



Inquiry into annual and financial reports 2024–2025

Answer to question taken on notice

Asked by: Mr Andrew Braddock MLA

Addressed to: Minister for Transport

In relation to: Transport Canberra and Public transport accountability indicators

Hearing: 19 November 2025

Uncorrected Proof Transcript p 25-26

Transcript provided: 26 November 2025

Answer Due: 03 December 2025

Mr Braddock: Yes, a substantive. Transport Canberra used to have accountability indicators in its budget, but in 2019-22, a lot of these got moved and put into the back of the annual report. And so these include things like public transport, passenger boarding, service reliability, as a percentage of scheduled services operating to completion, service punctuality. I understand the pertinence of putting them aside during the pandemic, but why have they not been brought back in as budget accountability indicators?

Mr Steel: So updates have been made relatively recently to the strategic indicators and accountability indicators to provide clarity, and the changes have been made on some of the indicators relating to zero emissions transition. Particularly there was an out-of-date indicator, I think around the number of disability non-compliant buses. We no longer have any disability non-compliant buses, that is not reporting against us. So yes, changes will be made to indicators. I do not know whether you have any further detail on that one. We might take it on notice around some of the indicators that you have expressly mentioned and come back. But obviously the committee makes recommendations in your annual—in your report of inquiry about indicators on a—in previous years. I am sure you will be looking at that again and we will take that into account and respond, yes.

Mr Chris Steel: The answer to the Member's question is as follows:

In the 2024-2025 Transport Canberra and City Services Annual Report, Transport Canberra Operations reports the following accountability:

- Public transport passenger boardings – page 391;
- Bus service availability – page 392; and

- Bus service punctuality – page 392

The percentage of scheduled services operating to completion Accountability Indicator was replaced with service reliability – Availability of buses for passenger services is measured by comparing the number of scheduled services against the number of services operated to completion – Page 392.

Approved for circulation to the Standing Committee on Transport and City Services

Signature: 

By the Minister for Transport, Chris Steel MLA

Date: 2/12/25