



ACT
Government

Transport Canberra
and City Services

Mr Glen Hyde

Chair- Belconnen Community Council

hello@belcouncil.org.au

Dear Glen

Feedback from Belconnen Community Council Meeting – 20 November 2019

Thank you for the opportunity to attend the Belconnen Community Council Meeting held 19 November 2019 at the Belconnen Library.

Both myself and my colleague Heidi Stephenson enjoyed hearing from community members about their experiences using the public transport network.

Below is a brief summary of what we heard on the evening along with answers to questions taken on the night.

- We heard the community's concerns with route 32 being overcrowded. This is an issue Transport Canberra were previously aware of and will continue to investigate how we may provide more services to this route.
- One resident asked why there was no ticketing machine at the Belconnen interchanges (Westfield or community). As I mentioned on the night, negotiations are still underway with Westfield. Given we are working towards a new generation ticketing system, viability of installing a ticking machine for the current MyWay cards also needs to be taken into consideration.
- Concerns regarding weekend service frequency was raised due to the impact of parking in Jamison. Until Transport Canberra can commit to a reliable increase in weekend service frequency, the current frequency will remain. In the meantime, I will pass onto my colleagues responsible for parking infringements that residents have raised the issue of illegal parking in the area. Further details on the ACT Government Action Plan on weekend availability can be found on the Transport Canberra website: <https://www.transport.act.gov.au/news/news-and-events-items/september-2019/action-plan-weekend-bus-service-availability>
- The shuttle that provides service from Belconnen to Bruce, CIT and Calvary hospital was raised. I can confirm we do currently collect data on this service to monitor patronage. I have passed on the request of this service being extended into the

evenings and weekends to our scheduling team. Transport Canberra will investigate options to extend services to this route.

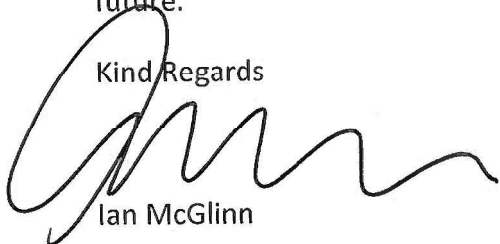
- The possibility of services being introduced into Hall was discussed. As advised, Q-City currently provide services to Hall residents. Transport Canberra do not currently have plans to expand these services. However, if residents would like further services into Hall, I would encourage them to complete our feedback form so these requests can be tracked to identify level of demand. Feedback can be submitted online: https://www.accesscanberra.act.gov.au/app/forms/transport_feedback
- Several great ideas were discussed at the committee meeting including opening Park and Ride facilities to RVs to encourage travellers to use the public Transport network while they are in Canberra and potential solutions to address the issue of bus drivers unable to stop in time for passengers who signal late due to sun glare.
- There was some interest from residents as to what the most popular journeys in Canberra are. Below are the top ten most popular journeys in Canberra since the bus network was introduced in April 2019:

Service Type	Route Number	Passenger Journeys
Light Rail	R1	1,982,455
Rapid Route	R4	1,488,087
	R2	773,874
	R5	420,317
	R3	403,655
	R6	369,316
General Route	32	205,704
Rapid Route	R9	192,841
	R8	160,799
General Route	53	152,170
Total		6,149,218

I would appreciate if you would provide this information onto members. If there is anything that was discussed on the evening that they feel is not captured above or needs to be followed up further, they can email Heidi Stephenson (heidi.stephenson@act.gov.au).

Again, I want to thank you and your members for the opportunity to discuss the public transport network and look forward to continuing to update your community into the future.

Kind Regards

A handwritten signature in black ink, appearing to read 'Ian McGlenn', written over the typed name.

Ian McGlenn

Executive Branch Manager, Public Transport Operations

21 November 2019