



STANDING COMMITTEE ON PLANNING TRANSPORT AND CITY SERVICES
Jo Clay MLA (Chair), Suzanne Orr MLA (Deputy Chair), Mark Parton MLA

Inquiry into ACT Budget 2021–22
ANSWER TO QUESTION ON NOTICE

Asked by Ms Jo Clay MLA:

Ref: 1.1 Transport Canberra Budget Statements H Page 20 Table 10: Accountability Indicators Output 1.1

In relation to: Bus on time running

1. Transport Canberra Operations set a target of 75% of services running on time, where “on time” means up to 4 minutes late.
2. What range of factors contribute to the one in four buses running late?
3. Is this to do with the scheduling of routes where timings may need adjustment?
4. Is this to do with traffic and congestion slowing buses in key parts of their journeys?
5. Does TCCS regularly assess bottlenecks in the network where congestion is significantly affecting the late running of its buses?
6. Do bus drivers, other Transport Canberra staff or their representatives make representations to City Services about where bus priority measures such as bus lanes or flyovers are recommended or required to be installed or expanded to address late running of bus services?

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

1. Currently, there is no agreed standard in the Australian public transport industry for the measurement of on time performance. Transport Canberra records timeliness more comprehensively across scheduled timing points along each bus route for the entire network than other public transport authority, including day, night and weekends. A Transport Canberra bus is deemed to be on time when it departs a scheduled timing point within 1 minute earlier and 4 minutes later than scheduled.
2. Late and early running can be expected due to buses operating in a mixed traffic environment. Traffic can be highly variable and so, for example, mid-week road congestion can be worse than traffic congestion on a Monday or Friday. Road congestion is also noticeably reduced during school holidays. This is why a variance is provided in the performance measure. Service disruptions can also impact on time running, for example, road works, traffic accidents or incidents and bus breakdowns or other incidents on the public transport network can all effect on time running.
3. Transport Canberra operates a fixed timetable, and this can lead to buses operating faster or slower than the schedule on different days. For example, Transport Canberra buses record

higher incidence of late running on Tuesday, Wednesday and Thursday than on Monday and Friday.

4. Disruption to the Transport Canberra buses is predominantly caused by travel time variances associated with road network inconsistencies, such as congestion, but also traffic flows associated with traffic signal coordination, or incidents such as temporary traffic management.
5. Transport Canberra service planners continue to use performance data from the MyWay and NXTBUS systems to identify problematic running of services and publish revised timetables to deliver an improved service outcome as operational changes allow. Transport Canberra also engages with the bus drivers and their union on route timings prior to updating timetables.
6. Transport Canberra continually seeks opportunities to improve the transport experience and improve performance measures with bus priority. This includes engagement with the workforce on changes to the network and periodic network infrastructure studies - especially as the light rail network continues to expand and more multi-modal interchanges with bus, and other transport modes are appropriate.

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

Signature:



Date:

1/11/21

By the Minister for Transport and City Services, Mr Chris Steel MLA