



# Transport Canberra Quarterly Data Report

#6 (1 October to 31 December 2020)

TRANSPORT CANBERRA AND CITY  
SERVICES DIRECTORATE

FEBRUARY 2021

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## 1.0 Introduction

This report provides information on the performance of Transport Canberra bus and light rail services, including passenger boardings, passenger journeys and operational performance. The daily average patronage for bus and light rail services on both weekdays and weekends have now been added to this report and will continue to be updated in the following quarterly reports.

Data in this report is presented over the last five quarters, from the quarter ending 31 December 2019 to the quarter ending 31 December 2020. This allows for a comparison of the most recent data to the same period last year.

The data reflects a sharp decline in public transport patronage due to the impact of COVID-19, which manifested in March 2020, as Canberrans followed public health advice to avoid public transport and stayed at home to help slow the spread of the virus. As in many cities around the world, the use of public transport in Canberra has not yet recovered to the level seen prior to the pandemic.

During the reporting quarter ending 31 March 2020, a number of measures were put in place to protect operators and passengers from unnecessary contact, including moving to cashless travel. This resulted in the number of customer enquiries recorded and paper ticket purchases decreasing, both as a result of fewer Canberrans using public transport and as cashless travel meant paper ticket sales on buses were suspended.

As a result, during the second quarter of the 2020-21 financial year (1 October to 31 December 2020), there were:

- 3,606,718 boardings recorded on Transport Canberra bus and light rail services – a decrease of 34.1% from the same period in 2019; and
- 2,585,446 journeys recorded on Transport Canberra bus and light rail services – a decrease of 36.6% from the same period in 2019.

## I.1 Definitions

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

Term	Definition
<b>Reliability</b>	<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>
<b>Ticket categories</b>	<p>For the purposes of this report, patronage data is presented in five ticket categories:</p> <ul style="list-style-type: none"> <li>• <b>Full fare</b> – customers who are not eligible for any concession and pay the ordinary cash or MyWay fare.</li> <li>• <b>Tertiary student</b> – customers who are claiming a concession using a MyWay card as a student enrolled in tertiary education, such as at a university or CIT.</li> <li>• <b>School student</b> – 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.</li> <li>• <b>Concession</b> – 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.</li> <li>• <b>Other</b> – customers not included in the other four ticket categories, such as current and past public transport employees.</li> </ul>
<b>MyWay Ticketing data</b>	<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
<b>Service types</b>	<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"> <li>• <b>Light rail</b> – light rail services operated by Canberra Metro under contract to the Territory.</li> <li>• <b>Rapid Bus</b> – routes R2 to R10</li> <li>• <b>Local Bus</b> – routes 18 to 81</li> <li>• <b>Peak Bus</b> – routes 180, 181 and 182</li> <li>• <b>School special services</b> – Transport Canberra bus services that are restricted to use by school students (1000-series and 2000-series services).</li> <li>• <b>Other</b> – 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.</li> </ul>
<b>Boardings</b>	<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>
<b>Journeys</b>	<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.

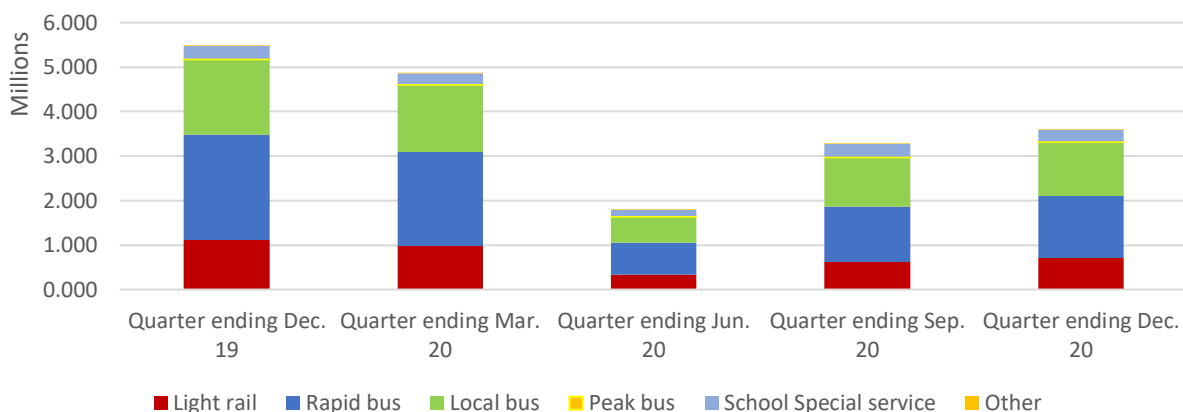
**Table 1 Boardings on Transport Canberra bus and light rail services by service type (quarter ending 31 December 2019 to quarter ending 31 December 2020)**

Service type	Quarter ending 31 December 2019	Quarter ending 31 March 2020**	Quarter ending 30 June 2020**	Quarter ending 30 September 2020**	Quarter ending 31 December 2020**
Light rail	1,119,082	975,412	330,557	613,062	714,402
Rapid bus	2,354,969	2,110,464	719,513	1,243,429	1,383,923
Local bus	1,693,460	1,512,623	590,230	1,113,429	1,224,059
Peak bus	27,971	25,487	6,007	12,465	15,618
School Special service	271,314	239,831	145,609	289,182	248,255
Other*	9,028	7,397	6,786	16,916	20,461
<b>TOTAL</b>	<b>5,475,824</b>	<b>4,871,214</b>	<b>1,798,702</b>	<b>3,288,483</b>	<b>3,606,718</b>

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

\*\* These figures include an outstanding result in February 2020 with the highest patronage recorded since MyWay was introduced, however also reflects the sharp decline in public transport patronage from March 2020 due to the continuing impact of COVID-19.

Boardings by service type

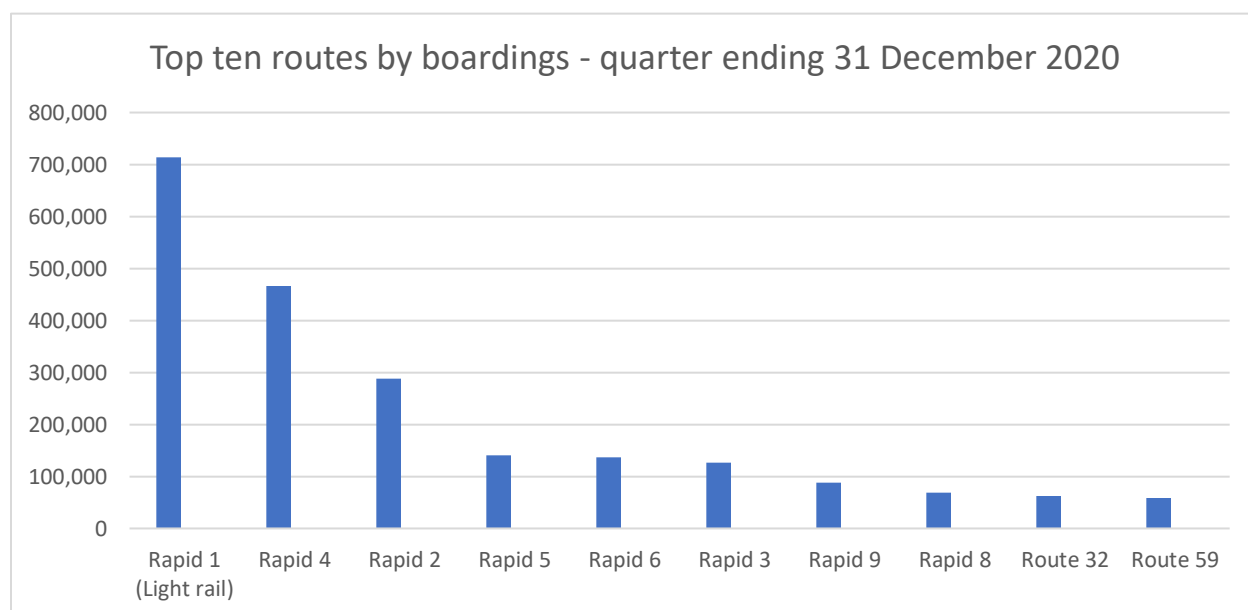


## 2.2 Top ten routes by boardings

This section sets out the ten Transport Canberra bus and light rail routes with the highest number of boardings during the quarter ending 31 December 2020 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 December 2020) and the proportion of all boardings on Transport Canberra services on each of these routes**

Route number	Boardings in quarter ending 31 December 2020	% of all boardings in quarter ending 31 December 2020
Rapid 1 (Light rail)	714,402	19.8%
Rapid 4	466,291	12.9%
Rapid 2	287,630	8.0%
Rapid 5	141,191	3.9%
Rapid 6	136,477	3.8%
Rapid 3	126,155	3.5%
Rapid 9	87,590	2.4%
Rapid 8	68,892	1.9%
Route 32	63,042	1.7%
Route 59	59,201	1.6%
<b>TOTAL</b>	<b>2,145,408</b>	<b>59.6%</b>



## 2.3 Boardings by ticket category

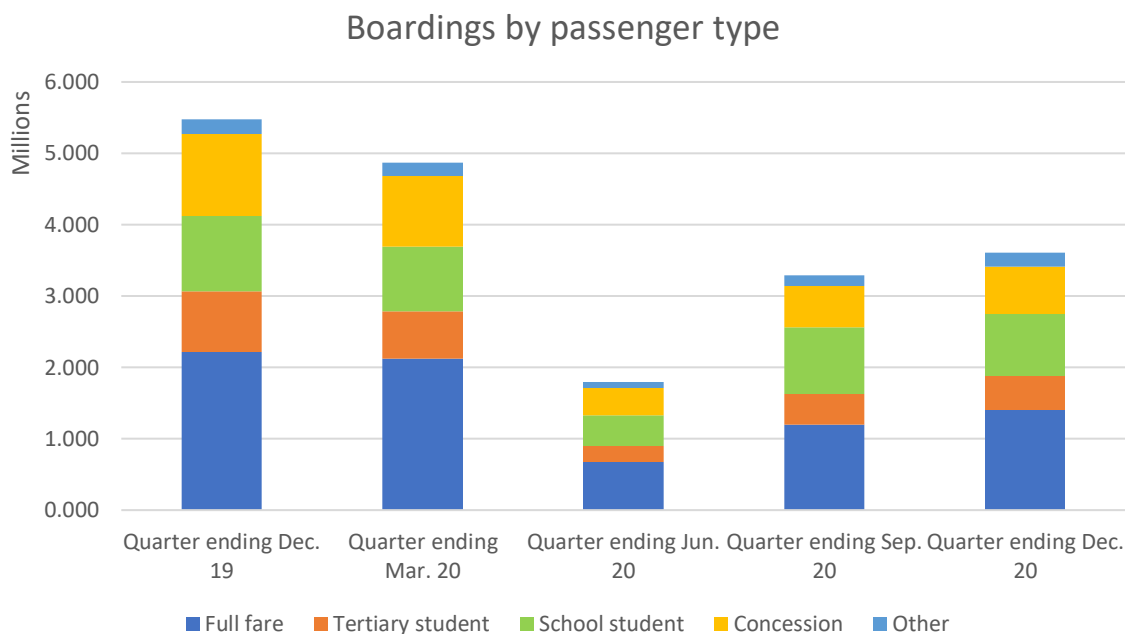
This section sets out the boardings recorded by the MyWay ticketing system on Transport Canberra bus and light rail services over the last five quarters, broken down by ticket category.

**Table 3 Boardings on Transport Canberra bus and light rail services by ticket category (quarter ending 31 December 2019 to quarter ending 31 December 2020)**

Ticket category	Quarter ending 31 December 2019	Quarter ending 31 March 2020**	Quarter ending 30 June 2020**	Quarter ending 30 September 2020**	Quarter ending 31 December 2020**
Full fare	2,211,468	2,119,153	678,508	1,196,387	1,401,110
Tertiary student	857,111	669,660	220,559	435,123	475,020
School student	1,052,547	906,925	432,890	930,454	868,073
Concession	1,145,454	990,354	379,534	579,553	670,667
Other*	209,244	185,121	87,211	146,966	191,848
<b>TOTAL</b>	<b>5,475,824</b>	<b>4,871,213</b>	<b>1,798,702</b>	<b>3,288,483</b>	<b>3,606,718</b>

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

\*\* These figures include an outstanding result in February 2020 with the highest patronage recorded since MyWay was introduced, however also reflects the sharp decline 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.

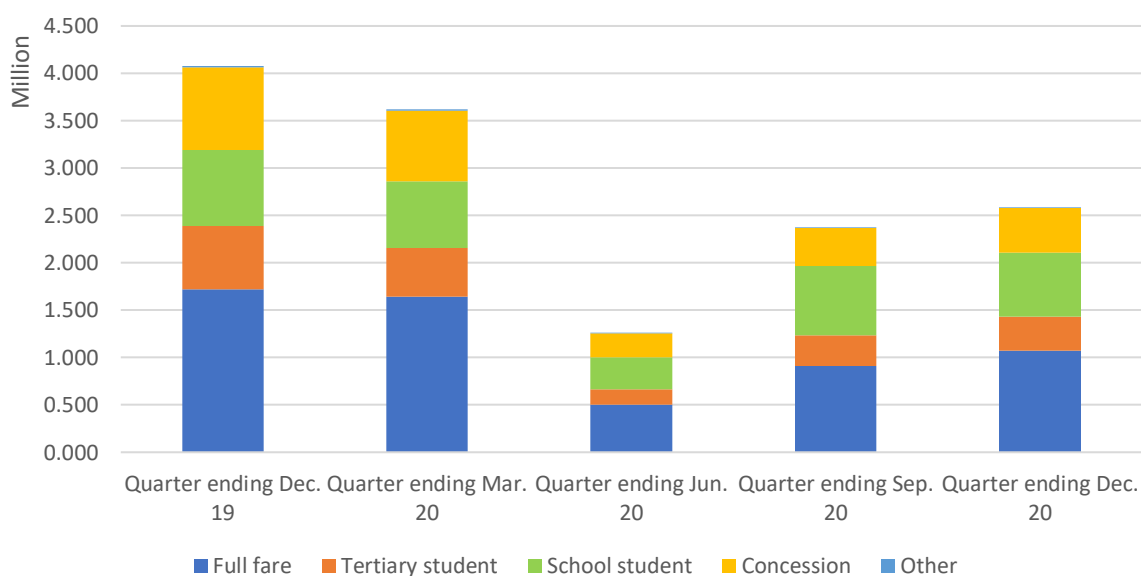
**Table 4 Journeys on Transport Canberra bus and light rail services by ticket category (quarter ending 31 December 2019 to quarter ending 31 December 2020)**

Ticket category	Quarter ending 31 December 2019	Quarter ending 31 March 2020**	Quarter ending 30 June 2020**	Quarter ending 30 September 2020**	Quarter ending 31 December 2020**
<b>Full fare</b>	1,722,260	1,644,711	499,395	908,167	1,072,697
<b>Tertiary student</b>	665,195	508,969	162,374	328,988	358,549
<b>School student</b>	804,606	704,014	340,819	732,101	678,770
<b>Concession</b>	872,486	751,107	251,307	397,486	468,708
<b>Other*</b>	11,818	10,291	3,864	6,025	6,722
<b>TOTAL</b>	<b>4,076,365</b>	<b>3,619,092</b>	<b>1,257,759</b>	<b>2,372,767</b>	<b>2,585,446</b>

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

\*\* These figures include an outstanding result in February 2020 with the highest patronage recorded since MyWay was introduced, however also reflects the sharp decline in public transport patronage from March 2020 due to the continuing impact of COVID-19.

### Journeys by passenger type



## 2.5 Boardings by type of day

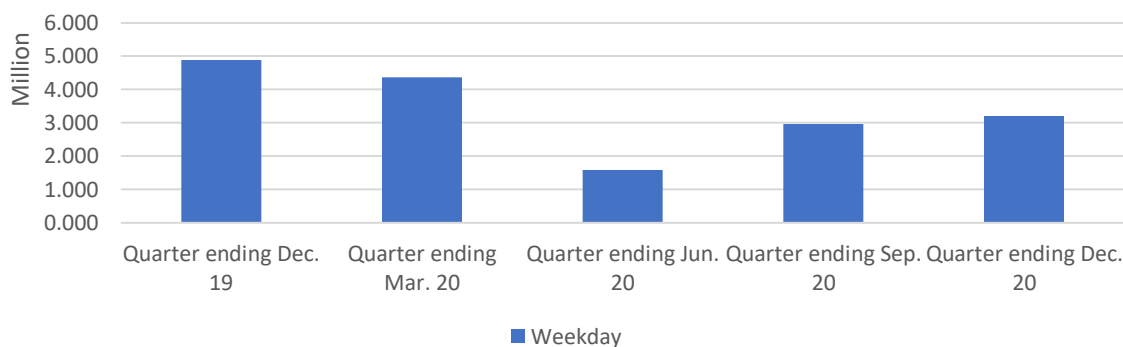
This section sets out the boardings recorded by the MyWay ticketing system on Transport Canberra bus and light rail services over the last five quarters, broken down by weekdays and weekends.

**Table 5 Boardings on Transport Canberra bus and light rail services by type of day (quarter ending 31 December 2019 to quarter ending 31 December 2020)**

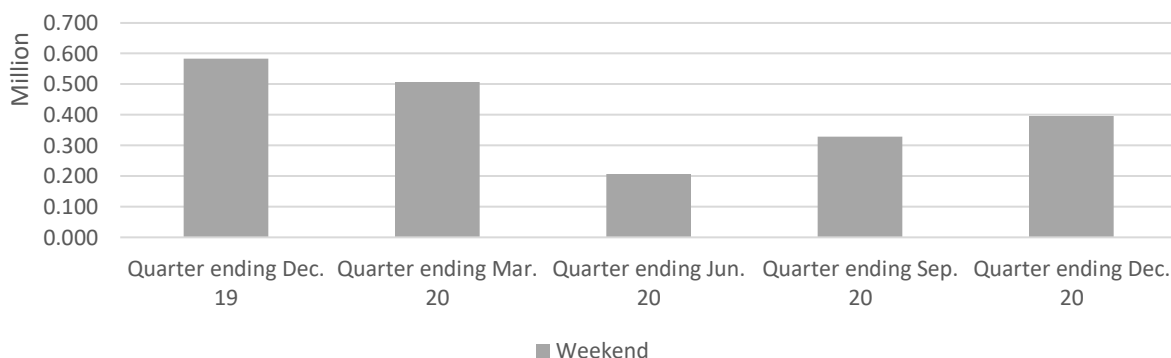
Day type	Quarter ending 31 December 2019	Quarter ending 31 March 2020*	Quarter ending 30 June 2020*	Quarter ending 30 September 2020*	Quarter ending 31 December 2020*
<b>Weekday</b>	4,892,351	4,364,876	1,591,494	2,960,185	3,211,434
<b>Weekend</b>	583,473	506,338	207,208	328,298	395,284
<b>TOTAL</b>	<b>5,475,824</b>	<b>4,871,214</b>	<b>1,798,702</b>	<b>3,288,483</b>	<b>3,606,718</b>

\* These figures include an outstanding result in February 2020 with the highest patronage recorded since MyWay was introduced, however also reflects the sharp decline in public transport patronage from March 2020 due to the continuing impact of COVID-19.

Boardings - weekdays



Boardings - weekends



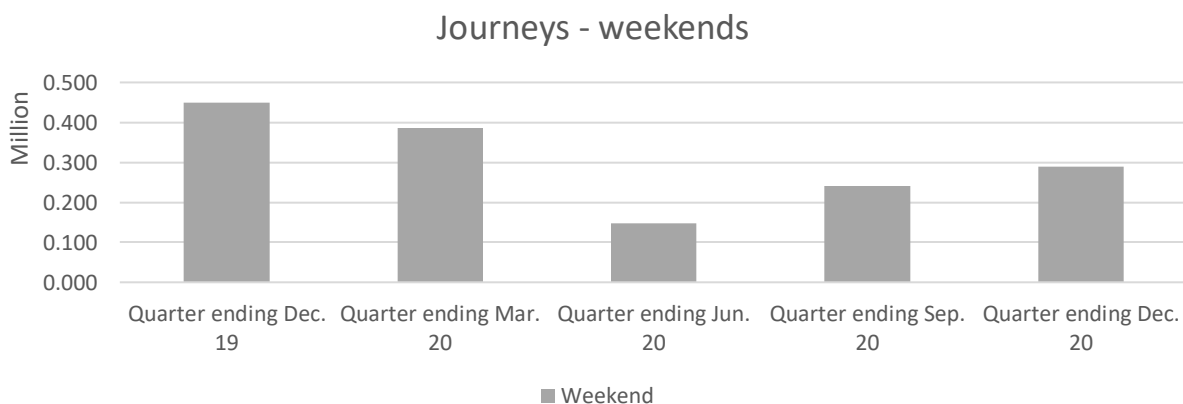
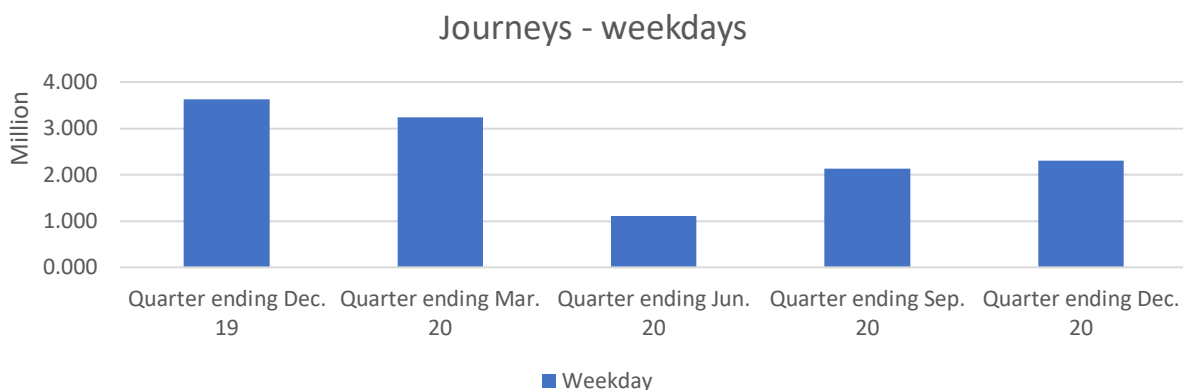
## 2.6 Journeys by type of day

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 December 2019 to quarter ending 31 December 2020)**

Day type	Quarter ending 31 December 2019	Quarter ending 31 March 2020*	Quarter ending 30 June 2020*	Quarter ending 30 September 2020*	Quarter ending 31 December 2020*
<b>Weekday</b>	3,627,030	3,232,675	1,111,087	2,131,846	2,296,778
<b>Weekend</b>	449,335	386,418	146,672	240,921	288,668
<b>TOTAL</b>	<b>4,076,365</b>	<b>3,619,093</b>	<b>1,257,759</b>	<b>2,372,767</b>	<b>2,585,446</b>

\* These figures include an outstanding result in February 2020 with the highest patronage recorded since MyWay was introduced, however also reflects the sharp decline 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.

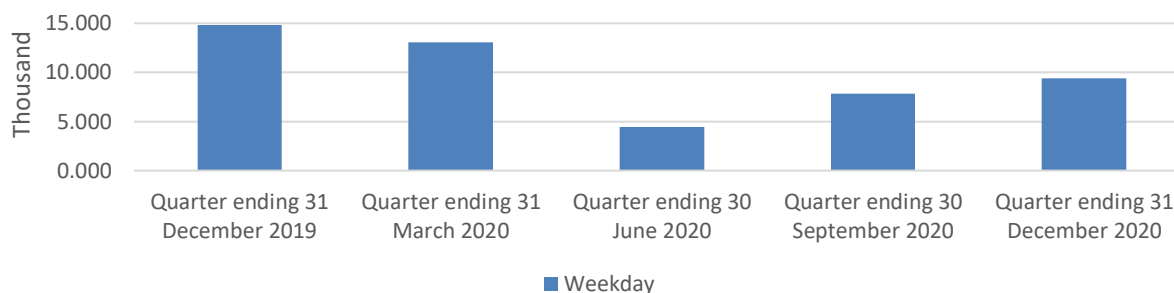
**Table 7 Average boardings on Transport Canberra light rail services by type of day (quarter ending 31 December 2019 to quarter ending 31 December 2020)**

Day type*	Quarter ending 31 December 2019	Quarter ending 31 March 2020**	Quarter ending 30 June 2020**	Quarter ending 30 September 2020**	Quarter ending 31 December 2020**
<b>Weekday</b>	14,805	13,062	4,410	7,824	9,372
<b>Weekend</b>	6,698	5,886	2,383	3,718	4,456
<b>All days</b>	<b>12,437</b>	<b>10,942</b>	<b>3,848</b>	<b>6,664</b>	<b>7,975</b>

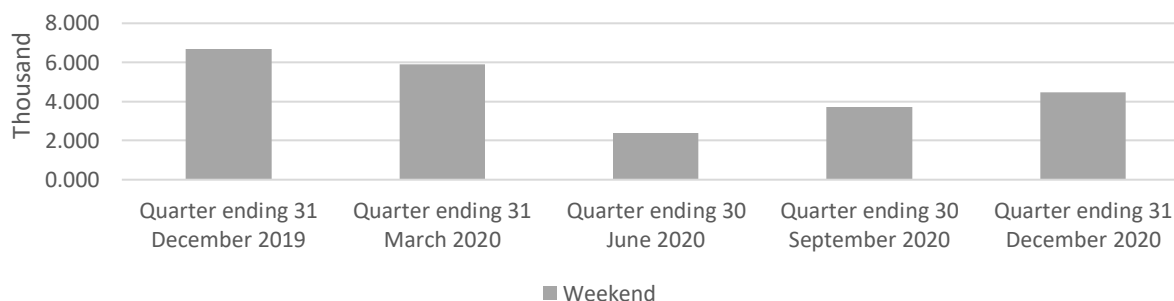
\* Excludes public holidays.

\*\* These figures include an outstanding result in February 2020 with the highest patronage recorded since MyWay was introduced, however also reflects the sharp decline in public transport patronage from March 2020 due to the continuing impact of COVID-19.

Light rail average daily boardings - weekdays



Light rail average daily boardings - weekends



## 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.

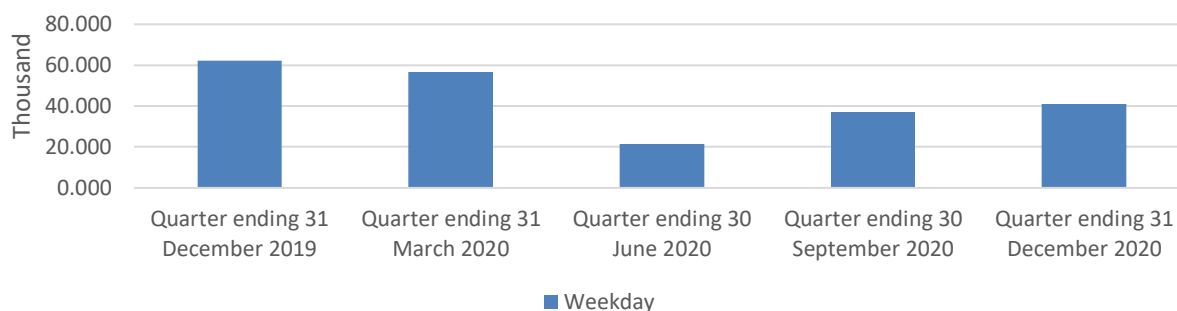
**Table 8 Average boardings on Transport Canberra bus services by type of day (quarter ending 31 December 2019 to quarter ending 31 December 2020)**

Day type*	Quarter ending 31 December 2019	Quarter ending 31 March 2020**	Quarter ending 30 June 2020**	Quarter ending 30 September 2020**	Quarter ending 31 December 2020**
<b>Weekday</b>	62,182	56,616	21,617	37,027	41,148
<b>Weekend</b>	15,743	13,588	6,034	8,909	10,772
<b>All days</b>	<b>48,615</b>	<b>43,903</b>	<b>17,299</b>	<b>29,081</b>	<b>32,519</b>

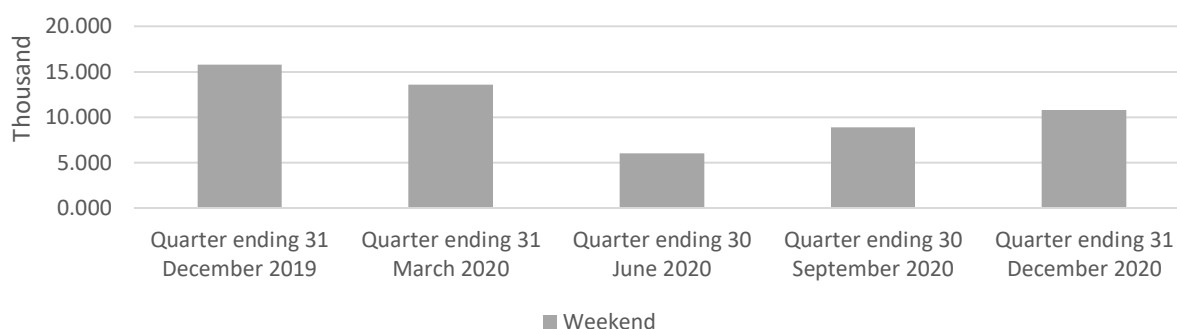
\* Excludes public holidays.

\*\* These figures include an outstanding result in February 2020 with the highest patronage recorded since MyWay was introduced, however also reflects the sharp decline in public transport patronage from March 2020 due to the continuing impact of COVID-19.

Bus average daily boardings - weekdays



Bus average daily boardings - weekends



## 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.

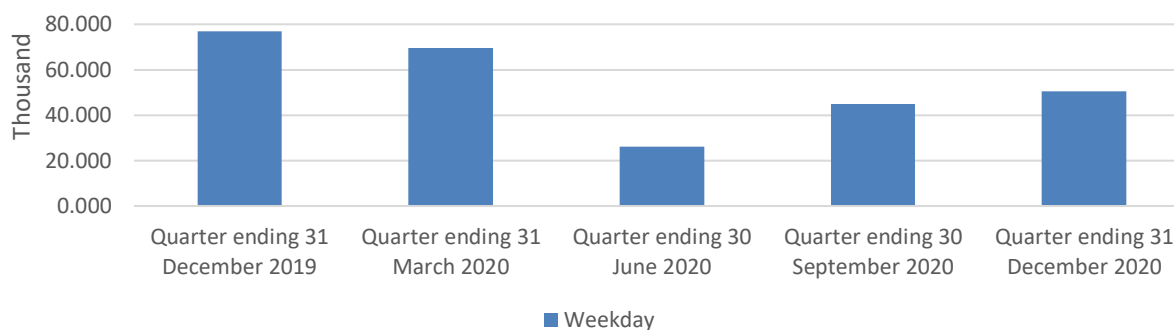
**Table 9 Average boardings on Transport Canberra bus and light rail services by type of day (quarter ending 31 December 2019 to quarter ending 31 December 2020)**

Day type*	Quarter ending 31 December 2019	Quarter ending 31 March 2020**	Quarter ending 30 June 2020**	Quarter ending 30 September 2020**	Quarter ending 31 December 2020**
<b>Weekday</b>	76,987	69,678	26,027	44,851	50,520
<b>Weekend</b>	22,441	19,475	8,418	12,627	15,227
<b>All days</b>	<b>61,052</b>	<b>54,845</b>	<b>21,147</b>	<b>35,744</b>	<b>40,494</b>

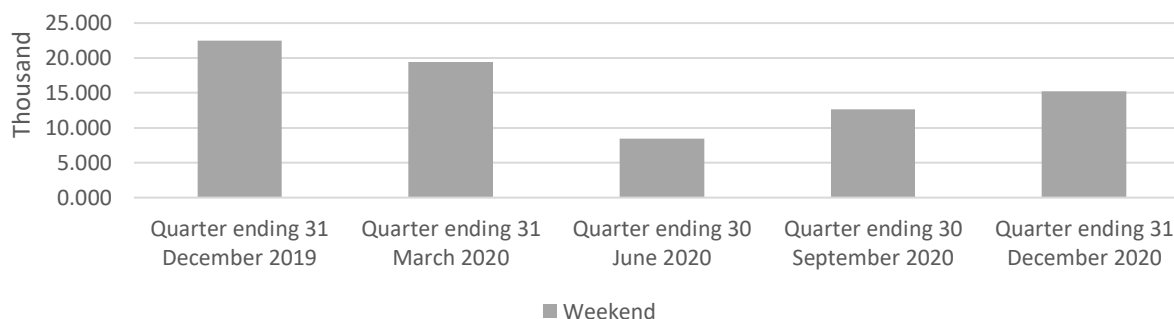
\* Excludes public holidays.

\*\* These figures include an outstanding result in February 2020 with the highest patronage recorded since MyWay was introduced, however also reflects the sharp decline in public transport patronage from March 2020 due to the continuing impact of COVID-19.

Bus and light rail average daily boardings - weekdays



Bus and light rail average daily boardings - weekends

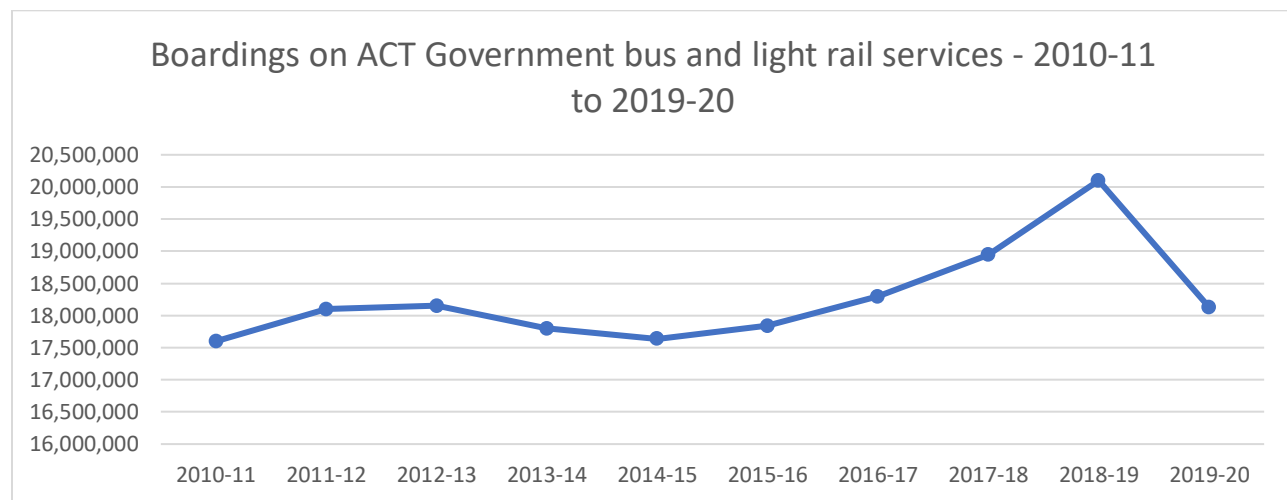


## 2.10 Boardings by year from 2010-11 to 2019-20

This section sets out the annual boardings on ACT Government bus and light rail services for each financial year from 2010-11 to 2019-20.

**Table 10 Boardings on ACT Government bus and light rail services (year ending 30 June 2011 to year ending 30 June 2020)**

Year	Reported boardings <sup>1</sup>
2010-11	17,600,000 <sup>2</sup>
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 <sup>3</sup>



<sup>1</sup> 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.

<sup>2</sup> 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.

<sup>3</sup> The data source is NetBI system. These 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.

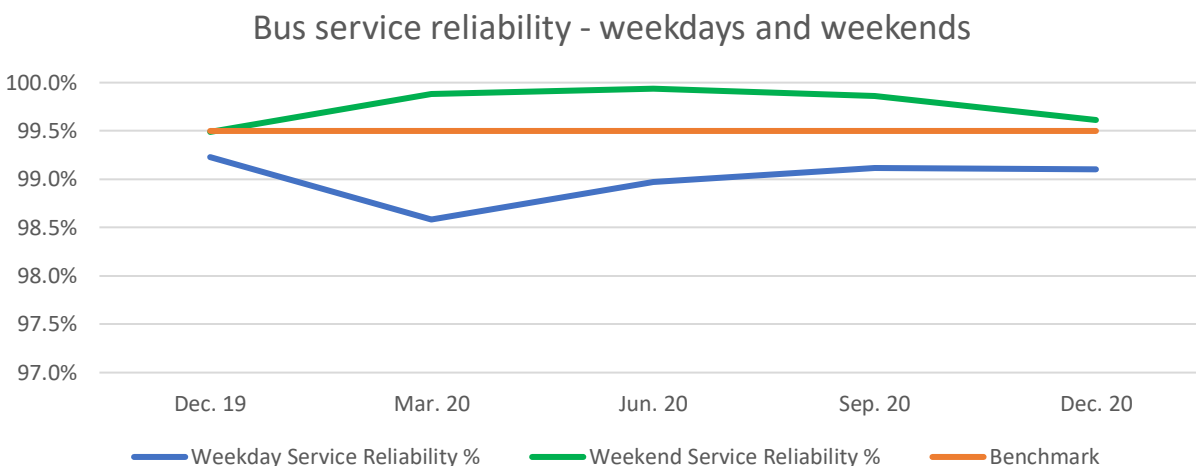
## 3.0 Public transport operational performance

### 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 (quarter ending 31 December 2019 to quarter ending 31 December 2020)**

Day type	Quarter ending 31 December 2019	Quarter ending 31 March 2020	Quarter ending 30 June 2020	Quarter ending 30 September 2020	Quarter ending 31 December 2020
<b>Weekday</b>	99.2%	98.6%	99.0%	99.1%	99.1%
<b>Weekend</b>	99.5%	99.9%	99.9%	99.9%	99.6%
<b>Reliability target</b>	99.5%	99.5%	99.5%	99.5%	99.5%





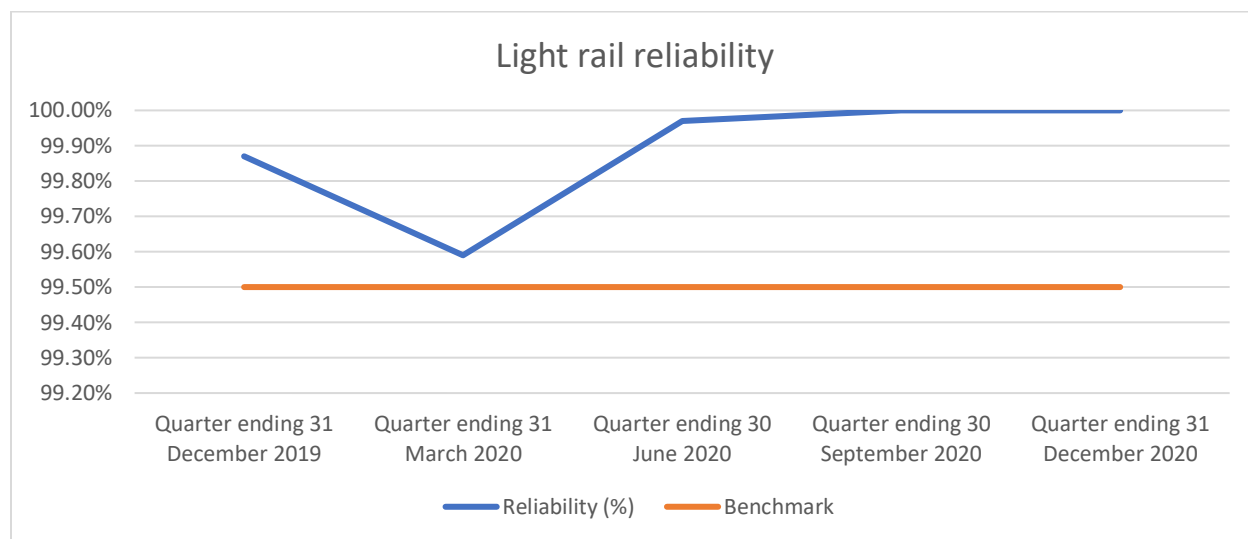
### 3.2 Reliability of Transport Canberra light rail services

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 December 2019 to quarter ending 31 December 2020)**

	Quarter ending 31 December 2019	Quarter ending 31 March 2020*	Quarter ending 30 June 2020	Quarter ending 30 September 2020	Quarter ending 31 December 2020
<b>Reliability (%)</b>	99.9%	99.6%	100.0%	100.0%	100.0%
<b>Reliability target</b>	99.5%	99.5%	99.5%	99.5%	99.5%

\*Reliability was impacted by planned rail maintenance works.



## 4.0 Customer enquiries and ticketing

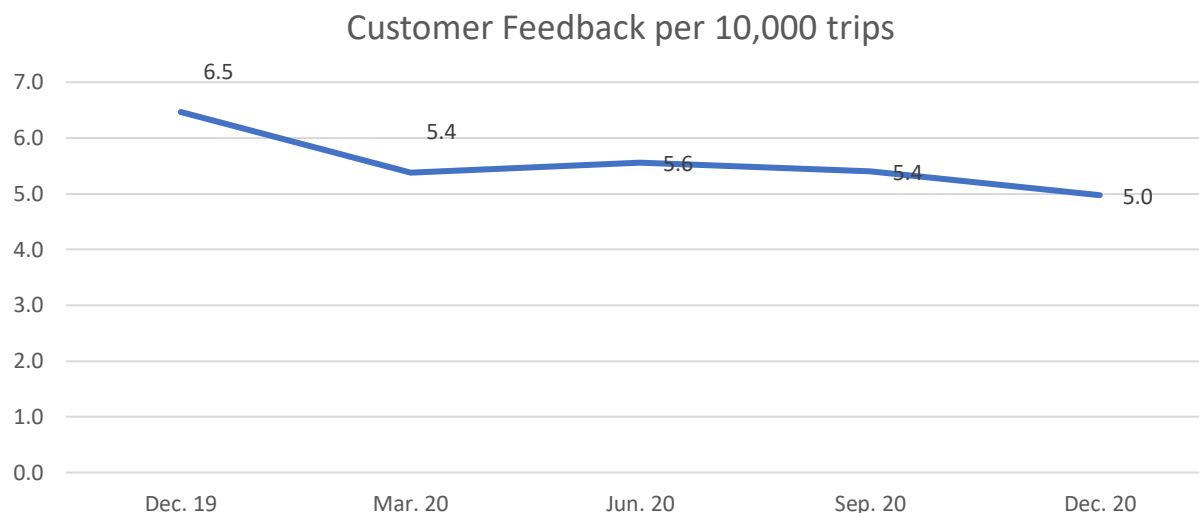
### 4.1 Number of customer enquiries

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 December 2019 to quarter ending 31 December 2020)**

	Quarter ending 31 December 2019	Quarter ending 31 March 2020*	Quarter ending 30 June 2020*	Quarter ending 30 September 2020*	Quarter ending 31 December 2020*
<b>Number of recorded customer enquiries</b>	3541	2622	999	1777	1794
<b>Customer enquiries per 10,000 passenger boardings</b>	6.5	5.4	5.6	5.4	5.0

\* These figures reflect the sharp decline in the number of customer enquiries recorded from March 2020 due to the continuing impact of COVID-19.



## 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 December 2019 to quarter ending 31 December 2020)**

	Quarter ending 31 December 2019	Quarter ending 31 March 2020*	Quarter ending 30 June 2020*	Quarter ending 30 September 2020*	Quarter ending 31 December 2020*
<b>MyWay</b>	89.0%	89.1%	94.2%	94.5%	93.4%
<b>Paper tickets</b>	11.0%	10.9%	5.8%	5.5%	6.6%

\* These figures reflect the sharp decline in the number of paper tickets used from March 2020 due to the introduction of cashless travel during the continuing impact of COVID-19.

