



LEGISLATIVE ASSEMBLY FOR THE AUSTRALIAN CAPITAL TERRITORY

SELECT COMMITTEE ON ESTIMATES 2014-2015

Brendan Smyth MLA (Chair), Mary Porter MLA (Deputy-Chair),
Giulia Jones MLA, Yvette Berry MLA

ANSWER TO QUESTION TAKEN ON NOTICE DURING PUBLIC HEARINGS TAMS No. 29



Asked by Brendan Smyth MLA on 25 June 2014: Minister for Territory and Municipal Services took on notice the following question:

Ref: Hansard Transcript 25 June 2014, Page 93

In relation to :

How many people have responded to comments and lines in social media about the impediments to catching buses?

SHANE RATTENBURY MLA: The answer to the Member's question is as follows:—

In the last financial year, ACTION has completed two online passenger surveys, which were open to both current passengers and non bus users.

In a separate survey the question asked was: "What one thing would convert you to commuting with ACTION buses? ". 63 responses were received.

In the Nightrider survey the question asked was: "What one thing would encourage you to use Nightrider?" 185 responses were received.

Feedback received from both surveys included the following key themes:

- the provision of more frequent route services;
- more reliable services;
- more direct routes;
- better connections;
- cheaper fares; and
- earlier/later services (especially on weekends and Public Holidays).

Approved for circulation to the Select Committee on Estimates 2014-2015	
Signature: 	Date: 1/7/14
By the Minister for Territory and Municipal Services, Mr Shane Rattenbury MLA	