

Response to Freedom of Information application - FOI 26 -171

Request for information: "Could you please provide the number of occasions that a bus has bypassed the bus stop opposite Phillip pool (in northbound direction) due to being full. I'd like two numbers: from 1 Feb 2026 - 31 May 2026 (or latest data if no data for May) and the same period last year. "

Note regarding data below: The increase in full standing loads between February and May 2026, compared with the same period in 2025, can be attributed to a combination of network, infrastructure and external factors that resulted in higher public transport demand. In February 2026, Transport Canberra implemented reduced network changes based on available traffic modelling at the time to address disruptions associated with Commonwealth Avenue Bridge works. These impacts contributed to decreased services, major roadworks resulting in more full standing loads being recorded. Further network refinements were introduced in April 2026, including minor timetable adjustments, and the opening of the Woden Interchange improved service operations and passenger distribution. Together, these changes contributed to a reduction in standing loads from April 2026 onwards. **Transport Canberra, City and Environment Directorate**

FOI 26 -171 - Data

Incident Date	Incident ID	Category	Sub Category	Bus	Shift	Route	Direction	Location	Incident Notes
February-May 2025									
03/02/2025 07:40:00	630224	Routine contact	Full standing load	409	1315	4	Northbound	Woden Interchange	08:00 Driver adv bus full. BM
13/02/2025 08:26:00	630836	Routine contact	Full standing load	598	1360	4	Northbound	Woden Interchange	FSL at the above location. PF
17/02/2025 08:04:00	631005	Routine contact	Full standing load	418	1315	4	Northbound	Melrose Drive, Phillip	FSL. PR
20/02/2025 08:28:00	631228	Routine contact	Full standing load	407	1360	4	Northbound	Woden Interchange	FSL. PR
25/02/2025 08:29:00	631460	Routine contact	Full standing load	555	1360	4	Northbound	Launceston Street, Phillip	Full standing load. JP
04/03/2025 08:00:00	631863	Routine contact	Full standing load	665	1315	4	Northbound	Launceston Street, Phillip	FSL. PR
06/03/2025 08:24:00	632001	Routine contact	Full standing load	449	1360	4	Unknown	Woden P3	FSL. TM
17/03/2025 08:43:00	632522	Routine contact	Full standing load	663	1360	4	Northbound	Woden Interchange	Driver adv FSL. BM
24/03/2025 08:24:00	632892	Routine contact	Full standing load	592	1360	4	Northbound	Woden Interchange	FSL. NS
28/03/2025 08:27:00	633143	Routine contact	Full standing load	547	1360	4	Northbound	Woden Interchange	FSL. PR
31/03/2025 08:27:00	633241	Routine contact	Full standing load	449	1360	4	Northbound	Woden Interchange	Full standing load. JP
04/04/2025 08:27:00	633483	Routine contact	Full standing load	585	1360	4	Northbound	Melrose Drive, Phillip	Full standing load. JP
13/05/2025 08:16:00	635127	Routine contact	Full standing load	495	2013	4	Northbound	Woden Interchange	FSL. PR

February-May 2026									
03/02/2026 08:44:00	647907	Routine contact	Full standing load	472	2022	5	Northbound	Melrose Drive, Lyons	FSL. PR
04/02/2026 08:30:00	648008	Routine contact	Full standing load	475	2022	5	Northbound	Melrose Drive, Lyons	FSL. PR
04/02/2026 08:38:00	648013	Routine contact	Full standing load	467	1122	4	Northbound	Woden Interchange	FSL. NS
05/02/2026 08:21:00	648127	Routine contact	Full standing load	476	2022	5	Inbound	Melrose Drive, Lyons	FSL. PR
05/02/2026 08:22:00	648128	Routine contact	Full standing load	488	2357	5	Northbound	Woden Interchange	FSL. PR
06/02/2026 17:38:00	648281	Routine contact	Full standing load	485	1384	4	Northbound	Launceston Street, Phillip	FSL at the above location.BB
10/02/2026 08:26:00	648439	Routine contact	Full standing load	489	2022	5	Northbound	Melrose Drive	FSL at the above location. PF
11/02/2026 08:12:00	648526	Routine contact	Full standing load	482	1005	4	Unknown	Woden Interchange	FSL at the above location. PF
11/02/2026 08:25:00	648530	Routine contact	Full standing load	602	2365	4	Northbound	Woden Interchange	FSL at the above location. PF
11/02/2026 08:58:00	648538	Routine contact	Full standing load	478	1026	4	Northbound	Launceston Street, Phillip	FSL at the above location. PF
12/02/2026 07:51:00	648600	Routine contact	Full standing load	484	2118	5	Unknown	Woden Interchange	FSL. TM
12/02/2026 08:27:00	648605	Routine contact	Full standing load	479	2365	4	Northbound	Launceston Street, Phillip	FSL at the above location. PF
17/02/2026 08:07:00	648856	Routine contact	Full standing load	487	1005	4	Northbound	Woden Interchange	FSL at the above location.BB
17/02/2026 08:25:00	648863	Routine contact	Full standing load	684	2365	4	Northbound	Melrose Drive, Phillip	FSL. PR
20/02/2026 08:07:00	649088	Routine contact	Full standing load	485	1005	4	Northbound	Launceston Street, Phillip	FSL. PR
23/02/2026 08:09:00	649187	Routine contact	Full standing load	480	2022	5	Northbound	Callum Street	FSL. NS
24/02/2026 08:20:00	649251	Routine contact	Full standing load	483	2022	5	Northbound	Woden Interchange	FSL. Passengers left behind. NS
24/02/2026 08:55:00	649263	Routine contact	Full standing load	514	2321	5	Northbound	Melrose Drive	FSL. Passengers left behind. NS
25/02/2026 08:19:00	649341	Routine contact	Full standing load	472	2022	5	Northbound	Launceston Street, Phillip	FSL. Passengers left behind. NS
26/02/2026 07:52:00	649410	Routine contact	Full standing load	850	1122	4	Northbound	Woden Interchange	Full standing load. JP
26/02/2026 08:18:00	649413	Routine contact	Full standing load	683	2022	5	Northbound	Melrose Drive	Full standing load. JP
02/03/2026 08:23:00	649553	Routine contact	Full standing load	472	2022	5	Northbound	Melrose Drive	Full standing load. MY

04/03/2026 08:24:00	649671	Routine contact	Full standing load	479	2022	5	Northbound	Melrose Drive	FSL at the above location. PF
10/03/2026 08:24:00	649911	Routine contact	Full standing load	489	2365	4	Northbound	Melrose Drive, Phillip	FSL. NS
11/03/2026 08:16:00	649983	Routine contact	Full standing load	708	2022	5	Northbound	Woden Interchange	FSL. Driver also stated had to leave a pax in a wheelchair behind. MY
11/03/2026 08:35:00	649985	Routine contact	Full standing load	476	2357	5	Northbound	Woden Interchange	FSL. NS
12/03/2026 08:21:00	650073	Routine contact	Full standing load	483	2022	5	Northbound	Athlon Drive/Melrose Drive	FSL. MY
13/03/2026 08:20:00	650122	Routine contact	Full standing load	499	2022	5	Northbound	Woden Interchange	FSL. NS
16/03/2026 08:19:00	650240	Routine contact	Full standing load	479	2022	5	Northbound	Melrose Drive	Driver advises FSL at above location. JK
17/03/2026 08:04:00	650296	Routine contact	Full standing load	465	1014	5	Northbound	Launceston Street, Phillip	FSL. NS
17/03/2026 08:25:00	650301	Routine contact	Full standing load	476	2357	5	Northbound	Woden Interchange	FSL at the above location. PF
18/03/2026 08:20:00	650356	Routine contact	Full standing load	470	2022	5	Northbound	Melrose Drive	FSL. NS
18/03/2026 08:35:00	650359	Routine contact	Full standing load	479	2357	5	Northbound	Woden Interchange	FSL at the above location. PF
19/03/2026 16:53:00	650459	Routine contact	Full standing load	477	1359	4	Northbound	Woden Interchange	Full standing load. PH
24/03/2026 08:03:00	650666	Routine contact	Full standing load	481	1014	5	Northbound	Melrose Drive	FSL. PR
24/03/2026 08:20:00	650673	Routine contact	Full standing load	488	2022	5	Northbound	Launceston Street, Phillip	Full standing load. PH
24/03/2026 08:23:00	650674	Routine contact	Full standing load	707	2365	4	Northbound	Melrose Drive, Phillip	FSL. PR
24/03/2026 16:56:00	650716	Routine contact	Full standing load	487	1359	4	Northbound	Woden Interchange	Full standing load. JP
25/03/2026 16:50:00	650794	Routine contact	Full standing load	468	1359	4	Northbound	Woden Interchange	Full standing load. JP
26/03/2026 16:55:00	650860	Routine contact	Full standing load	485	1359	4	Northbound	Woden Interchange	Full standing load. JP
30/03/2026 08:22:00	651020	Routine contact	Full standing load	488	2365	4	Northbound	Woden Interchange	FSL. NS
30/03/2026 08:34:00	651022	Routine contact	Full standing load	479	2357	5	Northbound	Launceston Street, Phillip	FSL. NS
31/03/2026 08:00:00	651103	Routine contact	Full standing load	487	1014	5	Northbound	Launceston Street, Phillip	Full standing load. JP
31/03/2026 08:35:00	651112	Routine contact	Full standing load	472	2357	5	Northbound	Launceston Street, Phillip	Full standing load. JP
14/04/2026 08:23:00	651656	Routine contact	Full standing load	480	2374	4	Northbound	Woden Interchange	FSL. NS

15/04/2026 08:15:00	651714	Routine contact	Full standing load	648	2314	5	Northbound	Woden Interchange	FSL. PR
20/04/2026 16:54:00	651983	Routine contact	Full standing load	485	1359	4	Northbound	Woden Interchange	Driver reports FSL at above location. JK
21/04/2026 08:21:00	652012	Routine contact	Full standing load	480	2357	5	Northbound	Athlon Drive/Melrose Drive	Full standing load. JP
22/04/2026 08:18:00	652080	Routine contact	Full standing load	488	2002	5	Northbound	Melrose Drive	Full standing load. JP
22/04/2026 08:34:00	652084	Routine contact	Full standing load	604	2357	5	Northbound	Launceston Street, Phillip	FSL at the above location. PF
22/04/2026 16:50:00	652114	Routine contact	Full standing load	477	1379	4	Northbound	Woden Interchange	Driver reports FSL at above location. JK
28/04/2026 08:28:00	652284	Routine contact	Full standing load	603	2357	5	Northbound	Woden Interchange	FSL. PR
29/04/2026 08:18:00	652334	Routine contact	Full standing load	573	2365	4	Northbound	Woden Interchange	FSL. PR
29/04/2026 08:23:00	652336	Routine contact	Full standing load	489	2357	5	Northbound	Woden Interchange	FSL. PR
30/04/2026 08:22:00	652405	Routine contact	Full standing load	480	2365	4	Northbound	Woden Interchange	FSL at the above location.BB>>
30/04/2026 08:32:00	652406	Routine contact	Full standing load	563	2357	5	Northbound	Melrose Dr opp Phillip Pool	FSL. PR
01/05/2026 16:54:00	652498	Routine contact	Full standing load	482	1359	4	Northbound	Woden Interchange	FSL. NS
04/05/2026 07:51:00	652557	Routine contact	Full standing load	475	2118	5	Northbound	Melrose Dr Opp Phillip pool	FSL at the above location. PF
05/05/2026 07:48:00	652617	Routine contact	Full standing load	470	2118	5	Northbound	Melrose Drive	FSL at the above location. PF
05/05/2026 08:25:00	652623	Routine contact	Full standing load	480	2365	4	Northbound	Melrose Drive, Phillip	FSL at the above location. PF
08/05/2026 08:22:00	652807	Routine contact	Full standing load	568	2365	4	Northbound	Launceston Street, Phillip	FSL at the above. PF
12/05/2026 08:13:00	652976	Routine contact	Full standing load	474	1005	4	Northbound	Woden Interchange	FSL. NS
13/05/2026 08:13:00	653042	Routine contact	Full standing load	478	1005	4	Northbound	Woden Interchange	FSL. NS
20/05/2026 08:15:00	653380	Routine contact	Full standing load	489	2022	5	Northbound	Launceston Street, Phillip	FSL. NS
20/05/2026 08:24:00	653383	Routine contact	Full standing load	614	2365	4	Northbound	Woden Interchange	FSL. NS
22/05/2026 08:13:00	653492	Routine contact	Full standing load	479	2022	5	Northbound	Woden Interchange	FSL. NS
25/05/2026 08:33:00	653620	Routine contact	Full standing load	568	2365	4	Northbound	Melrose Drive, Phillip	FSL at the above location. PF