



**ACT**  
Government

Transport Canberra and  
City Services

## FREEDOM OF INFORMATION COVERSHEET

The following information is provided pursuant to section 28 of the *Freedom of Information Act 2016*.

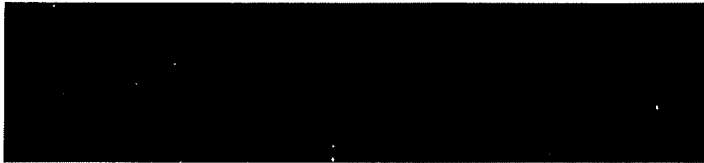
FOI reference: TCCSFOI 2019-057

Information to be published	Status
1. Access application	Published
2. Decision notice	Published
3. Documents	Published
4. Additional Information Identified	No
5. Fees	n/a
6. Processing time (In working days)	23 days
7. Decision made by Ombudsman	n/a
8. Additional Information Identified by Ombudsman	n/a
9. Decision made by ACAT	n/a
10. Additional Information Identified by ACAT	n/a



**ACT**  
Government

Transport Canberra and  
City Services



Dear 

**Freedom of Information request: Reference 19-057**

I refer to your application made under the *Freedom of Information Act 2016* (the Act), received by Transport Canberra and City Services Directorate (TCCS) on 19 June 2019, in which you sought access to documents containing the following information:

1. For the period 1 Jan - 30 Mar 2019, the daily passenger numbers for all buses that ran from Gungahlin to Canberra City (eg. 200, 251, 252, 255, 57, 58) and the daily passenger numbers for all buses that ran from Canberra City to Gungahlin.
2. For the period 20 Apr - 19 Jun 2019, the daily passengers numbers for the light rail vehicles both ways – ie. from Gungahlin to Canberra City and from Canberra City to Gungahlin.

I am an Information Officer appointed by the Director-General under section 18 of the Act to deal with access applications made under Part 5 of the Act.

TCCS was required to provide a decision on your access application by 22 July 2019. Thank you for the extension until 26 July 2019.

#### **Decision on access**

This information is held in a data base. Two documents have been created from the database which contain the information that you have requested.

I have decided to release the information in full to you.

#### **Charges**

As the number of documents is below the fee charging threshold of 50 documents there are no charges.

#### **Online publishing – disclosure log**

Under section 28 of the Act, TCCS maintains an online record of access applications called a disclosure log. Your original access application, my decision and documents will be

published in the TCCS disclosure log from 3 days after the date of this decision. Your personal details will not be published.

You may view TCCS' disclosure log at [www.tccs.act.gov.au/about-us/freedom\\_of\\_information](http://www.tccs.act.gov.au/about-us/freedom_of_information).

#### **Ombudsman review**

My decision on your access request is a reviewable decision under section 73 of the Act within 20 working days from the day that my decision is published in TCCS' disclosure log, or a longer period allowed by the Ombudsman.

If you wish to request a review of my decision you may write to the Ombudsman at:

The ACT Ombudsman  
GPO Box 442  
CANBERRA ACT 2601

Via email: [actfol@ombudsman.gov.au](mailto:actfol@ombudsman.gov.au)

#### **ACT Civil and Administrative Tribunal (ACAT) review**

Under section 84 of the Act, if a decision is made under section 82(1) on an Ombudsman review, you may apply to the ACAT for review of the Ombudsman decision.

Further information may be obtained from ACAT at:

ACT Civil and Administrative Tribunal  
Level 4, 1 Moore Street  
GPO Box 370  
CANBERRA CITY ACT 2601  
Telephone: (02) 6207 1740  
[www.acat.act.gov.au](http://www.acat.act.gov.au)

If you have any questions concerning the directorate's processing of your request, or would like further information, please contact the directorate's FOI Coordinator on 6205 5408 or email [tccs.foi@act.gov.au](mailto:tccs.foi@act.gov.au).

Yours sincerely

  
Cherie Hughes  
Information Officer

25 July 2019

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**From:** [REDACTED]@righttoknow.org.au  
**Sent:** Wednesday, 19 June 2019 7:54 AM  
**To:** TCCS\_FreedomOfInformation  
**Subject:** Freedom of Information request - POassengers numbers: LRV vs Bus

**Follow Up Flag:** Follow up  
**Flag Status:** Flagged

Dear Transport Canberra and City Services,

Under FOI legislation I request documents that contain the following information:

1. For the period 1 Jan - 30 Mar 2019, the daily passenger numbers for all buses that ran from Gungahlin to Canberra City (e.g. 200, 251, 252, 255, 57, 58) and the daily passenger numbers for all buses that ran from Canberra City to Gungahlin.
2. For the period 20 Apr - 19 Jun 2019, the daily passengers numbers for the light rail vehicles both ways - i.e. from Gungahlin to Canberra City and from Canberra City to Gungahlin.

Yours faithfully,

[REDACTED]

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Please use this email address for all replies to this request:  
foi+request-5478-48c72001@righttoknow.org.au

Is tccs.foi@act.gov.au the wrong address for Freedom of Information requests to Transport Canberra and City Services? If so, please contact us using this form:  
[https://aus01.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.righttoknow.org.au%2Fchange\\_request%2Fnew%3Fbody%3Dtransport\\_canberra\\_and\\_city\\_services&data=02%7C01%7C%7Ce3d046e03dc74d4173a908d6f437751e%7Cb46c190803344236b978585ee88e4199%7C0%7C1%7C636964916492312189&sd=CI5br%2Fw9reJDjYhGjQl%2BF0gMBK%2FibJhR1Ttjj%2BLdqk%3D&reserved=0](https://aus01.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.righttoknow.org.au%2Fchange_request%2Fnew%3Fbody%3Dtransport_canberra_and_city_services&data=02%7C01%7C%7Ce3d046e03dc74d4173a908d6f437751e%7Cb46c190803344236b978585ee88e4199%7C0%7C1%7C636964916492312189&sd=CI5br%2Fw9reJDjYhGjQl%2BF0gMBK%2FibJhR1Ttjj%2BLdqk%3D&reserved=0)

This request has been made by an individual using Right to Know. This message and any reply that you make will be published on the internet. More information on how Right to Know works can be found at:  
<https://aus01.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.righttoknow.org.au%2Fhelp%2Fofficers&data=02%7C01%7C%7Ce3d046e03dc74d4173a908d6f437751e%7Cb46c190803344236b978585ee88e4199%7C0%7C1%7C636964916492312189&sd=ASKBZONNbyFY3vu0ic4I0taxdWDMhRaEDzOSSBsgnnQ%3D&reserved=0>

If you find this service useful as an FOI officer, please ask your web manager to link to us from your organisation's FOI page.

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<b>Cube</b>	Passenger Journeys
<b>Organisation</b>	Action Transport
<b>Date Created</b>	18-Jul-2019 07:38

	X	Y
<b>Dimensions</b>	Period Date	Route
<b>Sort</b>	Name Ascending	Name Ascending
<b>Summary</b>	All	All
<b>Suppress Zeros</b>	No	No
<b>Display All</b>	No	No

<b>Measure</b>	Passenger Trips
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<b>Filters</b>	
<b>All-All</b>	
Fiscal Month	2019-Jan 2019-Feb 2019-Mar
<b>All-All</b>	
Route	259 255 254 252 251 200 202 56 57 58 956 958

Bus Route Passenger Boardings - 1 January to 30 March 2019

Route	01-Jan-2019	02-Jan-2019	03-Jan-2019	04-Jan-2019	05-Jan-2019	06-Jan-2019	07-Jan-2019	08-Jan-2019	09-Jan-2019	10-Jan-2019	11-Jan-2019	12-Jan-2019	13-Jan-2019	14-Jan-2019	15-Jan-2019
200	1,501	2,689	3,062	3,562	2,622	1,914	3,665	3,451	3,687	3,848	3,631	1,976	1,420	3,528	3,597
251		400	459	385			551	583	597	554	557			593	582
252		474	488	419			545	597	648	703	628			821	787
254		243	286	240			362	321	424	357	261			356	352
255		313	411	375			573	535	596	551	456			602	594
259		223	296	297			355	463	344	383	410			483	403
56		425	536	571			584	581	586	635	516			551	555
57		321	484	537			390	469	460	482	430			467	439
58		388	460	474			431	447	478	501	440			426	499
956	158					550						313	194		
958	105					380						312	210		
Total	1,764	5,476	6,482	6,860	3,552	2,416	7,456	7,447	7,820	8,014	7,329	2,601	1,824	7,827	7,808

Route	16-Jan-2019	17-Jan-2019	18-Jan-2019	19-Jan-2019	20-Jan-2019	21-Jan-2019	22-Jan-2019	23-Jan-2019	24-Jan-2019	25-Jan-2019	26-Jan-2019	27-Jan-2019	28-Jan-2019	29-Jan-2019	30-Jan-2019	31-Jan-2019
200	3,475	3,449	3,569	1,931	1,429	3,603	3,758	3,631	3,684	3,492	1,948	1,420	1,452	3,922	3,964	4,078
251	499	552	522			567	597	601	573	510				542	535	571
252	879	983	712			953	921	911	872	807				916	936	913
254	380	305	383			358	465	418	376	370				415	443	478
255	703	654	585			606	714	700	640	617				660	622	639
259	414	416	409			403	482	412	438	341				413	423	455
56	596	573	538			540	643	674	588	530				653	628	650
57	509	481	466			517	514	486	483	480				558	560	542
58	446	492	489			460	518	485	464	451				533	643	576
956				319	208						269	212	187			
958				327	245						329	211	214			
Total	7,901	7,905	7,673	2,577	1,882	8,007	8,612	8,318	8,118	7,598	2,546	1,843	1,853	8,612	8,754	8,902

Route	01-Feb-2019	03-Feb-2019	04-Feb-2019	05-Feb-2019	06-Feb-2019	07-Feb-2019	08-Feb-2019	09-Feb-2019	10-Feb-2019	11-Feb-2019	12-Feb-2019	13-Feb-2019	14-Feb-2019	15-Feb-2019	16-Feb-2019	17-Feb-2019
200	4,306	1,595	4,125	4,214	4,431	4,512	4,527	2,344	1,796	4,419	4,676	4,616	4,749	5,101	4,084	2,282
251	582		739	736	722	842	784			791	798	909	803	829		
252	797		785	859	890	871	916			969	1,055	923	914	823		
254	396		504	455	559	483	444			557	556	610	486	486		
255	578		651	865	913	731	764			898	835	836	850	819		
259	369		442	615	560	614	533			591	568	519	583	530		
56	682		738	718	756	753	763			804	831	837	830	775		
57	542		579	668	664	638	625			724	713	683	626	680		
58	542		589	687	689	791	747			739	691	753	677	742		
956		236						400	226						521	287
958		241						357	244						489	249
Total	8,794	2,072	9,152	9,817	10,184	10,235	10,103	3,101	2,266	10,492	10,723	10,686	10,518	10,785	5,094	2,818

Route	18-Feb-2019	19-Feb-2019	20-Feb-2019	21-Feb-2019	22-Feb-2019	23-Feb-2019	24-Feb-2019	25-Feb-2019	26-Feb-2019	27-Feb-2019	28-Feb-2019	01-Mar-2019	02-Mar-2019	03-Mar-2019	04-Mar-2019	05-Mar-2019
200	4,655	4,734	4,810	5,127	5,605	4,494	2,863	5,053	5,512	5,599	5,540	5,516	2,948	1,925	5,033	5,547
251	872	841	856	862	759			903	935	857	948	862			812	809
252	924	1,102	1,072	923	947			1,024	1,063	1,015	1,027	985			930	1,065
254	596	655	547	612	492			687	599	699	657	603			568	561
255	962	965	961	787	883			969	1,085	879	910	825			1,022	903
259	481	580	623	490	547	18		605	588	606	521	537			702	616
56	782	919	869	826	904			830	924	863	898	855			748	868
57	658	711	704	674	820			769	783	803	817	706			808	857
58	738	806	853	778	860			821	887	909	902	785			819	802
956						571	298						329	238		
958						636	375						392	287		
Total	10,668	11,513	11,295	11,079	11,817	5,719	3,536	11,661	12,376	12,230	12,220	11,674	3,669	2,450	11,442	12,028

Route	06-Mar-2019	07-Mar-2019	08-Mar-2019	09-Mar-2019	10-Mar-2019	11-Mar-2019	12-Mar-2019	13-Mar-2019	14-Mar-2019	15-Mar-2019	16-Mar-2019	17-Mar-2019	18-Mar-2019	19-Mar-2019	20-Mar-2019	21-Mar-2019
200	5,182	5,645	5,479	2,687	2,049	2,016	5,337	5,389	5,570	5,542	3,650	1,711	4,959	5,247	5,282	5,591
251	975	857	862				855	1,050	916	883			954	1,027	891	992
252	1,097	1,036	953				1,112	1,045	1,035	954			948	1,068	1,117	1,043
254	601	656	547				598	634	624	521			592	609	655	663
255	843	946	828				1,051	1,022	956	905			945	950	1,033	1,037
259	706	661	549				577	656	580	631			517	650	605	619
56	789	887	797				959	876	994	919			846	878	872	946
57	788	815	750				748	786	785	807			733	774	784	830
58	765	768	740				821	925	790	799			768	857	986	880
956				341	327	289					403	249				
958				419	256	307					498	295				
Total	11,746	12,271	11,505	3,447	2,632	2,612	12,058	12,383	12,250	11,961	4,551	2,255	11,262	12,060	12,725	12,601

Route	22-Mar-2019	23-Mar-2019	24-Mar-2019	25-Mar-2019	26-Mar-2019	27-Mar-2019	28-Mar-2019	29-Mar-2019	30-Mar-2019	31-Mar-2019	Total
200	5,271	2,953	1,995	4,816	5,335	5,303	5,547	5,157	2,566	1,863	341,838
251	848			912	1,013	944	937	757			45,854
252	1,015			973	1,054	1,035	1,018	943			55,238
254	601			547	623	699	624	570			30,769
255	964			937	1,028	898	967	792			48,139
259	583			572	617	625	528	516			31,293
56	866			788	886	929	906	806			45,870
57	726			656	765	833	812	807			39,526
58	858			824	869	862	861	788			41,869
956			401						274	269	8,577
958			469						338	260	8,989
<b>Total</b>	<b>11,732</b>	<b>3,823</b>	<b>2,545</b>	<b>11,025</b>	<b>12,190</b>	<b>12,128</b>	<b>12,200</b>	<b>11,156</b>	<b>3,178</b>	<b>2,392</b>	<b>697,962</b>

Cube	Passenger Journeys
Organisation	Action Transport
Date Created	18-Jul-2019 07:43

	X	Y
Dimensions	Period Date	Route
Sort	Name Ascending	Name Ascending
Summary	All	All
Suppress Zeros	No	No
Display All	No	No

Measure	Passenger Trips
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Filters	All Dates
Fiscal Month	2019-May
Fiscal Week	22-Apr-2019
	29-Apr-2019
	27-May-2019
	03-Jun-2019
	10-Jun-2019
Period Date	20-Apr-2019
	21-Apr-2019
	17-Jun-2019
	18-Jun-2019
	19-Jun-2019
	All Service Types
Service Type	Light Rail

Light Rail Passenger Boardings- 20 April to 19 June 2019-Route	20-Apr-2019	21-Apr-2019	22-Apr-2019	23-Apr-2019	24-Apr-2019	25-Apr-2019	26-Apr-2019	27-Apr-2019	28-Apr-2019
Passenger Trips	243	590	4,075	8,134	9,518	4,866	9,074	7,124	6,023

29-Apr-2019	30-Apr-2019	01-May-2019	02-May-2019	03-May-2019	04-May-2019	05-May-2019	06-May-2019	07-May-2019	08-May-2019	09-May-2019	10-May-2019
14,969	16,549	17,248	16,647	16,274	12,025	8,880	16,885	17,826	16,945	17,347	15,971

11-May-2019	12-May-2019	13-May-2019	14-May-2019	15-May-2019	16-May-2019	17-May-2019	18-May-2019	19-May-2019	20-May-2019	21-May-2019	22-May-2019
10,512	8,062	16,538	17,948	18,217	17,802	18,936	10,870	8,241	16,980	17,766	18,252

23-May-2019	18,033	24-May-2019	18,805	25-May-2019	11,226	26-May-2019	9,361	27-May-2019	5,192	28-May-2019	14,916	29-May-2019	14,119	30-May-2019	15,170	31-May-2019	15,300	01-Jun-2019	7,349	02-Jun-2019	5,622	03-Jun-2019	13,762
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04-Jun-2019	14,223	05-Jun-2019	14,168	06-Jun-2019	14,410	07-Jun-2019	14,990	08-Jun-2019	6,943	09-Jun-2019	5,430	10-Jun-2019	4,276	11-Jun-2019	14,596	12-Jun-2019	14,904	13-Jun-2019	14,135	14-Jun-2019	15,108	15-Jun-2019	6,958
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16-Jun-2019	17-Jun-2019	18-Jun-2019	19-Jun-2019	Total
4,891	14,546	14,820	14,806	755,396