



Transport Canberra Quarterly Data Report

Issue 13 (Q1 - 1 July to 30 Sep 2022)

TRANSPORT CANBERRA AND CITY
SERVICES DIRECTORATE

NOVEMBER 2022

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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 September 2022 quarter (Q1).

Data in this report presents data over the last five quarters, from the quarter ending 30 September 2021 to the quarter ending 30 September 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 continue to be wary of the ongoing COVID virus, but have also changed travel patterns and continue to work from 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 coming months Transport Canberra is planning to review travel pattern changes to better understand how COVID may have impacted what we might expect to see in public transport use and to ensure we maximise the opportunities for growth.

In response to ongoing concerns for safety and wellbeing on public transport, Transport Canberra can confirm the mandate for masks and rear door boardings was lifted from the 30 September.

In the first quarter of the 2022-23 financial year (1 July to 30 September 2022), there were:

- 4,180,097 boardings recorded on Transport Canberra bus and light rail services – an increase of 75.07% from the same period in 2021; and
- 2,914,660 journeys recorded on Transport Canberra bus and light rail services – an increase of 74.22% 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>Note</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, such as current and past public transport employees.

Term	Definition
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).

1.2 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.

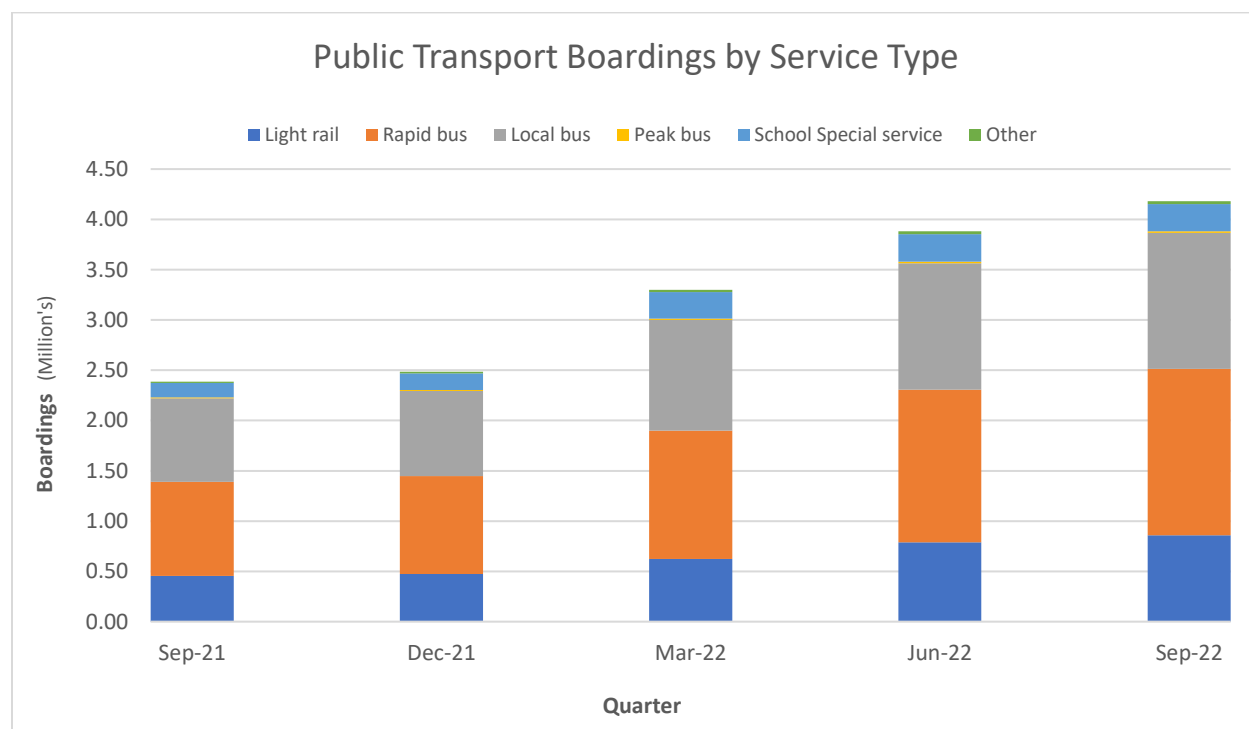
These figures include the sharp decline in public transport patronage from mid-August 2021 due to the continuing impact of COVID-19.

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

Service type	Quarter ending				
	30 Sept 2021**	31 Dec 2021**	31 March 2022**	30 June 2022**	30 Sep 2022**
Light rail	455,732	474,500	624,288	790,243	858,933
Rapid bus	934,335	972,843	1,273,535	1,516,058	1,655,567
Local bus	830,095	847,163	1,103,334	1,256,901	1,351,522
Peak bus	10,777	8,521	10,692	16,360	16,052
School Special service	141,887	164,367	263,905	273,500	269,942
Other*	14,787	18,863	22,803	27,083	28,081
TOTAL	2,387,613	2,486,257	3,298,557	3,880,145	4,180,097

* 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.

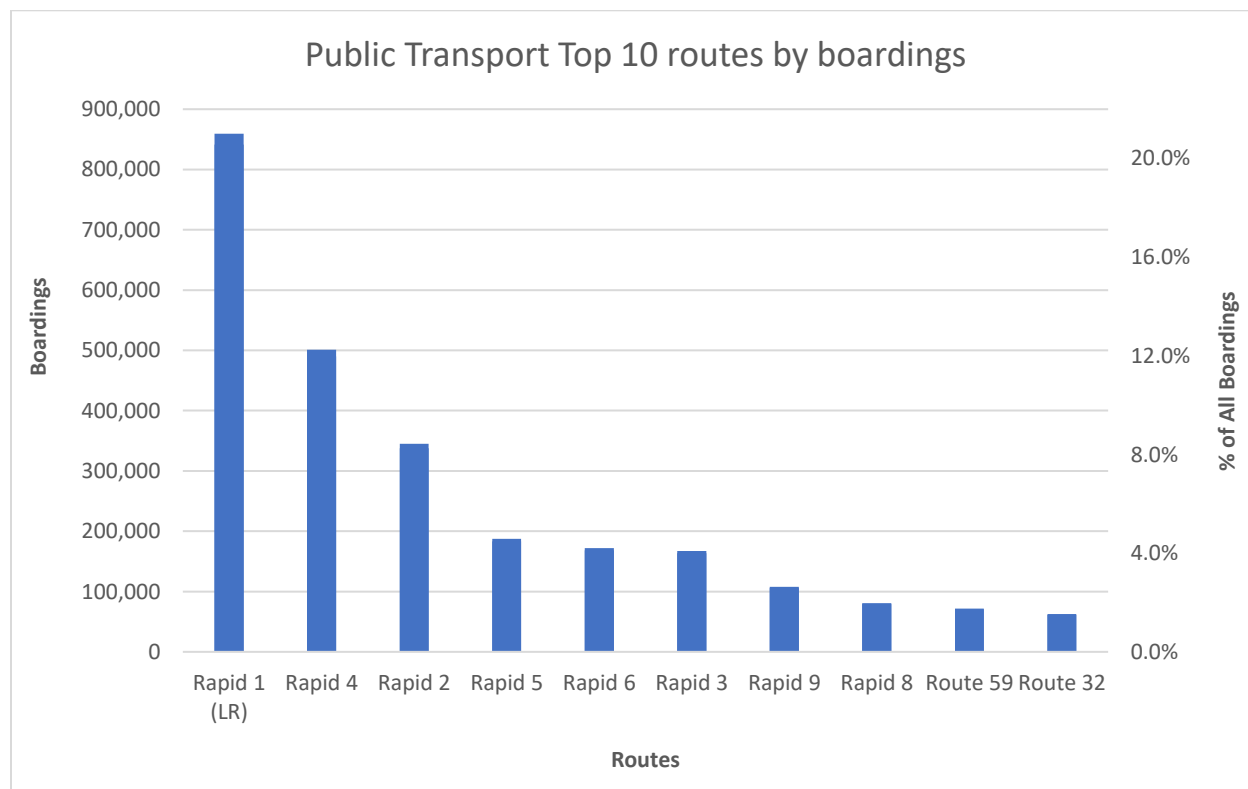


2.2 Top ten routes by boardings

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

Route number	Boardings in quarter ending 30 Sept 2022	% of all boardings in quarter ending 30 Sept 2022
Rapid 1 (LR)	859,492	20.6%
Rapid 4	500,881	12.0%
Rapid 2	345,002	8.3%
Rapid 5	187,239	4.5%
Rapid 6	171,974	4.1%
Rapid 3	167,227	4.0%
Rapid 9	108,032	2.6%
Rapid 8	80,985	1.9%
Route 59	71,977	1.7%
Route 32	62,446	1.5%
TOTAL	2,555,255	61.1%



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.

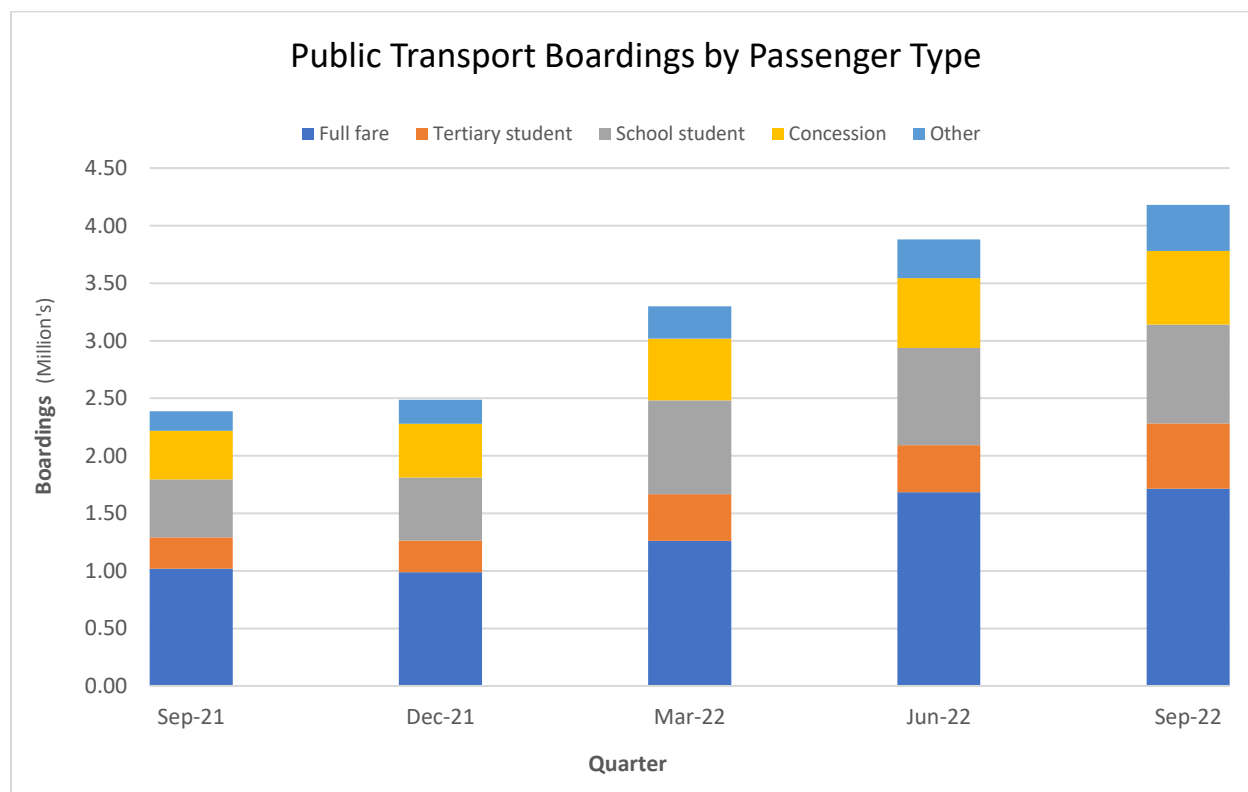
These figures include the sharp decline in public transport patronage from mid-August 2021 due to the continuing impact of COVID-19.

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

Ticket category	Quarter ending				
	30 Sept 2021**	31 Dec 2021**	31 March 2022**	30 June 2022**	30 Sept 2022**
Full fare	1,019,307	989,172	1,260,346	1,683,987	1,712,862
Tertiary student	272,291	273,780	407,816	407,547	569,724
School student	502,537	548,372	811,989	847,286	858,540
Concession	423,272	468,004	537,943	606,025	640,122
Other*	170,206	206,929	280,463	335,300	398,849
TOTAL	2,387,613	2,486,257	3,298,557	3,880,145	4,180,097

* 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.

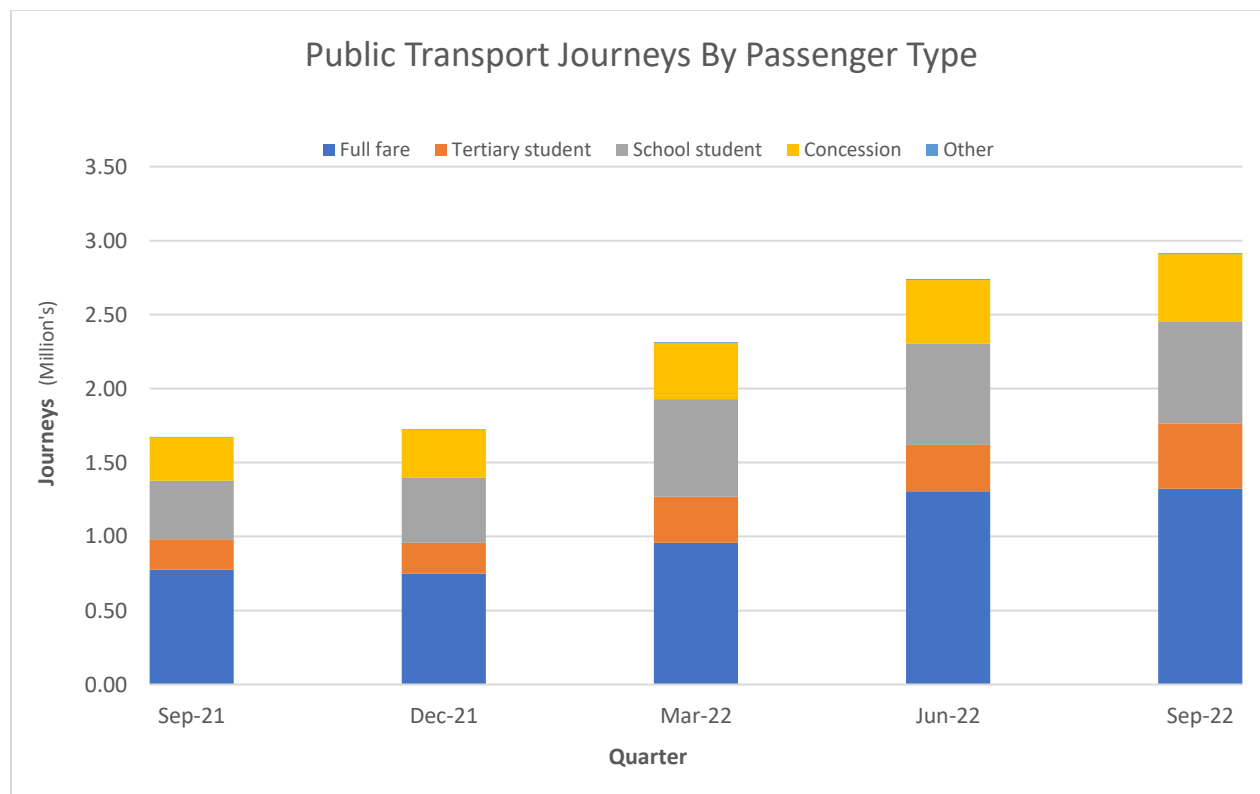
These figures include the sharp decline in public transport patronage from mid-August 2021 due to the continuing impact of COVID-19.

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

Ticket category	Quarter ending				
	30 Sept 2021**	31 Dec 2021**	31 March 2022**	30 June 2022**	30 Sept 2022**
Full fare	775,854	750,763	957,217	1,306,454	1,323,927
Tertiary student	204,904	206,921	312,691	312,897	439,746
School student	397,242	438,163	659,519	685,187	690,642
Concession	290,738	324,716	378,646	428,528	453,639
Other*	4,282	4,541	5,441	6,794	6,706
TOTAL	1,673,020	1,725,104	2,313,514	2,739,860	2,914,660

* 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

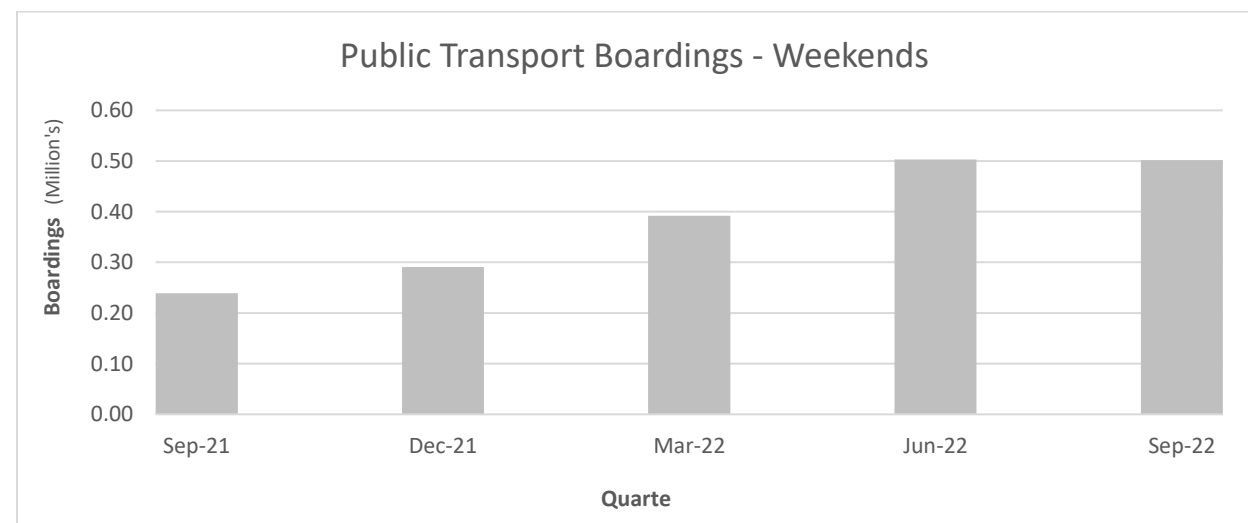
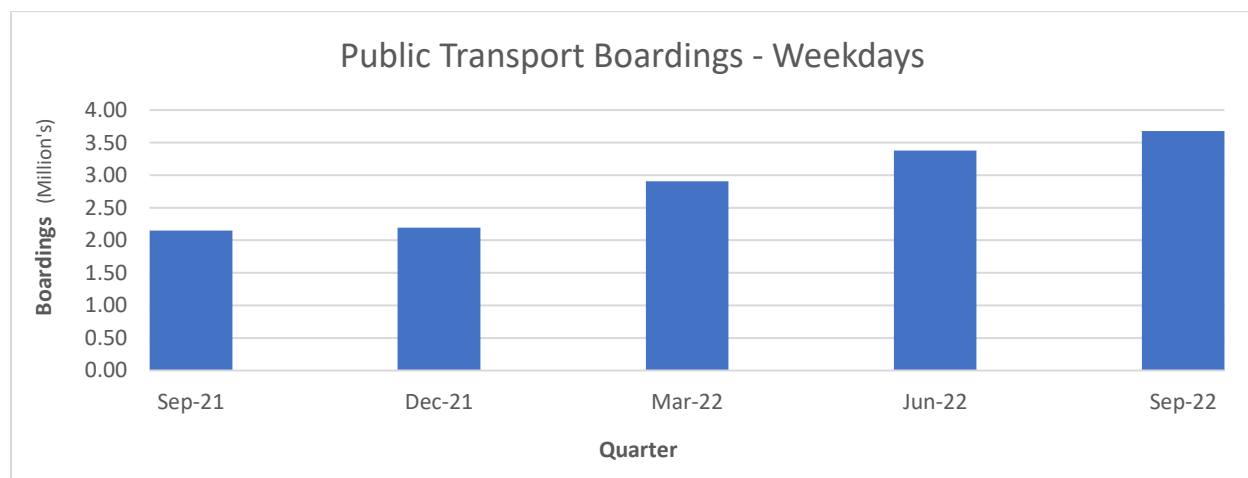
This section sets out the boardings recorded by the MyWay ticketing system on Transport Canberra bus and light rail services over the last five quarters, broken down by weekdays and weekends.

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

Day type*	Quarter ending				
	30 Sept 2021**	31 Dec 2021**	31 March 2022**	30 June 2022**	30 Sept 2022**
Weekday*	2,148,416	2,195,605	2,906,568	3,377,261	3,678,247
Weekend	239,197	290,652	391,989	502,884	501,850
TOTAL	2,387,613	2,486,257	3,298,557	3,880,145	4,180,097

* 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

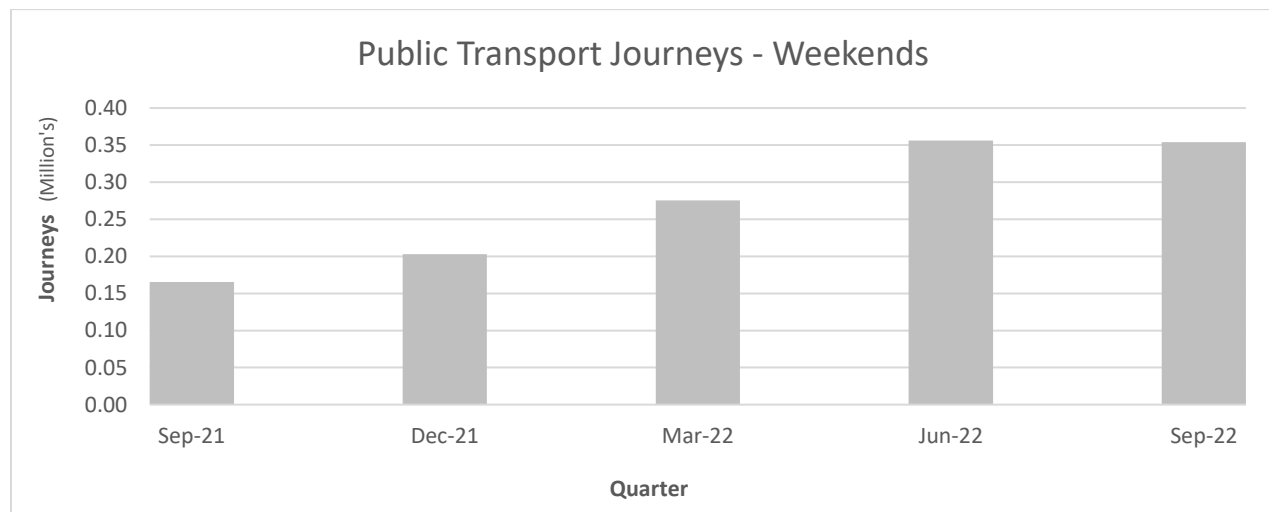
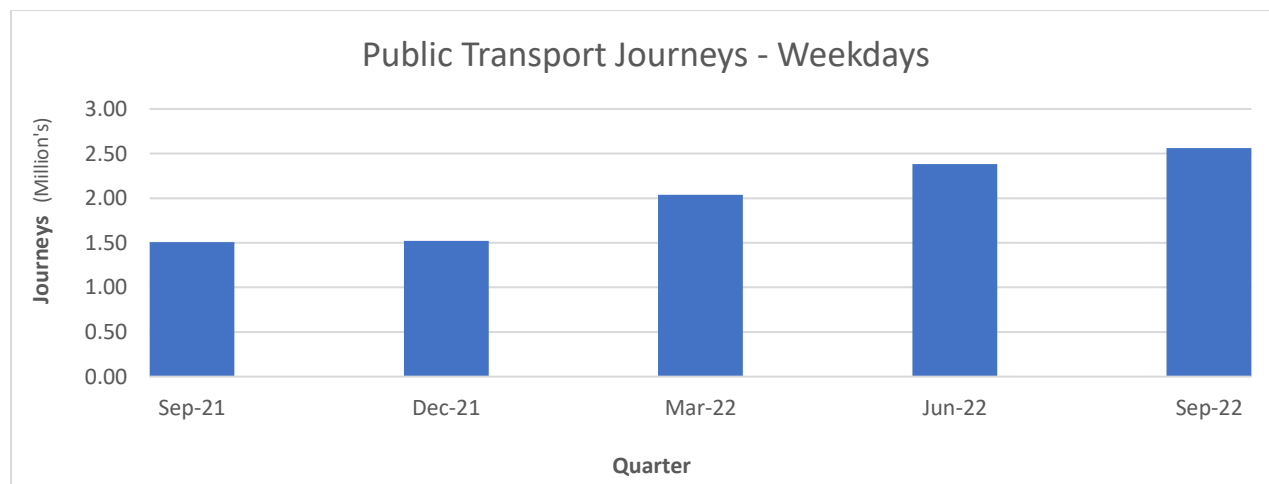
This section sets out the journeys recorded by the MyWay ticketing system on Transport Canberra bus and light rail services over the last five quarters, broken down by weekdays and weekends.

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

Day type*	Quarter ending				
	30 Sept 2021**	31 Dec 2021**	31 March 2022**	30 June 2022**	30 Sept 2022**
Weekday*	1,507,821	1,522,301	2,038,157	2,383,567	2,560,473
Weekend	165,199	202,803	275,357	356,293	354,187
TOTAL	1,673,020	1,725,104	2,313,514	2,739,860	2,914,660

* 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

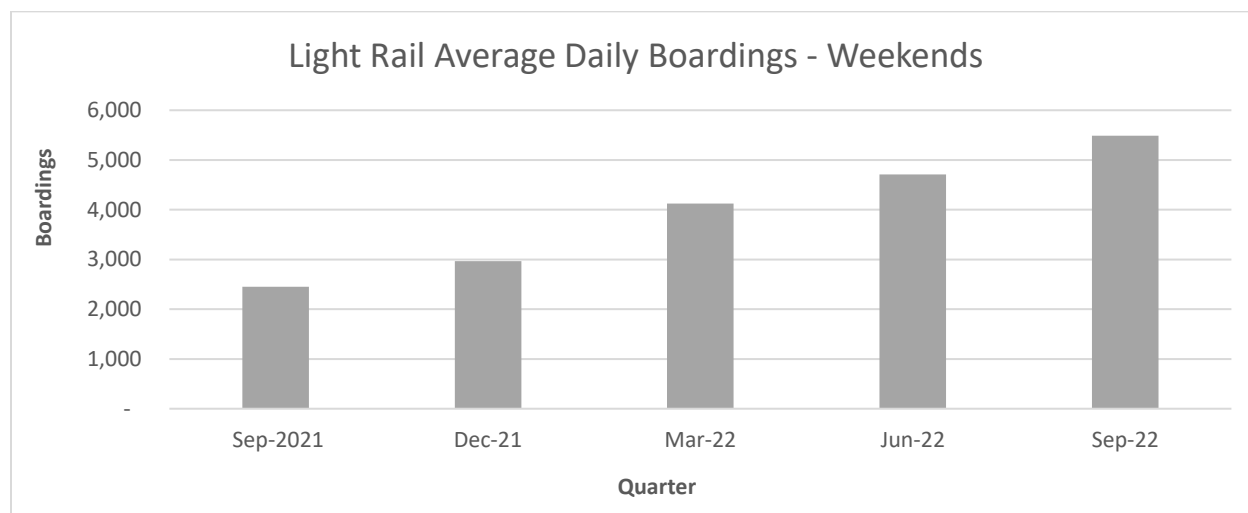
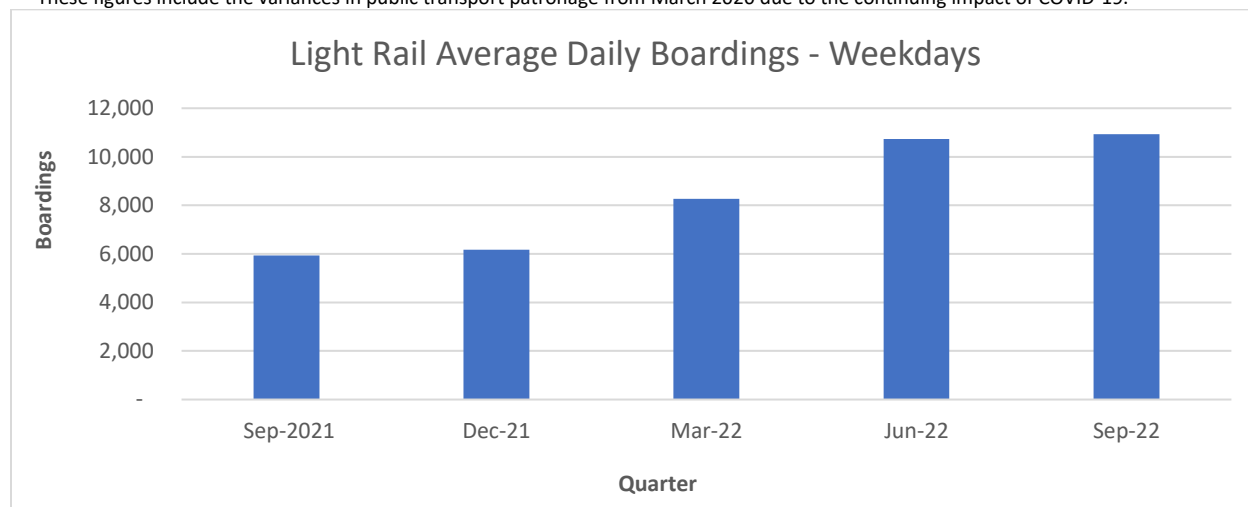
This section sets out the average daily boardings recorded by the MyWay ticketing system on Transport Canberra light rail services over the last five quarters, broken down by weekdays and weekends.

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

Day type*	Quarter ending				
	30 Sept 2021**	31 Dec 2021**	31 March 2022**	30 June 2022**	30 Sept 2022**
Weekday*	5,939	6,166	8,274	10,737	10,935
Weekend	2,453	2,968	4,124	4,711	5,486
TOTAL	4,954	5,158	6,937	8,684	9,336

* 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

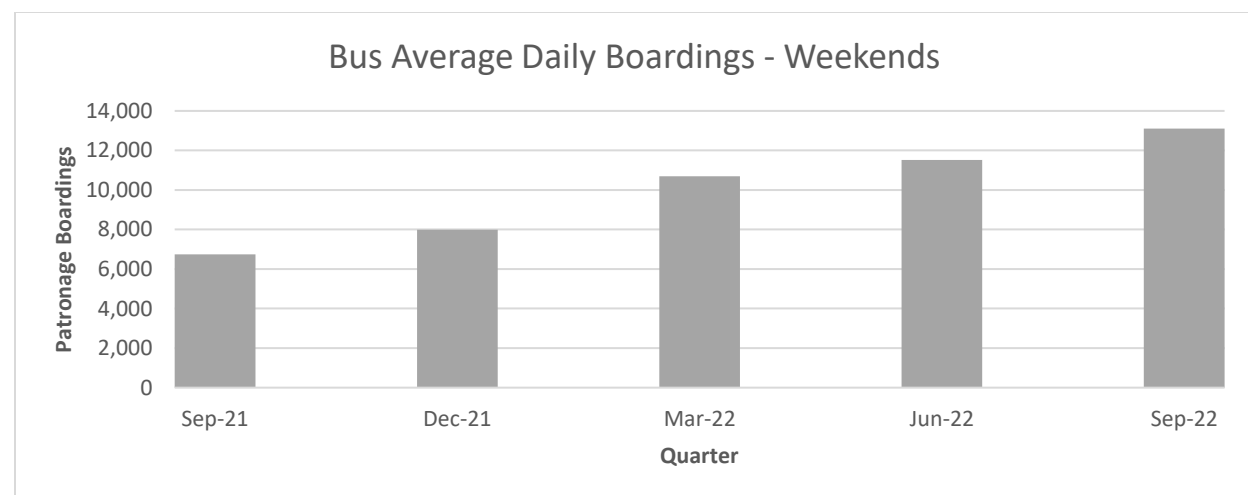
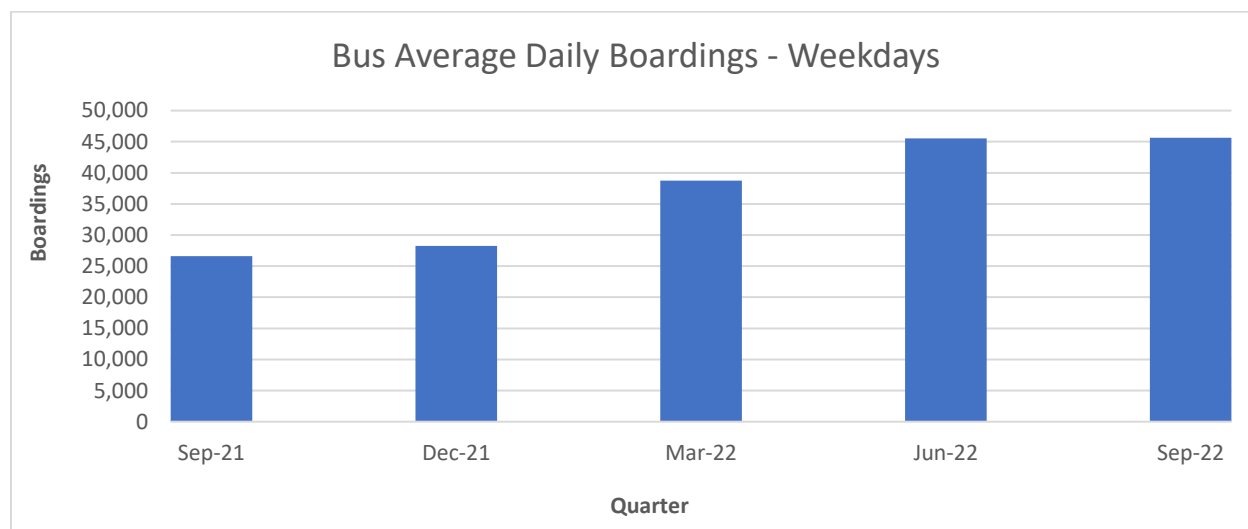
This section sets out the average daily boardings recorded by the MyWay ticketing system on Transport Canberra bus services over the last five quarters, broken down by weekdays and weekends.

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

Day type*	Quarter ending				
	30 Sept 2021**	31 Dec 2021**	31 March 2022**	30 June 2022**	30 Sept 2022**
Weekday*	26,613	28,257	38,754	45,551	45,653
Weekend	6,747	7,985	10,699	11,511	13,101
TOTAL	20,999	21,867	29,714	33,955	36,100

* 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

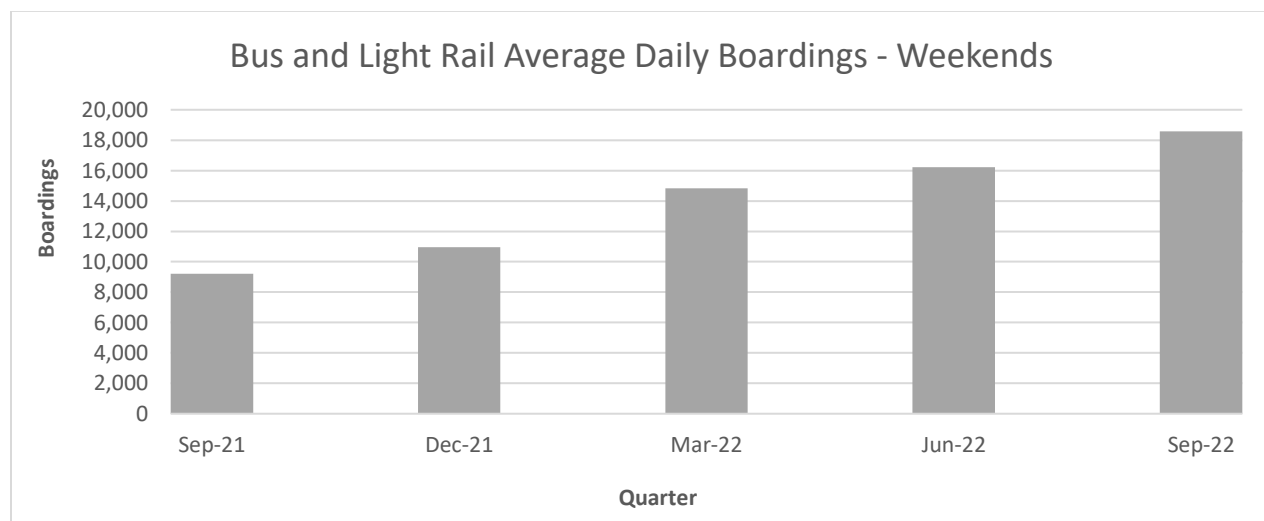
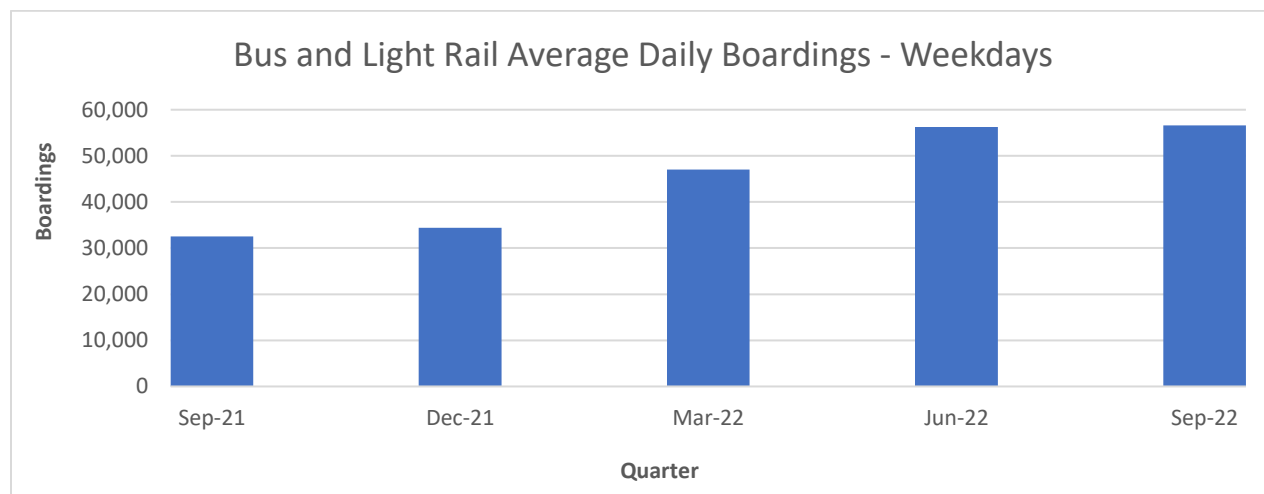
This section sets out the boardings recorded by the MyWay ticketing system on Transport Canberra bus and light rail services over the last five quarters, broken down by weekdays and weekends.

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

Day type*	Quarter ending				
	30 Sept 2021**	31 Dec 2021**	31 March 2022**	30 June 2022**	30 Sept 2022**
Weekday*	32,552	34,423	47,028	56,288	56,588
Weekend	9,200	10,953	14,822	16,222	18,587
TOTAL	25,952	27,025	36,651	42,639	45,436

* 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.

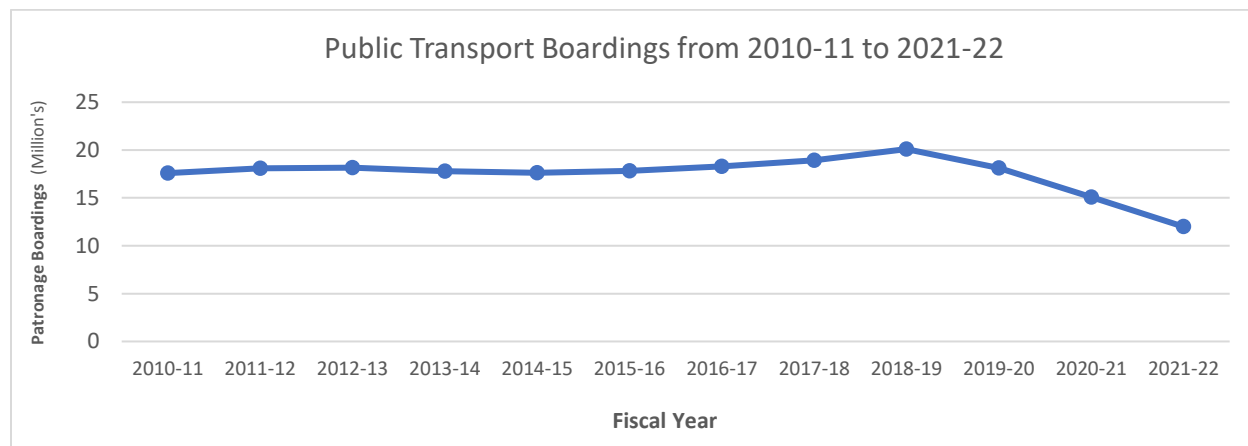


2.10 Boardings by year from 2010-11 to 2021-22

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.

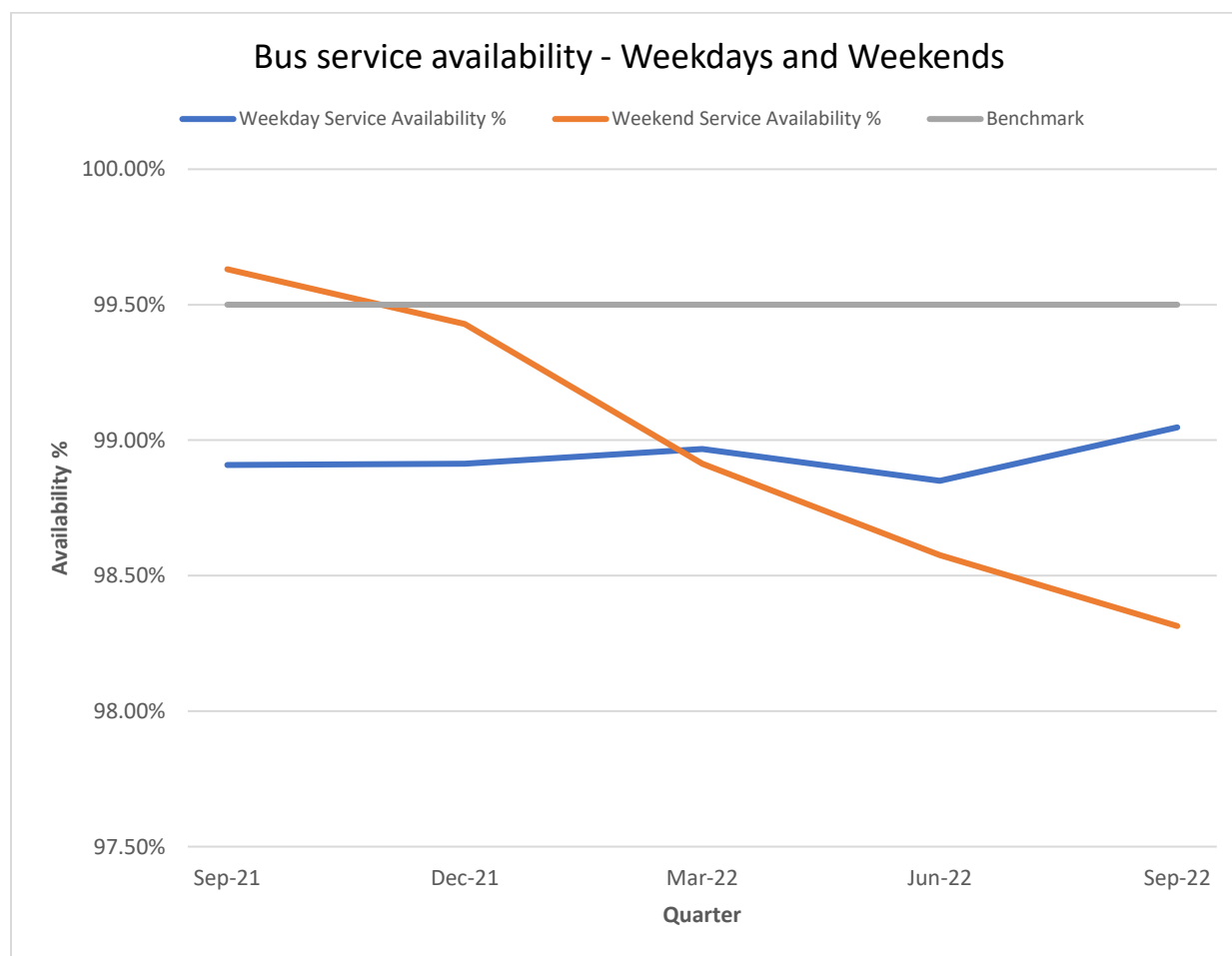
3.0 Public transport operational performance

3.1 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 September 2021 to quarter ending 30 September 2022)

Day type	Quarter ending				
	30 Sep 21	31 Dec 21	31 Mar 22	30 Jun 22	30 Sep 22
Weekday	98.9%	98.9%	99.0%	98.9%	99.0%
Weekend	99.6%	99.4%	98.9%	98.6%	98.3%
Availability target	99.5%	99.5%	99.5%	99.5%	99.5%

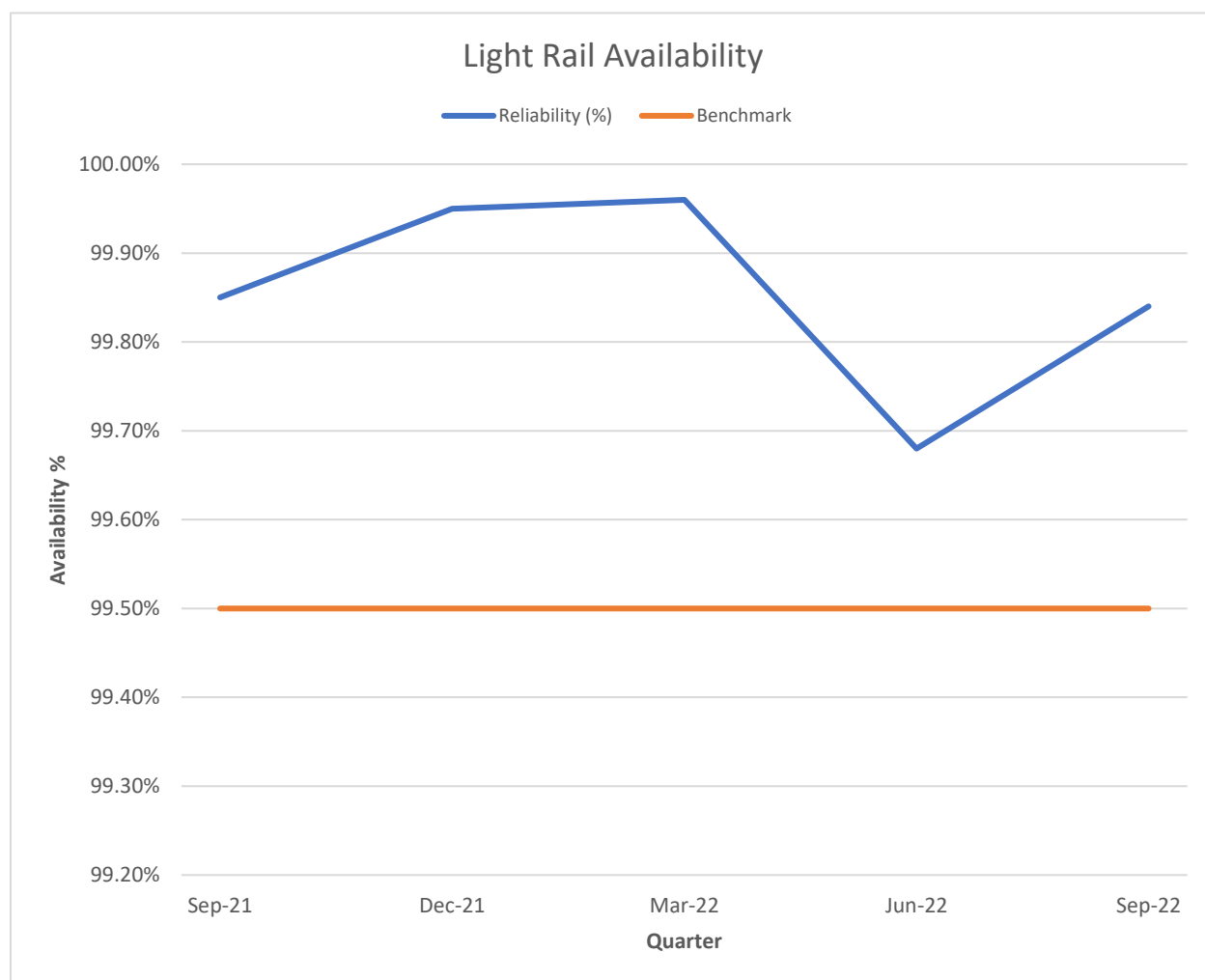


3.2 Availability of Transport Canberra light rail services

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 September 2021 to quarter ending 30 September 2022)

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



4.0 Customer enquiries and ticketing

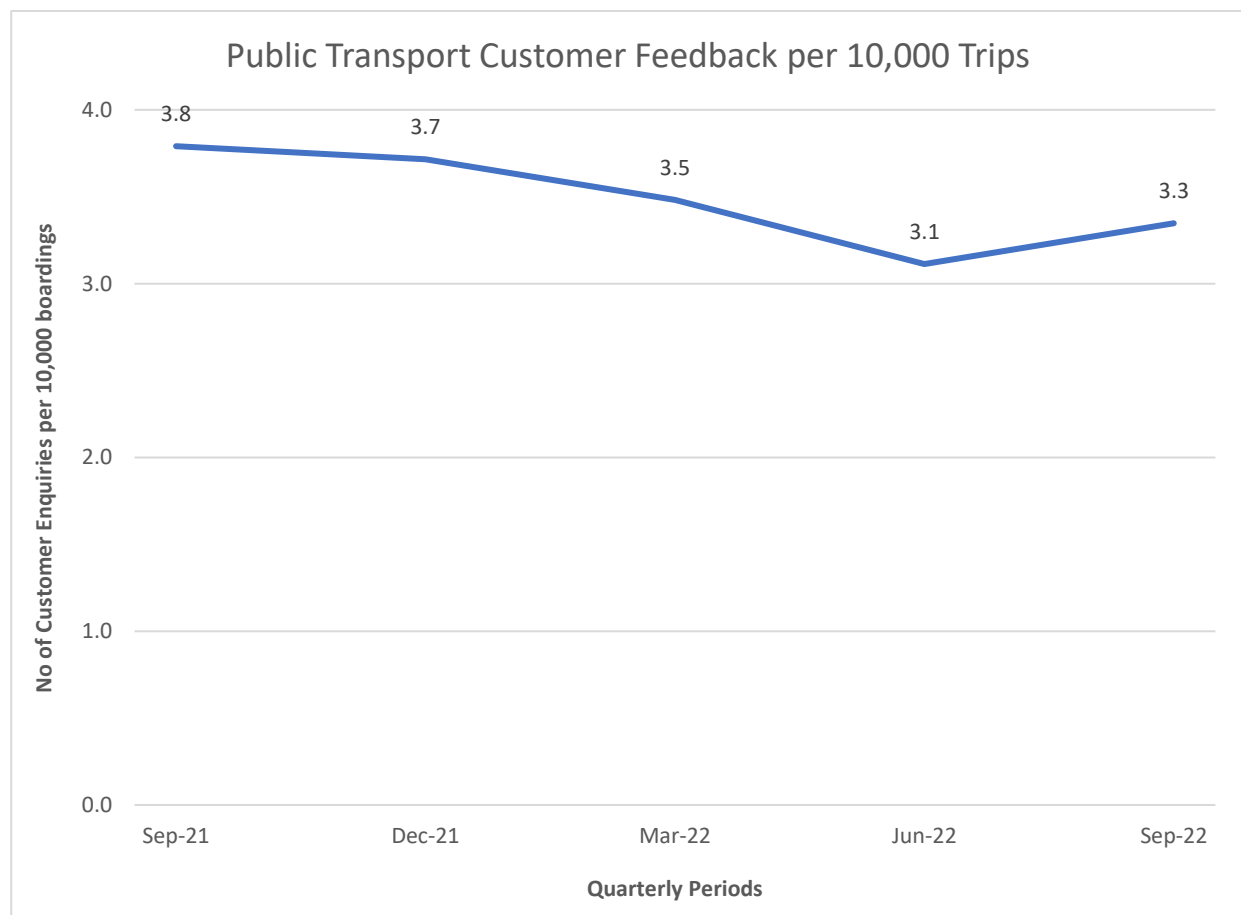
4.1 Number of customer enquiries

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 September 2021 to quarter ending 30 September 2022)

*enquiries includes all complaints, compliments and requests for information.

	Quarter ending				
	30 Sep 21	31 Dec 21	31 Mar 22	30 Jun 22	30 Sep 22
Number of recorded customer enquiries	901	919	1143	1202	1392
Customer enquiries per 10,000 passenger boardings	3.8	3.7	3.5	3.1	3.3



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 September 2021 to quarter ending 30 September 2022)

	Quarter ending				
	30 Sep 21	31 Dec 21	31 Mar 22	30 Jun 22	30 Sep 22
MyWay	91.9%	90.4%	90.1%	90.0%	89.00%
Paper tickets	8.1%	9.6%	9.9%	10.00%	11.00%

The increase in paper tickets may reflect the removal of cash as a payment option on buses

