

s 22

From: COMCAR <noreply@tg-ap.com>
Sent: Friday, 1 December 2017 2:52 PM
To: BES - COMCAR - State Offices - All
Subject: Incident 2447: Complaint, Senators - Shuttle Service

COMCAR Incident Report

CREATED BY: s 22

INCIDENT NO: 2447

ISSUE: Complaint

SEVERITY: 2. Medium

DATE: 1 Dec 2017 00:00

DESCRIPTION: s 22 commented on the time it took to drop the bollards CANCELLED WITH CHARGE: No

OFFICER'S REPORTS

OFFICER: s 22

DEPARTMENT: Client Liaison

DESCRIPTION: Drivers report received which note several terse complaints from s 22 due to ongoing building works to Parliament House, the bollards to the Senate Slip Road entrance will not work as normal from Sunday 12 November 2017. COMCAR drivers servicing the Senate are to approach the Senate Slip road entrance and instead of swiping their pass at the entrance, they are requested to contact the Security Operators in PSOR via the intercom (press button adjacent to the pass reader). The PSOR will identify the COMCAR drivers via the intercom and will lower both bollards simultaneously for the car to drive through. We have not only received this complaint, but we have had extensive damage done to COMCARs due to ineffective operation of the bollards.

RECOMMENDATION: COMCAR to continue liaising with Senate regarding issues raised.

RESOLUTION: Noted. Area of Resp: Shuttle

RESOLVED: 1 Dec 2017 00:00

BOOKING DETAILS

BOOKING NO: 400010

CLIENT ACC: s 22 Senators - Shuttle Service

CLIENT NAME: Senate Shuttle

DRIVER: s 22

VEHICLE: s 22

PICKUP SUBURB: Capital Hill

PAX PICKED UP: s 22

RESERVATION CANCELLED: No

Just spoke to s 22

He has assured me that they are disengaging the bollard system and going to have a physical presence (DPS or AFP staff) at the Senate slip road access.

Drivers will now gain access to the Senate slip road by speaking to a security guard, showing their pass and then being directed to enter.

This process will continue until further notice while they review and consider alternative options.

Many thanks for your support and assistance

Cheers

s 22

s 22

National Operations
COMCAR | Ministerial and Parliamentary Services
Department of Finance

s 22

A: Level 2 South, One Canberra Avenue, FORREST ACT 2603

UNCLASSIFIED

From: s 22

Sent: Wednesday, 29 November 2017 11:44 AM

To: s 22

Cc: s 22

s 22

Subject: RE: Concerns - slip road bollard operation for next week [SEC=UNCLASSIFIED]

Hi s 22

The Usher of the Black Rod has discussed with DPS and has been advised the senior DPS officer responsible will contact you ASAP. Hopefully that will occur shortly.

Please let me know if I can assist further.

Regards,

s 22

Senators' Services | Department of the Senate

s 22

www.aph.gov.au/senate



From: s 22
 Sent: Wednesday, 29 November 2017 11:35 AM
 To: s 22
 Cc: s 22
 Subject: RE: Concerns - slip road bollard operation for next week [SEC=UNCLASSIFIED]

UNCLASSIFIED

Hi s 22

In support of our earlier phone call, is there any update?

COMCAR has serious safety concerns regarding access to the Senate's Slip road. This is at least the fourth incident in a couple of weeks, we believe the current system is not viable and is a significant WHS threat to both clients and drivers. Additionally, COMCAR now has three cars that are unserviceable and not available for tasks.

We strongly suggest that an immediate review and new solution needs to be introduced to reduce the WHS threat and prevent further damage to Commonwealth assets. Note, we cannot replace the Holden Caprice vehicles.

We are available to attend any meetings.

Regards

s 22

s 22

National Operations
 COMCAR | Ministerial and Parliamentary Services
 Department of Finance

s 22

A: Level 2 South, One Canberra Avenue, FORREST ACT 2603

UNCLASSIFIED

From: s 22
 Sent: Tuesday, 28 November 2017 10:37 AM
 To: s 22
 Cc: s 22
 Subject: RE: Concerns - slip road bollard operation for next week [SEC=UNCLASSIFIED]

Hi s 22

I have raised this and asked that a response be provided to you ASAP.

Regards,

s 22
[Redacted]

Senators' Services | Department of the Senate

s 22
[Redacted]

www.aph.gov.au/senate



From: s 22
[Redacted]

Sent: Monday, 27 November 2017 10:53 AM

To: s 22
[Redacted]

Cc: s 22
[Redacted]

Subject: Concerns - slip road bollard operation for next week [SEC=UNCLASSIFIED]

UNCLASSIFIED

Hi s 22
[Redacted]

As discussed, I need to raise a concern regarding the control of the bollards on the Senate slip road. Last night a second incident occurred where a bollard raised while a COMCAR was clearing the security perimeter, causing considerable damage to our vehicle. The first incident has resulted in \$9,200 in repair costs and the second incident is likely to be more costly due to severe mechanical damage caused.

In addition to the financial cost to the Commonwealth, loss of an asset and reputational concern, our current sedans (Holden Caprice) are no longer being produced and are unable to replace them with a like for like vehicle.

Both drivers have stated that they were not immediately following the previous car through the bollards. Our understanding is that while the drivers are using the intercom, there is no verbal communication between driver and PSOR staff – it is assumed that visual confirmation via CCTV is achieved and then the bollards are operated.

I appreciate that control of the bollards are not controlled by your immediate staff; however, is it possible for PSOR managers to reiterate the interim procedure for operating the bollards. Is it possible to have a verbal confirmation from the PSOR staff to the COMCAR drivers?

Regards

s 22
[Redacted]

* * * * *

s 22
[Redacted]

National Operations
COMCAR | Ministerial and Parliamentary Services

Department of Finance

s 22

A: Level 2 South, One Canberra Avenue, FORREST ACT 2603

UNCLASSIFIED

From: s 22

Sent: Friday, 10 November 2017 4:40 PM

To: s 22

s 22

Subject: FW: slip road bollard operation for next week

FYI

From: s 22

Sent: Friday, 10 November 2017 4:39 PM

To: s 22

Cc: s 22

Subject: slip road bollard operation for next week

Hi s 22

As discussed the information I have been provided in respect of the operation of bollards on the Senate slip road for next week is below:

Due to ongoing building works to Parliament House, the bollards to the Senate Slip Road entrance will not work as normal from Sunday 12 November 2017. COMCAR drivers servicing the Senate are to approach the Senate Slip road entrance and instead of swiping their pass at the entrance, they are requested to contact the Security Operators in PSOR via the intercom (press button adjacent to the pass reader). The PSOR will identify the COMCAR drivers via the intercom and will lower both bollards simultaneously for the car to drive through – similar to a VIP entry process.

***Please do not tail gate through bollards.** Each driver is to seek access via the intercom. An additional staff member in the PSOR has been rostered to be dedicated to managing slip road access and minimise any delays.*

There is no change to bollard operations to the exit of the slip road. Cars to exit as normal.

We thank you for your support during the project and flexibility around these changes to operations. Additional support will be provided on Monday morning to assist with adopting this process.

I would appreciate you making this information available to COMCAR drivers servicing the Senate shuttle next week.

Please let me know if you require additional information.

Many thanks,

s 22



Senators' Services | Department of the Senate

s 22



www.aph.gov.au/senate



Finance Australian Business Number (ABN): 61 970 632 495
Finance Web Site: www.finance.gov.au

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From:

s 22

Sent:

Thursday, 30 November 2017 4:31 PM

To:

s 22

Cc:

s 22

Subject:

House of Reps Comcar Transport Shuttle for week starting 3rd December

Attachments:

House of Reps Transport Shuttle for the sitting week starting Sunday 3rd December.pdf

Hi

s 22

As you are aware there have been some ongoing concerns with regard to the safe operation of the slip road bollards. In light of this it has been determined that the House of Reps Slip Road will remain closed next week.

Consequently the House of Reps Transport Shuttle will operate similarly to what was implemented for the October sitting fortnight. Arrangements are clarified in the attached pdf.

Grateful if you could advise your drivers accordingly.

Please advise if there any comments or concerns.

Thanks

s 22

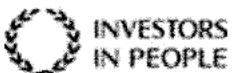
Serjeant-at-Arms' Office

Department of the House of Representatives

PO Box 6021 | RG.45 Parliament House | Canberra ACT 2600

s 22

Facebook: @AusHouseofRepresentatives | Twitter: @AboutTheHouse



House of Reps COMCAR Transport Shuttle for the sitting week starting Sunday 3 December

Drivers Note: Please ask Members where they would like to be dropped off – either Members' basement car park (Level 1), Reps side Parliament Drive, Senate Slip Road or Public car park.

Reps Afternoon / Evening shuttle

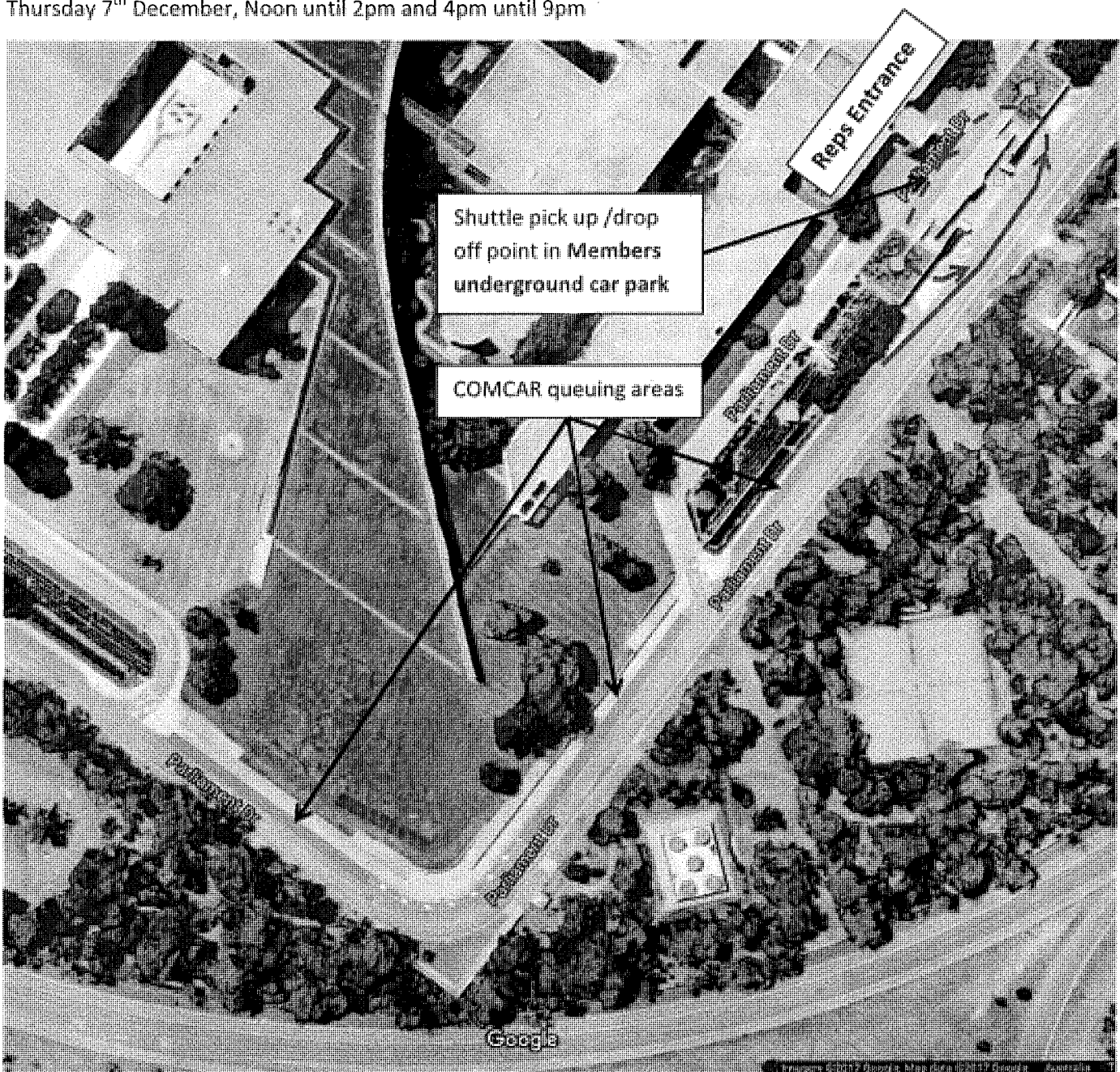
Sunday afternoon 3rd December, from 4pm until 10.30pm

Monday 4th December, Noon until 2pm and 6pm until 10.30pm

Tuesday 5th December, 10am until 2pm and 6pm until 10.30pm

Wednesday 6th December, Noon until 2pm and 6pm until 10.30pm

Thursday 7th December, Noon until 2pm and 4pm until 9pm



Reps Morning shuttle

Reps morning shuttle runs as a combined shuttle with the Senate shuttle from the Senate Slip Road.

(there will be no independent Reps side shuttle queue for the mornings)

Monday 4th December, 6am until 10am

Tuesday 5th December, 6am until 10am

Wednesday 6th December, 6am until 9.30am

Thursday 7th December, 6am until 9.30am

Friday 8th December, 5am until 9am

