




ACT
Government

TRANSPORT CANBERRA

PUBLIC TRANSPORT IMPROVEMENT PLAN 2015





TRANSPORT CANBERRA

- CONVENIENT
- EFFICIENT
- AFFORDABLE
- RELIABLE
- INTEGRATED

INTRODUCTION

Chief Minister Andrew Barr
Minister Shane Rattenbury



Canberra is the most liveable city in the world, and as a result, our diverse and vibrant city is growing quickly.

The ACT Government delivers a bus service throughout our city to ensure transport is accessible to all Canberrans, and construction will start in 2016 on light rail as the next stage of our public transport network.

Canberra needs a smart, integrated public transport system that is easy to use, there when you need it and gets you there on time. Without investment in our public transport network we run the risk of becoming a city overrun with congestion.

The benefits of integrated public transport for our community are substantial: it supports social inclusion, drives economic development, maintains liveability and reduces congestion.

To ensure we get the best from our public transport network the ACT Government has created Transport Canberra bringing together ACTION buses and Capital Metro light rail.

This will mean substantial benefits for public transport users and also allow us to continue to support services for disadvantaged people in our city.

Transport Canberra's mandate is to deliver the ACT Government's vision of a quality public transport system that is:

- **convenient** – to ensure an easy travel experience for all Canberrans

- **efficient** – to get you where you want to go quickly, and maximise the services we get from our investment
- **affordable** – providing a service to those who need it most
- **reliable** – to provide confidence you will get where you want, when you want
- **integrated** – to provide a seamless travel experience across Canberra

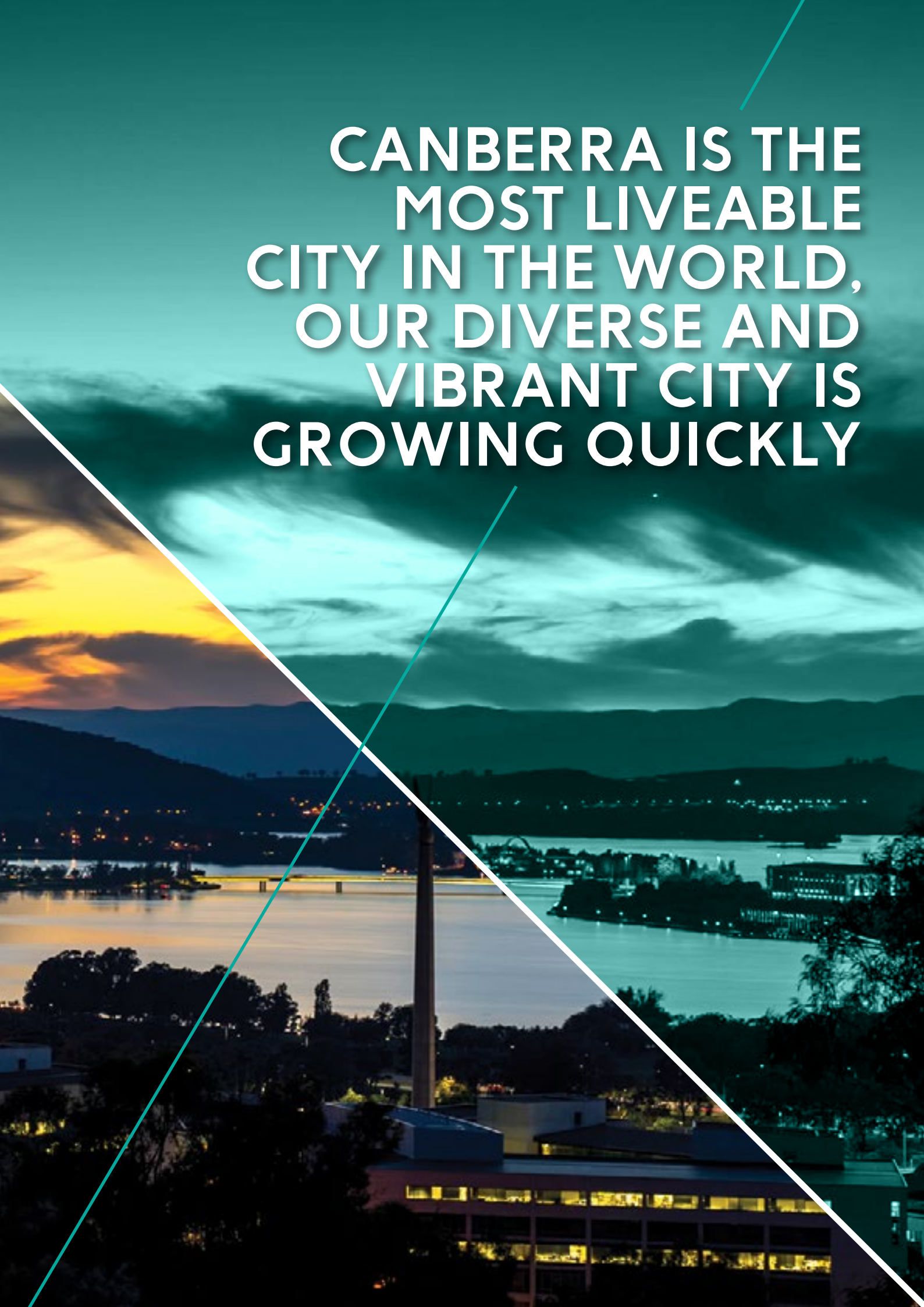
As well as creating Transport Canberra, the ACT Government will implement a range of other public transport improvements. These include:

- A one ticket, one fare, one network approach which will integrate the service provided by ACTION and light rail
- Releasing a draft Light Rail Network Plan to the Canberra community, for a conversation about where and how light rail can extend right across the ACT
- More transport, more often with the reinvestment of 1.2 million bus kilometres saved along the light rail line
- Efficiency improvements to ACTION delivering a better bus service for the community and
- The first comprehensive survey of the Canberra community on public transport.

We are confident our transport plan will create an affordable public transport system that will be reliable, efficient, integrated and convenient, will meet the needs of our growing city, and will provide a genuine alternative to driving.



**CANBERRA IS THE
MOST LIVEABLE
CITY IN THE WORLD,
OUR DIVERSE AND
VIBRANT CITY IS
GROWING QUICKLY**



TRANSPORT CANBERRA

A new agency to integrate and coordinate Canberra's public transport

For the last 90 years, buses have been Canberra's primary mode of public transport. Light rail will introduce a second public transport mode and with it a need for enhanced transport integration and coordination.

From 1 July 2016, the ACT Government's new single public transport agency, Transport Canberra, will manage this task. Transport Canberra will ensure that buses and light rail are integrated with each other, and with other forms of transport including taxis, cycling and walking. It will also encourage innovative approaches to driving, parking and traffic management.

Transport Canberra's broad mandate will be to provide a transport system for Canberra that is integrated, convenient, reliable and efficient. It will also assist with implementing the ACT Government's 20 year foundation plan for transport, Transport for Canberra (2012-2031).

Combining two separate Government agencies – Capital Metro and ACTION – into a single entity is an important initiative that will ensure a reliable transport system and effective governance through better coordination, planning and cost efficiencies.

In the years ahead when light rail starts operating, Transport Canberra will ensure efficient integration by delivering a single ticketing, timetabling and fare system across all of Canberra's public transport options.

Long term, Transport Canberra will forecast and meet the needs of a growing city, providing a transport system that offers a genuine alternative to driving, making Canberra an even more sustainable, modern and liveable city.







MAKING CANBERRA AN EVEN MORE SUSTAINABLE, MODERN AND LIVEABLE CITY



LIGHT RAIL NETWORK PLAN

The plan identifies the potential future light corridors for Canberra

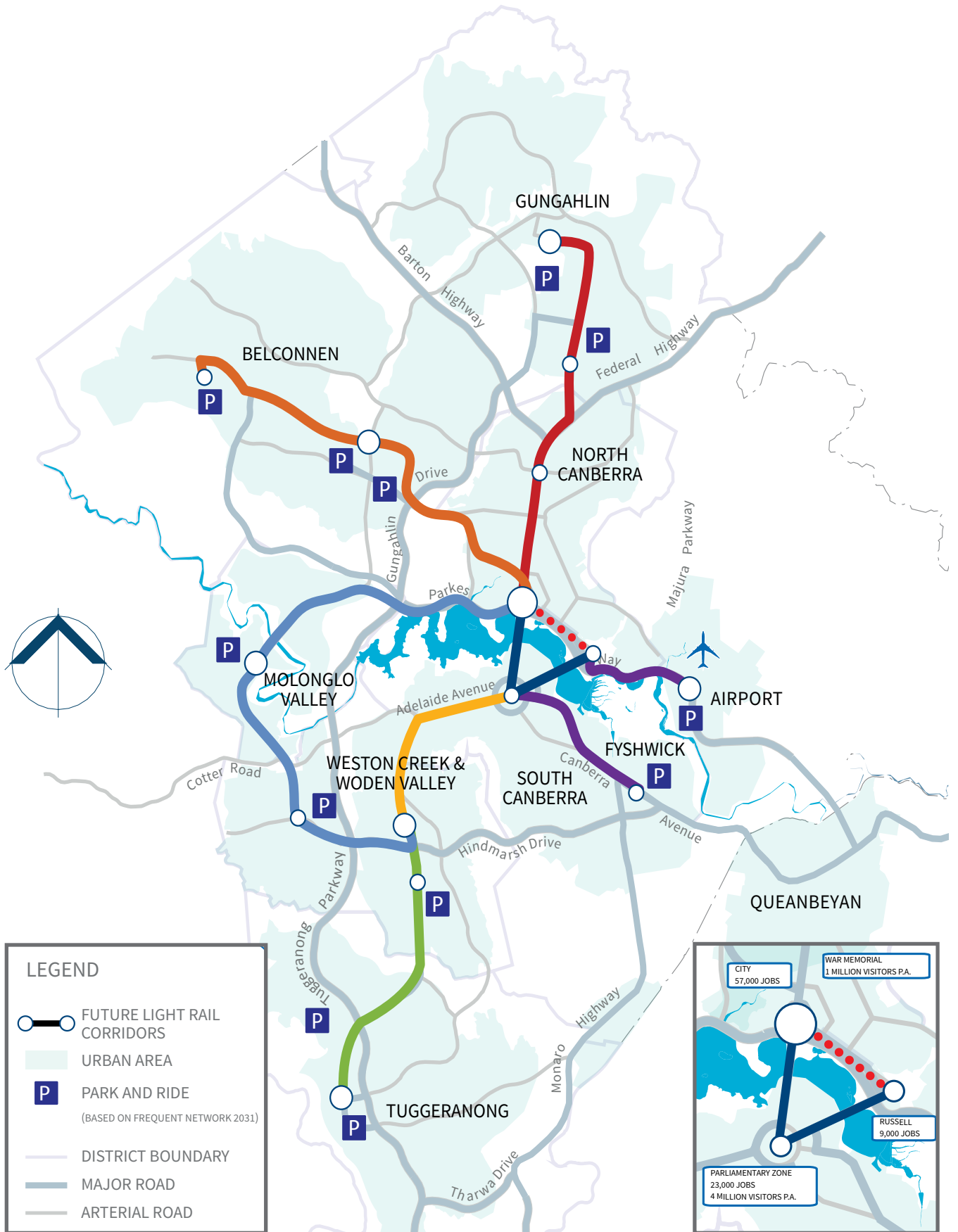
The ACT Government has released the consultation draft of its Light Rail Network plan. The plan identifies the potential future light corridors for Canberra, and how Canberra could be served by an integrated bus and light rail network.

Transport Canberra will roll out the Light Rail Network to reduce congestion on our roads and

deliver a modern transport system that can meet the requirements of our growing, changing city.

It will be responsible for integrating buses with the Light Rail Network, ensuring a single ticketing system, a central contact for information and coordination of timetabling.







**ONE TICKET
ONE FARE
ONE NETWORK**



SIMPLIFIED TICKETING SYSTEM

Delivering a convenient and integrated experience across public transport in the ACT

Transport Canberra will deliver a convenient and integrated experience across public transport in the ACT. ACTION currently achieves approximately 17.5 million boardings every year across a network of over 400 buses. Transport Canberra will ensure the bus and light rail timetables work together to give passengers seamless transition between the two services.

Transport Canberra will deliver an integrated ticketing system to ensure a smooth transition between buses and light rail, meaning even occasional users of the light rail network will gain from a simple system.

Transport Canberra will also deliver a consistent fare structure between ACTION and light rail.

- Next generation ticketing technology and systems such as payment with e-wallets on smart phones will be explored.
- We will deliver new and modern technologies for recharging MyWay cards, such as platform vending machines.
- We will provide accurate real time information for users of buses and light rail – through smart phones and digital displays at bus and light rail stops.
- Smart timetable technology will allow you to easily plan your trip between bus, light rail and other types of transport.
- A single public transport agency means a single point of contact for enquiries, information and feedback.





1 Select fare
El precio del billete
depende del trayecto

2 Deposit amount due
Depositar la cantidad
del precio del billete

3 Collect tickets and change
Recoger el billete y el cambio

Coins CARD

TICKETS

TICKETS CHANGE

3 Collect tickets and change



ActewAGL



Powering ahead with natural gas

EASY ACCESS

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KEEP CLEAR

**MORE BUSES,
MORE SERVICES,
MORE OFTEN**



MORE BUSES, MORE SERVICES, MORE OFTEN

Reliability is one of the most important features of a public transport service

The first stage of the light rail network will free up 1.2 million kilometres per year from the existing ACTION bus network. In consultation with the community, Transport Canberra will redistribute these buses to other parts of the network to improve the Canberra-wide bus service.

Reliability is one of the most important features of a public transport service. Reliability has a direct impact on people's choice whether to rely on public transport. For operators, unreliable services cause difficulty in timetabling and resource planning.

The additional services will be bolstered by the more efficient operation of the ACTION fleet through a fleet replacement strategy. A modernised ACTION fleet will reduce operating costs, improve reliability and ensure a pleasant customer experience.

Efficient transport networks can make a city more attractive to businesses and people and support economic growth. Public transport also plays a crucial role in supporting social inclusion for disadvantaged people in Canberra. Our flexible bus initiative provides on-demand bus services

for specific individuals and groups and continues to be well received by the community. Transport Canberra will continue to enhance public transport services for the disadvantaged.

The establishment of Transport Canberra will allow us to put more resources into more efficient and improved transport services.

In response to an expenditure review of ACTION, the government has committed to keep ACTION in public ownership and pursue a range of reforms to enhance our delivery of services.

Transport Canberra will pursue a range of 'back of house' improvements to the operation of ACTION such as extended workshop hours – keeping more buses on the road and in better condition.

A public online dashboard for ACTION will provide real time reporting of performance data such as on-time running and reliability.

Expanding use of cashless buses (one service already runs from Gungahlin), will improve reliability through fast and efficient boarding.





Cooleman Court
Community Hub, Holder, Du 25

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BU 558

ACTION

custom

ACT Signal Bus
STOP
2589
SERVICE INFORMATION
888 222 2222
CALL 1300 24 2424 TO GET THE
BUS TO YOUR DOOR


ACTION

WEEKEND
Cooleman Court

Service
info
Phone
1300 24 2424
ID: 0104

WEEKEND
Cooleman Court

ACTION
SIGNAL BUS



A BETTER CUSTOMER EXPERIENCE





NEW FEATURES FOR A BETTER CUSTOMER EXPERIENCE

Transport Canberra will extend the city's free wifi across our public transport fleet.

So you can stay connected throughout your journey, all light rail vehicles will have wifi and ACTION will start a trial of bus wifi before the end of 2015.

State-of-the-art light rail vehicles will have clean, modern, temperature-controlled cabins to ensure your comfort. This comfort will continue across the renewed bus fleet.

We will trial a new on-demand pick-up system to complement weekend suburban services in the first half of 2016. Passengers will be able to arrange to be picked up from their nearest suburban bus stop and taken to the bus interchange to join major routes and more convenient suburban services. New park and ride facilities will allow people to switch from driving to public transport, and reduce parking costs for travellers as well as congestion in city centres.

We expect to fit all full-size ACTION buses with bike racks in the first half of 2016 (currently they are on around 80% of the fleet).

We will explore and potentially trial electric buses over 2016. Recent improvements in battery technology mean that electric buses may have become economical and operationally viable, with obvious benefits for the environment.

Transport Canberra will also ensure that customers have the opportunity to directly influence the service we provide in the future.

Your views on how we can deliver the best possible public transport for Canberra are important. To get involved, visit timetotalk.act.gov.au

We will also undertake a comprehensive customer survey on public transport in early 2016.





TUGGERANONG 65

EASY ACCESS

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MAWSON DR

Mawson

Southlands

Shops

WATCH FOR PEDESTRIANS

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Powering ahead with natural gas

Tuggeranong 319

EASY ACCESS

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