



Transport Canberra Quarterly Data Report

Issue 12 (Q4 - 1 April to 30 June 2022)

TRANSPORT CANBERRA AND CITY
SERVICES DIRECTORATE

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1.0 Introduction

The Transport Canberra Quarterly Data Report provides patronage and performance data for Transport Canberra bus and light rail services for the June 2022 quarter (Q4).

Data in this report presents data over the last five quarters, from the quarter ending 30 June 2021 to the quarter ending 30 June 2022. This allows for a comparison of the most recent data to the same period last year.

The impact of COVID-19, which manifested in March 2020, continues to impact patronage as Canberrans follow public health advice to limit public transport use and stay at home. After almost two years, as in many cities around the world, the use of public transport in Canberra has started showing sign of recovery from the lowest level seen during the pandemic.

In response to ongoing concerns for safety and wellbeing on public transport, Transport Canberra continues to require the wearing of masks on all bus and light rail services, and continues to employ rear door boarding and cashless travel on bus services.

In the fourth quarter of the 2021-22 financial year (1 April to 30 June 2022), there were:

- 3,880,145 boardings recorded on Transport Canberra bus and light rail services – a decrease of 9.70% from the same period in 2021; and
- 2,739,860 journeys recorded on Transport Canberra bus and light rail services – a decrease of 11.53% from the same period in 2021.

I.1 Definitions

The following terms used in this report have a specific, technical meaning:

Term	Definition
Availability	<p><i>Note</i></p> <p><i>Transport Canberra is changing the term ‘Reliability’ to ‘Availability’ to align measures of bus and light rail service delivery, and to avoid confusion between availability and punctuality as key performance indicators for public transport.</i></p> <p>Availability is a performance measure for public transport. It refers to whether a service is delivered. This measure is sometimes referred to as ‘reliability’.</p> <p>Transport Canberra considers a bus service to be delivered when it departs within 15 minutes of the scheduled time and completes the trip from the first to the last stop.</p> <p>For light rail services, Transport Canberra considers a Passenger Service or Special Event Service that departs from an Originating Stop, stops at all Stops and arrives at a Terminating Stop, in accordance with the Timetable or Special Event Timetable, to have been delivered.</p>
Ticket categories	<p>For the purposes of this report, patronage data is presented in five ticket categories:</p> <ul style="list-style-type: none"> • Full fare – customers who are not eligible for any concession and pay the ordinary cash or MyWay fare. • Tertiary student – customers who are claiming a concession using a MyWay card as a student enrolled in tertiary education, such as at a university or CIT. • School student – customers who are claiming a concession using a MyWay card as a student enrolled in a primary school, high school or college, including customers eligible for free travel on school days under the School Transport Program. • Concession – other customers claiming free or concessional travel, such as seniors, pensioners, health care card holders, ACT residents over the age of 70 and customers using a generic ‘concession’ paper ticket purchased on buses or from ticket vending machines. • Other – customers not included in the other four ticket categories,

Term	Definition
	such as current and past public transport employees.
MyWay Ticketing data	Data that is recorded when customers tap on and off with a MyWay card (either on bus or at a light rail platform) or purchase a ticket from the bus driver or ticket vending machine.
Service types	<p>For the purposes of this report, Transport Canberra has categorised its fixed-route public transport services into six service types:</p> <ul style="list-style-type: none"> • Light rail – light rail services operated by Canberra Metro under contract to the Territory. • Rapid Bus – routes R2 to R10 • Local Bus – routes 18 to 81 • Peak Bus – routes 180, 181 and 182 • School special services – Transport Canberra bus services that are restricted to use by school students (1000-series and 2000-series services). • Other – all other fixed-route Transport Canberra bus services, including 900-series services. This category also includes passenger trips that cannot be attributed to a service type, such as those from paper tickets sold at ticket vending machines.
Boardings	<p>Boardings are a measure of public transport patronage. A boarding is every time a person gets on a public transport vehicle, such as a bus or light rail vehicle.</p> <p>Boardings are sometimes referred to as 'trips'. To avoid confusion, this report uses the term 'boarding' to distinguish from a 'vehicle trip', which is a trip made by a bus or light rail vehicle from the beginning to the end of a route.</p>
Journeys	Journeys are a measure of public transport patronage. A journey is a customer's whole travel from origin to destination on public transport, which may include more than one boarding (eg: catching a bus then light rail would be one journey but two boardings).

I.2 **Data source reference**

Most patronage and performance data is provided from Transport Canberra’s Business Intelligence platform NetBI, which captures MyWay patronage data for both light rail and bus as well as real-time bus location and bus performance. Light rail performance data is sourced directly from CMET, the private operator of Canberra’s light rail.

2.0 Public transport patronage

2.1 Boardings by service type

This section sets out the boardings recorded by the MyWay ticketing system on Transport Canberra bus and light rail services over the last five quarters, broken down by service type.

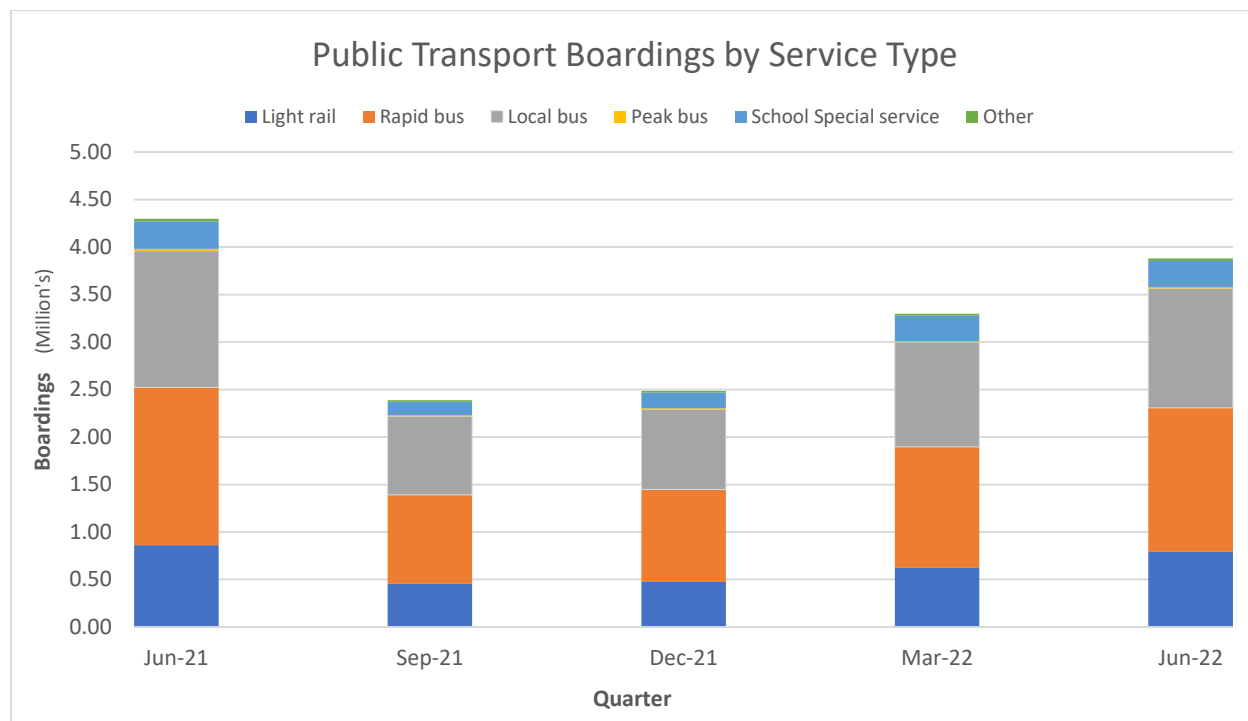
These figures include the sharp decline in public transport patronage from mid-August 2021 due to the continuing impact of COVID-19.

Table 1 - Boardings on Transport Canberra bus and light rail services by service type (quarter ending 30 June 2021 to quarter ending 30 June 2022)

Service type	Quarter ending				
	30 June 2021**	30 Sept 2021**	31 Dec 2021**	31 March 2022**	30 June 2022**
Light rail	861,890	455,732	474,500	624,288	790,243
Rapid bus	1,661,813	934,335	972,843	1,273,535	1,516,058
Local bus	1,436,392	830,095	847,163	1,103,334	1,256,901
Peak bus	20,179	10,777	8,521	10,692	16,360
School Special service	290,155	141,887	164,367	263,905	273,500
Other*	26,135	14,787	18,863	22,803	27,083
TOTAL	4,296,564	2,387,613	2,486,257	3,298,557	3,880,145

* Other – the majority of boardings counted in this category are on 900-series shuttle bus services or from paper ticket sales at ticket vending machines.

** These figures include the variations in public transport patronage from March 2020 due to the continuing impact of COVID-19.



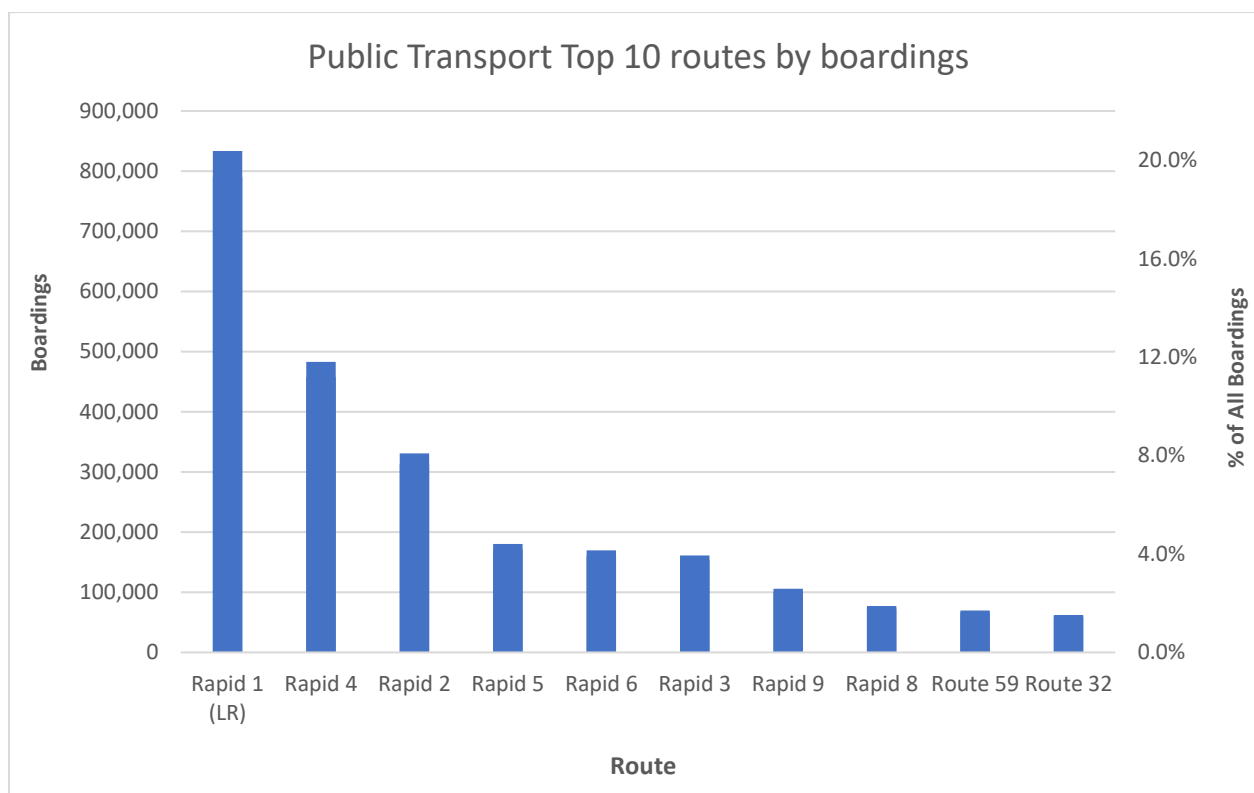
2.2 Top ten routes by boardings

This section sets out the ten Transport Canberra bus and light rail routes with the highest number of boardings during the quarter ending 30 June 2022 and the proportion of all boardings on Transport Canberra services on each of these routes.

Table 2 - Top ten routes by boardings (quarter ending 30 June 2022) and the proportion of all boardings on Transport Canberra services on each of these routes

Route number	Boardings in quarter ending 30 June 22	% of all boardings in quarter ending 30 June 2022
Rapid 1 (LR)	790,107	20.4%
Rapid 4	457,992	11.8%
Rapid 2	313,410	8.1%
Rapid 5	170,901	4.4%
Rapid 6	160,725	4.1%
Rapid 3	152,926	3.9%
Rapid 9	100,540	2.6%
Rapid 8	72,991	1.9%
Route 59	66,038	1.7%
Route 32	58,917	1.5%

TOTAL	2,344,547	60.5%
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2.3 Boardings by ticket category

This section sets out the boardings recorded by the MyWay ticketing system on Transport Canberra bus and light rail services over the last five quarters, broken down by ticket category.

These figures include the sharp decline in public transport patronage from mid-August 2021 due to the continuing impact of COVID-19.

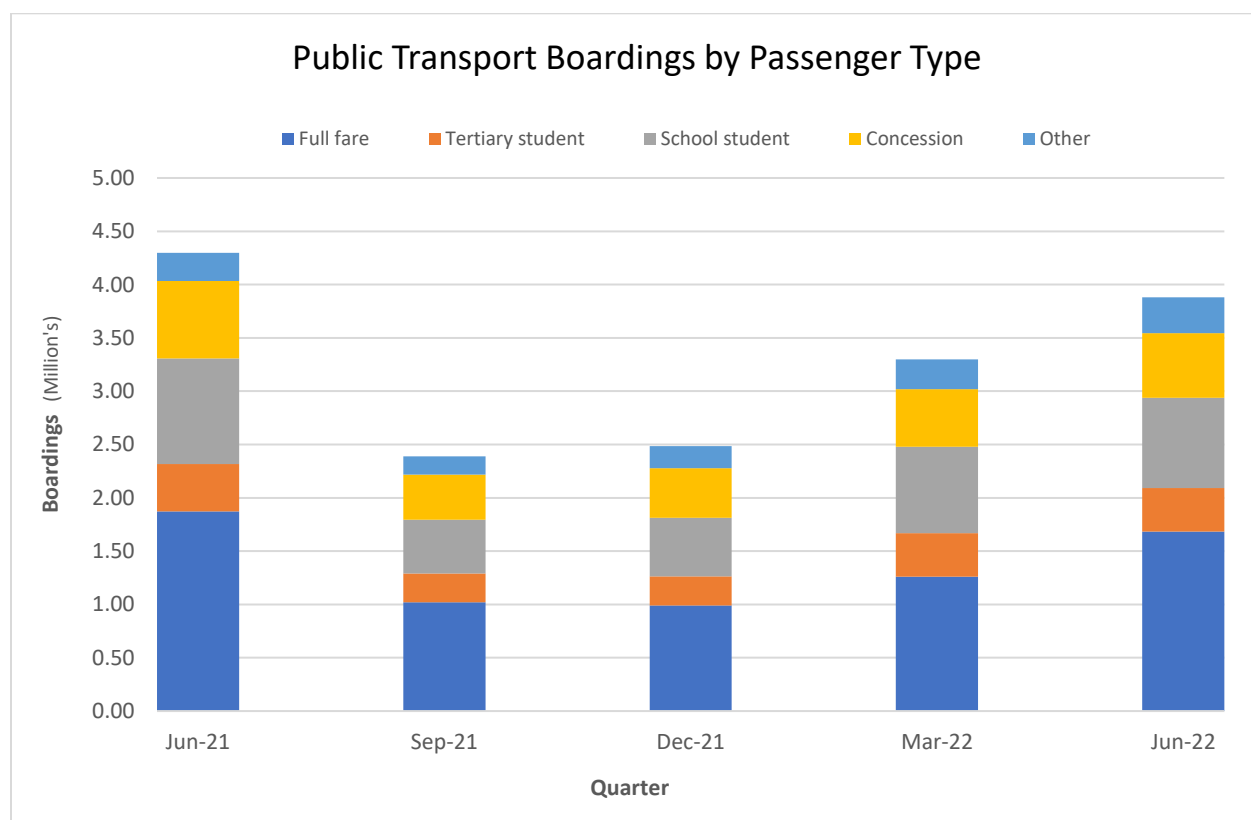
Table 3 - Boardings on Transport Canberra bus and light rail services by ticket category (quarter ending 30 June 2021 to quarter ending 30 June 2022)

Ticket category	Quarter ending				
	30 June 2021**	30 Sept 2021**	31 Dec 2021**	31 March 2022**	30 June 2022**
Full fare	1,873,901	1,019,307	989,172	1,260,346	1,683,987
Tertiary student	442,908	272,291	273,780	407,816	407,547
School student	991,513	502,537	548,372	811,989	847,286
Concession	725,728	423,272	468,004	537,943	606,025

Other*	262,516	170,206	206,929	280,463	335,300
TOTAL	4,296,566	2,387,613	2,486,257	3,298,557	3,880,145

* Other - includes customers that not included in other four ticket categories, such as current and past public transport employees.

** These figures include the variances in public transport patronage from March 2020 due to the continuing impact of COVID-19.



2.4 Journeys by ticket category

This section sets out the journeys recorded by the MyWay ticketing system on Transport Canberra bus and light rail services over the last five quarters, broken down by ticket category.

These figures include the sharp decline in public transport patronage from mid-August 2021 due to the continuing impact of COVID-19.

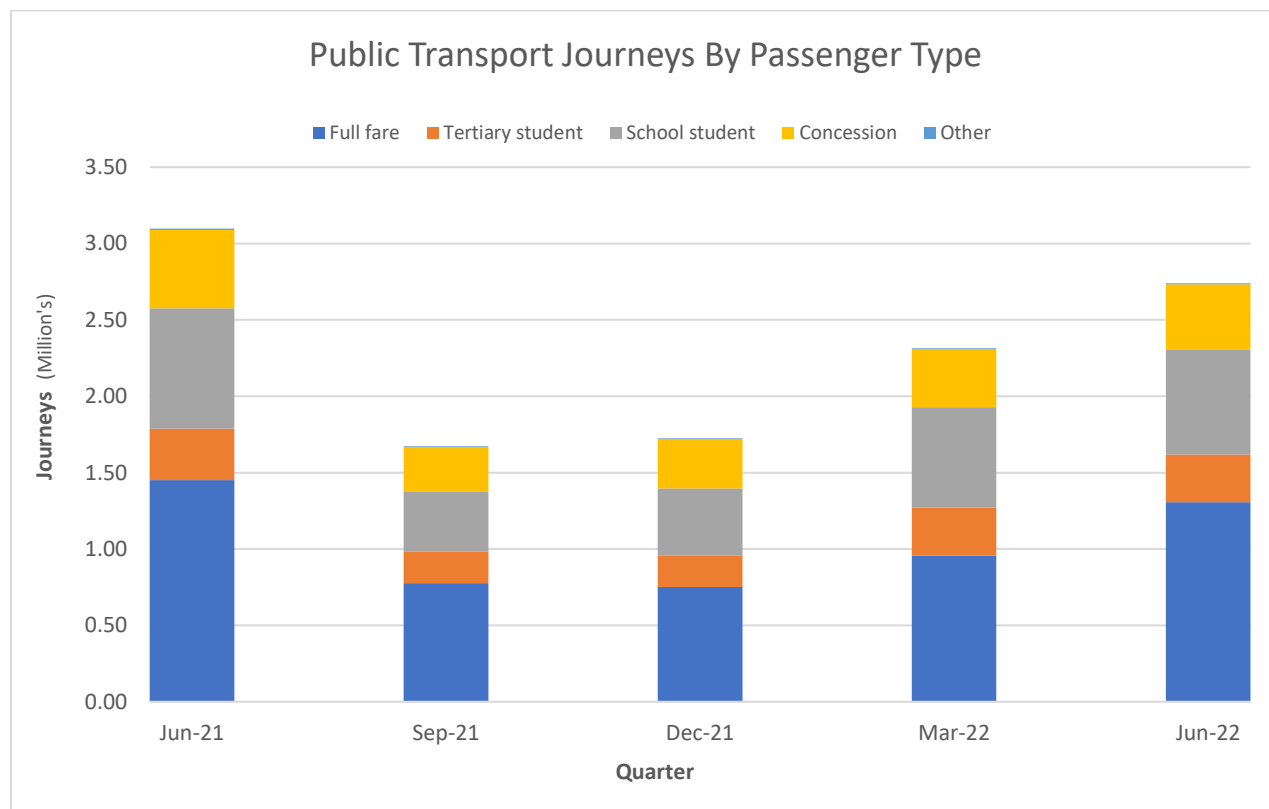
Table 4 - Journeys on Transport Canberra bus and light rail services by ticket category
(quarter ending 30 June 2021 to quarter ending 30 June 2022)

Ticket category	Quarter ending				
	30 June 2021**	30 Sept 2021**	31 Dec 2021**	31 March 2022**	30 June 2022**
Full fare	1,450,834	775,854	750,763	957,217	1,306,454

Tertiary student	338,408	204,904	206,921	312,691	312,897
School student	787,815	397,242	438,163	659,519	685,187
Concession	512,023	290,738	324,716	378,646	428,528
Other*	7,871	4,282	4,541	5,441	6,794
TOTAL	3,096,951	1,673,020	1,725,104	2,313,514	2,739,860

* Other - includes customers that not included in other four ticket categories, such as current and past public transport employees.

** These figures include the variances in public transport patronage from March 2020 due to the continuing impact of COVID-19.



2.5 Boardings by type of day

This section sets out the boardings recorded by the MyWay ticketing system on Transport Canberra bus and light rail services over the last five quarters, broken down by weekdays and weekends.

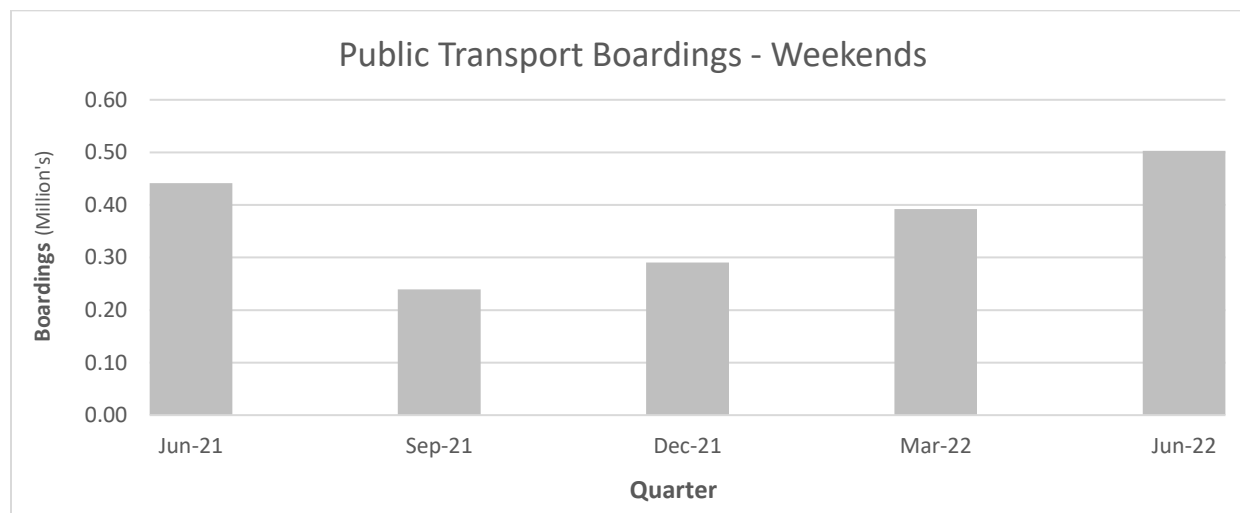
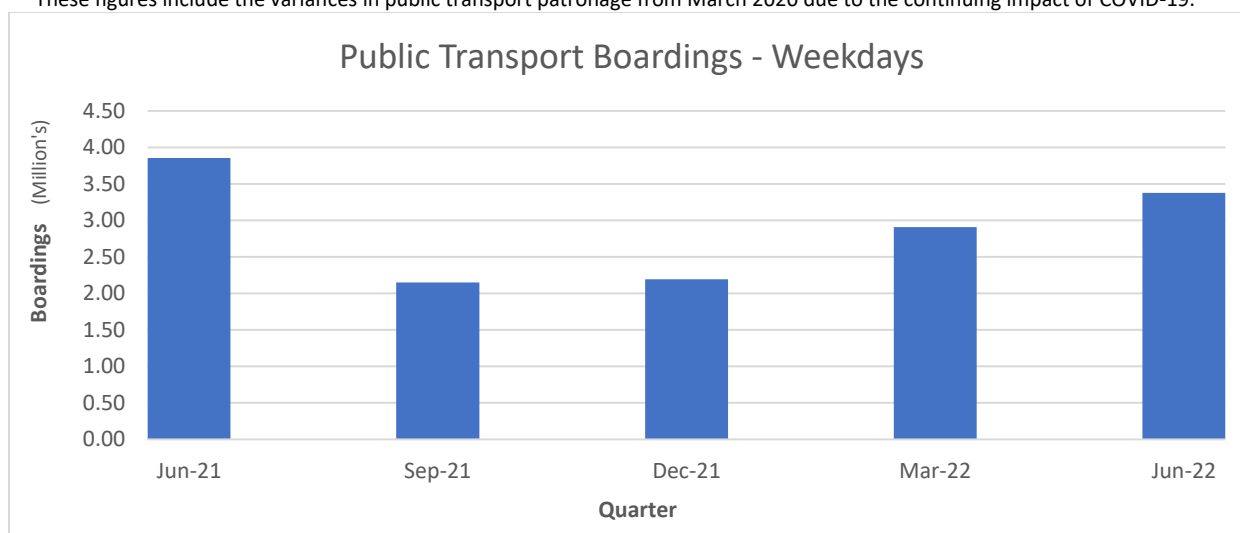
Table 5 - Boardings on Transport Canberra bus and light rail services by type of day
(quarter ending 30 June 2021 to quarter ending 30 June 2022)

Day type*	Quarter ending
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	30 June 2021**	30 Sept 2021**	31 Dec 2021**	31 March 2022**	30 June 2022**
Weekday*	3,855,262	2,148,416	2,195,605	2,906,568	3,377,261
Weekend	441,304	239,197	290,652	391,989	502,884
TOTAL	4,296,566	2,387,613	2,486,257	3,298,557	3,880,145

* Public Holidays are included with weekend data.

** These figures include the variances in public transport patronage from March 2020 due to the continuing impact of COVID-19.



2.6 Journeys by type of day

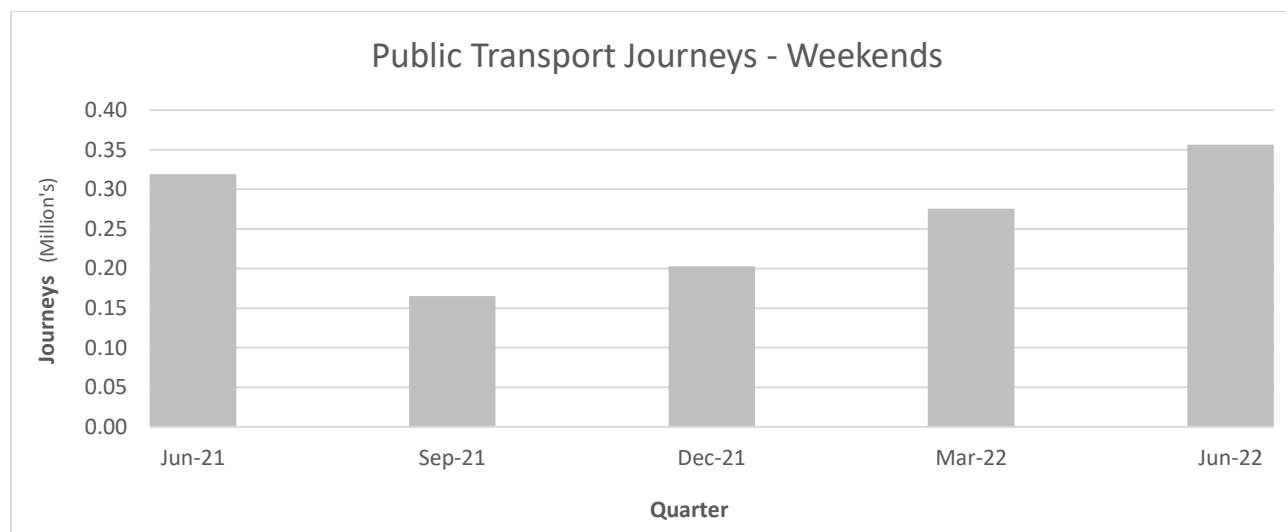
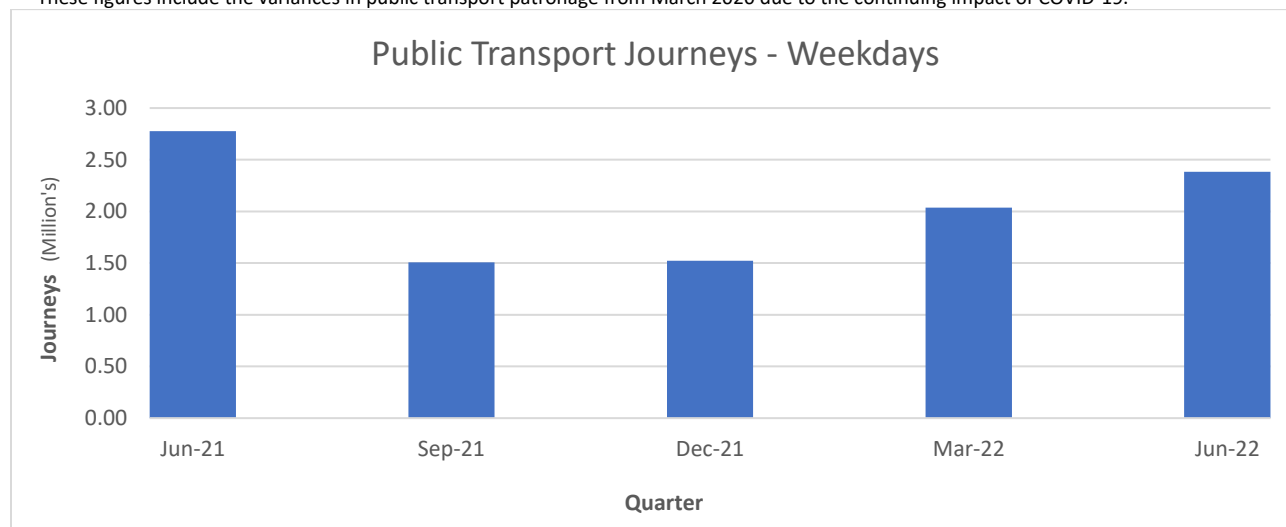
This section sets out the journeys recorded by the MyWay ticketing system on Transport Canberra bus and light rail services over the last five quarters, broken down by weekdays and weekends.

Table 6 - Journeys on Transport Canberra bus and light rail services by type of day
(quarter ending 30 June 2021 to quarter ending 30 June 2022)

Day type*	Quarter ending				
	30 June 2021**	30 Sept 2021**	31 Dec 2021**	31 March 2022**	30 June 2022**
Weekday*	2,777,710	1,507,821	1,522,301	2,038,157	2,383,567
Weekend	319,241	165,199	202,803	275,357	356,293
TOTAL	3,096,951	1,673,020	1,725,104	2,313,514	2,739,860

* Public Holidays are included with weekend data.

** These figures include the variances in public transport patronage from March 2020 due to the continuing impact of COVID-19.



2.7 Average daily light rail boardings by type of day

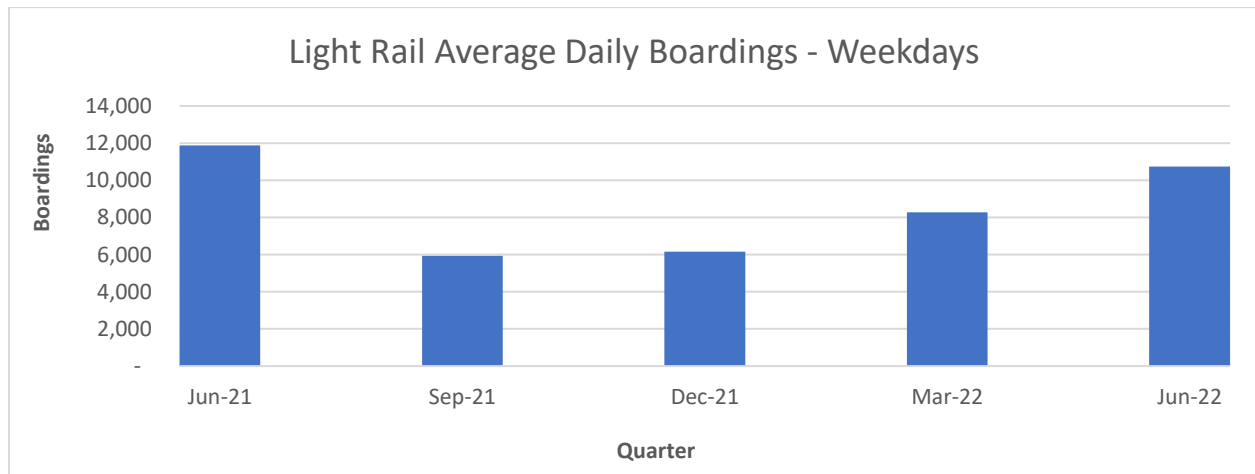
This section sets out the average daily boardings recorded by the MyWay ticketing system on Transport Canberra light rail services over the last five quarters, broken down by weekdays and weekends.

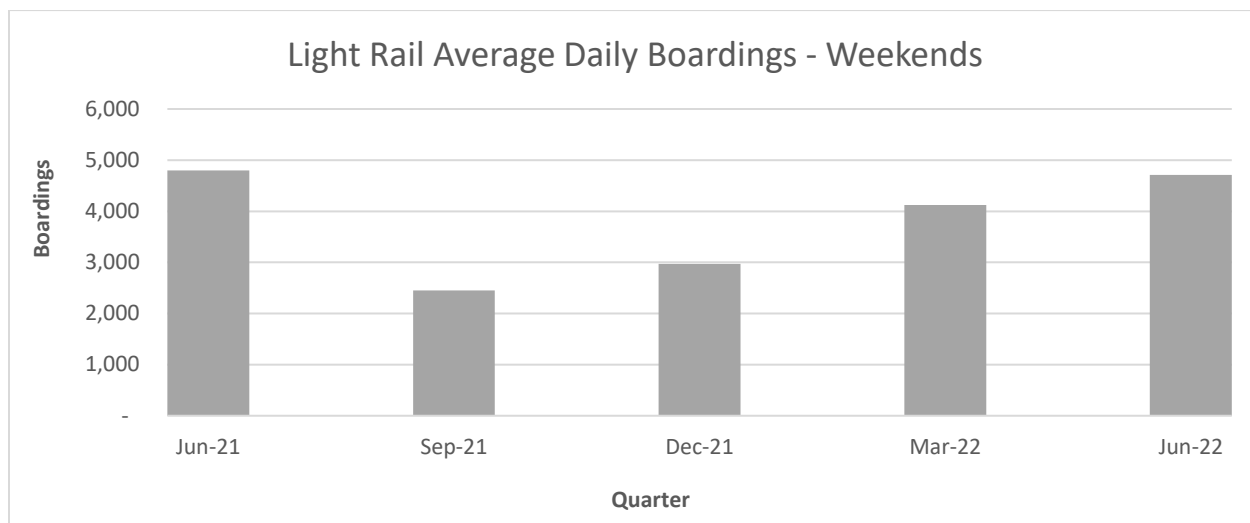
Table 7 - Average boardings on Transport Canberra light rail services by type of day
(quarter ending 30 June 2021 to quarter ending 30 June 2022)

Day type*	Quarter ending				
	30 June 2021**	30 Sept 2021**	31 Dec 2021**	31 March 2022**	30 June 2022**
Weekday*	11,885	5,939	6,166	8,274	10,737
Weekend	4,799	2,453	2,968	4,124	4,711
TOTAL	9,471	4,954	5,158	6,937	8,684

* Public Holidays are included with weekend data.

** These figures include the variances in public transport patronage from March 2020 due to the continuing impact of COVID-19.





2.8 Average daily bus boardings by type of day

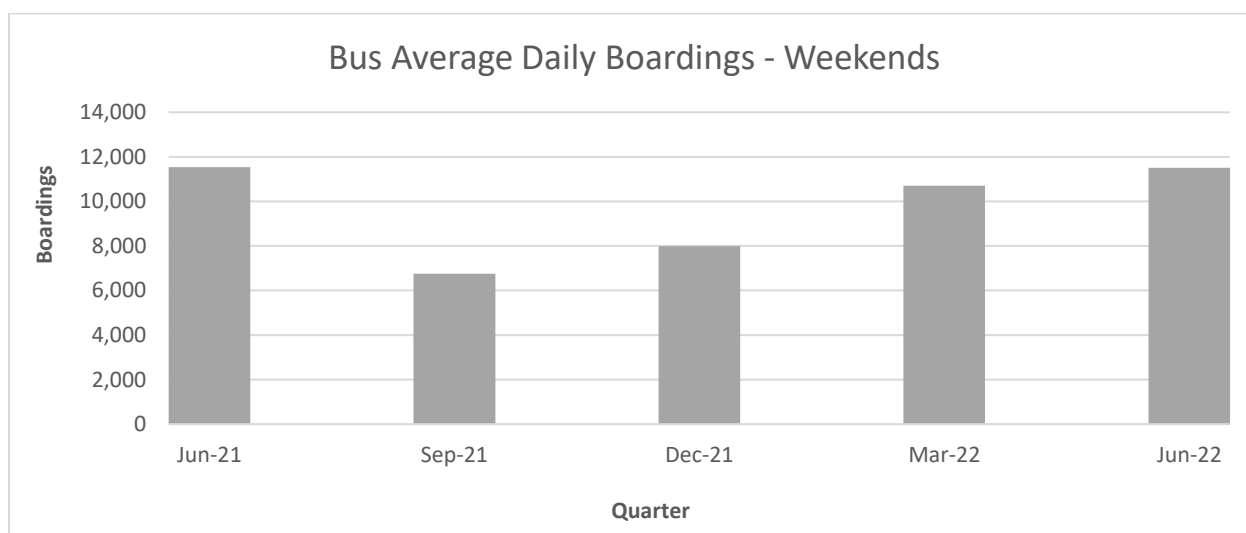
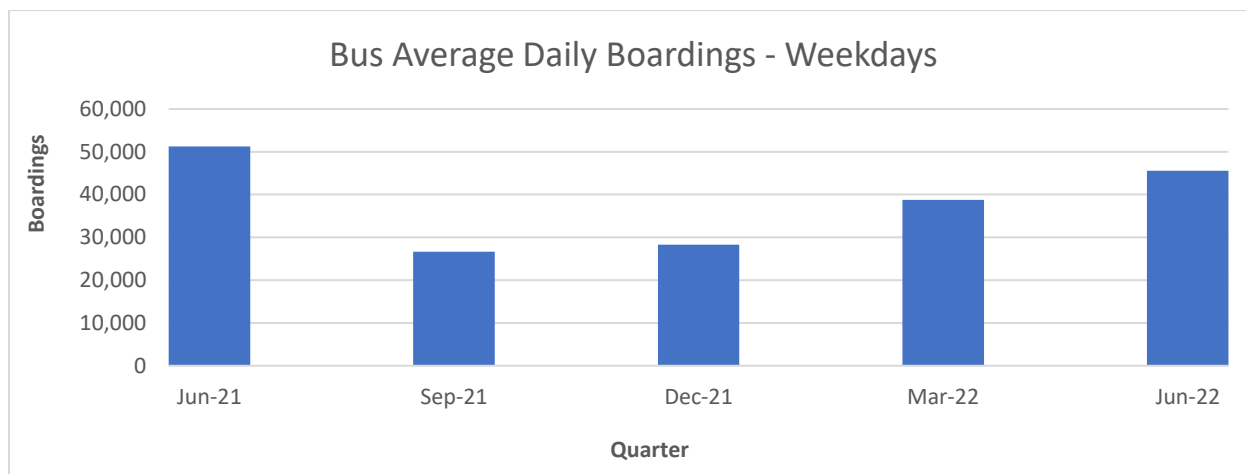
This section sets out the average daily boardings recorded by the MyWay ticketing system on Transport Canberra bus services over the last five quarters, broken down by weekdays and weekends.

Table 8 - Average boardings on Transport Canberra bus services by type of day
(quarter ending 30 June 2021 to quarter ending 30 June 2022)

Day type*	Quarter ending				
	30 June 2021**	30 Sept 2021**	31 Dec 2021**	31 March 2022**	30 June 2022**
Weekday*	51,281	26,613	28,257	38,754	45,551
Weekend	11,543	6,747	7,985	10,699	11,511
TOTAL	37,744	20,999	21,867	29,714	33,955

* Public Holidays are included with weekend data.

** These figures include the variances in public transport patronage from March 2020 due to the continuing impact of COVID-19.



2.9 Average daily boardings (bus and light rail) by type of day

This section sets out the boardings recorded by the MyWay ticketing system on Transport Canberra bus and light rail services over the last five quarters, broken down by weekdays and weekends.

Table 9 - Average boardings on Transport Canberra bus and light rail services by type of day (quarter ending 30 June 2021 to quarter ending 30 June 2022)

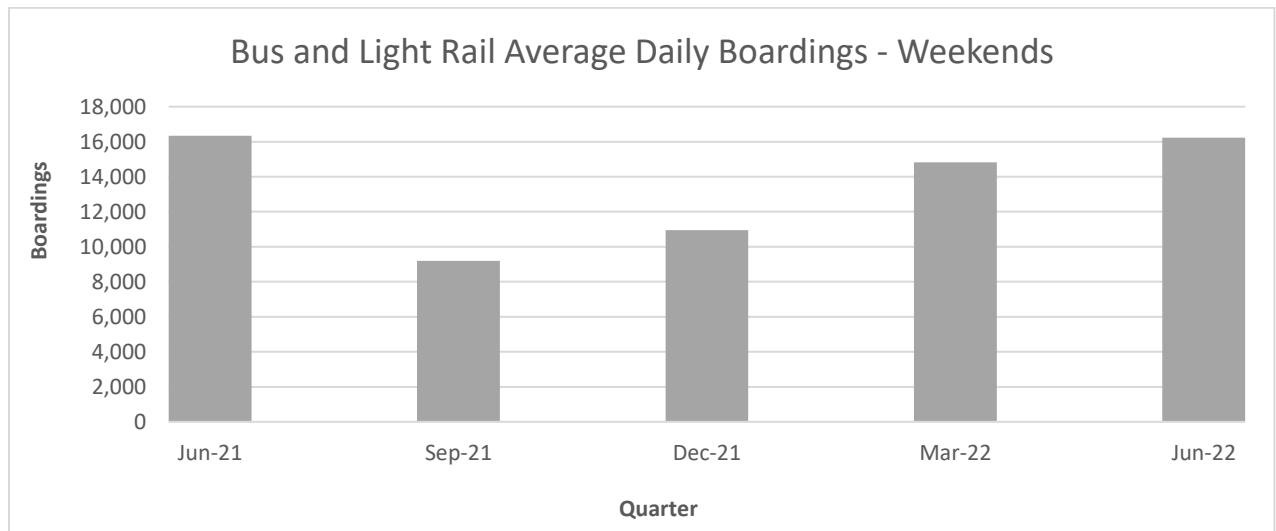
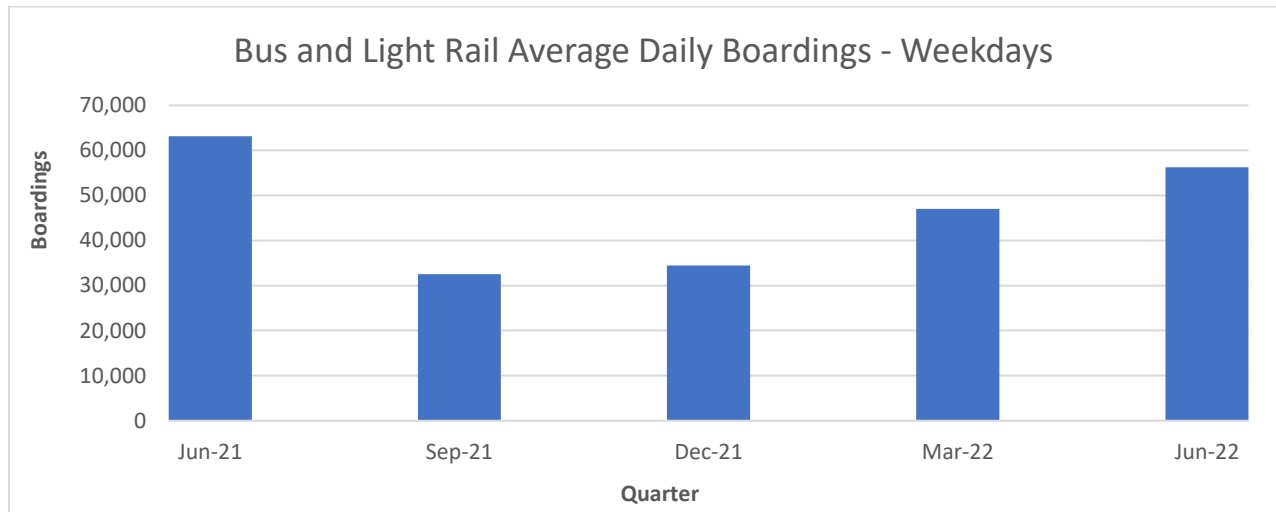
Day type*	Quarter ending				
	30 June 2021**	30 Sept 2021**	31 Dec 2021**	31 March 2022**	30 June 2022**
Weekday*	63,166	32,552	34,423	47,028	56,288
Weekend	16,342	9,200	10,953	14,822	16,222



TOTAL	47,215	25,952	27,025	36,651	42,639
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* Public Holidays are included with weekend data.

** These figures include the variances in public transport patronage from March 2020 due to the continuing impact of COVID-19.



2.10 Boardings by year since 2010-11

This section sets out the annual boardings on ACT Government bus and light rail services for each financial year from 2010-11 to 2021-22.

Table 10 - Boardings on ACT Government bus and light rail services
(year ending 30 June 2011 to year ending 30 June 2022)

Year	Reported boardings ¹
2010-11	17,600,000 ²
2011-12	18,100,000
2012-13	18,149,000
2013-14	17,800,000
2014-15	17,639,149
2015-16	17,839,038
2016-17	18,295,834
2017-18	18,941,758
2018-19	20,100,000
2019-20	18,129,109 ³
2020-21	15,095,651 ⁴
2021-22	11,993,635 ⁵

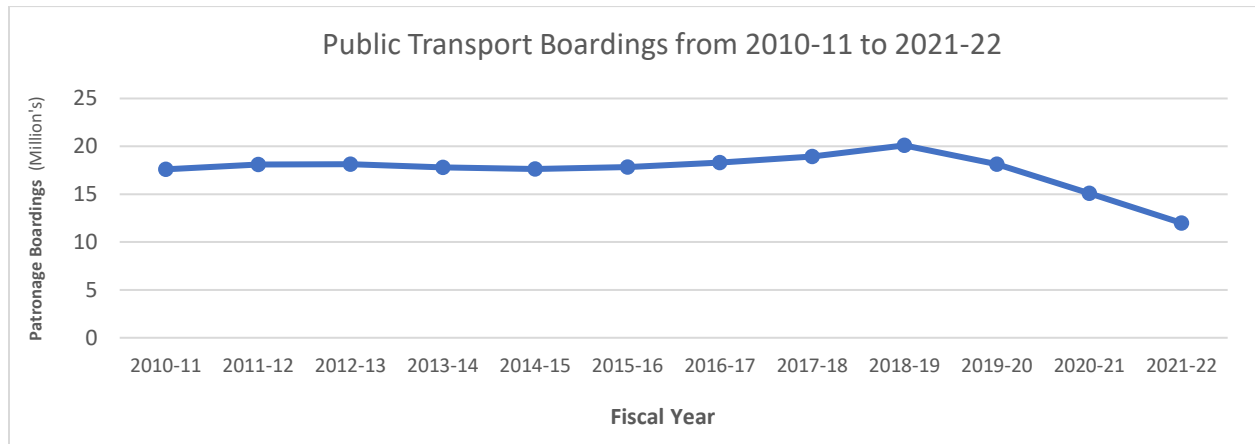
¹ Figures are drawn from annual reports published by Transport Canberra and City Services Directorate and its predecessor agencies. As annual reports for the former Territory and Municipal Services Directorate and Department of Territory and Municipal Services did not include explicit annual boarding statistics, figures for 2013-14 and prior years are estimates based on other information in the annual reports.

² The Territory and Municipal Services Directorate's annual report for 2010-11 notes that fare revenue and the number of boardings recorded for 2010-11 was significantly affected by failure of the ageing Wayfarer ticketing system. This figure is a conservative estimate, which is likely to understate actual patronage.

³ The data source is NetBI system. 2019-20 figures include an outstanding result from July 2019 to February 2020 with the 10.9% year on year patronage increase however also reflects the sharp decline in public transport patronage from March 2020 due to the continuing impact of COVID-19.

⁴ The data source is NetBI system. 2020-21 figures continue to reflect the ongoing public transport recovery due to the continuing impact of COVID-19.

⁵ The data source is NetBI system. 2021-22 figures continue to reflect the ongoing public transport recovery due to the continuing impact of COVID-19.



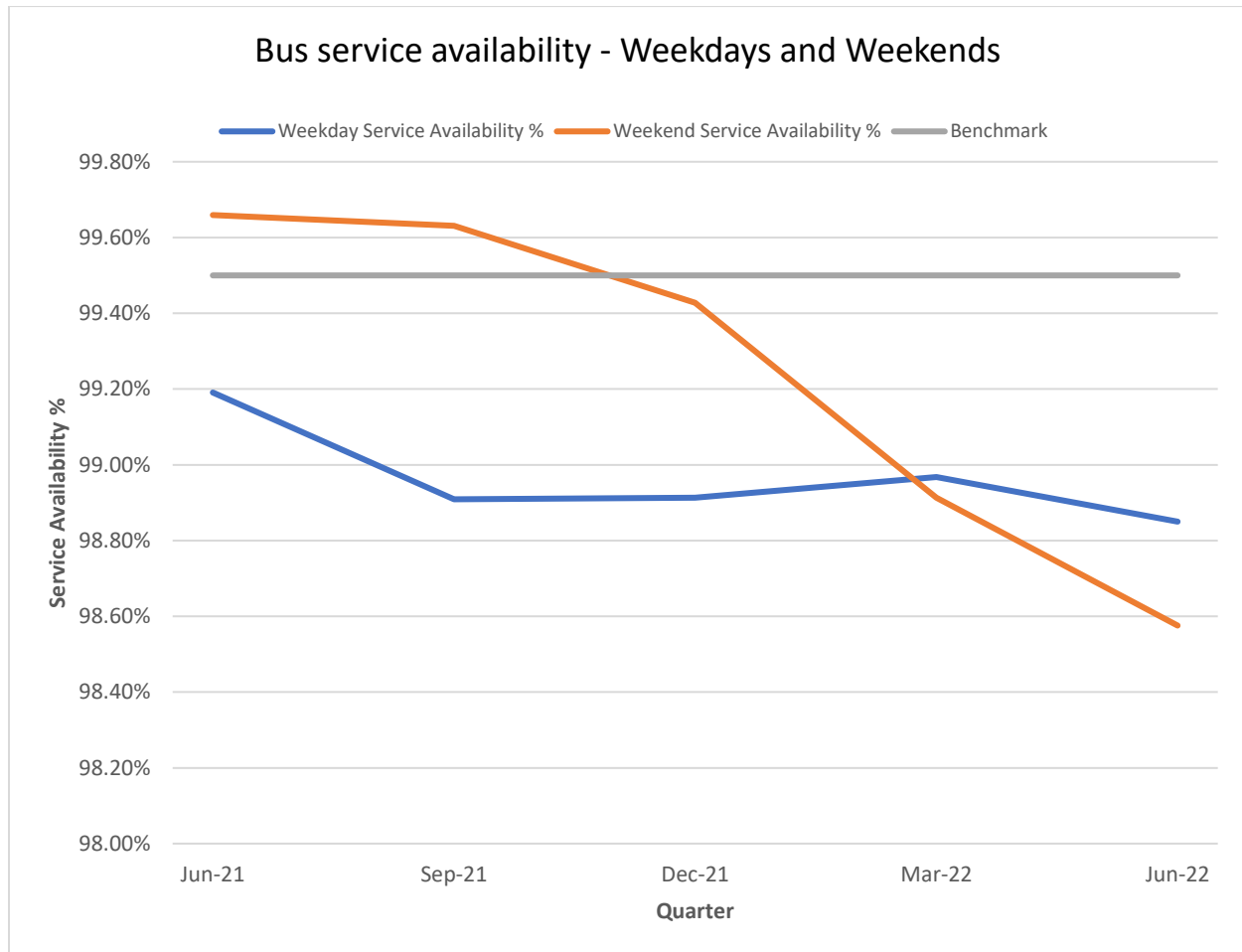
3.0 Public transport operational performance

3.1 Availability of Transport Canberra bus services

This section sets out the availability of Transport Canberra bus services over the last five quarters, broken down by type of day. These figures are rounded to one decimal place.

Table 11 - Availability of Transport Canberra bus services by day type
(quarter ending 30 June 2021 to quarter ending 30 June 2022)

Day type	Quarter ending				
	30 Jun 21	30 Sep 21	31 Dec 21	31 Mar 22	30 Jun 22
Weekday	99.2%	98.9%	98.9%	99.0%	98.9%
Weekend	99.7%	99.6%	99.4%	98.9%	98.6%
Availability target	99.5%	99.5%	99.5%	99.5%	99.5%

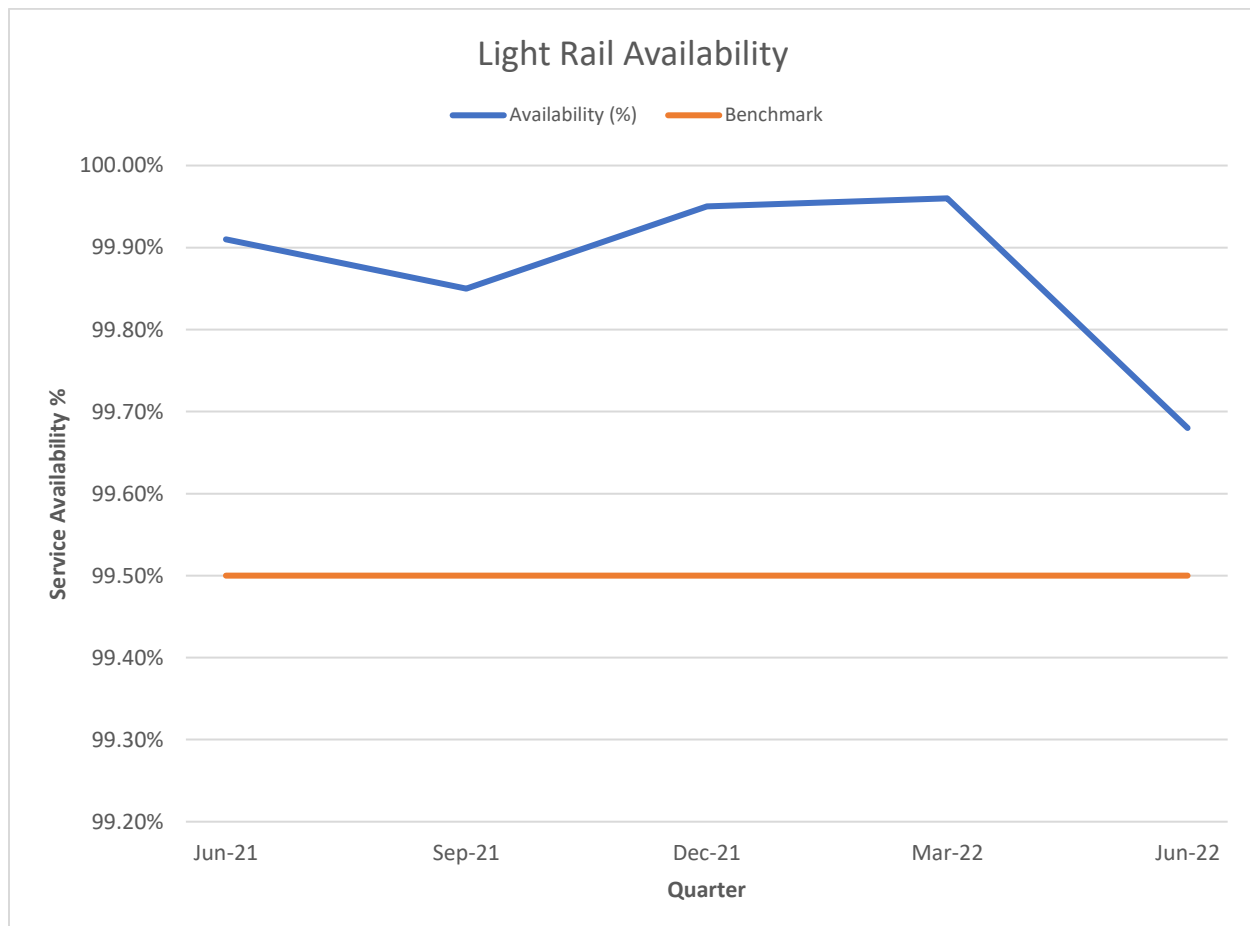


3.2 Availability of Transport Canberra light rail services

This section sets out the availability of Transport Canberra light rail services over the last five quarters. These figures are rounded to one decimal place.

Table 12 - Availability of Transport Canberra light rail services
(quarter ending 30 June 2021 to quarter ending 30 June 2022)

	Quarter ending				
	30 Jun 21	30 Sep 21	31 Dec 21	31 Mar 22	30 Jun 22
Availability (%)	99.9%	99.8%	99.9%	99.9%	99.7%
Availability target	99.5%	99.5%	99.5%	99.5%	99.5%



4.0 Customer enquiries and ticketing

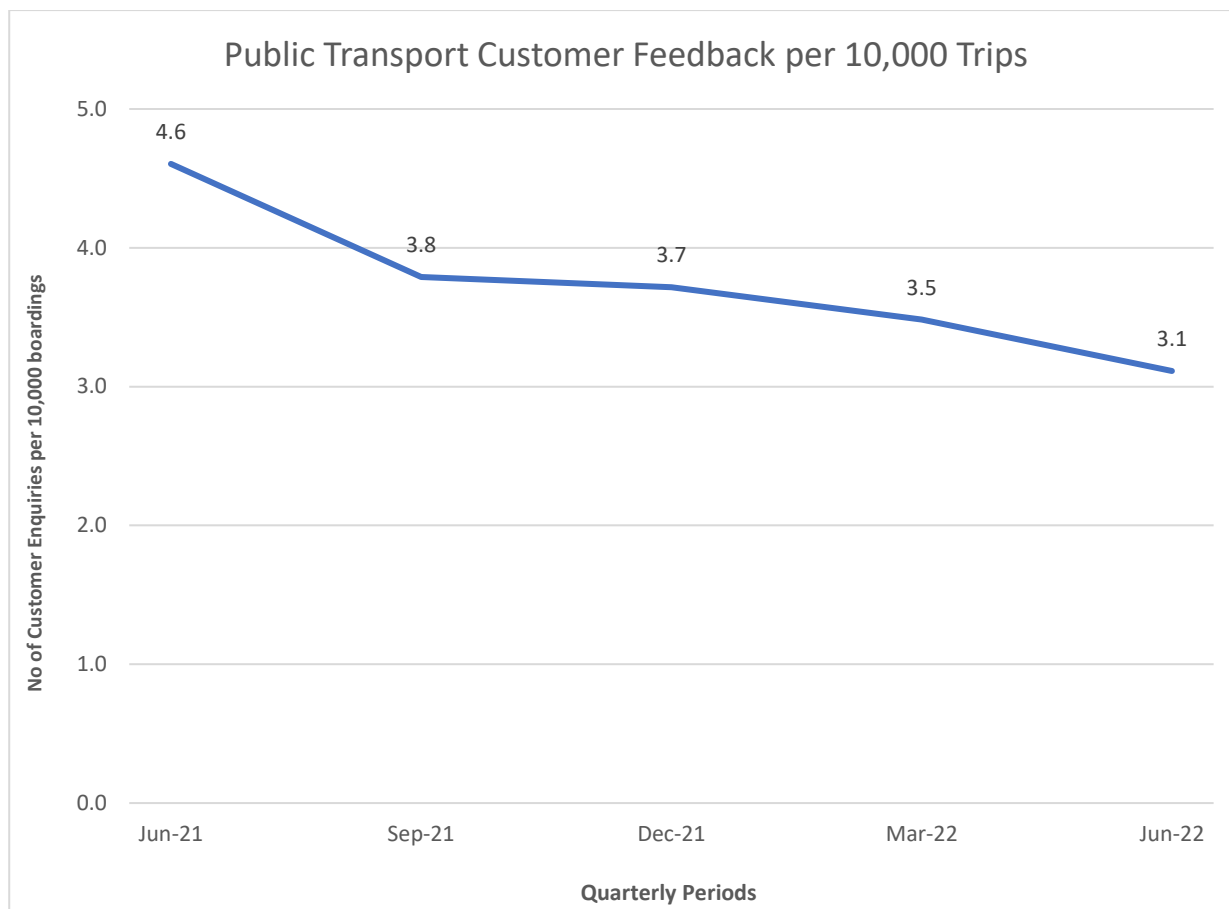
4.1 Number of customer enquiries

This section sets out the number of customer enquiries* per 10,000 passenger boardings over the last five quarters. These figures include all customer enquiries recorded through Transport Canberra customer service channels.

Table 13 - Customer enquiries per 10,000 passenger boardings
(quarter ending 30 June 2021 to quarter ending 30 June 2022)

*Enquiries include complaints, compliments and requests for information.

	Quarter ending				
	30 Jun 21	30 Sep 21	31 Dec 21	31 Mar 22	30 Jun 22
Number of recorded customer enquiries	1969	901	919	1143	1202
Customer enquiries per 10,000 passenger boardings	4.6	3.8	3.7	3.5	3.1



4.2 Proportion of boardings by ticket type

This section sets out the proportion of boardings made with MyWay cards and paper tickets over the last five quarters. These figures are rounded to one decimal place.

Table 14 - Proportion of boardings on Transport Canberra bus and light rail services by type of ticket (quarter ending 30 June 2021 to quarter ending 30 June 2022)

	Quarter ending				
	30 Jun 21	30 Sep 21	31 Dec 21	31 Mar 22	30 Jun 22
MyWay	92.6%	91.9%	90.4%	90.1%	90.0%
Paper Tickets	7.4%	8.1%	9.6%	9.9%	10.0%

