



Transport Canberra Quarterly Data Report

Issue 15 (Q3 - 1 January to 31 March 2023)

TRANSPORT CANBERRA AND CITY
SERVICES DIRECTORATE

JUNE 2023

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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 March 2023 quarter (Q3).

Data in this report presents data over the last five quarters, from the quarter ending 31 March 2022 to the quarter ending 31 March 2023. 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 public transport patronage. After three years, as in many cities around the world, the use of public transport in Canberra is showing steady signs of recovery from the lowest level seen during the pandemic.

In the third quarter of the 2022-23 financial year (1 January to 31 March 2023), there were:

- 4,756,910 boardings recorded on Transport Canberra bus and light rail services – an increase of 44.21% from the same period in 2022; and
- 3,372,945 journeys recorded on Transport Canberra bus and light rail services – an increase of 45.79% from the same period in 2022.

I.1 Definitions

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

Term	Definition
Reliability	<p>Reliability is a performance measure for public transport. It refers to whether a service is delivered. This measure is sometimes referred to as 'availability'.</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, such as current and past public transport employees.
MyWay Ticketing data	<p>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.</p>

Term	Definition
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	<p>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).</p>

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.

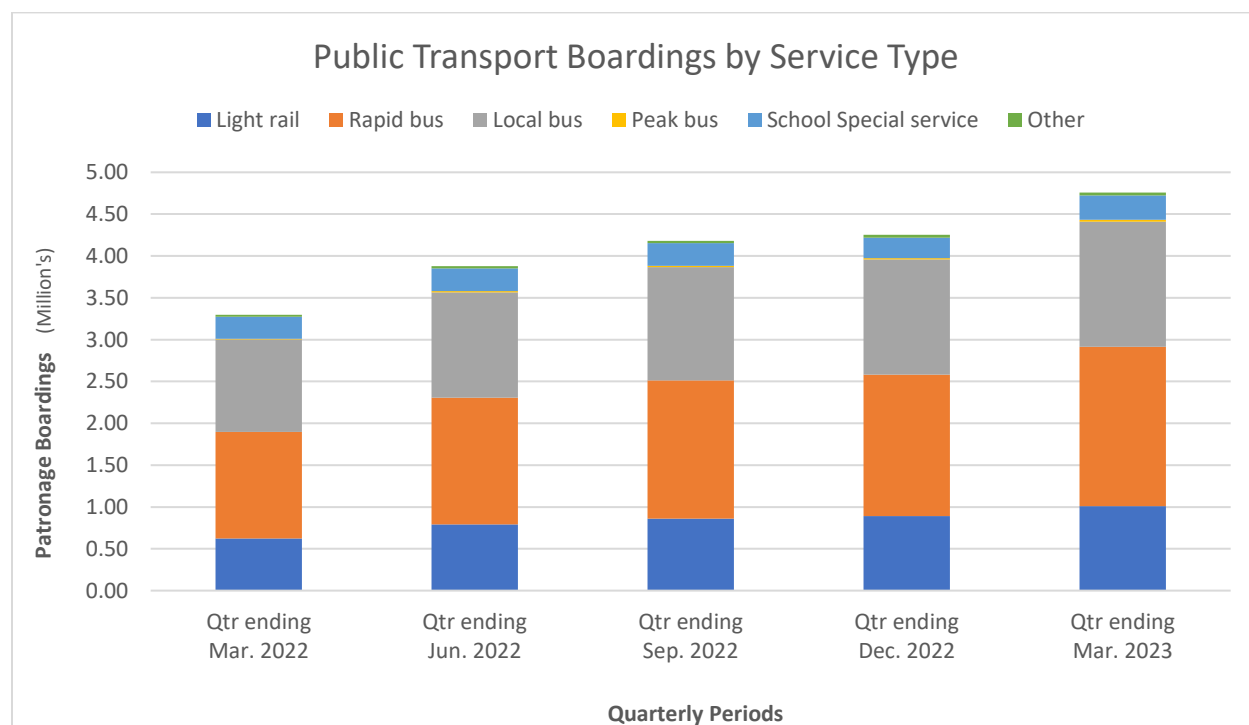
These figures include the sharp decline in public transport patronage from mid-August 2021 due to the continuing impact of COVID-19.

Table 1 - Boardings on Transport Canberra bus and light rail services by service type (quarter ending 31 March 2022 to quarter ending 31 March 2023)

Service type	Quarter ending				
	Mar. 2022**	Jun. 2022**	Sep. 2022**	Dec. 2022**	Mar. 2023**
Light rail	624,288	790,243	858,933	892,501	1,010,784
Rapid bus	1,273,535	1,516,058	1,655,567	1,688,166	1,902,475
Local bus	1,103,334	1,256,901	1,351,522	1,376,464	1,497,308
Peak bus	10,692	16,360	16,052	16,064	20,874
School Special service	263,905	273,500	269,942	245,363	292,177
Other*	22,803	27,083	28,081	32,870	33,292
TOTAL	3,298,557	3,880,145	4,180,097	4,251,428	4,756,910

* 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 reflect ongoing variations as part of continuing recovery following COVID-19 pandemic.

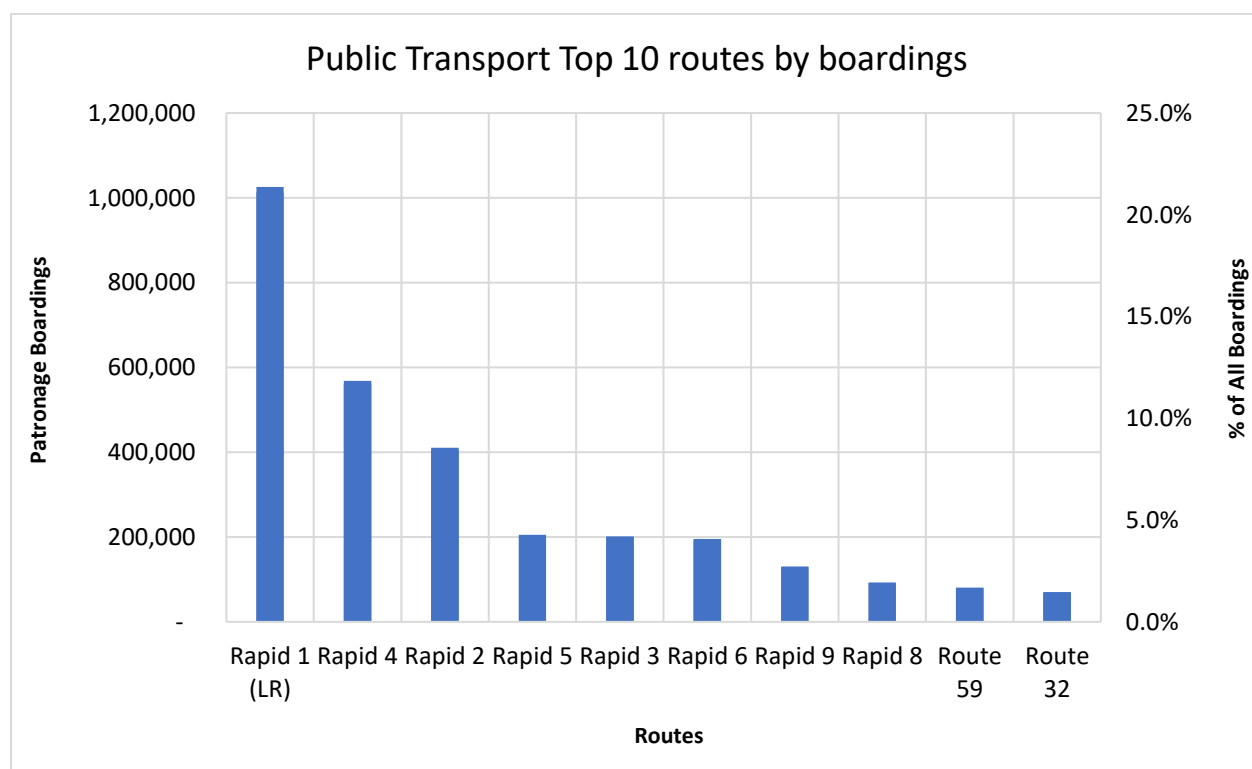


2.2 Top ten routes by boardings

This section sets out the ten Transport Canberra bus and light rail routes with the highest number of boardings during the quarter ending 31 March 2023 and the proportion of all boardings on Transport Canberra services on each of these routes.

Table 2 - Top ten routes by boardings (quarter ending 31 March 2023) and the proportion of all boardings on Transport Canberra services on each of these routes

Route number	Boardings in quarter ending 31 Mar 2023	% of all boardings in quarter ending 31 Mar 2023
Rapid 1 (LR)	1,012,654	21.4%
Rapid 4	560,831	11.8%
Rapid 2	405,287	8.6%
Rapid 5	202,456	4.3%
Rapid 3	199,049	4.2%
Rapid 6	192,687	4.1%
Rapid 9	128,956	2.7%
Rapid 8	91,688	1.9%
Route 59	79,605	1.7%
Route 32	69,092	1.5%
TOTAL	2,942,305	62.1%



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.

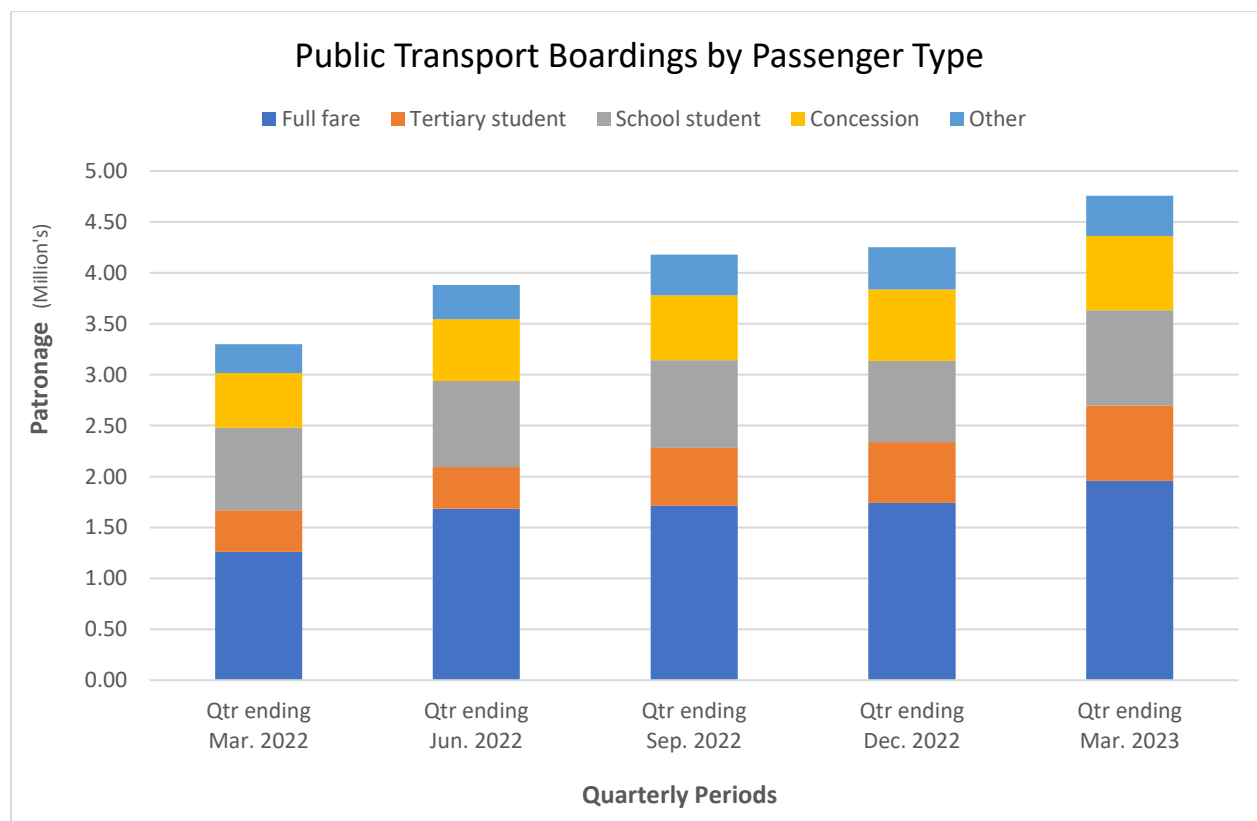
These figures include the sharp decline in public transport patronage from mid-August 2021 due to the continuing impact of COVID-19.

Table 3 - Boardings on Transport Canberra bus and light rail services by ticket category (quarter ending 31 March 2022 to quarter ending 31 March 2023)

Ticket category	Quarter ending				
	31 March 2022**	30 June 2022**	30 Sept 2022**	31 Dec 2022**	31 Mar 2023**
Full fare	1,260,346	1,683,987	1,712,862	1,739,926	1,958,960
Tertiary student	407,816	407,547	569,724	599,046	737,352
School student	811,989	847,286	858,540	795,782	936,062
Concession	537,943	606,025	640,122	703,619	729,686
Other*	280,463	335,300	398,849	413,055	394,850
TOTAL	3,298,557	3,880,145	4,180,097	4,251,428	4,756,910

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

** These figures reflect ongoing variations as part of continuing recovery following COVID-19 pandemic.



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.

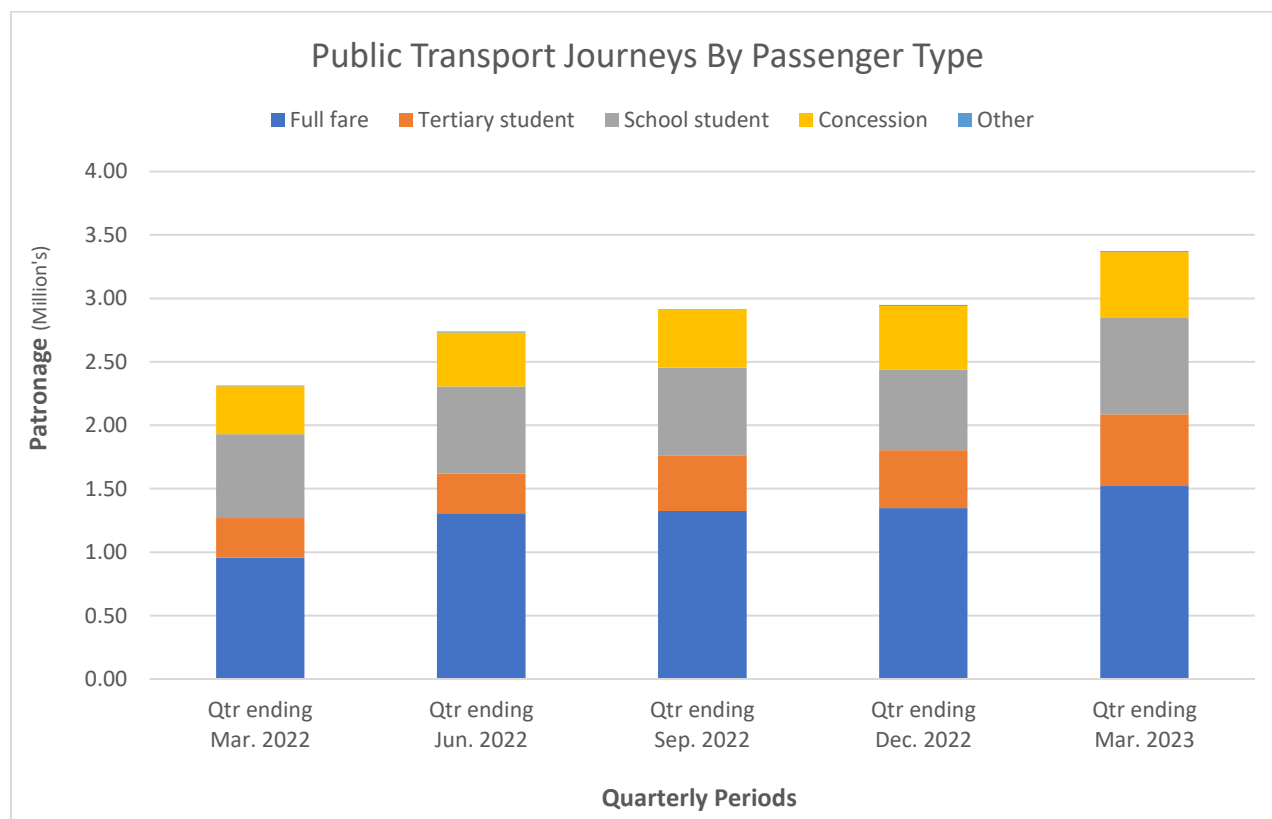
These figures include the sharp decline in public transport patronage from mid-August 2021 due to the continuing impact of COVID-19.

Table 4 - Journeys on Transport Canberra bus and light rail services by ticket category
(quarter ending 31 March 2022 to quarter ending 31 March 2023)

Ticket category	Quarter ending				
	31 March 2022**	30 June 2022**	30 Sept 2022**	31 Dec 2022**	31 Mar 2023**
Full fare	957,217	1,306,454	1,323,927	1,347,067	1,521,393
Tertiary student	312,691	312,897	439,746	455,778	564,087
School student	659,519	685,187	690,642	636,452	759,266
Concession	378,646	428,528	453,639	502,354	519,664
Other*	5,441	6,794	6,706	7,752	8,535
TOTAL	2,313,514	2,739,860	2,914,660	2,949,403	3,372,945

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

** These figures reflect ongoing variations as part of continuing recovery following COVID-19 pandemic.



2.5 Boardings by type of day

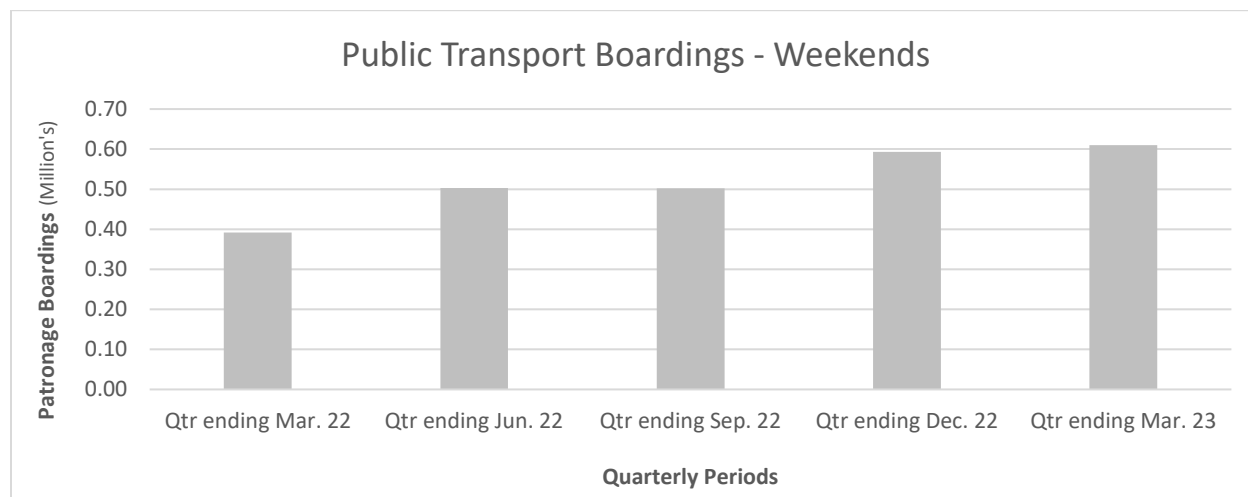
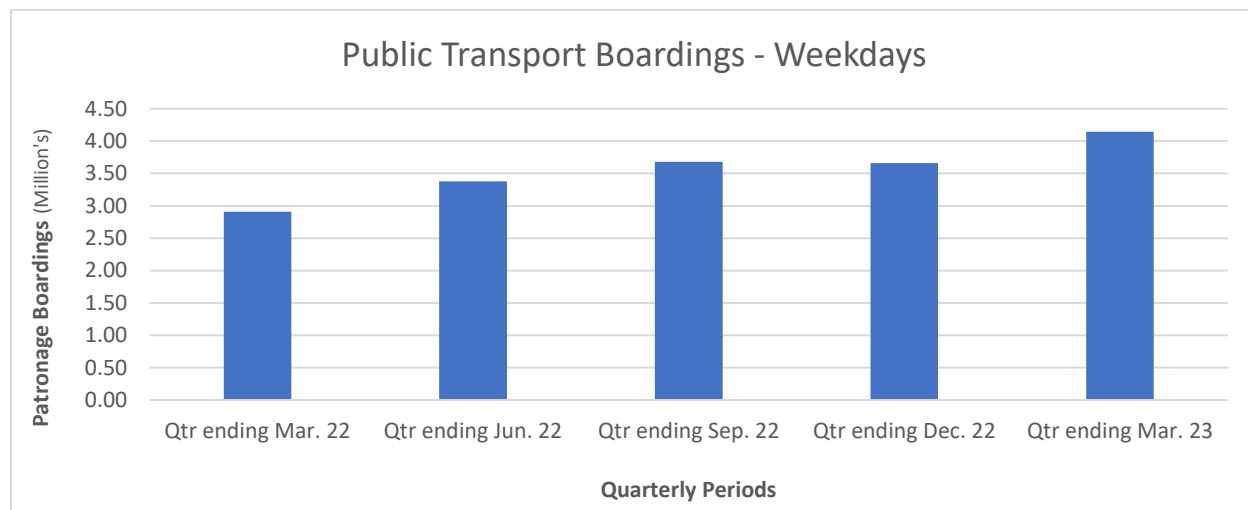
This section sets out the boardings recorded by the MyWay ticketing system on Transport Canberra bus and light rail services over the last five quarters, broken down by weekdays and weekends.

Table 5 - Boardings on Transport Canberra bus and light rail services by type of day
(quarter ending 31 March 2022 to quarter ending 31 March 2023)

Day type*	Quarter ending				
	31 March 2022**	30 June 2022**	30 Sept 2022**	31 Dec 2022**	31 Mar 2023**
Weekday*	2,906,568	3,377,261	3,678,247	3,658,549	4,147,035
Weekend	391,989	502,884	501,850	592,879	609,875
TOTAL	3,298,557	3,880,145	4,180,097	4,251,428	4,756,910

* Public Holidays are included with weekend data.

** These figures reflect ongoing variations as part of continuing recovery following COVID-19 pandemic.



2.6 Journeys by type of day

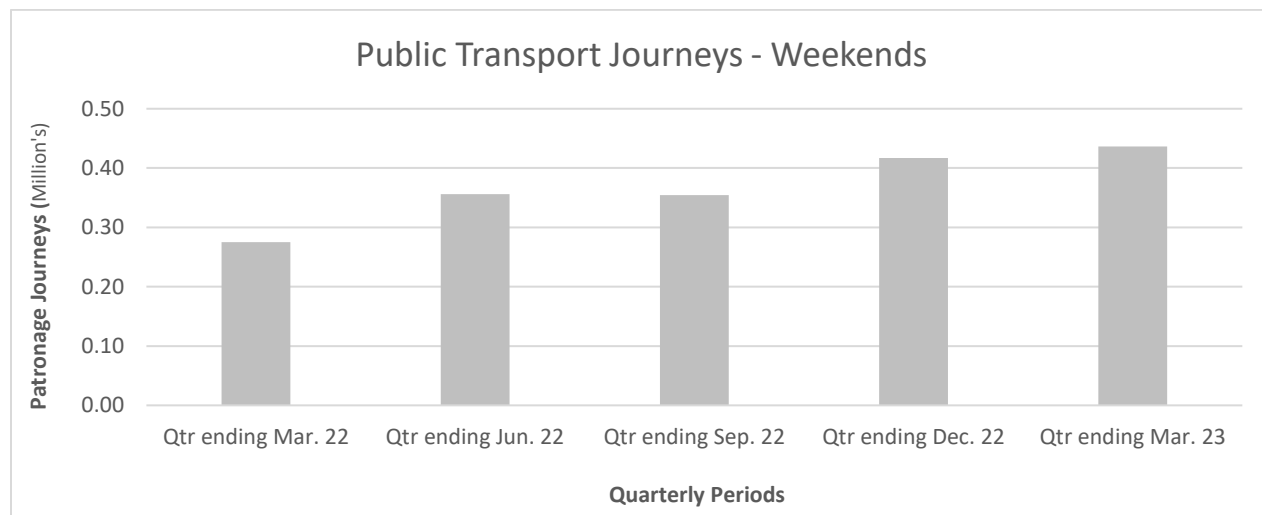
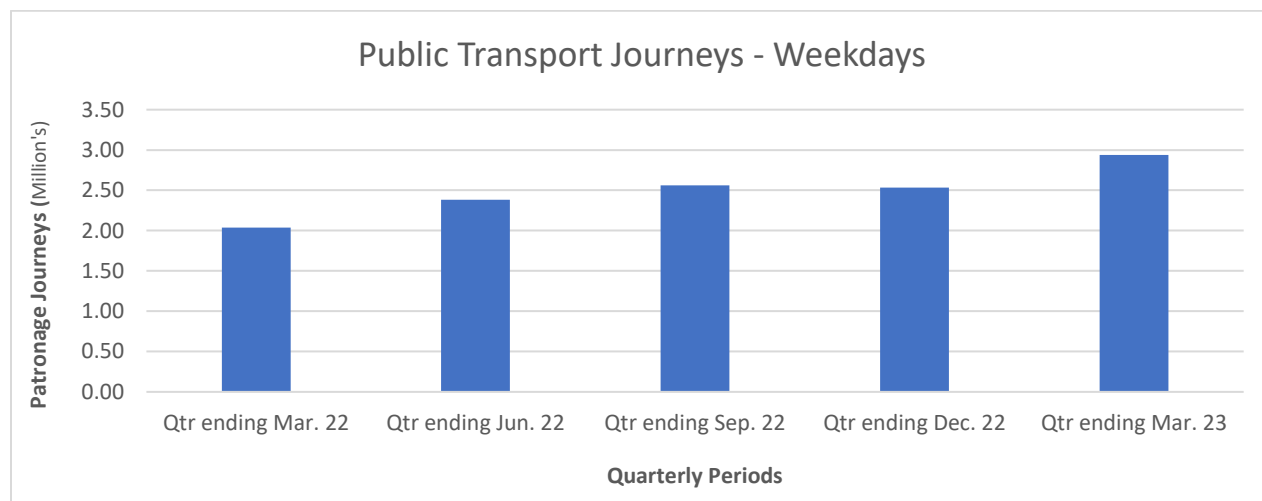
This section sets out the journeys recorded by the MyWay ticketing system on Transport Canberra bus and light rail services over the last five quarters, broken down by weekdays and weekends.

Table 6 - Journeys on Transport Canberra bus and light rail services by type of day
(quarter ending 31 March 2022 to quarter ending 31 March 2023)

Day type*	Quarter ending				
	31 March 2022**	30 June 2022**	30 Sept 2022**	31 Dec 2022**	31 Mar 2023**
Weekday*	2,038,157	2,383,567	2,560,473	2,532,508	2,936,750
Weekend	275,357	356,293	354,187	416,895	436,195
TOTAL	2,313,514	2,739,860	2,914,660	2,949,403	3,372,945

* Public Holidays are included with weekend data.

** These figures reflect ongoing variations as part of continuing recovery following COVID-19 pandemic.



2.7 Average daily light rail boardings by type of day

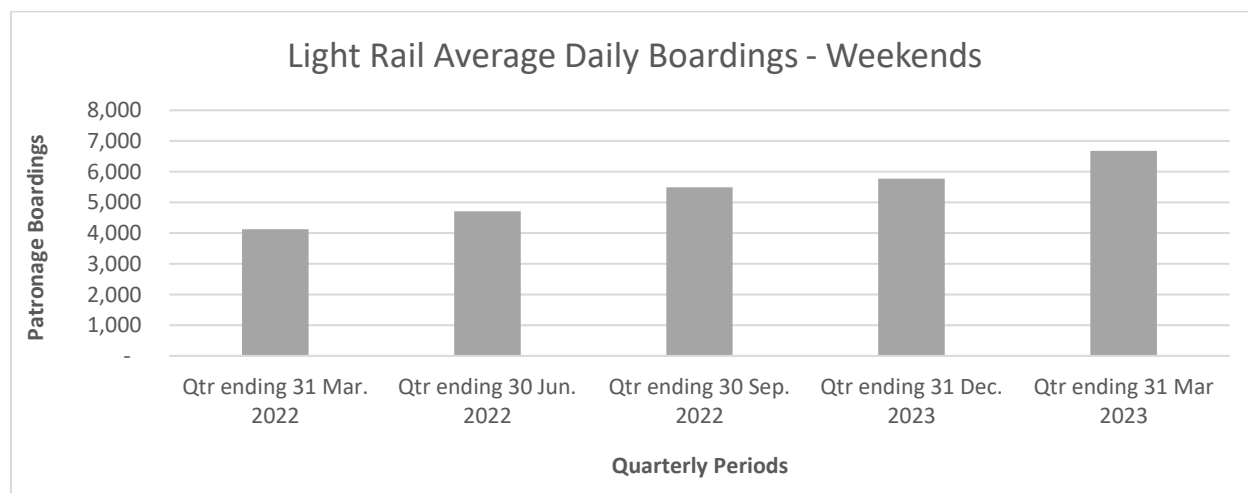
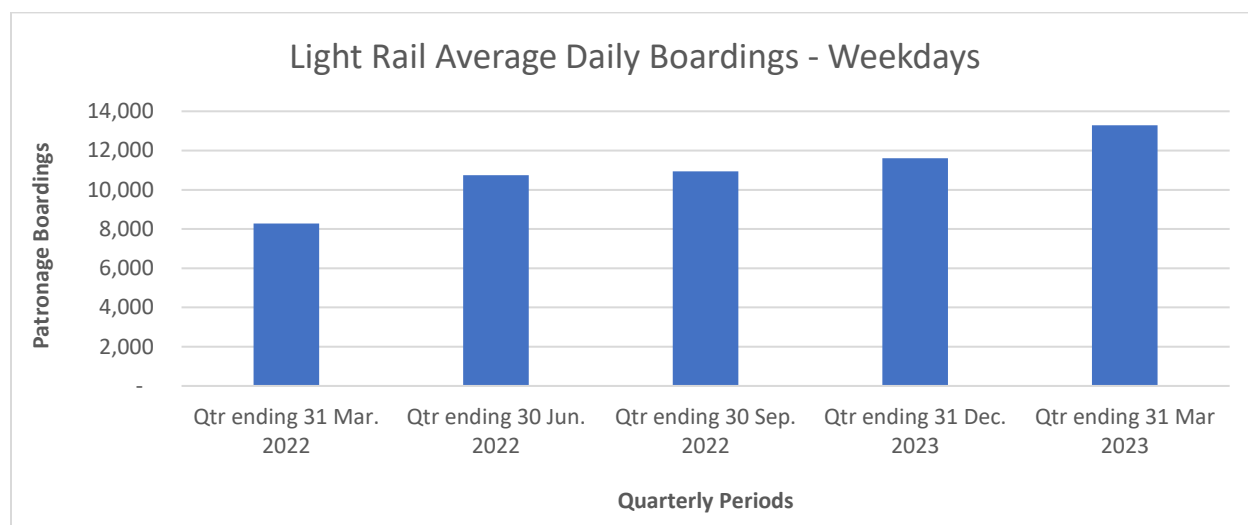
This section sets out the average daily boardings recorded by the MyWay ticketing system on Transport Canberra light rail services over the last five quarters, broken down by weekdays and weekends.

Table 7 - Average boardings on Transport Canberra light rail services by type of day
(quarter ending 31 March 2022 to quarter ending 31 March 2023)

Day type*	Quarter ending				
	31 March 2022**	30 June 2022**	30 Sept 2022**	31 Dec 2022**	31 Mar 2023**
Weekday*	8,274	10,737	10,935	11,603	13,287
Weekend	4,124	4,711	5,486	5,771	6,678
TOTAL	6,937	8,684	9,336	9,701	11,231

* Public Holidays are included with weekend data.

** These figures reflect ongoing variations as part of continuing recovery following COVID-19 pandemic.



2.8 Average daily bus boardings by type of day

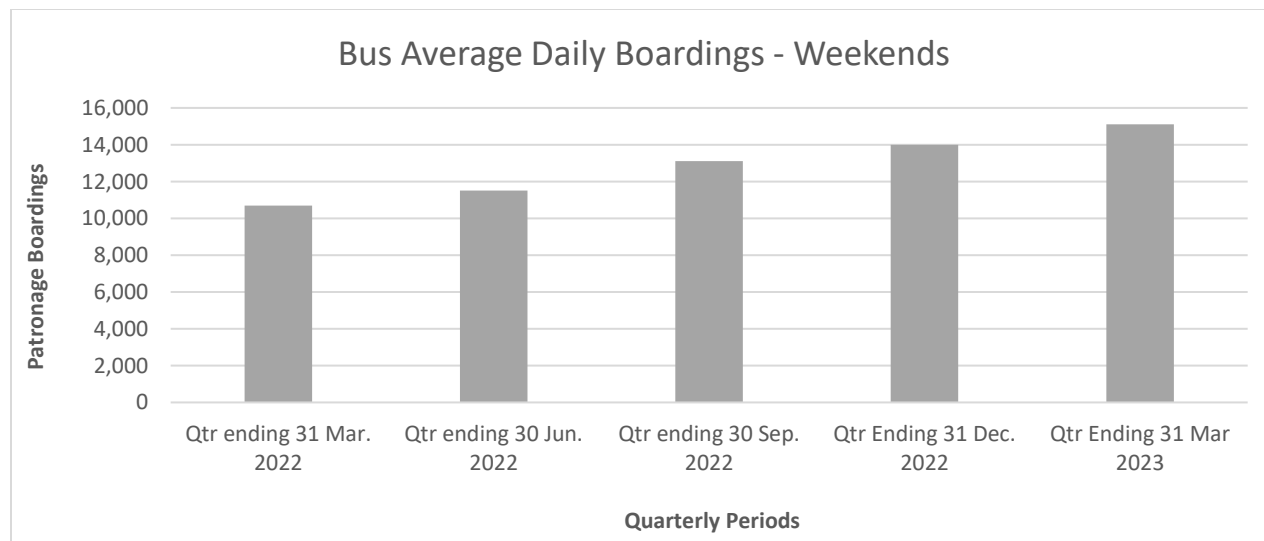
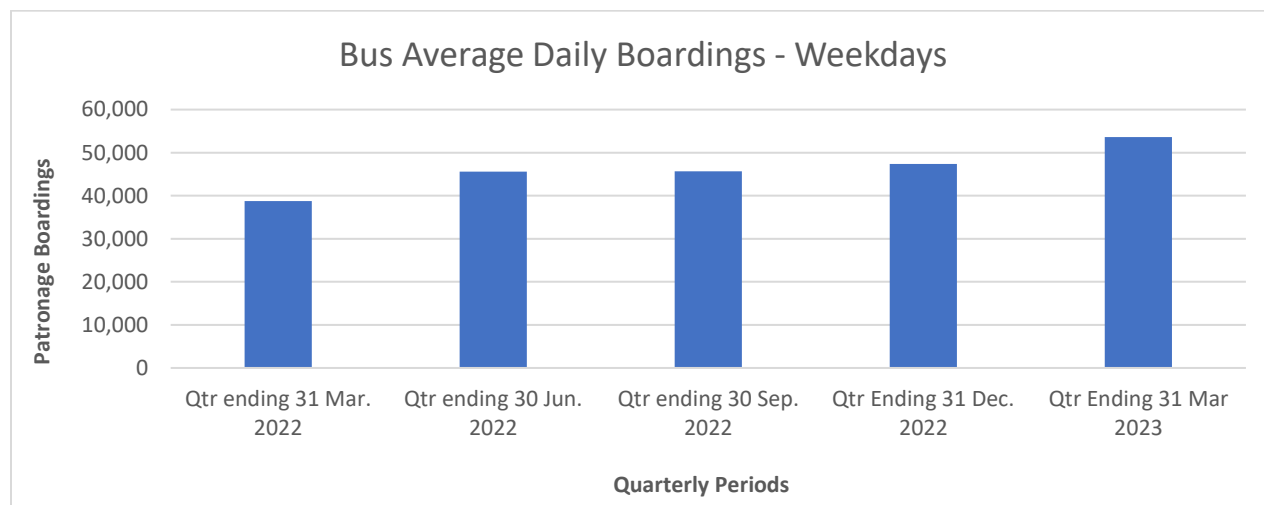
This section sets out the average daily boardings recorded by the MyWay ticketing system on Transport Canberra bus services over the last five quarters, broken down by weekdays and weekends.

Table 8 - Average boardings on Transport Canberra bus services by type of day
(quarter ending 31 March 2022 to quarter ending 31 March 2023)

Day type*	Quarter ending				
	31 March 2022**	30 June 2022**	30 Sept 2022**	31 Dec 2022**	31 Mar 2023**
Weekday*	38,754	45,551	45,653	47,406	53,600
Weekend	10,699	11,511	13,101	13,992	15,103
TOTAL	29,714	33,955	36,100	36,510	41,624

* Public Holidays are included with weekend data.

** These figures reflect ongoing variations as part of continuing recovery following COVID-19 pandemic.



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

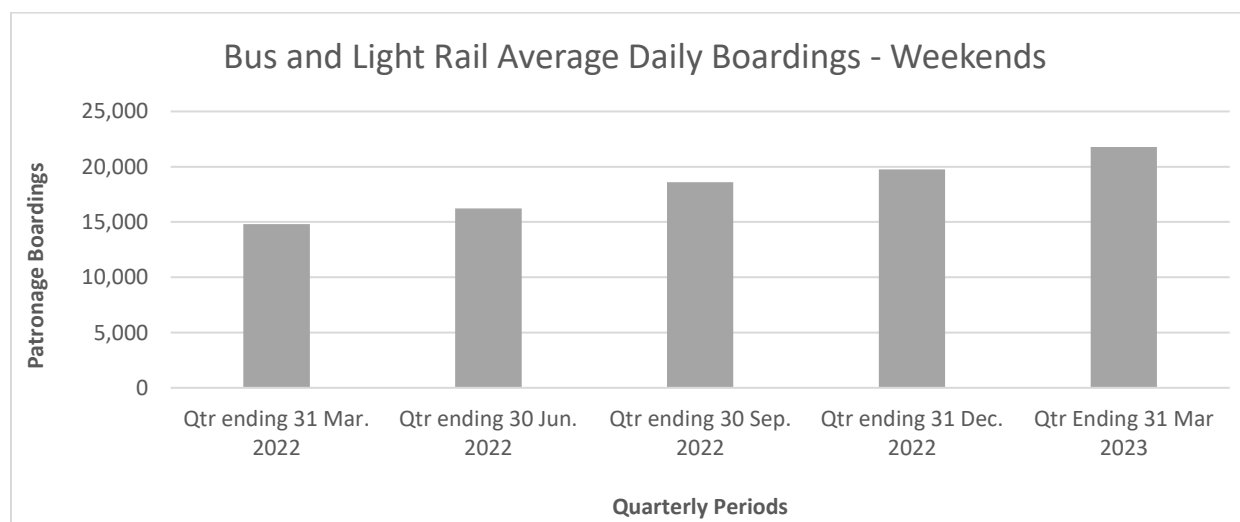
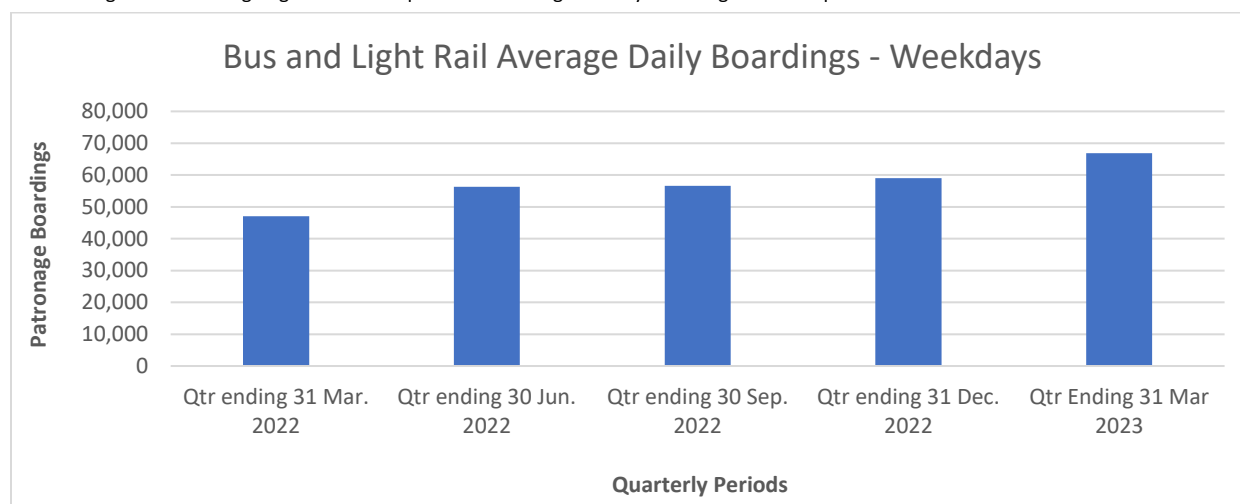
This section sets out the boardings recorded by the MyWay ticketing system on Transport Canberra bus and light rail services over the last five quarters, broken down by weekdays and weekends.

Table 9 - Average boardings on Transport Canberra bus and light rail services by type of day
(quarter ending 31 March 2022 to quarter ending 31 March 2023)

Day type*	Quarter ending				
	31 March 2022**	30 June 2022**	30 Sept 2022**	31 Dec 2022**	31 Mar 2023**
Weekday*	47,028	56,288	56,588	59,009	66,888
Weekend	14,822	16,222	18,587	19,763	21,781
TOTAL	36,651	42,639	45,436	46,211	52,855

* Public Holidays are included with weekend data.

** These figures reflect ongoing variations as part of continuing recovery following COVID-19 pandemic.

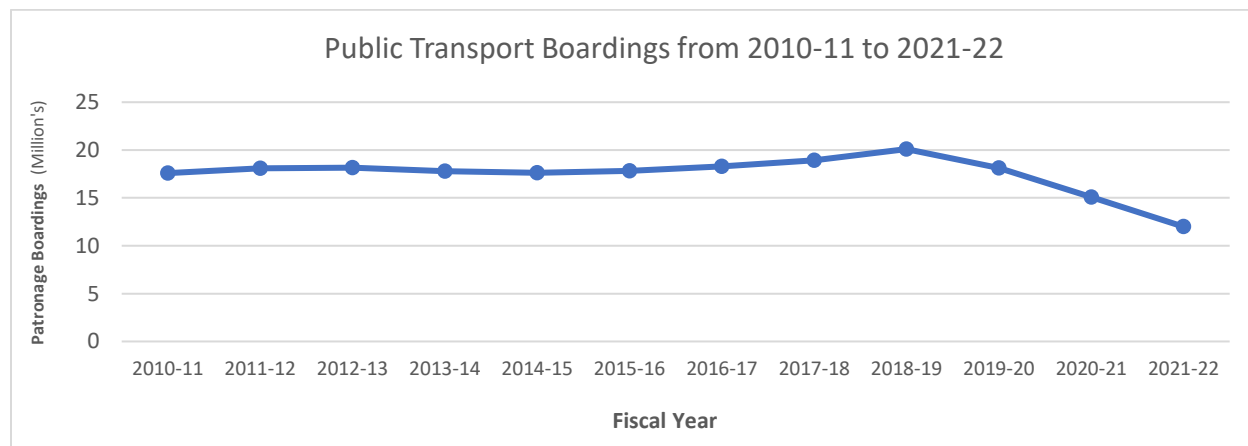


2.10 Boardings by year from 2010-11 to 2021-22

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.

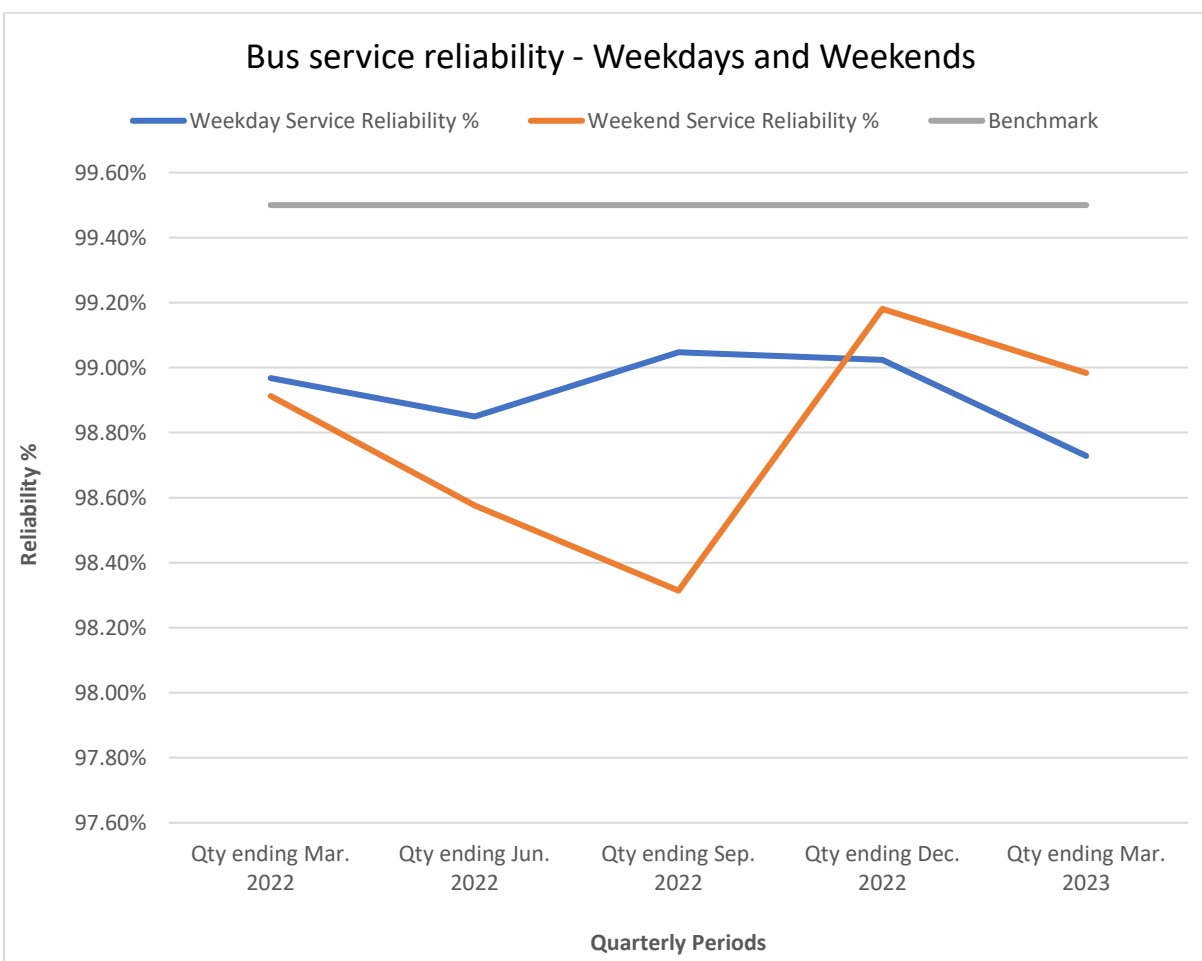
3.0 Public transport operational performance

3.1 Reliability of Transport Canberra bus services

This section sets out the reliability 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 - Reliability of Transport Canberra bus services by day type
(quarter ending 31 March 2022 to quarter ending 31 March 2023)

Day type	Quarter ending				
	31 Mar 22	30 Jun 22	30 Sep 22	31 Dec 22	31 Mar 23
Weekday	98.97%	98.85%	99.05%	99.02%	98.75%
Weekend	98.91%	98.58%	98.31%	99.18%	98.98%
Reliability target	99.50%	99.50%	99.50%	99.50%	99.50%

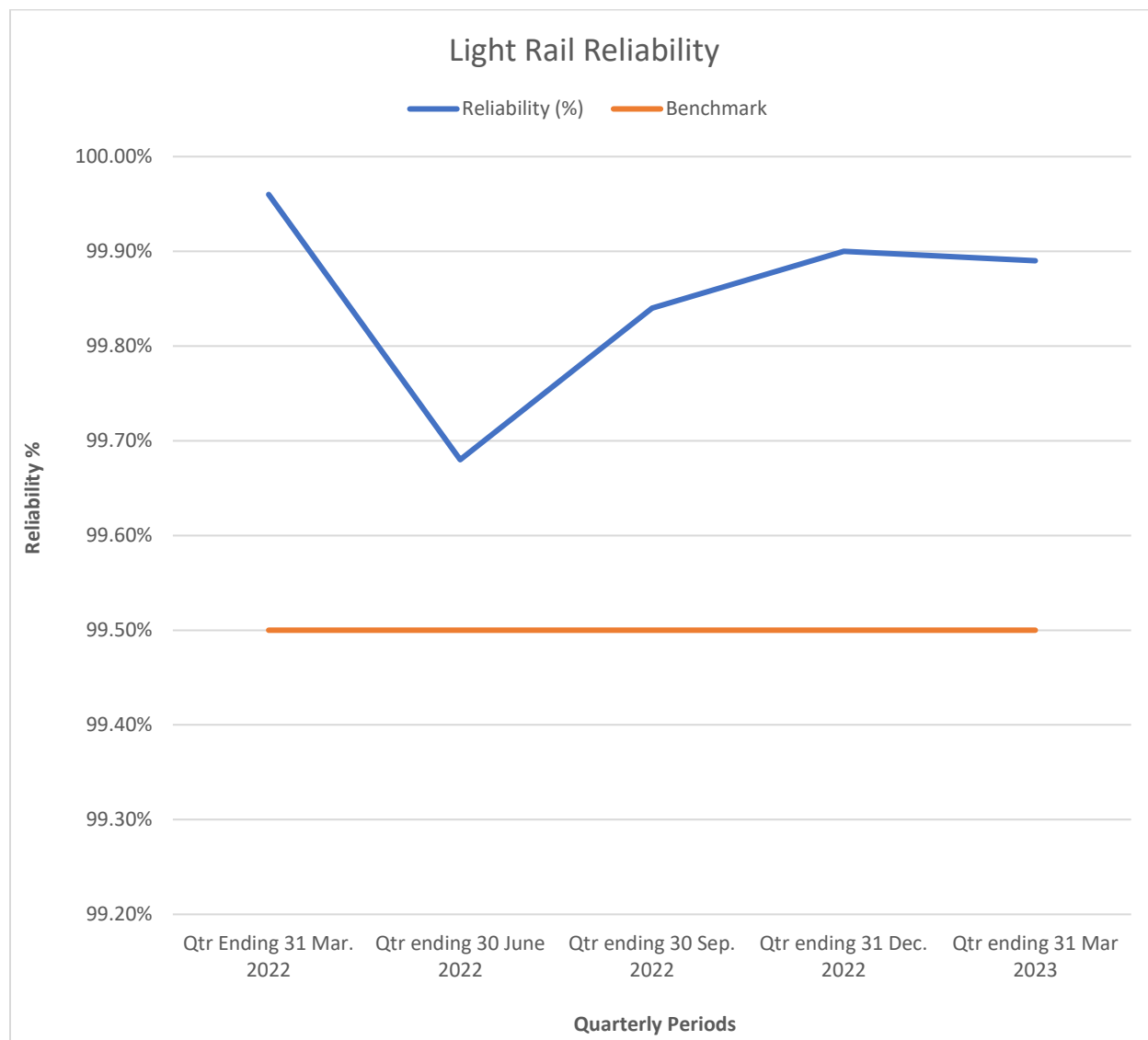


3.2 Reliability of Transport Canberra light rail services

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

Table 12 - Reliability of Transport Canberra light rail services
(quarter ending 31 March 2022 to quarter ending 31 March 2023)

	Quarter ending				
	31 Mar 22	30 Jun 22	30 Sep 22	31 Dec 22	31 Mar 23
Reliability (%)	99.96%	99.68%	99.84%	99.90%	99.89%
Reliability target	99.50%	99.50%	99.50%	99.50%	99.50%



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 31 March 2022 to quarter ending 31 March 2023)

	Quarter ending				
	31 Mar 22	30 Jun 22	30 Sep 22	31 Dec 22	31 Mar 23
Number of recorded customer enquiries	1143	1202	1392	1346	2284
Customer enquiries per 10,000 passenger boardings	3.5	3.1	3.3	3.2	4.8



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 31 March 2022 to quarter ending 31 March 2023)

	Quarter ending				
	31 Mar 22	30 Jun 22	30 Sep 22	31 Dec 22	31 Mar 23
MyWay	90.08%	90.01%	89.00%	88.38%	89.94%
Paper tickets	9.92%	9.99%	11.00%	11.62%	10.06%

