



Transport Canberra Quarterly Data Report

Issue 9 (1 July to 30 September 2021)

Transport Canberra and CITY SERVICES DIRECTORATE

December 2021

Table of Contents

1.0 Introduction 3

1.1 Definitions 4

2.0 Public transport patronage 6

2.1 Boardings by service type 6

2.2 Top ten routes by boardings 7

2.3 Boardings by ticket category 8

2.4 Journeys by ticket category 8

2.5 Boardings by type of day 10

2.6 Journeys by type of day 11

2.7 Average daily light rail boardings by type of day 12

2.8 Average daily bus boardings by type of day 13

2.9 Average daily boardings (bus and light rail) by type of day 14

2.10 Boardings by year from 2010-11 to 2019-21 15

3.0 Public transport operational performance 16

3.1 Reliability of Transport Canberra bus services 16

3.2 Reliability of Transport Canberra light rail services 17

4.0 Customer enquiries and ticketing 18

4.1 Number of customer enquiries 18

4.2 Proportion of boardings by ticket type 19

# Introduction

This report provides information on the performance of Transport Canberra bus and light rail services, including passenger boardings, passenger journeys and operational performance.

Data in this report is presented over the last five quarters, from the quarter ending 31 December 2020 to the quarter ending 31 December 2021. 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 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.

In 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.

During the first quarter of the 2021-22 financial year (1 July to 30 September 2021), there were:

* 2,387,613 boardings recorded on Transport Canberra bus and light rail services – a decrease of 27.4% from the same period in 2020; and
* 1,673,020 journeys recorded on Transport Canberra bus and light rail services – a decrease of 29.5% from the same period in 2020.

## Definitions

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

|  |  |
| --- | --- |
| Term | Definition |
| **Reliability** | Reliability is a performance measure for public transport. It refers to whether a service is delivered. This measure is sometimes referred to as ‘availability’.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. 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. |
| **Ticket categories** | For the purposes of this report, patronage data is presented in five ticket categories:* **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** | 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** | For the purposes of this report, Transport Canberra has categorised its fixed-route public transport services into six service types:* **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** | 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.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. |
| **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). |

#  Public transport patronage

## 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.

* + - * 1. **- Boardings on Transport Canberra bus and light rail services by service type**

(quarter ending 30 September 2020 to quarter ending 30 September 2021)

|  |  |
| --- | --- |
| **Service type** | **Quarter ending** |
| **30 Sept 2020\*\*** | **31 Dec 2020\*\*** | **31 March 2021\*\*** | **30 June 2021\*\*** | **30 Sept 2021\*\*** |
| **Light rail** | 613,120 | 714,402 | 769,872 | 861,890 | 455,732 |
| **Rapid bus** | 1,243,461 | 1,383,928 | 1,539,448 | 1,661,813 | 934,335 |
| **Local bus** | 1,113,490 | 1,224,070 | 1,351,011 | 1,436,392 | 830,095 |
| **Peak bus** | 12,465 | 15,618 | 18,633 | 20,179 | 10,777 |
| **School Special service** | 289,182 | 248,255 | 271,788 | 290,155 | 141,887 |
| **Other\*** | 16,916 | 20,461 | 24,190 | 26,135 | 14,787 |
| **TOTAL** | **3,288,634** | **3,606,734** | **3,974,942** | **4,296,564** | **2,387,613** |

\* 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.

## 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 2021 and the proportion of all boardings on Transport Canberra services on each of these routes.

* + - * 1. **- Top ten routes by boardings (quarter ending 30 September 2021) and the proportion of all boardings on Transport Canberra services on each of these routes**

|  |  |  |
| --- | --- | --- |
| Route number | Boardings in quarter ending 30 September 2021 | % of all boardings in quarter ending 30 September 2021 |
| 1 | 454,826  | 19.1% |
| 4 | 304,985  | 12.8% |
| 2 | 184,277  | 7.7% |
| 5 | 103,157  | 4.3% |
| 6 | 98,993  | 4.2% |
| 3 | 82,059  | 3.4% |
| 9 | 64,738  | 2.7% |
| 8 | 45,459  | 1.9% |
| 32 | 41,535  | 1.7% |
| 59 |  38,619  | 1.6% |
| **TOTAL** | **1,418,648** | **59.5%** |

## 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.

* + - * 1. **- Boardings on Transport Canberra bus and light rail services by ticket category**

(quarter ending 30 September 2020 to quarter ending 30 September 2021)

|  |  |
| --- | --- |
| **Ticket category** | **Quarter ending** |
| **30 Sept 2020\*\*** | **31 Dec 2020\*\*** | **31 March 2021\*\*** | **30 June 2021\*\*** | **30 Sept 2021\*\*** |
| **Full fare** | 1,196,456 | 1,401,113 | 1,620,562 | 1,873,901 | 1,019,307 |
| **Tertiary student** | 435,139 | 475,020 | 497,765 | 442,908 | 272,291 |
| **School student** | 930,482 | 868,073 | 949,155 | 991,513 | 502,537 |
| **Concession** | 579,591 | 670,674 | 682,237 | 725,728 | 423,272 |
| **Other\*** | 146,966 | 191,854 | 225,223 | 262,516 | 170,206 |
| **TOTAL** | **3,288,634** | **3,606,734** | **3,974,942** | **4,296,564** | **2,387,613** |

\* Other - includes customers not included in the 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.

## 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.

* + - * 1. **- Journeys on Transport Canberra bus and light rail services by ticket category**

(quarter ending 30 September 2020 to quarter ending 30 September 2021)

|  |  |
| --- | --- |
| **Ticket category** | **Quarter ending** |
| **30 Sept 2020\*\*** | **31 Dec 2020\*\*** | **31 March 2021\*\*** | **30 June 2021\*\*** | **30 Sept 2021\*\*** |
| **Full fare** | 908,225 | 1,072,699 | 1,250,207 | 1,450,834 | 775,854 |
| **Tertiary student** | 328,999 | 358,549 | 382,197 | 338,408 | 204,904 |
| **School student** | 732,123 | 678,770 | 756,030 | 787,815 | 397,242 |
| **Concession** | 397,518 | 468,711 | 479,442 | 512,023 | 290,738 |
| **Other\*** | 6,025 | 6,724 | 7,291 | 7,871 | 4,282 |
| **TOTAL** | **2,372,890** | **2,585,453** | **2,875,167** | **3,096,951** | **1,673,020** |

\* Other - includes customers not included in the 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.

## 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.

* + - * 1. **- Boardings on Transport Canberra bus and light rail services by type of day**

(quarter ending 30 September 2020 to quarter ending 30 September 2021)

|  |  |
| --- | --- |
| **Day type\*** | **Quarter ending** |
| **30 Sept 2020\*\*** | **31 Dec 2020\*\*** | **31 March 2021\*\*** | **30 June 2021\*\*** | **30 Sept 2021\*\*** |
| **Weekday\*** | 2,960,336 | 3,211,449 | 3,564,259 | 3,855,262 | 2,148,416 |
| **Weekend** | 328,298 | 395,285 | 410,683 | 441,304 | 239,197 |
| **TOTAL** | **3,288,634** | **3,606,734** | **3,974,942** | **4,296,564** | **2,387,613** |

\* 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.

## 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.

* + - * 1. **- Journeys on Transport Canberra bus and light rail services by type of day**

(quarter ending 30 September 2020 to quarter ending 30 September 2021)

|  |  |
| --- | --- |
| **Day type\*** | **Quarter ending** |
| **30 Sept 2020\*\*** | **31 Dec 2020\*\*** | **31 March 2021\*\*** | **30 June 2021\*\*** | **30 Sept 2021\*\*** |
| **Weekday\*** | 2,131,969 | 2,296,785 | 2,579,557 | 2,777,710 | 1,507,821 |
| **Weekend** | 240,921 | 288,668 | 295,610 | 319,241 | 165,199 |
| **TOTAL** | **2,372,890** | **2,585,453** | **2,875,167** | **3,096,951** | **1,673,020** |

\* 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.

## 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.

* + - * 1. **- Average boardings on Transport Canberra light rail services by type of day**

(quarter ending 30 September 2020 to quarter ending 30 September 2021)

|  |  |
| --- | --- |
| **Day type\*** | **Quarter ending** |
| **30 Sep 2020\*\*** | **31 Dec 2020\*\*** | **31 March 2021\*\*** | **30 June 2021\*\*** | **30 Sept 2021\*\*** |
| **Weekday\*** | 7,824 | 9,372 | 10,229 | 10,865 | 5,782 |
| **Weekend** | 3,718 | 4,456 | 4,432 | 4,580 | 2,317 |
| **All Days** | **6,664** | **7,975** | **8,554** | **9,070** | **4,803** |

 \* 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.

## 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.

* + - * 1. **- Average boardings on Transport Canberra bus services by type of day**

(quarter ending 30 September 2020 to quarter ending 30 September 2021)

|  |  |
| --- | --- |
| **Day type\*** | **Quarter ending** |
| **30 Sep 2020\*\*** | **31 Dec 2020\*\*** | **31 March 2021\*\*** | **30 June 2021\*\*** | **30 Sept 2021\*\*** |
| **Weekday\*** | 37,027 | 41,148 | 45,465 | 47,892 | 26,584 |
| **Weekend** | 8,909 | 10,772 | 11,353 | 11,854 | 6,747 |
| **All days** | **29,081** | **32,519** | **35,610** | **37,596** | **20,978** |

 \* 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.

## 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.

* + - * 1. **- Average boardings on Transport Canberra bus and light rail services by type of day** (quarter ending 30 September 2020 to quarter ending 30 September 2021)

|  |  |
| --- | --- |
| **Day type\*** | **Quarter ending** |
| **30 Sep 2020\*\*** | **31 Dec 2020\*\*** | **31 March 2021\*\*** | **30 June 2021\*\*** | **30 Sept 2021\*\*** |
| **Weekday\*** | 44,851 | 50,520 | 57,830 | 63,166 | 32,552 |
| **Weekend** | 12,627 | 15,227 | 15,424 | 16,342 | 9,200 |
| **All days** | **35,744** | **40,494** | **44,166** | **47,215** | **25,952** |

\* 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 2020-21

This section sets out the annual boardings on ACT Government bus and light rail services for each financial year from 2010-11 to 2020-21.

* + - * 1. **- Boardings on ACT Government bus and light rail services**

(year ending 30 June 2011 to year ending 30 June 2021)

|  |  |
| --- | --- |
| Year | Reported boardings[[1]](#footnote-1) |
| 2010-11 | 17,600,000[[2]](#footnote-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]](#footnote-3) |
| 2020-21 | 15,095,651[[4]](#footnote-4) |

# Public transport operational performance

## 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.

* + - * 1. **- Reliability of Transport Canberra bus services by day**

(quarter ending 30 September 2020 to quarter ending 30 September 2021)

|  |  |
| --- | --- |
| **Day type** | **Quarter ending** |
| **30 Sep 20** | **31 Dec 20** | **31 Mar 21** | **30 Jun 21** | **30 Sep 21** |
| **Weekday** | 99.10% | 99.10% | 99.14% | 99.23% | 97.35% |
| **Weekend** | 99.7% | 99.62% | 99.76% | 99.73% | 99.63% |
| **Reliability target** | 99.50% | 99.50% | 99.50% | 99.50% | 99.50% |

## 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.

* + - * 1. **- Reliability of Transport Canberra light rail services**

(quarter ending 30 September 2020 to quarter ending 30 September 2021)

|  |  |
| --- | --- |
|  | **Quarter ending** |
| **30 Sep 20** | **31 Dec 20** | **31 Mar 21** | **30 Jun 21** | **30 Sep 21** |
| **Reliability (%)** | 100.00% | 100.00% | 100.00% | 99.90% | 99.90% |
| **Reliability target** | 99.50% | 99.50% | 99.50% | 99.50% | 99.50% |

# Customer enquiries and ticketing

## 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.

* + - * 1. **- Customer enquiries per 10,000 passenger boardings**

(quarter ending 30 September 2020 to quarter ending 30 September 2021)

|  |  |
| --- | --- |
|  | **Quarter ending** |
| **30 Sep 20** | **31 Dec 20** | **31 Mar 21** | **30 Jun 21** | **30 Sep 21** |
| **Number of recorded customer enquiries** | 1777 | 1794 | 2271 | 1969 | 901 |
| **Customer enquiries per 10,000 passenger boardings** | 5.4 | 5.0 | 5.7 | 4.6 | 3.8 |

## 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.

* + - * 1. **- Proportion of boardings on Transport Canberra bus and light rail services by type of ticket** (quarter ending 30 September 2020 to quarter ending 30 September 2021)

|  |  |
| --- | --- |
|  | **Quarter ending** |
| **30 Sep 20** | **31 Dec 20** | **31 Mar 21** | **30 Jun 21** | **30 Sep 21** |
| **MyWay** | 91.18% | 93.41% | 93.17% | 92.65% | 91.91% |
| **Paper tickets** | 8.82% | 6.59% | 6.83% | 7.35% | 8.09% |

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. [↑](#footnote-ref-1)
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. [↑](#footnote-ref-2)
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. [↑](#footnote-ref-3)
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. [↑](#footnote-ref-4)