



Inquiry into Annual and Financial Reports 2023–24

Answer to question on notice

Asked by: Mr Andrew Braddock MLA

Addressed to: Mr Chris Steel MLA

Reference: Minister for Transport – Transport Canberra and City Services

Hearing: 19 February 2025

In relation to: Flexible Transport Service

Question received: 21 February 2025

Answer Due: 28 February 2025

1. What is the ridership of the Flexible Transport Service?
2. What are the barriers TCCS has identified in delivering this service that may lead people to choose to drive instead?

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

1. As at 24 February 2025, there are 555 registered passengers for the Flexible Bus Service, with 14,366 trips undertaken in the current financial year (2024/25).

The flexible Transport Services is available to vulnerable or elderly members of the public, with eligibility assessed on a case-by-case basis.

2. The Flexible Bus Service operates Monday to Friday (except on public holidays or during ACT Government shutdown periods) from 09:30 – 11:30 AM and 1:00 – 1:30 PM, within five operating zones. Eligibility for the Flexible Bus Service is assessed on a case by case basis, and bookings are required at least two business days prior to travel.

The current booking requirements and limited hours and areas of operation is a current necessity, as the Flexible Bus Service is currently delivered by the Special Needs Transport unit, outside of their operating period.

Transport Canberra has procured an integrated software solution for the Flexible Bus Service which is aimed at providing greater flexibility for customer bookings and improving the efficiency of service delivery within the operating periods.

Approved for circulation to the Environment, Planning, Transport and City Services

Signature: 

Date: 14/3/25

By the Minister for Transport, Mr Chris Steel MLA