



Submission to the
***Legislative Assembly Committee on
Planning and Environment Inquiry into
ACTION Buses***

June 2007

Submission to the Legislative Assembly Committee on Planning and Environment
© Youth Coalition of the ACT
June 2007

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Introduction

The Youth Coalition is the peak youth affairs body in the Australian Capital Territory. We are responsible for representing, promoting and protecting the rights, interests and wellbeing of people aged between 12 and 25 years and those who work with them.

As an advocate for the interests and wellbeing of young people in the ACT, we hold serious concerns about the state of ACTION Bus Services in the ACT and particularly its impact on young people.

Our concerns about the impact of inadequate public transport on young people are shared by the ACT youth workers, NGOs and transport experts. The issue is concisely expressed in *The Sustainable Transport Plan for the ACT 2004* as: “Although the public transport system is used by people from across the income spectrum, some groups, particularly the young ... rely on public transport....”¹ This problem is further reinforced when one considers that many if not most of this group are ‘captive’ passengers unable to travel without public transport.²

Experts in the area highlight that a lack of effective public transport for young people can lead to discrimination in relation to employment for young people, in that, employers are less likely to employ young people who use public transport out of a concern that they may not get to work on time.³ Further, research indicates that an absence of adequate public transport services leads to social exclusion and, in some cases, to anti- social behaviour.⁴

The Youth Coalition of the ACT has collected both qualitative and quantitative data from 202 young people around the ACT and their concerns are reflected in this submission.

Our submission is structured around 7 key sections:

1. Background;
2. Travelling during the Day;
3. Getting to an Educational Institution;
4. Getting to Work;
5. Travelling during the Night;
6. Travelling during the Weekend;
7. Travelling from Queanbeyan.

The Youth Coalition makes 7 recommendations. These are the actions we believe must be taken in order to ameliorate the negative effects of the ACTION bus services in the ACT. A summary at the end provides the results of the consultations in brief paragraphs. Annexures A –D contain verbatim general comments and comments on bus routes.

¹ ACT Land and Planning Authority, “*The Sustainable Transport Plan for the ACT*” (April 2004: ACT Land and Planning Authority, Canberra, ACT) 17.

² Ibid, 17.

³ Currie, “*Perspectives on Transport and Access Issues and Young People*” (4 April 2006: Conference on Transport, Social Disadvantage and Well Being).

⁴ Ibid.

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Summary of Recommendations

Recommendation 1.

ACTION to focus on increasing the frequency of those bus services in the ACT that most affect young people.

Recommendation 2.

ACTION to:

A) Consider young people's qualitative responses in Annexures A – D when making improvements to bus routes and interchanges; and,

B) Further consult with young people as required.

Recommendation 3.

ACTION to identify and improve those services that enable young people to travel to work, particularly in service reliability and frequency.

Recommendation 4.

ACTION to identify and make significant improvements in all areas of its night-time services, particularly working on frequency, routes and speed of services.

Recommendation 5.

ACTION to improve safety, amenity and staffing at bus interchanges, in particular Woden and Belconnen.

Recommendation 6.

ACTION to identify and make significant improvements in frequency of bus services on the weekend as the single greatest concern for young people regarding weekend public transport.

Recommendation 7.

ACTION to identify the reasons why a number of young people are reporting that bus services are not actually arriving at stops and devise a strategy to resolve this issue.

Section 1: Background

ACT has one of the youngest populations in Australia.⁵ With the greatest proportion of people aged 15 –24 years in our total population.⁶

Access to public transport is critical to young people as they are less able to access alternative transport.⁷ This is significant when one considers that a lack access to transport due to problems of affordability, safety, availability, convenience and appropriateness of the type of transport available can act as a barrier to young people's participation in the range of social, civic and economic activities of mainstream society.⁸ This is reflected in comments from young people who, for example, state:

"Our Public Transport system has become so bad [I] have been forced to buy a car again, something that is not feasible on a youth allowance budget with the current petrol prices, unless they improve, Canberra can only become more dependant on our cars. [T]he system is in need of desprerate[sic] overhaul, [I] hope this survey will do something because we need to start standing up and demanding a better service!"⁹

Further:

"I cannot stress enough how important it is to have frequent services. Sometimes we have to wait for 50 minutes for a bus at 10pm in the dark and cold. To keep the youth off the streets provide a means for them to travel!"¹⁰

Transport costs represent 10 per cent of household consumption in the ACT¹¹, which is significant given that it both an inelastic item and that young people generally fit into the bottom 20 per cent of income earners. Further while transport costs represent an 8.7 per cent increase in CPI between March 2004 and March 2006 in the ACT, passenger bus boardings for ACTION Buses decreased by 65,000 between the 2003 – 2004 financial year and the 2004 – 2005 financial year¹². ACTION's 2005-2006 Annual Report indicates that it has exceeded its Sustainable Transport Plan targets in 2005 – 2006¹³, however this data is not relevant as it only considers adult trips to work.

⁵ Second only to Tasmania: See ABS, "Population by Age and Sex, Australian States and Territories, June 2006" (2006, Doc Number #3201.0, Available at <http://www.abs.gov.au/Ausstats/>, Accessed on 27 April 2007).

⁶ ABS, "Census of Population and Housing: Australia's Youth, 2001" (2001, Doc Number #2059.0, Available at <http://www.abs.gov.au/Ausstats/>, Accessed on 27 April 2007).

⁷ ABS, "General Social Survey: Summary Results, Australia, 2002" (2002, Doc Number #4159.0, Available at <http://www.abs.gov.au/Ausstats/>, Accessed on 27 April 2007).

⁸ Ibid.

⁹ Appendix A.

¹⁰ Appendix A.

¹¹ ABS, "Australian Capital Territory in Focus, 2006" (2006, Doc Number #1307.8, Available at <http://www.abs.gov.au/Ausstats/>, Accessed on 27 April 2007).

¹² ABS, "Australian Capital Territory in Focus, 2006" (2006, Doc Number #1307.8, Available at <http://www.abs.gov.au/Ausstats/>, Accessed on 27 April 2007).

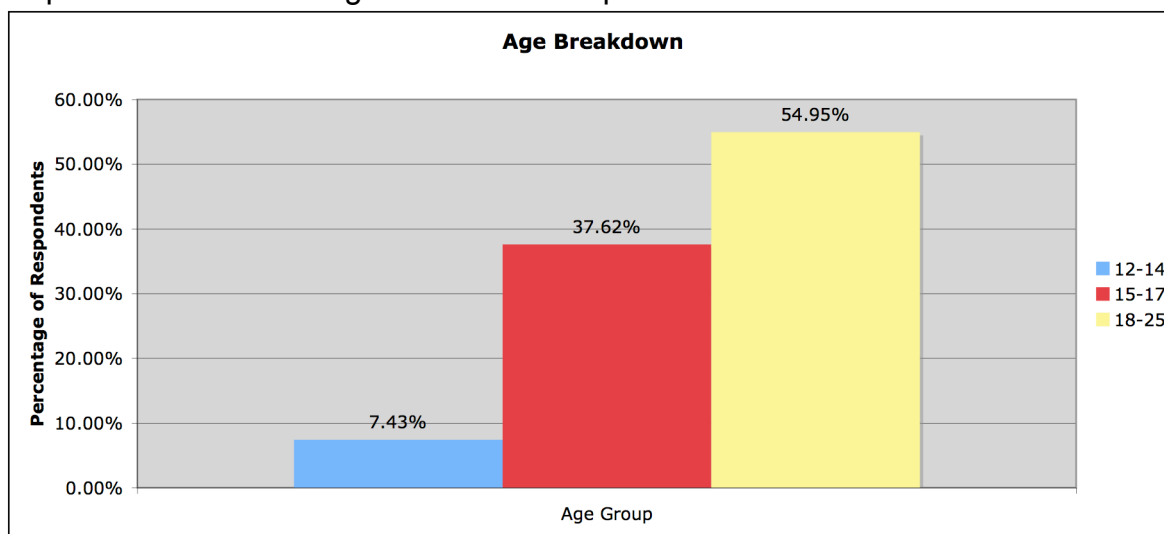
¹³ ACTION Authority, "ACTION Annual Report 2006" (2006, ACTION, Canberra, ACT) 48.

An inadequate public transport system has a greater impact on young people in the ACT than in most other states and territories. Bad services considered alongside income constraints demonstrate that young people cannot access alternative transport as readily as other sectors of ACT's population. When these factors are considered together, they indicate that a lack of public transport services in the ACT has a flow on effect on youth participation, social exclusion and youth employment. Further, recent studies indicate a possible link between bad public transport and anti- social behaviour.¹⁴

The Youth Coalition of the ACT highlights that an improvement of ACTION bus services from young people in the ACT directly contributes to Goals 4 – 6¹⁵ of *The Sustainable Transport Plan* and has possible flow on effects on crime, employment and mainstream youth participation in the ACT.

The Young People Consulted by the Youth Coalition

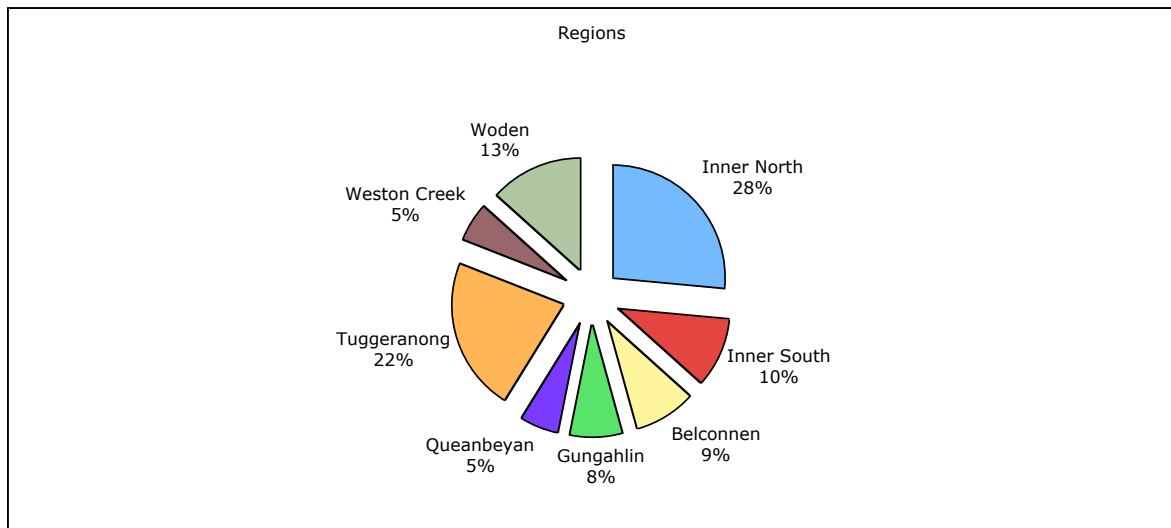
The Youth Coalition sent out an electronic survey to all the High Schools and Colleges in the ACT. Further, we contacted and, in some cases, visited the university and technical college campuses, to disseminate the survey. ACT Youth Centres and Youth NGOs also disseminated the survey through their networks. Out of this process the Youth Coalition consulted 202 young people from between the ages of 12 – 25. 60 per cent of young people who responded were female and 40 per cent were male. The greatest proportion of people who responded were those aged 18 – 25 at 55 per cent.



There was a good distribution of young people from the various regions, with the greatest response coming from the Inner North at 27 per cent.

¹⁴ Currie, "Perspectives on Transport and Access Issues and Young People" (4 April 2006: Conference on Transport, Social Disadvantage and Well Being).

¹⁵ "Goal 4: Ensure the transport system contributes positively to the ACT Economy
 Goal 5: Ensure the transport system helps make Canberra a more socially just city
 Goal 6: Provide for the future needs by maintaining future options and flexibility in the transport and land- use systems" in: ACT Land and Planning Authority, "The Sustainable Transport Plan for the ACT" (April 2004: ACT Land and Planning Authority, Canberra, ACT) 17.



General Observations

- 81.9 per cent of the people who responded received a concession on the bus.
- 53.1 per cent of respondents replied that bus services had become worse over the last year;
- 22.6 per cent believed that they remained the same; and,
- Only 9 per cent believed that they had improved.

Considering bus usage as a whole, and when considering whether:

1. Better Concessions;
2. Better Routes;
3. Faster Travel;
4. Feeling Safer;
5. Less Expensive Tickets;
6. More Frequent Services; or,
7. More reliable services.

Would make them use buses more, a clear majority of young people responded that **more frequent services** was the number one concern (60 per cent). Then, in order of decreasing importance, young people stated that the following would make them use buses more:

1. Better routes;
2. More reliable services;
3. Faster travel;
4. Less expensive tickets;
5. Feeling safer; and,
6. Better concessions.

Furthermore, approximately one third of the respondents provided general comments about the state of the bus services in the ACT. These are attached as Annexure A. The Youth Coalition was surprised by the passion and specificity of the comments of the young people and felt that it was best if these comments were included verbatim.

This data gives a good profile of the general concerns of the young people, but an analysis by purpose and time of use demonstrates that concerns change at night, on the weekend, getting to work and also getting to an educational institution. This diversity is explored below.

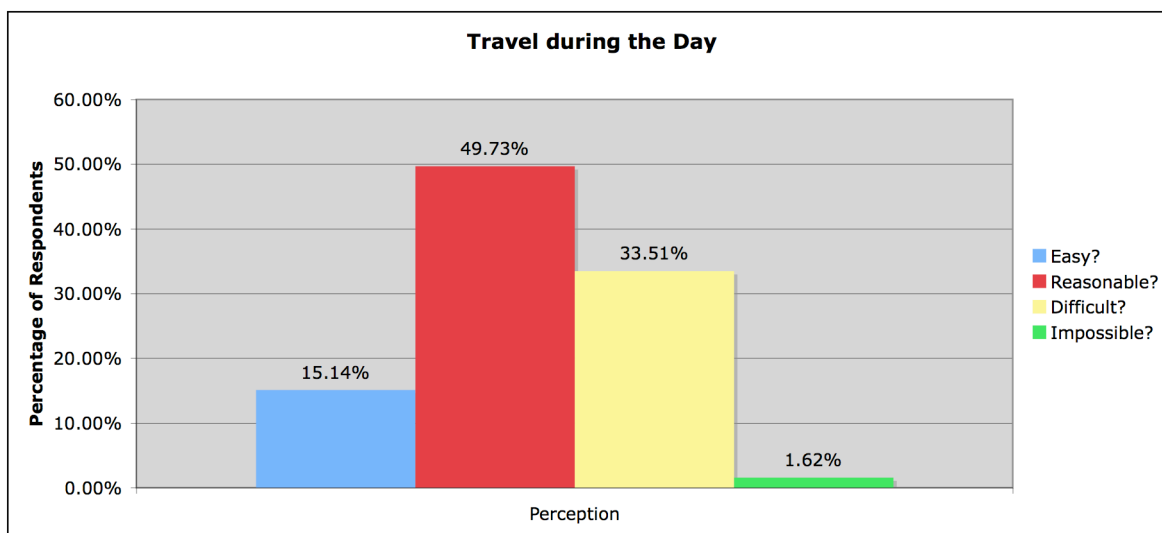
Recommendation 1.

ACTION focus on increasing the frequency of those bus services in the ACT that most effect young people.

Section 2: Travelling during the day (Monday- Friday)

44.9 per cent of consulted young people caught the bus during the day. The next largest group of young people were car drivers represented at 25.4 per cent.

When asked how easy or difficult it was for them to use public transport during the day, responses broke down in the following way:



Thus most young people believe that bus services during the day are reasonable to difficult.

As travel during the day was seen as the easiest out of all the different categories, it is significant that 33.5 per cent of young people believed that travelling by public transport was difficult. When analysing these results categorically, the results were as follows:

How does the bus service rate for travel during the day?							
Options	Excellent	Good	Reasonable	Bad	Terrible	Rating Average	Response Count
Reliability (Whether buses are on time)	7.0% (13)	25.4% (47)	42.2% (78)	17.8% (33)	7.6% (14)	2.94	185
Frequency (How often buses come)	2.7% (5)	11.4% (21)	35.1% (65)	31.9% (59)	18.9% (35)	3.53	185
Bus Routes (whether they get you to where you want to go)	5.9% (11)	22.7% (42)	43.2% (80)	20.5% (38)	7.6% (14)	3.01	185
Speed (How fast buses get you where you need to be)	4.9% (9)	16.8% (31)	46.5% (86)	22.2% (41)	9.7% (18)	3.15	185
Safety (How safe the buses are)	16.8% (31)	34.1% (63)	36.2% (67)	8.6% (16)	4.3% (8)	2.5	185
<i>answered question</i>							185
<i>skipped question</i>							17

This reflects a grouping of results around the centre i.e. most people thought that categorically, services were reasonable during the day. Interestingly, frequency was the only category where respondents demonstrated a clear negative bias. Indicative of this is the 18.9 per cent of people who indicated that frequency was terrible during the day. When we consider that a third of young people indicated that travelling by bus during the day was difficult, it is clear that the frequency of bus services is a significant determinant in young peoples' perceptions of bus services. The Youth Coalition reinforces the importance of Recommendation 1 of this Submission.

Individual Bus Routes and Comments

The Youth Coalition asked young people which specific routes they would like to see improved and how, and we were surprised by the number and length of some of the responses. The comments are included verbatim as Annexure B to this submission, but makes the following recommendations on changes to bus services:

Recommendation 2.

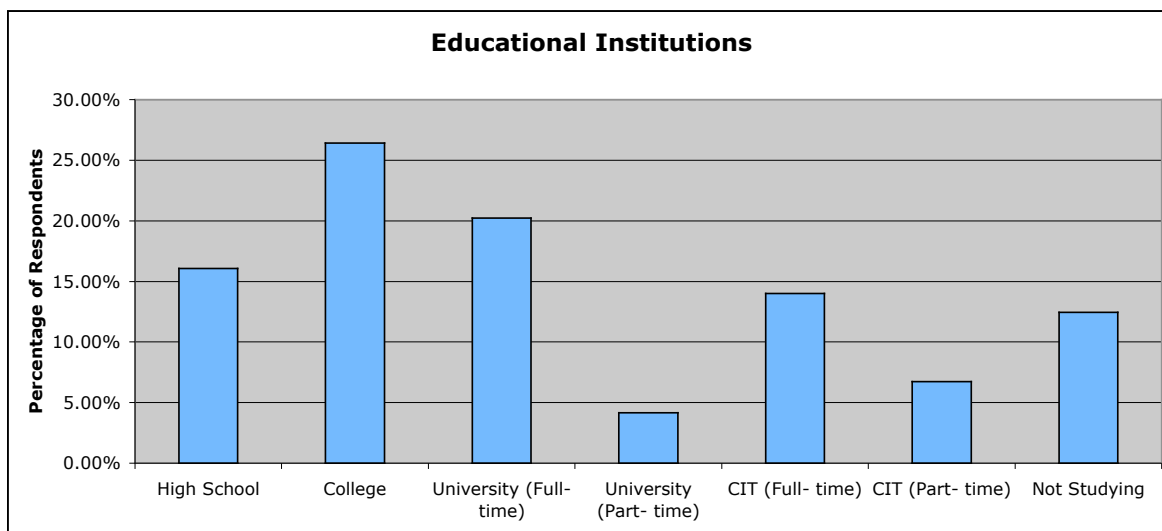
ACTION to

A) Consider young people's qualitative responses in Annexures A – D when making improvements to bus routes and interchanges; and,

B) Further consult with young people as required.

Section 3: Getting to an Educational Institution

87.6 per cent of respondents attended an educational institution on a regular basis. Of this, the breakdown was as follows:



Out of these, a majority 52.4 per cent caught the bus. The next biggest group, car drivers, represented only 20 per cent of those young people who attended an educational institution. This highlights the significance of public transport in a young persons ability to attend an educational institution.

As a general indicator of ACTION bus services getting young people to their educational institutions, 55.7 per cent indicated that bus services were reasonable. However, there was a clear negative bias, with a further 23.8 per cent of young people indicating that it was difficult to get to their educational institution by bus. This is compared to 16.8 per cent who considered it easy. 3.8 per cent considered that it was impossible to get to their educational institution by public transport.

When we deal with elements of services categorically, 70 per cent of people considered that safety was reasonable to good. In contrast, 70.7 per cent believed that frequency was reasonable to bad reflecting the general trend indicating that frequency of bus services is the most significant issue for young people.

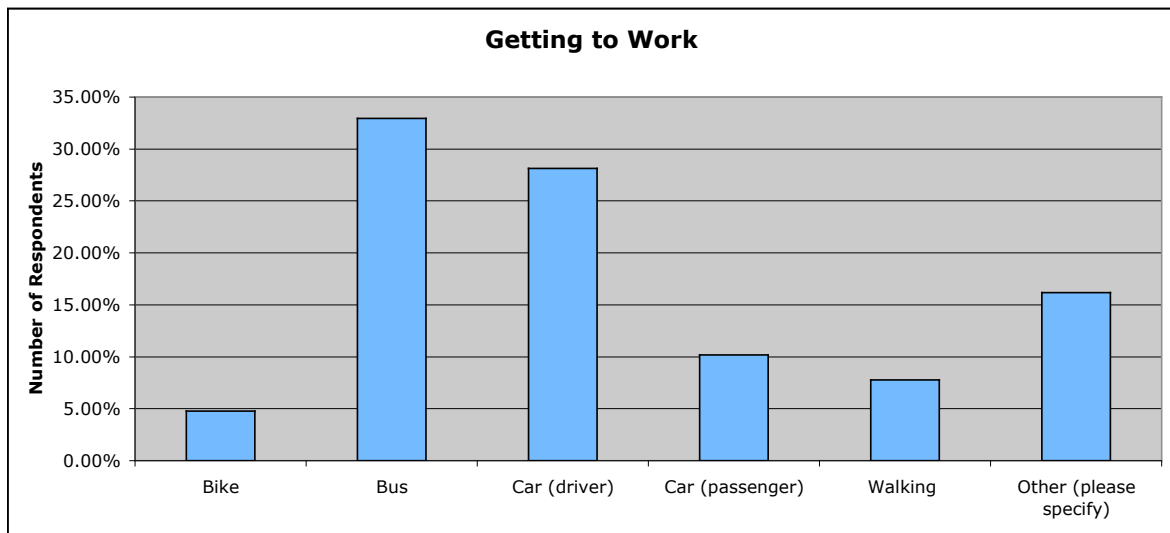
For getting to university, CIT, college or school, how does the bus service rate?							
answer options	Excellent	Good	Reasonable	Bad	Terrible	Rating Average	Response Count
Reliability (Whether buses are on time)	7.7% (14)	23.5% (43)	39.9% (73)	23.0% (42)	6.0% (11)	2.96	183
Frequency (How often buses come)	3.9% (7)	9.4% (17)	33.7% (61)	37.0% (67)	16.0% (29)	3.52	181
Bus Routes (whether they get you to where you want to go)	10.1% (18)	22.9% (41)	38.5% (69)	21.8% (39)	6.7% (12)	2.92	179
Speed (How fast buses get you where you need to be)	5.1% (9)	18.5% (33)	41.0% (73)	25.8% (46)	9.6% (17)	3.16	178
Safety (How safe the buses are)	16.1% (29)	37.8% (68)	32.2% (58)	8.9% (16)	5.0% (9)	2.49	180
<i>answered question</i>							183
<i>skipped question</i>							19

Significantly, only safety got a clear positive majority, indicating a need to improve reliability, routes and speed as well as frequency.

Section 4: Getting to Work

68.1 per cent of people we consulted were engaged in some type of work. Of these 14.1 per cent were full- time, 15.7 per cent were employed part- time and 38.2 per cent were casually employed.

32.9 per cent of young people caught the bus to work, but a significant 28.1 per cent drove a car to work. This is in contrast to the figure on getting to educational institutions and is reflected in the statistic that 35.3 per cent of young people believed that it was difficult to get to work on public transport. A further 10.8 per cent believed it to be impossible. In contrast, only 35.9 per cent of people believed that getting to work on public transport was reasonable.



The reasons for this discrepancy can be seen in the breakdown of young people's concerns.

For getting to work, how does the bus service rate?							
answer options	Excellent	Good	Reasonable	Bad	Terrible	Rating Average	Response Count
Reliability (Whether buses are on time)	4.8% (8)	26.7% (44)	41.2% (68)	17.0% (28)	10.3% (17)	3.01	165
Frequency (How often buses come)	3.0% (5)	9.8% (16)	29.9% (49)	35.4% (58)	22.0% (36)	3.63	164
Bus Routes (whether they get you to where you want to go)	8.6% (14)	24.5% (40)	37.4% (61)	15.3% (25)	14.1% (23)	3.02	163
Speed (How fast buses get you where you need to be)	6.7% (11)	14.7% (24)	39.9% (65)	23.3% (38)	15.3% (25)	3.26	163
Safety (How safe the buses are)	19.0% (31)	29.4% (48)	37.4% (61)	6.7% (11)	7.4% (12)	2.54	163
<i>answered question</i>							165
<i>skipped question</i>							37

In contrast to the education statistics, the majority of young people indicated that safety was a greater issue. Further, on every single other criteria, the average result indicated a negative bias. Frequency was again the most significant concern with an almost equal numbers of respondents indicating that services were terrible as those responding that services were reasonable. The significance of this is re-enforced when one considers that only 9.8 per cent indicated that services were good, and only 3 per cent indicating that services were excellent. Extrapolating on the nature of the youth workforce, and given

the high proportion of casual workers, these statistics reflect the inadequacy of bus services in off- peak, weekend and night periods. This is a significant concern for the Youth Coalition given the possible consequences on youth unemployment. One young person states:

“The bus system in Canberra is terrible this year even as compare to the last year as well. [I] had troubles with the bus system last year as well but this year its just terrible. [I] can't afford to buy a car other wise [I] would have the very first day this year. [I]t leaves me no other choice rather then taking a bus. Totally crap. Bus frequency routes are just terrible this year and especially on the weekend. [I] didn't use to work on weekends just because of the bus service on the weekend”¹⁶

Similar comments are available in Annexures A, B and C. Research into the area indicates that potential employers are likely to discriminate against those young people who rely on public transport out of a concern that they will be unreliable workers.¹⁷ The statistics and comments from young people indicate that public transport in the ACT is or may become a significant indirect barrier to youth employment. While the economic climate may indicate that this is not a significant problem, such barriers are unacceptable in a small territory such as the ACT. Failure to address this problem adversely affects ACT's productivity and given ACT's young population, the effect of this lost productivity will be more significant than it would be in another territory or state. Further, any failure to address this problem will contradict Goal 5 of the Sustainable Transport Plan. Therefore the Youth Coalition recommends that:

Recommendation 3.

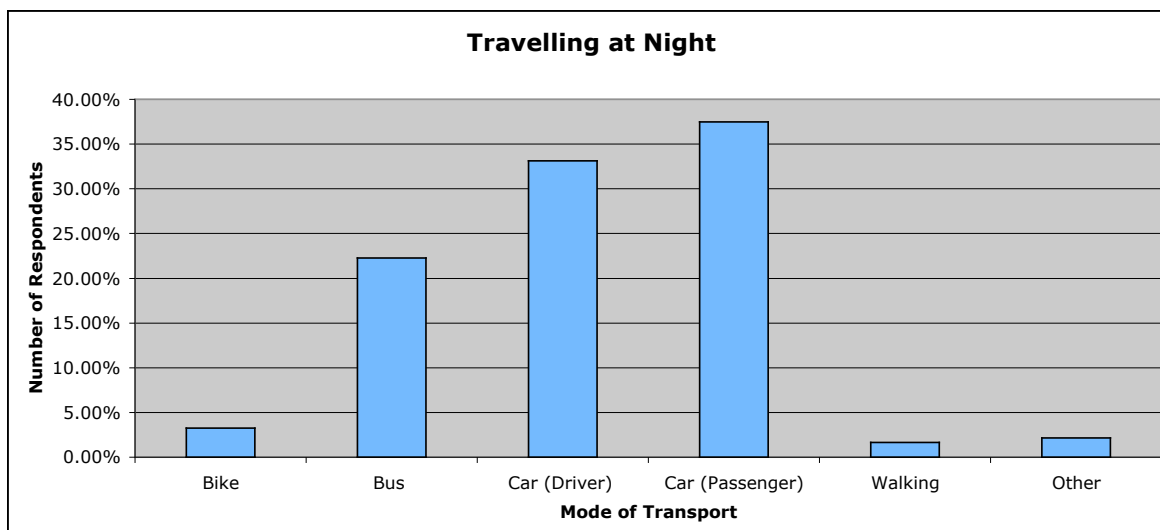
ACTION identify and improve those services that enable young people to travel to work, particularly in service reliability and frequency.

¹⁶ Annexure A.

¹⁷ Currie, “*Perspectives on Transport and Access Issues and Young People*” (4 April 2006: Conference on Transport, Social Disadvantage and Well Being).

Section 5: Travelling during the night

Only 22.3 per cent of young people use the bus at night and this correlates with a decrease in the number of people walking or using their bicycle. Many, if not most of this decrease corresponds with an increase in travel in a car as a passenger, representing 37.5 per cent of young people. This is in contrast to the 9.2 per cent of young people who were passengers in cars during the day.



As a measure of overall ease of use of bus services during the night, 51.6 per cent believed that it was a difficult undertaking. A further 15.2 per cent indicated that it was impossible for them to use the bus during the night. In contrast, only 25.5 per cent of people believed that it was reasonable to catch the bus during the night.

When analysing young people's concerns categorically, all the indicators suffered.

How does the bus service rate for travel during the night?							
answer options	Excellent	Good	Reasonable	Bad	Terrible	Rating Average	Response Count
Reliability (Whether buses are on time)	3.3% (6)	22.3% (41)	38.6% (71)	21.2% (39)	14.7% (27)	3.22	184
Frequency (How often buses come)	1.6% (3)	6.5% (12)	22.8% (42)	37.0% (68)	32.1% (59)	3.91	184
Bus Routes (whether they get you to where you want to go)	2.7% (5)	12.0% (22)	37.0% (68)	33.2% (61)	15.2% (28)	3.46	184
Speed (How fast buses get you where you need to be)	3.3% (6)	13.0% (24)	40.2% (74)	29.9% (55)	13.6% (25)	3.38	184
Safety (How safe the buses are)	12.0% (22)	18.5% (34)	34.2% (63)	23.4% (43)	12.0% (22)	3.05	184
<i>answered question</i>							184
<i>skipped question</i>							18

All the indicators had average responses that were reasonable to bad, with frequency again being the number one concern. In this respect, one third of young people believed that frequency was terrible. Bus routes and speed of travel also had large negative averages with more than 40 per cent of respondents in both indicating that in these categories, bus services were bad to terrible.

Individual Comments

The diversity and passion of young people's responses are best captured in their comments. One young person comments:

"[The] 300 buses on Sundays stop at 7.24pm to Belconnen. Having to work until 7.30pm means I have to taxi home every week. Considering supermarkets and other things are still open on Sundays after 7.30pm, there are usually a lot of people expecting to bus home."

While the bus number and the time changes, this type of comment is characteristic of young people's concerns regarding bus services at night. Even more unequivocally, another young person comments: *"[I c]an't get home from school after seven"*.

Public transport is an inelastic need of young people and inadequate public transport services during the night severely limits the opportunities for young people, and particularly those who cannot find an alternate mode of travel.

Safety

Concerns about safety issues distinguish night-time services from all other categories of service. Young people's concerns about safety are not limited to the buses themselves, and comments indicate that bus interchange safety is also a significant consideration. One young person comments: *"There's no use improving the routes if it's not safe. I never feel safe at night catching buses, especially when I have to wait around for an hour in the interchange beforehand."*

This type of comment raises two issues: (1) general safety as bus interchanges; and, (2) the risk relationship between frequency and safety at bus interchanges.

The issue of safety at bus interchanges is well documented in Canberra, and as late as Sunday 3 June 2007, *The Canberra Sunday Times* printed a full page on safety at bus interchanges, commenting: *"The latest attacks at the Woden bus interchange ... highlight the dangers facing young people using the interchanges at Woden, Belconnen and Civic."*¹⁸

On the relationship between frequency and perceptions of safety, common-sense dictates that the shorter the amount of time that young people have to wait at unsafe places, the less likely it is that they will be victims of violence. The obvious comment then is that by increasing frequency, ACTION may be able to decrease the perception and possibly the prevalence of violence at bus interchanges. ACTION should investigate what period of time elapses between the entrance of a trouble-maker and the first incident caused by that person. The results of this type of research would inform how much time security staff have to identify potential trouble-makers and would also inform ACTION as to the significance of the link between the length of wait and violence at bus interchanges.

¹⁸ Noel Towell "Call to Stem Bus Violence" (3 June 2007, Canberra Sunday Times, Canberra, ACT).

Recommendation 4.

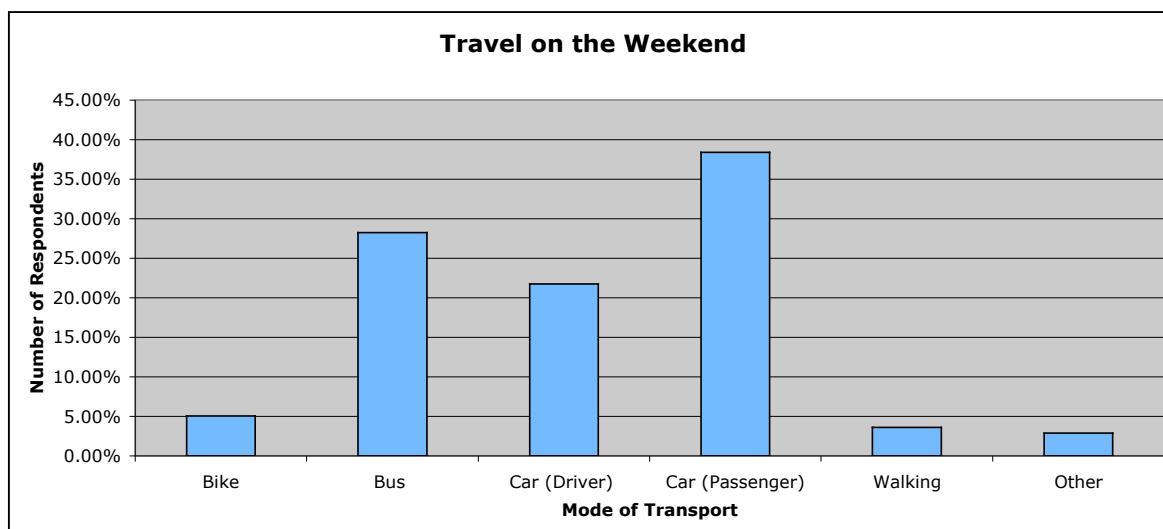
ACTION identify and make significant improvements in all areas of its night-time services, particularly working on frequency, routes and speed of services.

Recommendation 5.

ACTION to improve safety, amenity and staffing at bus interchanges, in particular Woden and Belconnen.

Section 6: Travelling on the Weekend

Travelling on the weekend reflects similar trends to travelling at night in that a large proportion of bus use is replaced by travelling in a car as a passenger. The table is extracted below:



As indicated, 28.3 per cent of young people catch the bus on weekends. Interestingly, this does not correspond with a significant decrease in the number of car passengers. Rather, it seems that the bulk of this extra patronage (and a small increase in the number of those who ride their bicycles) correlates with a reduction of car *drivers* on the weekend. Without more information, this outcome cannot be elaborated upon. In either case, bus use during the weekends is significantly lower than daytime weekday bus usage.

51.4 per cent of young people comment that travelling from home on the bus on the weekends is difficult, with a further 9.5 per cent indicating it is impossible. These figures are similar to those for night-time travel but when explored categorically, what is evident is that the reasons are different.

How does the bus service rate for travel on the weekend?							
answer options	Excellent	Good	Reasonable	Bad	Terrible	Rating Average	Response Count
Reliability (Whether buses are on time)	6.1% (11)	16.8% (30)	38.5% (69)	24.0% (43)	14.5% (26)	3.24	179
Frequency (How often buses come)	3.4% (6)	8.4% (15)	20.1% (36)	34.1% (61)	34.1% (61)	3.87	179
Bus Routes (whether they get you to where you want to go)	6.1% (11)	14.0% (25)	40.2% (72)	25.1% (45)	14.5% (26)	3.28	179
Speed (How fast buses get you where you need to be)	3.9% (7)	13.4% (24)	36.9% (66)	30.7% (55)	15.1% (27)	3.4	179
Safety (How safe the buses are)	17.9% (32)	25.7% (46)	38.0% (68)	10.1% (18)	8.4% (15)	2.65	179
answered question							179
skipped question							23

Whereas it is clear that safety at night was an issue that contributed significantly to perceptions of difficulty using bus services, this is not the case on the weekend. Generally, safety on the weekend was perceived to be good to reasonable. The reason why weekend travel is perceived to be as difficult as night-time travel is that one third of young people believed that frequency of

buses on the weekend was terrible and a further one third believed that it was difficult. Only 20.1 per cent of young people considered that frequency of bus services was reasonable on the weekend. Clearly frequency is the critical issue for young people on the weekend.

Individual Comments

Once again, the comments of the young people demonstrates the need for better services. These comments are attached verbatim as Annexure D to this Submission.

Recommendation 6.

ACTION identify and make significant improvements in frequency of bus services on the weekend as the single greatest concern for young people regarding weekend public transport.

Section 7: Travelling From Queanbeyan

The Youth Coalition received 10 submissions from young people in Queanbeyan. However, a significant number of other young people from Queanbeyan commented that they did not feel they could comment because ACTION buses simply were not an option for them when they were travelling to and around the ACT.

Of those who we did consult, 70 per cent believed that Transborder and ACTION bus services work well together, but 100 per cent of respondents agreed that they would catch buses more if ACTION provided services to Queanbeyan. Of those areas that young people in Queanbeyan would like to be connected to, the young people all indicated Woden, and some also indicated Civic.

Summary

Young people generally fit into the low-income bracket and have an inelastic reliance on bus services. Frequency is both the number one concern of young people and the primary factor that, if improved, would increase young people's usage of bus services in the ACT.

Given the regularity of school timetables and their correspondence with day-time peak services, services getting to educational institutions are relatively well-rated. However, there are two qualifications:

1. This 'relative' high rating reflects the fact that young people believe that bus services are reasonable but there is a clear bias towards difficult; and,
2. The comments and data for night- time services indicate that this data only applies to day- time bus services to and from educational institutions.

Thus a person who is staying late at university, or playing sport after school is in a significantly more disadvantaged position than a person who leaves school during the peak traffic period.

Travelling to work results reflect the high casual work representation in the young people who responded. The data indicates that many people work on weekends and in the evenings and that bus services in these periods are inadequate. Further, young people indicate that their ability to undertake gainful employment is limited by public transport services. Thus, in some cases, young people indicated they chose not to accept or apply for a job purely because they would have no ability to travel to and from work. Further, Australian research on employment indicates that some employers discriminate against young people who have to catch public transport to work because of the fear that they will be unreliable workers. Considering the ACT's young population, public transport acting as a barrier to employment will have indirect effects on our productivity, youth poverty and social exclusion.

When travelling by night, young people categorically and generally indicate that frequency, reliability, speed, safety and routes are worse than in the day, getting to work or getting to their educational institution. This trend is significant as is the fact that travelling by night is the only category in which safety gets an average negative rating. This is an important issue and the Youth Coalition makes several recommendations in relation to night- time bus services.

Travel on the weekend is perceived to be as bad as night- time travel, but the reasons are different. Two thirds of young people indicated that frequency of services on the weekend was bad to terrible and further that this adversely affected the amount of social, and employment based activities they could undertake. ACTION bus services on the weekend must be improved to prevent social exclusion and increase the capacity of young people to work.

Many young people in Queanbeyan felt that they could not contribute well to this consultation due to their inability to use ACTION services. However, all of those who did respond indicated that if ACTION provided services to Queanbeyan they would catch more buses.

As a final issue, a number of young people commented that buses simply did not turn up, notwithstanding that they were sometimes there 10 minutes early. One young person commented that when he called the complaints line, he was told that the bus was there and that he simply missed it. Given the number of similar young people who articulate this position, the Youth Coalition feels that this is not a mistake on the part of the young people. The Youth Coalition does not have data on whether buses are merely too early, whether services are cancelled at the last minute or whether some services simply do not turn up. Regardless of the reason, this is a significant if under-represented problem that should be investigated by ACTION. Therefore the Youth Coalition recommends:

Recommendation 7.

ACTION identify the reasons why a number of young people are reporting that bus services are not actually arriving at stops and devise a strategy to resolve this issue.

Annexure A

Extra Comments. Young People's Responses

Respondents	
1	i think that there needs to be a morning school bus from Civic to Narrabundah college. This is a route that has been neglected for a while now and should be served.
2	Since I only have to take the bus during the day, the safety isn't as much of an issue as it would be if I did have to travel at night, I also don't want to travel by bus at night.
3	MORE ROUTES, CHEAPER CONCESSIONS. There should be yearly tickets for full-time students with a low cost for tickets.
4	I rely on Action Buses to get to both school and work and I find them a generally great service, the drivers are (generally) friendly and it serves my needs. The only thing I would feel would make me travel on Action buses more in Canberra is if they could make the services more frequent for busy routes; such as the 300 series.
5	Canberra's bus services are the worst they have been in ages i think it's great that your're doing something about it. Keep up the good work.
6	People cannot run the risk of catching a bus if they have an important place to be, if they have experienced problems on the same service or area before. It is rare that once a problem has arisen ACTION can adequately assure the public that it won't happen again, this is both communication and lack of services, and sometimes interest. Also, some drivers are quite rude, which is their choice, whether or not it is necessary and/or deserved. they kind of need to remember people are customers, just like in a supermarket or other shop, and grit their teeth and get through it.
7	The bus system is safe and the tickets are very reasonably priced i think these aspects are hardly the problem it is the reliability, frequency and routes that deter people. i really applaud the youth coalition for taking the initiative this is an excellent idea and was well executed.
8	I shouldn't have to waste two hours a day on buses going to and from college, and others have to waste more. Buses before the change last December were never that great, but they have gotten so much worse! I rely heavily on public transport, which is inconvenient for me, and I can't wait to get my P's so that I can actually get around! We are encouraged to use public transport, but this can be a bit of a problem if the bus doesn't show up!
9	more frequent routes on weekends and night buses where theyre arent any
10	It's great someone is doing something about this! Thankyou
11	School routes should be improved, particularly Narrabundah College, the civic school buses are extremely overcrowded and quite unsafe because of the amount of people on board.
12	the old timetable worked much better and was more reliable, people have been turned off busses now as you cant get to where you want to go in a reasonable amount of time. And some of the bus drivers are really rude to people.
13	NO.
14	I would love to not use or own a car but unfortunatly the bus system in

	canberra in unreliable and there are not enough services. Buses at night are unsafe and so are the interchanges-as a young women I do not feel safe on action buses at night
15	Putting the 30 and 31 back on during the day instead of the 32 was great! Now if only we could have that for all the 900 buses in the evening which replace a few buses!
16	The bus services are unorganised, until this is fixed, u wont see me on them
17	Anything That Can Fit On A luggage Rack should Be Allowed Onto Buses (including unicycles) and all bus drivers should be made aware of this.
18	I really feel the need for a route that links curtin to the narrabundah/red hill area. This would make getting to school much much easier, as well as things after school and on the weekend. Also the 32 weekend route could come once every half hour, or we could have the 31 and 30 alternating in a way similar to the weekend. I think Action could really reap the benefits of high petrol and parking prices, along with people's growing awareness (and guilt)over climate change. We need more targeting of office workers and those who never use public transport, and better routes for students! Thank you for listening.
19	I think \$1.50 is a bit too much just to get to school. I believe the old price \$1.30 was fair.
20	If the government is really serious about public transport and reducing CO2 emissions, then maybe they too should give catching a bus a go - that should be enough to give them some ideas to make Canberra's public transport system potentially one of the best in Australia, given our centralised population, and in doing so, set the benchmark for the rest of Australia to follow.
21	Work on weekend buses and night buses they need the most work.
22	I think the action bus service is excellent but i think the 25 from cooleman court to woden should come more often
23	I find the cost is fine, and the drivers are usually friendly and routes are generally reliable, my main criticism is the evening and weekend timetable.
24	Why aren't there seatbelts on any public buses?? standing on a bus can be very dangerous wiht sudden cornes and jerks.
25	It is definately the frequency of buses and secondarily the nighttime services that are an issue. Additional routes are always good, and the concessions and price of tickets are managable
26	I cannot stress enough how important it is to have frequent services. Sometimes we have to wait for 50 minutes for a bus at 10pm in the dark and cold. To keep the youth off the streets provide a means for them to travel!
27	The travel is quite fast when traffic and distance is taken into account, however whether it is drivers rushing to keep shedules or just being careless I have been getting on more and more buses lately where drivers haphazardly run red lights, push orange ones and often speed. They also push very close behind other vehicles which is very dangerous I have been in at least two buses where accidents have almost occured because they have tried to run lights etc. In one an old lady was thrown out of her seat. Passengers are often thrown around quite roughly. When considering the changes to bus routes maybe it should also be considered that traffic is a bit heavier and a less tight shedule may provide more safety for passengers and other vehicles on the road.

28	well all of the above need to be tended to, they are all currently the subject of faults in the ACT bus service.
29	I have no choice other to catch public transport, which makes it hard for me to get anywhere. On weekends, I can't afford to as it is too expensive. Having an ACTION bus run from Queanbeyan to Belconnen would be great.
30	I find that in the inner north, public transport is fairly reliable and in peak hours the services are good, however at off peak times the service is terrible, I have been in situations where I have worked back late at uni, or had a meeting after work and it is impossible to get home by public transport. This timetable system is the most disadvantageous to the [people] who rely most on public transport.
31	The system needs fixing. If you don't have a car, don't move to Canberra.
32	the busses on weekends are terrible, all the new time-tables have made things so much more difficult
33	I used to live in west sydney and the westbus bus company had no problem in providing buses for the whole of western sydney. My mother worked for the Windsor area of Westbus and whenever they got a complaint of any form, phone, email, post anything they had to give a copy to a government adviser, along with how they looked into it, and how they responded to it. They had to look into every complaint and here in ACT whenever I ring up to complain about the bus not turning up (which happens quite frequently) they just shrug you off by saying that the bus was definitely there when i have been waiting there for 20 minutes and it definitely wasn't there. In sydney whenever a bus driver wasn't able to do his run for any reason, they had to get someone else to do it. While here in ACT the buses just don't turn up quite frequently because the bus driver didn't turn up or something. The buses in sydney all have GPS locaters in them and it is recorded so the depot can see where they are at any given time, even the next day they can go and look back and see especially when they get complaints about it being late or not arriving. The ACT system is shocking and lazy. The government only has to provide one type of public transport and they can't even do that. There has to be a better way to do things!!!!!!!!!!!!
34	the price for term tickets is a very expensive price and should be lowered a little bit in price but ACTION does need the money to supply better buses
35	Interchange safety needs to be stepped up. If I have to get home after dark, I get a taxi because I avoid Civic and Woden interchanges like the plague. The freaks come out after dark.
36	The services might be more reliable now than they were before the bus timetable changes earlier this year, but there are less buses at the necessary times. One bus ends up being packed, and the next one almost empty. People are stranded at places because the buses don't run later, or don't run at all on weekends.
37	I am sick of Action buses - time after time I have had rude drivers, drunk people on the bus going off, buses not coming etc I'm fed up and I wish there was an alternative, like Sydney - buses and trains.
38	Hire more drivers to spread the work load and enable more frequent and better routes. And put in Trams between the interchanges to eliminate the need for those buses to run so often.
39	Our Public Transport system has become so bad i have been forced to buy a car again, something that is not feasible on a youth allowance budget with the current petrol prices, unless they improve, Canberra

	can only become more dependant on our cars. the system is in need of despererate overhaul, i hope this survey will do something because we need to start standing up and demanding a better service!
40	New bus timetable from last year SUCKS!!!! Dammit, people need to catch the bus - they have to no matter the frequency or price!
41	We need an express light rail inter town network.
42	I work from 9[pm]-5[am]. It is ok to get to work in the evening but impossible to get home in the morning. On sunday's i hav to wait 4 hrs till i can get home. I think buses should start earlier.
43	Buses need to be more frequent on weekends and in the evenings.
44	When the driver is in a rush it is 'crazy'. I live on the inter town route at Woden (Curtin) and go to the Uni of Canberra - perfect but for people off the inter town route it is bad.
45	The bus system in Canberra is terrible this year even as compare to the last year as well. i had troubles with the bus system last year as well but this year its just terrible. i can't afford to buy a car other wise i would have the very first day this year. it leaves me no other choice rather than taking a bus. Totally crap. Bus frequency routes are just terrible this year and especially on the weekend. i didn't use to work on weekends just because of the bus service on the weekend no normal bus service besides that you have to travel fa[r] from your house to catch a bus on weekends and same shit during the night time as well. Hope to see better performances in bus system after june but it won't be ay good for me as i'll be leaving overseas most probably by the end of this month. so ya but still for the sake of others it would be good idea. Cheers
46	If frequency is improved, and routes adjusted so that they reach a greater population, I believe that more people would use ACTION services than just students/elderly/those without cars.
47	I used to catch the bus regularly but since the timetable changes, it has increased my travel time dramatically - having to leave EARLIER to get somewhere at the normal time.
48	the adult bus pass is too expensive to pay it costs \$22.00 which i will need to pay for a adult bus pass later this year when i finish my course and i can not aford \$22.00 a week for a bus pass.
49	Don't feel safe at night at Belconnen and Civic Interchange.
50	I would use buses more if i felt safer at night.
51	This morning there were 20 plus people (including me) who were denied access to a Civic to Belconnen bus because it was too full.
52	In the country NSW children attending school public or private rode to and from school for free! This is because school is compulsory! and complete bus services are provided for hours around all town centres even to schools in remote areas. I believe that the fare should be free or at least a lot cheaper. At present it costs me \$448 to send 2 children to school. The joke is the government says they must attend and then charge me to get them to and from. Why don't they receive yearly bus passes!! FREE
53	no.
54	I think that under bus stops there should be bright lights.
55	I really hope that bus transport is improved, because it seems a majority of people have difficulty travelling after appointments/committments etc
56	it would be handy if buses from Queanbeyan ran at later hours
57	buses r too expensive when you have to keep changing buses to get somewhere

Annexure B

What day- time routes should be improved- Young People's Responses

Respondents	
1	33 it used to get me everywhere i needed to get. since the change i now have to catch 2 buses on the weekend. now i just don't catch buses any more. the change in service has made me get a car.
2	I would like routes such as the 40 and 35, 36 and 38 to be increased in frequency even if using smaller buses. This would be a more effective system for me.
3	The route 30 no longer makes sense, it is sometimes the 31 or 32 during the day?? And on Thursdays coming from Narrabundah, I have to wait 50 mins for the 30, because it's the only bus that comes near where I live.
4	during the weekend. when students finally get a chance to get out.
5	I would like the 300 series route improved, I live in Woden and work in Civic and If i miss the bus or it doesnt arrive I have to wait up to 20 minutes - this can be a real problem when commuting.
6	Route 38, is extremely unsafe even during daytime hours
7	I would like to see the 52 or the 51 connect with a bus that goes to the city from Gungahlin, instead of cutting off all bus routes to the city from Nicholls during the day and forcing people to go to Belconnen before they transfer to a 300 or 100 bus.
8	38 by increasing the frequency, the reliability and the route that they take to make it quicker. I would also like to see a few bus routes that, during school peak hour (9-10 and 3-6) making it easier for students to get to school and freeing up buses for action to use on other routes.
9	38 is not often on time (normally early), doesnt run frequently enough, 34 should be more frequent
10	Getting to the city from narrabundah quickly is hard if you are not living in walking distance of the 36 bus route. I am also sick of buses that come after school driving past a loaded bus stop, i understand they need to limit people to preserve spaces for other passengers, but on many occasions the bus drivers are simply being unreasonable, as students we do have places we need to be on time to, in an hourly bus timetable or something like it, that is hard. There is also a certain amount of discrimination to groups of students due to behavioural preconceptions. so stop driving past us if you could in reality fit us! and please, if a bus is supposed to turn up, make it turn up. The amount of times a bus has not turned up (especially on weekends) is ridiculous! I shouldn't even have to say it has ever happened to me, they don't even bother trying to tell people on the route if the bus is cancelled.
11	more buses from my area - it takes half an hour longer to get to woden from manuka than by car. Also, buses only come hourly-and all the buses to civic come at pretty much the same time.
12	i would like to see all the services to the weston creek area (25,26,27 and 28)improved by running each service more often(to and from the interchanges) These services affect me in particular but services throughout the whole of canberra need to be improved, with more buses more often and more reliable, and not just wheter they come on time,

	but they cant leave to early either
13	School buses for Narrabundah College are shocking, we have one double bus from Woden in the mornings which is always crowded to the point where the passage is packed with people standing. Weekend buses come at hourly intervals which is VERY inconvenient, if you miss it you're an hour late. The 30 travelling south bound to Woden at 9.23 on weekdays is always 10 minutes late, which means we miss the 38 leaving at 9.30 and so have to wait half an hour for the next bus.
14	The 38- faster routes to Narrabundah and Manuka from Civic and Woden. I suggest a direct bus service like the intertown '300' service- a lot of students would use this.
15	yes, the 38, or 938 as it is known at night. During the mornings and afternoons the bus is fine, but at night and on weekends it isnt a safe trip. For instance, I wouldn't feel comfortable letting my younger sister catch the 938 at night on a friday. It is one giant junkie trip, filled with creeps, junkies and drunks, and is almost always unsafe on a friday evening. To improve the route maybe you should change it, so the bus doesnt go through EVERY dodgy place in canberra. It goes through the methadone clinic in woden, then through the dodgy areas in Narrabunda, then through civic, then past the meth centre at Ainslie shops, then through Ainslie Flats and Ainslie Village. I mean, if you wanted to make it any dodgier, it would have to go through Goulburn prison. Seriously, was it decided to have one route that would have all the bad spots, as to keep all the dodgy people onto one bus, becuase if so, it worked, but isn't so great for the rest of us.
16	Route 38 is terrible, particularly the early morning services on weekdays, often the buses will be cancelled or more than 10 minutes late (about once every 2 weeks)which makes me late for classes at college. Also it does not operate from Ainslie to Dickson on the weekends which makes it almost impossible to get to work and considering the weekend routes are almost identical in those areas I don't see why the 38 does not operate, it would be so much easier.
17	38 where kids and srug addicts have to catch the same bus. And on weekends, its really hard to get to places because the busses never come often enough
18	Bus No. 39 should leave at 4:20 instead of 4:15 from civic interchange and 36 should have less stops as it takes too long it is always 10 minutes late when arriving at Narrabundah College
19	Bus number 38 passing narrabundah college to woden should arrive at 4:05pm rather then 4pm. As school finishes at 4, many people miss it
20	get more buses coming at different times
21	Route 52...needs more buses during the morning period between 7 and 8 as well as afternoon between 4 and 6
22	Buses which go down Northbourne Avenue generally. There are heaps of them, yet they only come twice an hour, because three or four of them arrive within 5 minutes of each other. Also, buses which have strange timetables which leave gaps of over an hour between buses (the 27, goes at 2.20pm and then 3.30pm from Woden.
23	More direct route from Gungahlin to Belconnen Interchange
24	63. Trying to get to and from Monash to work in the City is impossible and requires a stop over in Woden. Sometimes the wait for the connecting bus can be 30minutes+ and in the afternoon when it is

	getting dark early I wont wait around a dark interchange for that period of time. There need to be some direct routes from Tuggeranong to the City
25	More services in Gungahlin.
26	I would like to see a route that links curtin to the manuka/narrbundah/barton area. Currently, we can get to barton on weekdays, but to meet friends in manuka, red hill or narrabundah on weekdays or weekends, involves a trip to woden or civic interchange and ends up taking a really long time. Also, the woden-bound 31 in the morning is completely unreliable. It can be 10 or 15 minutes late, and the reason that I've been given by the driver is simply "peak-hour traffic". I don't think that's very well-planned.
27	I go to Mackillop and im at the Isabella Campus. I live in Chisholm and there is no bus for me to get to school. I have to get a lift with my friend every day as my mum works full time. She also has to take four three other students. I think it would be excellent if there was a bus that comes to the chisholm shops for me to get to Mackillop Catholic Colledge Isabella by 8:45. i know many other people that would also benifit from this.
28	need more inter town buses in peak times
29	30 and 31 during the day - more services needed! I think this is true of services around canberra generally, especially as people who catch buses during the day are often the neediest or most disadvantaged people: mothers at home with children, elderly people, unemployed people and students. Also an improved public transport system will be an incentive for people to leave the car at home and reduce greenhouse gases - there has been no better time for it, given rising petrol prices, increasing difficulty finding parking, and increasing awareness of environmental issues. The time is ripe! Also punctuality is a big problem. Lately, no 30 or 31 that I have caught has been on time; often the 30 is so late that people leave the bus stop thinking the bus will not be coming. This really needs to change
30	I think that there needs to be more buses that link from suburbs to arterial routes, rather than having arterial OR wondering around the suburbs for hours.
31	All the bus routes through Curtin and Rivett as these are where I live with my Father and Mother. There is no bus service through Curtin in the morning to My school (Alfred Deakin High) at all...
32	61/161 and the intertown routes between woden and tuggeranong interchanges. By creating more stops along Athllon Dr, the 61 would no longer need to wind through Kambah, shortening its route, and allowing greater access to the intertown routes for Kambah and Wanniasa residents. Also, the 38 route is unnecessarily and ridiculously long, since there are many overlaps with routes.
33	The 36 during the day only goes once an hour!!!
34	A gungahlin bus at around 1.50 from civic would really help getting home before three o'clock on thursdays when school finishes at 1.15
35	To whom ot may concern i myself live in gowrie and have to catch the 65 i work in woden on weekends and late nights so there is no way to get home unless i take 2 buses sometimes 3. its such a hassle and they dont even come that often so i have to catch one bus and if i miss it i wait over an hour for the next one. I have to either have my mum take me everywhere or even my friends. Frequency of buses mainly the weekend ones and the late night ones need alot of work. Thank you for you time [Name Omitted]

36	the school buses going between woden and narrabundah college are too few, and so are PACKED full of students making it a somewhat dangerous trip. Also, the 38 only comes once every 40min! Very inconvenient for a working college student. Much time is wasted waiting for buses!
37	60 and the 62, as I can catch either it is beneficial to me to have them at opposite time, however in the service from Woden southbound, in the evenings they come TWO minutes apart! And only every hour, this is very inconveniencing. My friend takes the 26 but goes to school in tuggeranong causing her to have to catch two buses to school where she is very close to tuggeranong anyway. There should be buses from Chapman and surrounding areas to Tuggeranong. It takes 45 mins to travel from Tuggeranong to Civic which is too long for my allotted time space to travel from my home college to the ANU where I am completing another part of my course. I cannot make a 2 minute medical appointment weekly when I have an hour to get from Tuggeranong to Woden because the bus services are not frequent enough.
38	Areas in Macarthur, more buses
39	An hourly service during non peak times is simply not acceptable. If I miss my bus there is sometimes no alternative to being horribly and embarrassingly late or missing the engagement altogether.
40	38 - college students at narrabundah college are the main users of this route yet the buses are usually early or late. Also, considering that the majority of users for this service during the week are college students it is ridiculous that the timetable says the bus gets to the colleges nearest stop at around 2 minutes past the hour when classes end on the hour. This usually means a half hour wait when the 2 minutes past bus is inevitably missed. Also the 66 and the 67 have impossible after hours and weekends services which makes travel outside school hours difficult.
41	The buses from Queanbeyan to Canberra, especially to Belconnen. It would be great if ACTION could run a bus straight from Queanbeyan to Belconnen. If I need to get to Belconnen, by 9am then I have to get a lift with someone to the city then catch an ACTION bus to Belconnen.
42	Night time and weekends - Why doesn't the 116 go?
43	32 - I would like for the services that were running during the day to be reinstated as the 31 route takes double the time. The 31 bus is unreliable - sometimes it is a few minutes early, other time it can be up to 20 minutes late.
44	The 38 from civic through to woden takes nearly 2 hours from Ainslie to woden and there should be more routes to go DIRECTLY from ainslie to woden
45	I would like to see the buses that pass EPIC have a timetable that is accurate to when they pass it. They are the buses I choose to use as they are the fastest to Civic and aren't too far away from where I live, Watson. I have to guess when they come and they are often late or early to the time it says at the bus stop.
46	Intertown should be frequent and run till 12am during the week and hourly overnight on Saturday and Sunday morning. It should go from Belconnen to Civic to Woden to Tuggeranong and back with an offshoot from Civic doing a loop to Belconnen through Gungahlin that goes up Northbourne past Dickson. This service would be able to charge more. Much like the Nightrider system in Melbourne, which works great. Frequency of the 38 should be increased if you ever want to see my patronage again. If you don't have a car, and you don't live within easy bikeriding distance of work/school/uni (like I do, but I lived for 18

	months in Spence) then don't move to Canberra. It is a terrible place to have to rely on public transport, particularly since the changes last year.
47	Any bus from weston creek to woden takes over an hour and comes infrequently. More Frequency would improve it or even a more express route.
48	34-More Often 38-More Often, More Safe 36-More Often
49	34, 48
50	the 56 from gunghalin to the city. The buses are always at least 3 minutes late usually about 5-8 inutes late. And that is when they come at all. A lot of imes, they just do not turn up. And then when i ring Action and ask about it... where the bus is, if it broke down or something, they tell me that the bus most definitely was there on time, when i have been standing there since 5 minutes before the bus is supposed to get there, and it has not come. The other thing is the frequency of when they come. they come about once an hour, which is just stupid for the only bus that does the whole of southern gungahlin and palmerston. I have had to get to civic and belconnen 40 minutes early on many occasions, and just sit around for ages. then when a bus doesnt turn up, i am over an hour late sometimes for work, and many things. In the afternoons when I catch the 56 to Palmerston from Civic, the bus doesnt come anywhere near often enough. If you miss one, you have to wait about 40 minutes for the next one. And on the bus that leaves Civic at 4:39, and all the one after that, they are absolutely packed full. every one is packed in like a tin of sardines. This is because the buses dont run often enough. If there were more services, then you would be able to actually get a seat for once. And especially on weekends the buses need to come more often. I go to school at Narrabudah Colege, and I catch the 38 from Russel in the mornings and the 36 to Civic on thursday afternoons.The 38 is great in terms of Frequency, but it is not very safe at all. there are all these druggos and alcoholics that get on and abuse the driver or the other passengers. My mate got knocked out from a punch to the face from a guy who was really drunk or stoned or both, because my mate opened one of the windows. Not safe at all. All my female friends will not ever catch the bus bythemselves. They have to go in groups of 3 or more.
51	the 421 (school bus) in the morning i think that the bus driver should stay the same becace the bus when the driver changes is really slow one time it came at 7:45am in the morning thats 15 minutes late thankyou [Name Omitted]
52	Buses should be more frequent as they used to be. Also, on 300 series, either make them more frequent, or get bigger buses, there are too many people standing. Also, the amount of people allowed to stand (legal is 15?) is ridiculous. I have counted 27 people standing which gets dangerous especially if the bus driver is reckless.
53	300 buses in the morning always drive past my stop even if you wave them down because they are completely packed. I'll get to the bus stop 15 minutes earlier and 3 buses will drive straight past me before one stops. Maybe more buses - at least in the mornings and evenings?

54	Before the new timetables came into effect, the 116 service came every half hour. Now it is cut back so much its a joke. Did you know that we used to have an hourly bus service on the weekend? Now there is NOTHING Actually there is a bus, but action refuse to give me a time for when it comes. Their advice? Just guess... get there 5 minutes before it gets to Melba shops. I *want* to get on at FLOREY shops, but on the timetable for the 116 on the weekend, it is not listed as a stop, thus I have to get there and wait AGES for it to randomly appear. Get your act together!
55	58 is too slow from city to gungahlin 53/58 should be late at night from gungahlin
56	I think it should go back to how it was with a lot more frequent services and more direct services.
57	Royalla to City
58	The most common bus I use is the 30-31-32. I would like more frequent routes as one an hour is not enough.
59	Any suburb to interchange routes - there needs to be more.
60	313 - Once an hour each way during the day is terrible. It means on some days I have to leave an hour and a half before work which is only 15 minutes away, or I will be late. There needs to be a bus every half an hour or 40 minutes.
61	26--takes too long to get to Woden
62	From Tuggeranong to Theodore
63	From Belconnen to Cit reid campus. By increase the number of buses.
64	i would like to see more wheelchair buses on more routes. i catch the 44 from home and their is only one wheelchair bus that i know of
65	58,54,53,51 My main problem is with the day services and weekend, do you think it is appropriate that it takes me 50 mins on a good day travelling through 5 suburbs to the city , when i travel home on the 53 at 2:36 leaving from the city on a weekday its full, do you not think this points to the lack of services and the many improvements we need? how can the goverment go on increasing house and commercial zoning when clearly we do not have the infrastructure for it? they destroyed the services at the beginning of the year then months later said we should become a more public transport dependant city and they were going to decrease the number of car parks in the city. how can we do this when an area like gunghalin has the transport infrastructure worse than hobart, a city one third of the size? the elderly, tourists youth, poor, they all need a decent public transport system and this one serves virtually noone. it is a embarrassment to this city.
66	300 series. More routes needed during peak time between interchanges. The buses become over crowded. and awkward.
67	315 needs to come more frequently
68	52-more buses during the day more frequently and also going all the way into the city instead of stopping and having to hang at Gungahlin to a bus that takes twice as long.
69	36, 39 need to be more frequent. if they were staggered it would be a lot easier but they both come at the same time and then not again for an hour. I would also like to see a late night and decent weekend service on these routes. I would use them all the time when going to civic (especially when going out drinking). The 48 needs to have it's service restored- getting to UC from my place is now impossible.
70	Gungahlin! Too few buses, especially during the day and the routes take so long.

71	312 as i catch it on the weekend and in the week. I am unable to get to work on the weekend unles i wish to be late or 1.5 hours early
72	48 needs to be more regular and have a weekend service 36 and 39 need to be staggered. Need to runn more often at night. weekend services need to be improved especially at night. There should be a late night service on friday and saturday nights at 12:00am and 2:30am.
73	Routes around suburbs during the weekends.
74	You have the worst bus network that doesnt have any regards for a human beings time. I dont know who it is meant for to commute druggies or retiries coz those who need to be anywhere on time cant rely on your buses ever. I am an international student here and had to buy a car within 10 days.. You have to wait 2 hours on weekends. takes 1.5 hours to reach bruce CIT thats pathetic.
75	Stop making me get three buses to get to one destination! And more direct routes would be nice.
76	Faster routes that aren't just to the interchanges.
77	Direct bus routes from the suburbs to Civic
78	32 - Sometimes it is early, sometimes it is late. It only comes once an hour.
79	There are not many good routes to get to Fyshwick. I live in tuggeranong and it takes me over 2 hrs and two buses to get there.
80	Most people will only want to change the routes that affect them.
81	On bus routes 23 and 24 reintroduce 30 minute services.
82	all routes especially Theodore to Civic.
83	The 813 Campbell High school/Merici College bus. It would be good if we could get a bus that is reliable, because its broken down 3 times in the past 4 months, 2 of those 3 times in the past three weeks. this is causing us to get to school 1/2 an our late
84	58 bus route more direct to interchanges.
85	I would like to see the old 83 and 84 routes reinstated, as opposed to the amalgamated route that runs now. Connections between Manuka and Woden are not often enough to be considered reliable.
86	315... more services! they run within 10 mins of the 314 and if you miss one/it's running later, you can't make the other one so you're stuck waiting an hour for the next 315! ARGH!
87	58 by having it [more] frequent or offering more services throughout the day
88	Watson through to UC/Belconnen would be nice (50mins reduced to 15mins).
89	Route 80 should be frequent.
90	Deakin to University of Canberra, less stops!
91	Calwell to Condor.
92	no.
93	Every where in Queanbeyan and Canberra
94	705 express from tuggeranong to belconnen more frequent
95	More frequent route 27 services during the day and at night as well as later services.
96	I can't remember specific numbers but I think a majority of services can be improved for day and night transport e.g. frequency and routes
97	I think there should be seat belts in buses.
98	Need to improve services to Theodore at night
99	Improve services to Theodore at night

100	It would be good if there were evening services of the 84 (or is it 83?). As they end around 6pm.
101	action buses comming into queanbeyan
102	more buses to jerrabomberra - weekends there and late night shopping there are no buses

Annexure C

What night- time routes should be improved. Young People's Responses

Respondents	
1	buses end too early interchanges are scary at night
2	I would like to see an increased frequency on the 42 bus route.
3	None that I can think of, I rarely travel by bus at night. And when I have it has been fine.
4	yes, the 38 which runs through the hospital becomes alot less secure as it runs through there. I understand that there is a need to provide a bus to the hospital however i think it should be more like an inter-town instead of running through our sub-urban areas. I would also like to see the buses interior lights dimed while thr bus is moving so that passengers and drivers can see where thay need to stop.
5	34, more frequent
6	I would just, as an overall idea, like that buses turn up at night, even if it may be the last or second last bus service of the night, that is no reason for drivers not to bother turning up, because it is scheduled and it makes it hard to relie on buses at night if nine times out of ten, it hasn't been there before. And this happens all the time, infact looking at a bus timetable these days i usually write off the last few night services because i am aware that they probably won't appear.
7	same deal, the 25,26,27 and 28, but also the buses from civic to the inner north like ainslie and lynenam public transport needs to be available in a reliable way after 7pm
8	I do not commonly use buses at night.
9	night buses around the yarralumla area
10	32 more often
11	See question 15.
12	Again, the buses which go along Northbourne Avenue. From Civic Interchange, going just about anywhere in the Inner North, there is a 20 minute period each hour in the evening which has about 6 buses leaving, and then for the rest of the hour there might be one bus.
13	the 33 and 35 are often not on time as it starts to get dark, and it is not pleasant waiting at a bus stop/interchange at night. safety inside the bus always depends. as a young girl i feel vulnerable, and while i barely ever come across bad or frightening situations on buses, there is always the chance that this will happen. (it is also difficult to see outside the bus when it is so light inside but dark outside)
14	More direct route from Gungahlin to Civic
15	Again, I would like to see a route that links curtin to the manuka/narrbundah/barton area. As it takes quite a long time to make your way through all the interchanges, it means that if you want to be home before dark, you have to leave really early. An improved route would help this problem which I think many students face!
16	All the Curtin Routes
17	The interchanges are not very safe places at night time.
18	To whom ot may concern i myself live in gowrie and have to catch the

	65 i work in woden on weekends and late nights so there is no way to get home unless i take 2 buses sometimes 3. its such a hassle and they dont even come that often so i have to catch one bus and if i miss it i wait over an hour for the next one. I have to either have my mum take me everywhere or even my friends. Frequency of buses mainly the weekend ones and the late night ones need alot of work. Thank you for you time [Name Omitted]
19	Routes to the inner north run on a different to the regular timetable and only go once every hour, stopping by 11. This makes it particularly hard to travel without relying on someone with a car, or waititng in the cold in the interchnage for a long time.
20	the 60 and the 62, and intertown bus services
21	116 - why doesn't it go at night or weekends?
22	They should leave more often from woden interchange after 6 o'clock.
23	As before. 38 and intertown.
24	Make Nightrider services in areas that do not have the service yet.
25	48, better frequency
26	56. Not often enough.
27	Night Route from watson never ever shows up
28	300 buses on Sundays stop at 7.24pm to Belconnen. Having to work until 7.30pm means I have to taxi home every week. Considering supermarkets and other things are still open on Sundays after 7.30pm, there are usually a lot of people expecting to bus home.
29	I tried to catch the bus at night once, it never came. I waited until the next bus should have arrived, it was 10 minutes late. So despite me getting to my bus stop 10 minutes early and the bus not comming, i then waited an hour and 10 minutes extra to catch the next one. Canberra is cold in the winter, REALLY cold. And it sucks the buses at night are like a mirage.
30	53/58 late at night
31	Definately more night services. I have to spend 2 hours getting from my place to work and on 2 different buses. When I get off one bus I have to wait around for at least 30 minutes for the next one, it's ridiculous!!!!
32	30-31-32 and the 300 series. If they want people to stop drinking and driving they need buses to run later and more often.
33	Any late routes from a suburb to an interchange. they are not frequent enough
34	There's no use improving the routes if it's not safe. I never feel safe at night catching buses, especially when I have to wait around for an hour in the interchange beforehand.
35	From Belconnen to Cit Reid campus route. By increasing the number of buses.
36	54,53,51,58 They Should install a interchange at Gungahlin Like they promised and have direct routes to the City or Belconnen, even a light rail system shouldn't be dismissed, anything thats is better then now would be a major improvement
37	I think the 300 buses start too early and the daytime buses (I use the 315, 312) should be extended to later in the night.
38	Better timetable on Sundays
39	route 36 and 39. increased frequency, increased night time service, later night time service and all night on weekends
40	Gungahlin
41	Can't get home from school after seven
42	Direct bus routes from the suburbs to Civic

43	I think more info should be out there about night buses. Particularly for those who need to get home from civic, manuka and kingston.
44	From uni into the city. A more direct route.
45	Most people will only want to change the routes that affect them.
46	Civic to Theodore at night time its bloody terrible.
47	Actually just tried it once, Feel it's not convenience so have to arrange other kind of transport. Routinely bus use are 131, 300, 25, 28, 26
48	Just maintain the same time table.
49	route 80 should be more frequent.
50	Calwell to Condor.
51	no.
52	313, By going up Forsyte St Banks and down Paperbark.
53	Like to see services on route 27 improved.
54	As above.
55	Like to see routes 65 and 66 improved.
56	buses going to canberra at late hours
57	buses to and from jerrabomberra to queanaban and to all of canberra - mainly woden, brand depot warehouse

Annexure D

What weekend routes should be improved. Young People's Responses

Respondents	
1	they just don't run enough. i've stopped using them.
2	None really though the connections are not good in Civic.
3	Again, the 300 series from Woden, for the same reasons as told before.
4	none that i have not already mentioned.
5	I find it frustrating that there are some places the bus services don't go near on weekends, i have a friend whose house i can't visit because her bus stops running on weekends, and she lives in a pretty busy street/area, it's ridiculous. The bus that goes closest to her house is still not walking distance away.
6	There is only one bus through my area during the weekend; the 935.
7	same deal but really in general this doesnt come down to one person and what affects them everywhere needs to be improved
8	Buses on weekends do not come frequently enough, and it can take a couple of hours to get anywhere.
9	another bus in yarralumla on weekends or if the 32 came every half an hour not every hour
10	32- more often!
11	once again, see 15
12	38 should operate from civic to dickson not just civic to woden on weekends.
13	Still, Northbourne Avenue.
14	More services in the afternoon on weekends
15	The weekend route, number 32. Make it more regular, or scrap it and keep the weekday routes 30 and 31. Once an hour makes things difficult!
16	There need to be more services on the weekend - later at night, and more regularly. Also, punctuality is a problem.
17	Curtin to city
18	It can be quite confusing to have to look up separate routes for the one area, since the weekday and weekend routes are quite often different eg. Hackett has multiple routes servicing it during the weekdays, and a different set of routes on weekends.
19	Buses that go from North canberra to South - especially in the watson, downer, hacket, dickson area
20	To whom ot may concern i myself live in gowrie and have to catch the 65 i work in woden on weekends and late nights so there is no way to get home unless i take 2 buses sometimes 3. its such a hassle and they dont even come that often so i have to catch one bus and if i miss it i wait over an hour for the next one. I have to either have my mum take me everywhere or even my friends. Frequency of buses mainly the weekend ones and the late night ones need alot of work. Thank you for you time [Name Omitted]
21	Limited services on Sunday that stop running in the early evening make some weekend activities difficult
22	the 60 and the 62, they come hourly on the weekends and as I can

	catch either, it would be beneficial to have them at opposite times, but often they are similar
23	Routes 968 and 967 are incredibly difficult to catch as they go in a loop, depending on when and where you get on this is good or bad. If you are lucky enough to get on the short end of the loop to tuggeranong its fine otherwise it is not. The timetable is incredibly difficult to interpret so getting on at the right stop at the right time is a bit of a lucky dip plus if you miss the bus you have to wait a very long time for the next one there are only about six services each weekend day. Reverting backj to the previous timetable would solve these problems immensely.
24	Hmmm... All busses from the interchanges into the suburbs and visa versa need to be improved, there need to be more frequent busses on all routes and more routes (the further flung suburbs have very little optoins) Public transport should be ably to get you where you want to be when you want to be there, that means frequent busses in all directions.
25	All should come more frequently between 5 and 9 o'clock
26	As before. 38 and intertown.
27	Weston Creek to Woden.
28	anything to o'connor
29	the 56 doesnt come anywhere near often enough.. once an hour. which is just crazy, when you need to get somewhere and the bus doesnt get there till 15 minutes after you have to get there. the only other choice is to get there 45 minutes early which really sucks in the mornings when it is about 2 degrees and you have to hang around for 45 minutes.
30	Later services on Sunday night for the 300 route.
31	Like I said before, Action have a bus that goes through my route, but have no time for when it will get there. Strange huh - the weekday buses have times for Florey Shops, but on the weekend they dont. Making it hard to judge when the bus is comming (just turn up and wait a few hours)
32	more 53 busses
33	30-31-32. Not nearly frequent enough.
34	Morning routes from any subaurb to an interchange - right now they do not exist!
35	Action needs to use the same routes on weekends as it does on weekdays. It's all very well to drastically cut services in Sydney or Melbourne, where there's other forms of public transport, but in the ACT having 5 buses on a saturday makes it impossible to go anywhere without a car. It also means lots of waiting around. We either need a train/tram system, or more buses. We should also use the same route numbers for the buses wether it's a weekday or a weekend, because changing that is confusing and annoying because it means you need to make sure you have one of every timetable.
36	38 and 80. By increase more bus service.
37	The Buses are to Infrequent to rely on during the weekend, it takes be 30 mins to go to giralang, a suburb adjacent to gungahlin
38	Better timetable on Sundays
39	36, 39
40	Gungahlin routes, more choice and more direct
41	312 and 65. they come round he corner too qucik and sometimes don't stop. they sometimes don't show up or show up late. i can not use the buses on the weekends

42	Route from belco to Lyneham
43	Everything. More frequent! more direct. Florey and Melba especially.
44	More frequent services and running later
45	All especially from Theodore to Civic and the way back as well. bus system is terrible this year in Canberra as even as compare to the last year as well. i had troubles with the bus system last year as well but this year its just terrible. i can't afford to buy a car other wise i would have the very first day this year. it leaves me no other choice rather then taking a bus. Totally crap.
46	Don't use public transport during weekend.
47	80.
48	no
49	no.
50	Route 27
51	Improve routes 65 and 66.
52	It would be an improvement if there was a 84 bus route running on the weekend. Because if you live in Hughes there is no way of travelling to Kingston or Manuka.
53	to and from queanbeyan
54	ther a re no buses on weekends i live in jerrabomberra