

Response to question on notice

Questions on Notice Paper No 12

24 October 2025

Question No. 693

Peter Cain MLA: To ask the Minister for City and Government Services

1. Can the Minister advise whether the Government has assessed the condition of bus shelters at Kippax, particularly those located near the shopping centre and library and at Westfield Belconnen.
2. Are there any scheduled maintenance, repair, or replacement works planned for the bus shelters referred to in part (1), given reports that they leak during rain, offer limited wind protection, and have metal seating that becomes uncomfortable in extreme weather.
3. Can the Minister confirm whether the electronic bus signage at Kippax and Westfield Belconnen has been non-operational for an extended period, including prior to the introduction of the new ticketing system.
4. When does the Government expect the electronic signs referred to in part (3) to be restored or replaced.
5. What measures is the Government taking to ensure that public transport shelters across the ACT provide safe, reliable, and comfortable conditions for passengers.

TARA CHEYNE MLA - The answer to the Member's question is as follows:

1. Transport Canberra bus drivers monitor the condition of bus shelters every day while driving their routes and regularly report visible maintenance issues. Members of the public can also report any maintenance requests through Fix My Street. Transport Canberra representatives will be meeting with Westfield Belconnen to discuss the condition of the bus shelters outside the shopping centre.
2. Two broken glass panels were recently replaced at platforms 1 & 2 at the Belconnen Westfield Bus Interchange. Issues with water proofing of the bus shelters at the Belconnen Westfield Bus Interchange will be discussed at the upcoming meeting between Transport Canberra and Westfield. There is currently no planned maintenance work at the other locations.
3. The electronic bus signage or passenger information displays have not been operational since November 2024 following the decision of Telstra and Optus to decommission their 3G Network across Australia.

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4. Transport Canberra is currently exploring options for improvements in how real-time information is communicated to passengers at key locations including interchanges and high use stops to complement the new ticketing system. This functionality will be provided once Transport Canberra has carried out an assessment of requirements and funding has been identified.
5. Transport Canberra acknowledges that bus shelters across the network require regular maintenance or potential renewal to improve comfort, accessibility, and weather protection for passengers. These assets are included in the inspection and maintenance program, which prioritises repairs based on condition, safety, and customer feedback. Funding has been allocated to upgrade non-compliant bus stops across Canberra to improve accessibility, noting that bus stop upgrades are prioritised based on patronage.

Approved for circulation to the Member and incorporation into Hansard.


Tara Cheyne MLA
Minister for City and Government Services

Date: 24/11/25

This response required 30 mins to complete, at an approximate cost of \$49.30