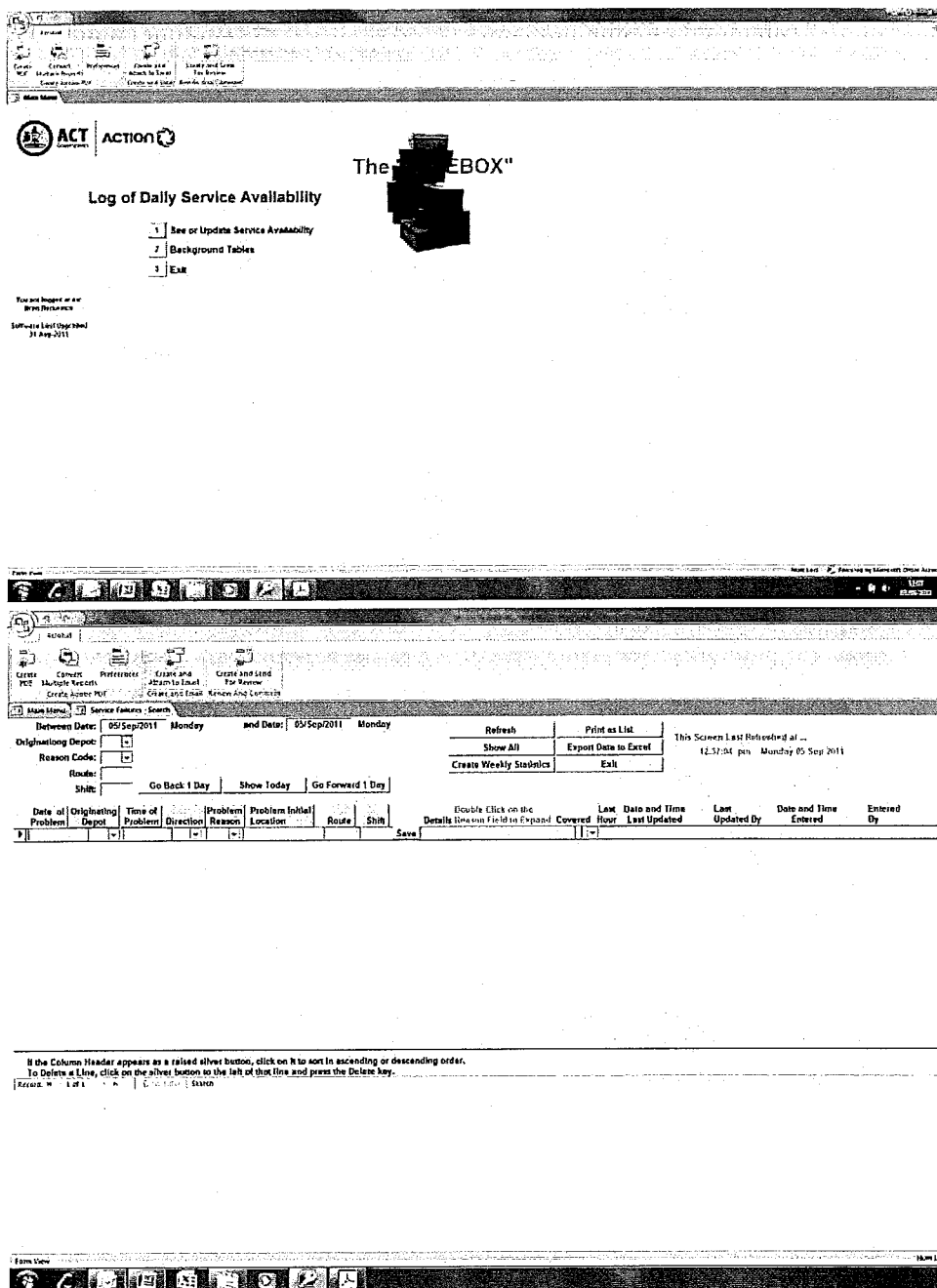
6 September 2011

G:/action/everyone/service_availability/service availability database instructions.docx

Contact:
Ian McGlinn
North Region Manager
ACTION
T. 6207 7640

ACTION
Service Availability Database Instructions

- 3.3 For Windows 7 users, click on the following link:
<G:\Everyone\Service Availability\Daily Service Availability Screens New.mdb>
 For Windows XP users (Communications Centre), click on the following link:
<G:\Everyone\Service Availability\Daily Service Availability Screens XP.mdb>
- 3.4 As the database loads, users will be presented with a security warning. Click on open to proceed.
- 3.5 The main menu of the database (The SHOEBOX) will appear. To open the service availability screen, click button "1" (See or Update Service Availability) and a new screen will open (see below).



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Service Availability Database Instructions

4. Using the Database

- 4.1 Ensure that you are showing the correct date. Click "Show Today" for a list of the current day's service availability. Alternatively, use the date range field to view failures over several days. The go forward or back buttons will also show service availability incidents for that particular day.
- 4.2 To add a service availability incident:
 - 4.2.1 In the next vacant "Date of Problem" field, double click in the field to enter the current date. Alternatively, enter the date manually.
 - 4.2.2 In the "Originating Depot" field, select the relevant depot by using the drop down menu.
 - 4.2.3 In the "Time of Problem" field, enter the original departure time of the route that has the service availability issue. The original departure time refers to the time that the service first departs on that route. Double click in this field to enter the current time which can be changed.
 - 4.2.4 In the "Direction" field, select the direction of the service using the drop down menu.
 - 4.2.5 In the "Problem Initial Location" field, enter the original departure location for the service. For example, the departure location for a route 45 is Cohen Street. This field will assist Field Transport Officers to quickly identify failures within their area of operations.
 - 4.2.6 In the route field, enter the route number of the service.
 - 4.2.7 In the shift field, enter the shift number of the service.
 - 4.2.8 Click the "Save" button.
- 4.3 The entry into the database is then confirmed. A red square will appear next to an entry that has been added or updated in the last 15 minutes.

Date of Originating Problem	Originating Depot	Time of Problem	Direction	Problem Reason	Problem Initial Location	Route	Shift	Covered	Last Hour	Date and Time Last Updated	Last Updated By	Date and Time Entered	Entered By
05-Sep-2011	Bel	12:52 pm	OB	BD	Altkman Drive	44	629			05-Sep-2011 01:13 pm	Bren Burke	05-Sep-2011 01:02 pm	Bren Burke

If the Column Header appears as a raised silver button, click on it to sort in ascending or descending order.
 To Delete a Line, click on the silver button to the left of that line and press the Delete key.
 Record: 1 of 1

ACTION Service Availability Database Instructions

- 4.4 To update the database entry if the service has been covered:
 - 4.4.1 Enter details on how the run has been covered into the "Details" field. The field can be expanded by double-clicking in it.
 - 4.4.2 In the "Covered" field, use the drop-down menu to select Y or N. Only choose Y if the service has been covered by either a bus or the Field Car.
- 4.5 Click "Save" to confirm the additional details.

Between Date: 05/Sep/2011 Monday and Date: 05/Sep/2011 Monday

Originating Depot: [] Reason Code: []

Route: [] Shift: []

Buttons: Refresh, Print as List, Show All, Export Data to Excel, Create Weekly Statistics, Exit

Table Headers:

Date of Problem	Originating Depot	Time of Problem	Direction	Problem Reason	Problem Initial Location	Route	Shift	Details	Covered	Last Date and Time	Last Updated	Last Updated By	Date and Time Entered	Entered By
05-Sep-2011	Bal	12:52 pm	08	1 BD	Allman Drive	41	629	B.J field car to cover, 5 mins late	Y	05-Sep-2011 01:24 pm	Bren Burkev	05-Sep-2011 01:52 pm	Bren Burkev	

Footer: Form View

5. Instructions to ACTION Staff

- 5.1 ACTION is seeking to assess the performance, reliability and functionality of the database during the trial period. Based on this, the database will be operated in parallel to existing systems and procedures for recording and reporting service availability incidents.
- 5.2 Starters Officers should enter service availability incidents (such as bus availability or driver availability for example) into the database on a real time basis. This should occur in parallel to sending out the daily service availability spreadsheets via email.
- 5.3 Communication Centre Officers should enter and update service availability incidents (such as breakdowns) that affect services onto the database in real time. There is no requirement to duplication service availability information onto the Incident Management System incident record. Calls about unplanned service availability incidents should still be phoned through to the Call Centre until further notice.
- 5.4 Field Transport Officers should monitor the database for service availability issues that occur in their area of operations. The Communications Centre has the responsibility to update the database with the activities undertaken by Field Transport Officers to manage service availability incidents.

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Service Availability Database Instructions

5.5 ACTION Call Centre Staff should monitor and use the database as their primary source of information about service availability incidents.

6. Instructions to ACTION Staff

6.1 All feedback, suggestions and comments on the Service Availability Database should be directed to Manager North Region or the Belconnen Depot Manager.