



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: 24-020

Information to be published	Status
1. Access application	Published
2. Decision notice	Published
3. Schedule	Published
4. Documents	Published
5. Additional information identified	Not applicable
6. Fees	Not applicable
7. Processing time (in working days)	40 days
8. Decision made by Ombudsman	Not applicable
9. Additional information identified by Ombudsman	Not applicable
10. Decision made by ACAT	Not applicable

11. Additional information identified by ACAT	Not applicable
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Freedom of Information - Access Application to Transport Canberra and City Services - Submission confirmation

Your submission has been successful. Please keep a copy of this receipt for your records.

Date and time

Reference code

20 Feb 2024 12:24:56 PM

ZXVHTXNZ

Transport Canberra and City Services (TCCS)

GPO Box 158
Canberra ACT 2601

Phone: 02 6207 2987
Email: TCCS.FOI@act.gov.au

Applicant details

Title

Given name

Family name

Preferred name

Preferred method of contact

Phone

Email

Post

Contact phone number

Contact email address

Contact postal address

Address line 1

Address line 2

Suburb

State

Postcode

Preferred method to receive information *

Email

Post

Same as contact email address

Information request

Who are you making the request on behalf of?

What type of information are you requesting access to? *

What information are you requesting access to under the Act? *

I seek all complaints made via all mediums, whether Access Canberra, ministerial correspondence, directly to your department or any other mechanism about complaints made on transport (bus and tram) services on weekends. I seek all such complaints from the start of 2023 to whenever you process this request.

Attach a description or additional details about the information you are requesting access to (optional)

Do you have a similar or identical request currently under review by another ACT Government Directorate?

Yes No

Are you enquiring as

A member of the public

Do you wish to apply for a waiver of fees associated with processing your application?

Yes No

Do you hold a valid concession card?

Yes No

Please provide your reason for requesting a fee waiver

Public interest

Provide a statement about how the release of information is in the public interest (optional)

I seek the above information as it will show from a public perspective the reliability and adequacy of weekend metropolitan transport services in the ACT. Thus it is in the public interest.

Would you like to provide any additional information? (optional)

Attach additional documents to support your application (optional)

[REDACTED]

Dear [REDACTED]

Freedom of Information Request - Reference 24-020

I refer to your application for access to government information received by Transport Canberra and City Services (TCCS) on 20 February 2024 seeking the following information under the *Freedom of Information Act 2016 (the Act)*:

all complaints made via all mediums, whether Access Canberra, ministerial correspondence, directly to your department or any other mechanism about complaints made on transport (bus and tram) services on weekends. I seek all such complaints from the start of 2023 to whenever you process this request.

On the 15 March you agreed to amend your application to the following

1. any 'feedback' not necessarily complaints that refer to the timing of weekend services; and
2. any feedback sent directly to the minister.

Timeframes

A decision on your access application was due on 8 April 2024. I thank you for agreeing to an extension until 26 April 2024.

Authority

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 FOI Act.

Decision on access

In accordance with the FOI Act, a search of TCCS records has been completed.

Part 1

A search of the Transport Canberra database has identified a total of 88 records. The records have been extracted and put into a spreadsheet.

Part 2

A search of ministerial requests identified 6 records.

Upon reviewing the information within the records, and applying the public interest test under section 17 of the FOI Act, I have decided to provide you with partial access to all seven records.

The reasons for my decision are provided below under the heading 'statement of reasons'.

The documents are listed in the schedule at [Attachment A](#), and a copy of the records with deletions applied to the information that I have found to be contrary to the public interest is at [Attachment B](#).

Statement of Reasons

In making my decision on disclosing government information, I must identify all relevant factors in schedule 1 of the FOI Act. I must also identify all relevant factors in schedule 2 of the FOI Act and determine, on balance, where the public interest lies. In reaching my access decision, I have taken the following into account:

Schedule 1

- No relevant factors identified.

Factors favouring disclosure in the public interest (Schedule 2, Section 2.1)

- Schedule 2.1(a)(i) - promote open discussion of public affairs and enhance the government's accountability; and
- Schedule 2.1(a)(viii) - reveal the reason for a government decision and any background or contextual information that informed the decision.

Factors favouring non-disclosure (Schedule 2, Section 2.2)

- Section 2.2(a)(ii) - prejudice the protection of an individual's right to privacy or any other right under the *Human Rights Act 2016*.

In reviewing the records, personal information relating to a third party has been identified. I have considered that the third party personal information is not readily available to the public and the disclosure of this information is likely to prejudice the protection of an individual's right to privacy under the *Human Rights Act 2004*. I have allocated significant weight to this factor, and I have found the disclosure of personal information to be, on balance, contrary to the public interest.

I have found that the factors favouring disclosure can be satisfied by the deletion of information which is contrary to the public interest. I have attached a list of the records at [Attachment A](#) and a copy of the records with redactions enclosed at [Attachment B](#).

Charges

No fee is applicable as the number of pages being released is within the fee-free threshold.

Online publishing – disclosure log

Under section 28 of the Act, TCCS maintains an online record of access applications called a disclosure log. Your access application and this notice of decision will be published on the disclosure log within 3 – 10 business days. Your personal information will be removed from these documents prior to publication in the [TCCS Disclosure Log](#).

Ombudsman review

My decision on your access request is a reviewable decision as identified in Schedule 3 of the Act. You have the right to seek an Ombudsman review of this outcome 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: actfoi@ombudsman.gov.au

ACT Civil and Administrative Tribunal (ACAT) review

Under section 84 of the Act, if a decision is made under section 82 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
GPO Box 370
CANBERRA CITY ACT 2601
Telephone: (02) 6207 1740
www.acat.act.gov.au

If you have any queries concerning the directorate's processing of your request, or would like further information, please contact the TCCS FOI team on (02) 6207 2987 or email to tccs.foi@act.gov.au.

Yours sincerely



Kristine Scheul
Information Officer

19 April 2024

ATTACHMENT A - ACCESS APPLICATION SCHEDULE, FREEDOM OF INFORMATION

Reference Number: 24-020

Please be aware that under the *Freedom of Information Act 2016*, some of the information provided to you will be released to the public through the ACT Government's Open Access Scheme. The Open Access release status column of the table below indicates what documents are intended for release online through open access.

Personal information or business affairs information will not be made available under this policy. If you think the content of your request would contain such information, please inform the contact officer immediately.

Information about what is published on open access is available online at: https://www.cityservices.act.gov.au/about-us/freedom_of_information/disclosure-log

Factors favouring non-disclosure:

Schedule 2.2(a)(ii) - prejudice the protection of an individual's right to privacy or any other right under the *Human Rights Act 2016*.

Reference number	Page number	Description	Date	Status	Reason for non-release or deferral	Open Access release status
1	1-12	Feedback - weekend services	Multiple	Partial release	Schedule 2.2(a)(ii)	Decision to be published on the TCCS Disclosure Log .
2	13-15	S2023_00176 - REQUEST Cuts to bus services as part of the 2023 timetables	23 January 2023	Partial release	Schedule 2.2(a)(ii)	
3	16-17	00350 - Request MIN S2024_350 - Correspondence_200224-239947	20 February 2024	Partial release	Schedule 2.2(a)(ii)	
4	18-19	01067 - REQUEST MIN S2023_01067	23 April 2023	Partial release	Schedule 2.2(a)(ii)	
5	20	02113 - REQUEST MIN S2023_02113 - Corro 675 - Route 32 Buses	17 August 2023	Partial release	Schedule 2.2(a)(ii)	

6	21	02336 - REQUEST MIN S2023_02336 -	14 September 2023	Partial release	Schedule 2.2(a)(ii)	
7	23-24	1168 - REQUEST MIN S2023_01168	4 May 2023	Partial release	Schedule 2.2(a)(ii)	
Total number of documents: 7						

	A	B	C	D	E	F	G	H	I
1	Feedback - Weekend Services								
2	1/01/2023 - 21/02/2024								
3	Case Number	Date/Time Opened	Feedback Type	Comment Type	Incident Classification	Category Detail	Issue	ACTCCS Description	Original Incident Description
4	274537	29/01/2023 11:24 PM	Action Buses	Complaint	Web-Pages	Timetables	Other	I have tried a few times over the weekend on my iPhone to view the new 2023 PDF timetables for R3 & other bus timetables & keep getting the message that the content is not available. Please fix your website ASAP.	
5	00297012	4/03/2023 4:17 PM	Action Buses	Complaint	Network	Network Feedback	Frequency/Services	Due to the recent changes to the bus timetable for Sundays and the fact that there are no longer busses that go from Campbell into the City from 7:30am, I am unable travel to my support worker job without paying for an Uber.	
6	00299049	10/03/2023 2:03 PM	Action Buses	Complaint	Network	Network Feedback	Frequency/Services	Rapids are already at standing room capacity on a random Saturday afternoon and if the peak hour problems with the rapids are anything to go by, the network 23 timetable simply isn't working and are driving people back to their cars, I don't have that option unfortunately	
7	305135	31/03/2023 6:30 AM	Action Buses	Complaint	Network	Network Feedback	Frequency/Services	The reduction in the frequency of bus services to Cook and the 32 route in general is a disgrace considering we have a Labour/Green government. Once every two hours on the weekend!! Once an hour on weekdays – previously every half hour. I thought the government wanted to reduce emissions. It doesn't seem like they care about the residents.	
8	00312915	2/05/2023 11:08 AM	Action Buses	Request for Service	Web-Pages	Third Party Applications	Other	NXTBUS bus real time information supplied to 3rd party apps has once again failed. It has been unavailable since Sunday. This has been a recurring problem.	
9	314546	8/05/2023 10:08 AM	Action Buses	Suggestion	Scheduling	Change to Existing Service	Frequency/Services	I often travel from Franklin to Dickson on the 18 on weekends, and I've noticed that frequently the drivers have to move very slowly or idle at bus stops because otherwise the service would be running early. With little to no traffic congestion (especially weekend mornings), would it be possible to review the timetable to allow for faster running?	
10	316684	14/05/2023 12:20 PM	Action Buses	Request for Service	Network	Network Feedback	Frequency/Services	Can I firstly ask why the timetable for these services was changed to every 2 hours on a weekend???? This is a very popular service and as someone who currently cannot drive due to health issues it's incredibly inconvenient that the two buses that service Taylor only run every 2 hours. I think this is so poor.	
11	00320416	27/05/2023 12:16 AM	Action Buses	Complaint	Network	Weekend	Frequency/Services	I understand you change route time but the weekend bus route for kipax to Belconnen interchange has dramatically impacted my transport to and from work, I work 8:30am- 4 pm Saturday, Sunday and before you bus routes where changed I could get to and from work, not only that the two hour wait time for a 45 to get back home is not ok, latching any other bus makes my walk from the stop between 15-30 mins of a walk	
12	00321584	31/05/2023 4:01 PM	Action Buses	Compliment	Service Delivery	General Compliment	Frequency/Services	██████████ and an interstate visitor was a bit unaware of the bus timetable on Saturday when waiting for the 57 heading from Woden to Curtin. She was sitting at the interchange for nearly 2 hours in the cold when Michael Scott pulled up in the van and asked if she where she was going and if he could give her a lift. ██████████ was extremely appreciative for ██████████ giving her a lift home after sitting in the cold. ██████████ said her experience with all TC staff has been so helpful and positive.	

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1	Feedback - Weekend Services								
2	1/01/2023 - 21/02/2024								
3	Case Number	Date/Time Opened	Feedback Type	Comment Type	Incident Classification	Category Detail	Issue	ACTCCS Description	Original Incident Description
13	335397	24/07/2023 10:30 PM	Light Rail	Suggestion	Light Rail	Service Request	Frequency/Services	Can CMET please increase the frequency of off-peak services? The 15 min wait is far too long for a 'rapid route'. You should aim for a service frequency of 10 mins off-peak, including nights, weekends and public holidays. This would be a reasonable cut back from the service frequency of 5 mins during peak hours, without forcing passengers to wait for 15 mins late into the evenings and on weekends.	
14	336396	28/07/2023 12:15 PM	Action Buses	Request for Service	Network	Network Feedback	Frequency/Services	Hi there, your Saturday and Sunday services for the R6 first bus arrives at Canberra Hospital in Woden after 0700, which means nurses (who need to be there by 06:45) can't use the bus to get to work. Last bus also needs to leave after 21:45 on weekends	
15	349132	17/09/2023 7:09 AM	Action Buses	Suggestion	Network	Network Feedback	Frequency/Services	I think the same morning timetable should be followed in weekends as followed in weekdays because sometimes people need to catch up to the office . In my case my car was not starting so i choose to travel by bus thinking that the bus is coming but it didn't came . So i dont won't whole timetable but at least 1 bus in morning so that we can travel . Thank you	
16	348371	13/09/2023 2:45 PM	Action Buses	Suggestion	Network	Network Feedback	Frequency/Services	Only having busses run every two hours on weekends is untenable. As someone who is unable to drive, not having access to functional public transport on the weekends makes life incredibly difficult. Please consider increasing the frequency to hourly at the very least.	
17	350899	23/09/2023 12:01 PM	Action Buses	Request for Service	Network	Network Feedback	Frequency/Services	On the weekends the 79 bus is only every 2 hours if the timetables get reviewed could they be more frequent and run every hour.	
18	354954	8/10/2023 6:35 PM	Action Buses	Request for Service	Network	Network Feedback	Frequency/Services	Weekends no good any buses not good people don't cars disability and elderly	
19	00377678	17/12/2023 9:37 PM	Action Buses	Request for Service	Network	Network Feedback	Frequency/Services	On Sunday nights, there is not bus or any public Transport for Canberra airport into the city.	
20	379427	22/12/2023 12:19 PM	Action Buses	Complaint	Network	Network Feedback	Frequency/Services	customer called to say she is not happy with the timing of some routes in the off-peak times. The R23, 30, 2, 3 and 4 close to 13 mins late, now and before the summer holidays. She has been monitoring for the last 3 weeks. Weekends both ways the 23 and 30 routes should be back to hourly runs. Current t/table is very stressful. She is [REDACTED] and sometimes has to wait up to 1 hr at night between buses, and the [REDACTED] means sh has to get up [REDACTED] to catch some buses to start work early. before we cut the timetables last year from woden she was working in [REDACTED] but she found another job in [REDACTED] which was lucky because we cut the last run out and she would not have been able to get home from work. I explained this would go to scheduling team and would probably not be seen until next year, and would be taken into consideration for the next network changes. She would like some contact when this occurs.	
21	00394862	6/02/2024 3:35 PM	Action Buses	Complaint	Web-Pages	Timetables	Other	There are Saturday and Sunday #45 timetables online but only weekday Kippax to Belconnen and no option to see the other direction	

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1	Feedback - Weekend Services								
2	1/01/2023 - 21/02/2024								
3	Case Number	Date/Time Opened	Feedback Type	Comment Type	Incident Classification	Category Detail	Issue	ACTCCS Description	Original Incident Description
22	399079	18/02/2024 10:38 AM	Light Rail	Complaint	Service Delivery	Complaint	Other	I've come down from Brisbane for the weekend and was trying to catch a service from Mapleton to the City around 10:24. I was waiting for change to come out of the machine the driver saw this but couldn't wait 5 seconds. No compassion for someone using your service for the first time. Then I told my friends about it and they told me transport is free this weekend, but there was nothing on your ticket machine to advise this! Not a great experience of Canberra!	
23	00266043	2/01/2023 12:54 PM	Action Buses	Suggestion	Service Delivery	Complaint	Frequency/Services	The client is an elderly lady with multiple health problem. She waited for bus for over an hour and still the bus did not arrive. She then called transport Canberra to find out that we were running on Sunday timetable because of public holiday. She was not happy and suggested that the timetable to be very precise on dates and times as it can be confusing for elderly people.	
24	00271892	20/01/2023 7:48 AM	Action Buses	Suggestion	Network	Network Feedback	Frequency/Services	Hi Transport Canberra. This is some feedback that has effected me and a lot of other staff at Canberra Airport. With the exception of Saturday timetable with the later bus services. Route 3 lasts departure is 9:28pm unfortunately a bulk of flights do land at 9:30pm which leaves many people stranded and employers of the airport who don't drive which is a big let down. For my self I sign of usually at 9:45pm and to spend atleast \$25 for a single uber trip to Russell to then catch 1/2 buses.	
25	00273568	25/01/2023 2:36 PM	Action Buses	Suggestion	Web-Pages	Other	Frequency/Services	Hi, if I do a google search for "route 32 bus timetable Canberra" the top hit is actually the Sunday timetable which I think is not the result you (TC) would want. Your web team should work on the SEO to make the weekday timetable the top hit. I'm sure I've seen this for other routes too, but not all. Alternatively, have the timetables more quickly accessible. If I load the main website, I then have 4 clicks (loading 3 pages) until I get to the Inbound timetable. Not ideal when on a phone.	
26	276780	3/02/2023 9:58 PM	Action Buses	Request for Service	Network	Network Feedback	Frequency/Services	The new changes in timetable for Bus number 63 is worst. It was already half an hour interval before, now it's an hour on weekdays, which makes us hard to travel spending more time and money on uber. On weekends too, the timetables aren't very reliable for the people to travel. SO NEED CHANGES OR GET US THE SAME TIMETABLE AS BEFORE.	
27	00277182	5/02/2023 8:24 PM	Action Buses	Request for Service	Network	Network Feedback	Frequency/Services	Hi, the last NSW TrainLink service arrives at Canberra (Kingston) station at 2144 on Sunday evenings. This service is usually full or near full. However the last bus from the Kingston station leaves before this. It would make a lot of sense for a bus to leave the station at about 2200 or soon after on Sunday to help connect passengers on the intercity station	
28	279267	11/02/2023 5:00 PM	Action Buses	Complaint	Network	Network Feedback	Frequency/Services	Caller wanted to suggest adding more services on a weekend and in the evening on week days. Also bring back the Tourist Bus that went to the botanic gardens and the zoo.	

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1	Feedback - Weekend Services								
2	1/01/2023 - 21/02/2024								
3	Case Number	Date/Time Opened	Feedback Type	Comment Type	Incident Classification	Category Detail	Issue	ACTCCS Description	Original Incident Description
29	00279251	11/02/2023 3:39 PM	Action Buses	Request for Service	Network	Network Feedback	Frequency/Services	Please increase the 55 bus back to the frequency of previous timetable. As a student at UNSW Canberra, this is the only bus that stops there and I must arrive at uni 2 hours earlier than i need to because of the changed timetable.	
30	00279226	11/02/2023 1:38 PM	Action Buses	Complaint	Network	Network Feedback	Frequency/Services	I used to get the 26 that passed near Forde just before 3 on a Saturday. My child who [REDACTED] and we use public transport. Now it seems there are two buses around 3.45 the 20 and the 26 when going from Forde to Gunghalin. It would be great if the 26 was put back to 3pm at stop 6039	
31	00281729	20/02/2023 9:54 AM	Action Buses	Complaint	Service Delivery	Failed to Operate	Frequency/Services	This is the third time that the 44 Sunday 2.30pm service from Belconnen to Kippax has not operated since the inception of the new timetable. There are no comparable service alternatives, other than to wait another two hours for the next service. This is a country town service being provided in the capital Australia and is simply not good enough, where I have to rely on Uber drivers to fill in Transport Canberra non-delivery gaps.	
32	281493	19/02/2023 10:53 AM	Action Buses	Complaint	Network	Network Feedback	Frequency/Services	Weekend bus timetables and night time bus timetables are to long apart for the elderly and disabled	
33	00297106	5/03/2023 11:39 AM	Action Buses	Complaint	Network	Network Feedback	Frequency/Services	This is 5th March Sunday. The scheduled R4 did not show up at University of Canberra station at 11:15am. Unfortunately I had to take the next bus which was at 11:33 (delay for 3mins) and was late for work. The re-schedule of bus timetable since 30th Jan has already caused so much inconvenience. Please ensure the remaining bus can operate as scheduled. Thank you.	
34	297084	5/03/2023 10:05 AM	Action Buses	Request for Service	Network	Weekend	Frequency/Services	Customer called and would like to request more services on sunday between 9am & 10am from merrebei drive and casey shops.	
35	297026	4/03/2023 5:38 PM	Action Buses	Complaint	Network	Weekend	Frequency/Services	Waiting for the bus for 2 hours is ridiculous I think that the bus should come more regularly on weekends as it's the only two buses that come in our area. Can you guys please make a change to this as it's so annoying	
36	00299311	10/03/2023 2:09 PM	Action Buses	Complaint	Network	Network Feedback	Frequency/Services	1. When the bus is broken like it was on Saturday 3.30 the least you could do is get someone to inform the people waiting. 2. The temp bus shelter is burning hot!! 3. You promote that we should take more public transport then you cut our route and put the pickup shedule at the end of the hour! With some not even turning up!! 4. Temp bus stop makes it so much more difficult to get to for elderly and people with disabilities from the supermarkets. You are not considering your public needs at all.	
37	00299963	12/03/2023 11:11 AM	Action Buses	Complaint	NXTBUS	PAX Info Bus Stops	Other	bus stop 2002 had information showing bus 59 stopping at this stop on a sunday. the app that she's using shows bus 59 is arriving at that bus stop as well. Nxtbus only shows bus 5/66/4 passing by that bus stop. she would like to be contacted on	

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1	Feedback - Weekend Services								
2	1/01/2023 - 21/02/2024								
3	Case Number	Date/Time Opened	Feedback Type	Comment Type	Incident Classification	Category Detail	Issue	ACTCCS Description	Original Incident Description
38	00299934	12/03/2023 7:52 AM	Action Buses	Complaint	Service Delivery	Failed to Operate	Frequency/Services	At 4529 stop the earliest R2 bus just didnt show up despite the tracker saying it would. Consider adding earlier busses on a sunday, or make sure the ones actually show up on time	
39	00299863	11/03/2023 2:22 PM	Action Buses	Complaint	Service Delivery	Complaint	Frequency/Services	The bus has not come at the right time. This has happened multiple times to me and it's even worse on weekends because I usually have to wait another 30 minutes for the next bus. Fix it now it ruins peoples days.	
40	00303721	26/03/2023 12:16 PM	Action Buses	Complaint	Network	Network Feedback	Other	Long time bike and ride user. Used to having to some buses without racks on weekdays, but every Saturday for the last month or so, the 4:50pm R2 from Fyshwick has been a long bus without a rack (not a bendy bus). Every other bus I catch/see has one, so it's just plain frustrating the one I always try and catch with my bike most weeks doesn't! If it's because it needs to be a big bus for crowds, why can't we have a bendy bus instead? They have racks, but I never see them out on a weekend?	
41	00303598	25/03/2023 2:55 PM	Action Buses	Complaint	Network	Network Feedback	Frequency/Services	Ho my name of xxxx, I'm [REDACTED] disabled, a venerable person, I have multiple chronic health conditions. I live a [REDACTED] don't have cars. I work casual [REDACTED]. Now every 2 hours for this service on a Sunday was bad enough. I now see you have moved this policy to saturdays as well. I had to walk home in pissing down rain. I [REDACTED] due to this. Please sort this issue out.	
42	00307207	11/04/2023 10:16 AM	Action Buses	Complaint	Service Delivery	Complaint	Frequency/Services	Caller wishes to complain about the timetable today saying that the timetable today should be running on a Sunday Timetable as its a public holiday. He missed out his lunch break today because of this and he called to said that he is disappointed with the changes.	
43	00307424	11/04/2023 10:19 AM	Action Buses	Request for Service	Network	Network Feedback	Frequency/Services	Please can ACT run 24 hour buses and have buses running more often on Sundays. The infrequency of buses at night and on Sundays makes it incredibly hard to get around without a private vehicle.	
44	00307204	11/04/2023 10:16 AM	Action Buses	Notification	Network	Network Feedback	Frequency/Services	The number 2 bus to fyshwick is always packed on Saturday mornings. Even though it's meant to be every 30 minutes the timetable has closer to 40 minutes between some services. Between prams and people with wheelchairs there is almost no room. Would be great to add some more services especially because it's stressful when running late for the train!	
45	00308587	15/04/2023 12:06 PM	Action Buses	Request for Service	Network	Network Feedback	Frequency/Services	The bus timetable for the route 56 is very limited in ots availability, it comes every 30 mins but normally gets delayed for up to another 15 minutes, and also does not come on the weekends, and so for the youth currently staying in Red Hill it is difficult to get to the city or other places without a long walk, increasing the frequency of the bus, especially on weekends would be extremely beneficial in counteracting this	

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2	1/01/2023 - 21/02/2024								
3	Case Number	Date/Time Opened	Feedback Type	Comment Type	Incident Classification	Category Detail	Issue	ACTCCS Description	Original Incident Description
46	00314763	8/05/2023 10:55 AM	Action Buses	Complaint	Network	Network Feedback	Frequency/Services	Museum Hrs are til 5:00pm on Saturday.As tourist we supported transport from Queanbeyan as well as T.C. Great upto w/end The service doesnt align with closing hrs of attractions. I rang the 131710 when informed by others that the nxt bus is after 6:00pm. Timetable at platform is out of date. A [REDACTED] old we hitchhiked. Settled @ a bus stop on Canberra Ave.Nothing coming rang No. not clear info. We ended flagging a cab to take us to Q/beyan @6:30pm Very tough on my wife in the cold plus taxi fair.	
47	00314753	8/05/2023 10:55 AM	Action Buses	Complaint	Service Delivery	Complaint	Frequency/Services	There is a bus scheduled to leave stop 2948 at 6:19pm on Sundays This bus was either more than 10 minutes early or never turned up and the stop is now (6:46pm) full of tired dfo staff waiting in outside in light rain at 4°C Do better especially after dark	
48	326978	21/06/2023 11:50 PM	Action Buses	Suggestion	Network	Network Feedback	Frequency/Services	Please restore the half-hour services missing between 9:30am and 3pm. This route should have (at least)regular half-hour services throughout weekdays and Saturday morning, and (at least) one hour services Sat pm & Sunday. Companion House and U3A Cook are on this route. I have suggested this before; just please don't forget Route 32, I don't want people to give up on using the bus because the gaps between buses are so woeful. More busses, more often please!	
49	00343652	27/08/2023 9:42 AM	Action Buses	Complaint	Network	Network Feedback	Frequency/Services	This complaint is Sunday timetable and my bus route of 46. The timetable on Sunday is every 2 hours, that's not the issue, the issue is they leave on the hour from Kippax station and Belconnen, so what this means if you are catching the bus to either destination for shopping the wait time is 2 hours. Why can't you leave from Belconnen and Kippax on the alternative hour which is more practical for bus users and does not have us waiting especially in winter for 2 hours?	
50	355041	9/10/2023 9:14 AM	Action Buses	Suggestion	Network	Weekend	Frequency/Services	When are we going to see some real network improvements,not just fiddling around the edges? How can we still have a situation where on weekends, people in the suburbs, still need to wait 2 hours for a bus?	
51	00391453	28/01/2024 9:56 PM	Action Buses	Complaint	Inappropriate Feedback	No Further Action	Frequency/Services	"No departures in next 90 minutes ..." on Sunday 28 for every bus stop that I tried by NXTBUS text message. It is actually just believable that your consistently hopeless organisation didn't have a single bus on the road. However, I did manage to catch two of your non-existent buses. I guess you also just couldn't manage to put some kind of notice about this on your chaotic, semi-literate website. Admitting for the first time ever that you fucked up yet again? No, that's not the Action way	
52	00398844	17/02/2024 11:18 AM	Action Buses	Request for Service	Network	Network Feedback	Frequency/Services	It is ridiculous that Saturday afternoon service is once every 2 hours! This will absolutely discourage travel :(and certainly makes it very difficult. EVERY service should be AT LEAST hourly and ideally half-hourly. Cities which are serious about public transport have MUCH more frequent services!	

	A	B	C	D	E	F	G	H	I
1	Feedback - Weekend Services								
2	1/01/2023 - 21/02/2024								
3	Case Number	Date/Time Opened	Feedback Type	Comment Type	Incident Classification	Category Detail	Issue	ACTCCS Description	Original Incident Description
53	399406	19/02/2024 10:55 AM	Action Buses	Suggestion	Network	Weekend	Frequency/Services	we love the Canberra bus service, drivers are amazing, busses are clean and comfortable-but there is only a bus every 2 hours on Sundays and Saturday evenings this makes it hard to go into civic or kingston as the times are so far apart-please could you consider increasing the frequency of service and please thank the drivers for their polite safe and respectful service	
54	00266601	3/01/2023 9:49 PM	Action Buses	Complaint	Service Delivery	FTO WK	Frequency/Services	I just wanted to let you know that there seems to be a recurring issue with non-arrival of the R3 bus from Canberra Airport on Sundays and public holidays. This Public holiday Monday I awaited the 8.17 bus departing Canberra Airport and it never arrived. A bus did arrive, but the bus driver said that he is not taking passengers on and another bus did arrive. After 15 mins waiting past 8.17 no bus had arrived, so I took a taxi home. The exact same issue happened on a Sunday at the start of Dec.	
55	00270382	15/01/2023 10:36 PM	Action Buses	Request for Inform	Timetable	Route Enquiry	Frequency/Services	Hi there, what will be the last service to and from Woden interchange on Sunday, 29 January 2023? I understand Woden Interchange is operational until the last service on that day, and would like to know based on the timetables which route(s) are likely t likely to be the last service departing from and arriving to Woden?	
56	279736	13/02/2023 3:06 PM	Action Buses	Complaint	Scheduling	Change to Existing Service	Frequency/Services	JW 13/2/23 3:04 PM. xxxx called to request change to R57 departing Woden on a Sunday due to depart at 3:11 pm. She connects to this service from R64, Cooleman to Woden, due to arrive at 3:14pm. She said in previous network, the R57 left later and wasnt a problem. She is elderly, can't wait around 2 hours for the next service to take her to ██████ where she then walks to her home. Elderly, difficulty walking, fractured her leg, hot ! She said there is no bus connection to take her to Cooleman court in the morning and has to take a taxi, its too expensive to take a taxi both ways. Advised I would log her call and forward to our scheduling team for future consideration. She added please change it ! If the R57 departed at 3:20 pm, that would give me time... Resolved. She also added the bus driver of the R64, called ahead, but as they pulled into Woden on 12/2 the R57 was departing. I advised her that this is not a connection as her bus gets in later. than the time	
57	297238	5/03/2023 9:48 PM	Action Buses	Complaint	Service Delivery	Failed to Operate	Frequency/Services	On Sunday, 5 March 2023 I sought to take Bus #57 from Kitchener Street, Hughes into Civic. According to the TC Sunday schedule on-line, the bus was due to depart from the Woden terminal at 1.11 pm and pass through Hughes at 1.24 pm. I was at the bus stop from 1.11 pm and waited until 1.45 pm before giving up and taking a taxi instead. I would therefore like to express my disappointment at the apparent failure of the service, especially on a Sunday when services are now two hours apart.	
58	00297154	5/03/2023 2:41 PM	Action Buses	Suggestion	Network	Network Feedback	Frequency/Services	xxxxx has advised it would be helpful to have more services running on a Sunday as not everybody can drive. She would also like to see the tourist loop come back into circulation.	

	A	B	C	D	E	F	G	H	I
1	Feedback - Weekend Services								
2	1/01/2023 - 21/02/2024								
3	Case Number	Date/Time Opened	Feedback Type	Comment Type	Incident Classification	Category Detail	Issue	ACTCCS Description	Original Incident Description
59	300988	16/03/2023 7:56 AM	Action Buses	Complaint	Service Delivery	Failed to Operate	Frequency/Services	Hello, my daughter catches the 180 to the city every weekend for work and has done without a problem for a few months now - today it did not turn up. It is the last 180 in the morning that leaves Lanyon marketplace at 7.16am and she gets on at bus stop 1680 (73 Forsythe). My husband has now had to rearrange his day to take her. I'm just wondering if it is going to turn up tomorrow?	
60	00301695	18/03/2023 3:45 PM	Action Buses	Complaint	Service Delivery	Complaint	Frequency/Services	The marketing material says that the rapid 2 comes every 30 minutes on the weekend but the timetable is not consistent and shows services coming closer to 40 minutes apart from the city. Can you please change the marketing info to reflect that the bus is actually every 40 mins? Very frustrating waiting this long for a bus!	
61	00310614	23/04/2023 10:00 AM	Action Buses	Complaint	Service Delivery	Failed to Operate	Frequency/Services	The timetable at the Railway bus stop said 10.08pm as did the internet for Saturday night service. We are elderly and on fixed income and could not afford a taxi so waited in the cold. The driver on the 10.38pm bus was so pleasant he deserves a commendation. Is it common for buses not to turn up	
62	00312173	29/04/2023 7:31 AM	Action Buses	Complaint	Service Delivery	FTO WK	Frequency/Services	This was the only bus my son could catch to make it to his swim meet on time at Stromlo Leisure Centre. We have had to order an Uber instead (the 66 is only once per hour on a Saturday and he cannot turn up a hour late to a swim meet) putting a huge strain on our budget for the fortnight.	
63	00326000	18/06/2023 9:12 PM	Action Buses	Suggestion	Network	Network Feedback	Frequency/Services	Hello. Can the AMC bus please be updated on weekends as visitors have to arrive at the AMC 45 minutes before visiting times and the first time on Sunday is 8:30am however the bus gets there at 8:15am, something that I was turned away for today as I was considered late. Can there also be a route that leaves from Tuggeranong please. Thanks!	
64	00339169	9/08/2023 6:55 AM	Action Buses	Complaint	Service Delivery	Complaint	Frequency/Services	I'm putting today but its been 4 DAYS IN A ROW. Each time I've had to walk, and I've now lost my 2nd paid shifts. I check every morning online for time. either Sunday or Monday morning 53 just didn't come, the other was 12 minutes late. Then yesterday the driver was going at like 20kms all trip(I have video) and slowed things down to the point I missed my shift. Also 10 mins late. Took twice as long to get to the city. This morning it decided to come 3 minutes early! I ran but it drove off.	
65	00346106	5/09/2023 1:40 PM	Action Buses	Complaint	Service Delivery	Failed to Operate	Frequency/Services	There's two of us waiting for the no. 32 bus on Platform 12 at the City Interchange to Macquarie on Sunday night . We waited between 8pm - 8.30pm, but the 8.14pm bus never showed up. The electronic indicator board did not display this service and there were no staff in the Transport Canberra Office at the City Bus Interchange. As this was meant to be the last bus of the day, I spent \$26.83 on taxi to get home while the other person took bus R4 then walked from Belconnen to Macquarie.	

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1	Feedback - Weekend Services								
2	1/01/2023 - 21/02/2024								
3	Case Number	Date/Time Opened	Feedback Type	Comment Type	Incident Classification	Category Detail	Issue	ACTCCS Description	Original Incident Description
66	00351709	26/09/2023 3:16 PM	Action Buses	Complaint	Service Delivery	Late Running	Frequency/Services		JW 26/9/23 <p>█████ called to lodge complaint re the R25 leaving Casey Marketown late heading to Gungahlin on Sunday 24/9/23. He said it was 8 minutes later, he asked the driver why but he didn't reply. He is reliant on this service as has Drs appointments on Sunday and was late. This is the first service of the day so cant take an earlier service. He believes on Sundays they should run more to time, be more reliable. He provided the Bus rego number as 666 - he would like a follow up call.</p>
67	00358877	21/10/2023 12:09 PM	Action Buses	Complaint	Service Delivery	Late Running	Frequency/Services	xxxxxx. Called to advice bus was sitting in terminal past the due time meaning it arrived late causing the passenger to miss the connecting tram and subsequent connecting bus for gungahlin which doesn't comes for another 2 hours.	
68	00368797	23/11/2023 4:52 PM	Action Buses	Suggestion	Service Delivery	Bus Shelter Maintenance	Frequency/Services		JW 23/11/ 23 4:51 PM. xxxx called today, he is disabled and upset that he has to run between platforms to catch buses to Constitution Ave from the City. He mentioned the R56/59 and the R3 and especially difficult on weekends and said the boards are inaccurate and keep changing and he runs between the stops and then misses his connections. He has suggested that the R56 and R59, operate from platform 8, then he would be closer to platform 4 and would be easier for him. Advised I would log the suggestion for him for future consideration.
69	00370405	29/11/2023 9:43 AM	Action Buses	Request for Inform	Service Delivery	Bus Shelter Request for New	Frequency/Services		JW 29/11 9:40 AM. xxxxxx called, ██████ and currently takes a taxi as takes 8 mins, whereas a bus could take up to 2 hours. She currently would have to take an R7 from ██████ Duffy and change at Albert Hall, often buses don't stop for her to get back to Yarralumla. She has noticed a new stop being constructed at Dudley St near brickworks but couldn't provide bus stop numbers and is hoping there will be a direct bus to Yarralumla in future. She is asking when it will be operational and what bus routes will service it. ?
70	00380852	30/12/2023 3:08 PM	Action Buses	Complaint	Service Delivery	Failed to Operate	Frequency/Services	the 2:16 bus which departing from Cohen st interchange bus didn't come, called to hotline and being told that there was an issue of bus driver, they couldn't cover it. But there was no update information to notify us. Bus comes every 2 hours, 1 bus missing, that mean has to wait for 4 hours. Best contact number:	
71	00347629	11/09/2023 12:02 PM	Action Buses	Suggestion	Service Delivery	Bus Shelter Request for New	Frequency/Services	I have an elderly mother who doesnt like to drive to main Shopping Centres but likes to visit them often. My family all work and she finds it frustrating that we can only do this on weekends. I was suggesting a bus stop close to our house so she can frequent the main shopping centres whilst we were at work. I am suggesting a bus stop & route on Goldstein Cres Chisholm near Hambidge Cres. Please advise if this is possible in the near future and if so when it will possibly occur.	
72	00369561	26/11/2023 2:47 PM	Action Buses	Complaint	Fleet	Bus Maintenance	Frequency/Services	Client has called to say he was unable to catch bus 583 on Sunday as arm on bike rack was not working had to wait for another bus.	

	A	B	C	D	E	F	G	H	I
1	Feedback - Weekend Services								
2	1/01/2023 - 21/02/2024								
3	Case Number	Date/Time Opened	Feedback Type	Comment Type	Incident Classification	Category Detail	Issue	ACTCCS Description	Original Incident Description
73	00315754	10/05/2023 7:51 PM	Action Buses	Complaint	Service Delivery	Late Running	Frequency/Services	3 days in a row this week the 59 was at least 15- 20 minutes late! causing me to miss my connecting bus home...2 hours to get from Barton to Dunlop or even Belconnen is REALLY PATHETIC!!! I am not near the Barton Bus Station so the 59 is my only option and you lot reduced the times it comes (every 15 minutes!!). All buses are always packed and late due to lack of frequency and options. you need to start giving a shit. STOP Improving IT ENDS UP WORSE!! DO YOU NOT WANT PEOPLE TO CATCH BUSES?	
74	00279405	12/02/2023 1:52 PM	Action Buses	Complaint	Service Delivery	Failed to Stop	Frequency/Services	WARRAGAMBA/JINDABYNE street at 1:44pm on Sunday 12/02/2023. The passenger was across the road and tried to wave to the bus he sped across without waiting. The client has had this experience on multiple occasions and would like to leave formal complaint.	
75	00318667	20/05/2023 5:21 PM	Action Buses	Complaint	Service Delivery	Early Running	Frequency/Services	The 55 ran eight minutes early today. When services are already limited to every two hours on a Saturday this is outrageous. No one can use the service if it is 8 minutes late. I don't have an account to login but my number	
76	00348851	15/09/2023 11:30 AM	Action Buses	Complaint	Service Delivery	Early Running	Frequency/Services	It has been a constant issue with the 22 comming early sometimes 5mins or more .Up until recently some drivers have waited at the stop.on Kosciuszko and Redcliffe until designated time to go maybe due to complaints? This particular Sunday I had left early enough ti catch the bus at 9.24am and unfortunately it had gone. Due to having g ti pick up my grandson at Belconnen interchange just after 10am for his Birthday I couldn't wit for the next hour. So I begrudgingly got an Uber	
77	00350219	20/09/2023 4:05 PM	Action Buses	Complaint	Service Delivery	Early Running	Frequency/Services		JW 20/9/23 - 4PM. Elderly male caller, was at stop 1343 opp Kambah Village, heading to Tuggeranong, asking when next R71 due. From Nxtbus, due in 13 mins. He said he had been waiting for 1/2 hour and said as he approached the stop, by his watch 3 mins early the bus departed early. He said its ok for a bus to be late and happy to wait, but not
78	00350998	24/09/2023 8:44 AM	Action Buses	Complaint	Service Delivery	Early Running	Frequency/Services	It's bad enough the 53 are every 2 hours, and for some BAFFLING reason, you set the 54 to be within 3 minutes of it (I live ██████████, both busses are 2 hrly on the weekend). I just had to RUN because instead of running 5 minutes late like all your busses seem to, this guy was fanging its, it happening WAY too much with these services. NO EARLY BUSSES. I'm well aware that your OWN training tells the drivers it's the ONE thing they can't do.	
79	00350965	23/09/2023 7:09 PM	Action Buses	Complaint	Service Delivery	Overcrowding	Frequency/Services	Catching the 6.18 pm bus home from work at the outlet centre Every Saturday is an absolute nightmare. Passengers boarding the bus literally trample each other to board the bus so they don't miss out on having a seat. These Passengers clearly need to be educated on safe boarding practices. Anyone wishing to catch this bus before it reaches the city is unable to due to capacity already reached. Either more frequent services or larger buses are desperately needed,	

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1	Feedback - Weekend Services								
2	1/01/2023 - 21/02/2024								
3	Case Number	Date/Time Opened	Feedback Type	Comment Type	Incident Classification	Category Detail	Issue	ACTCCS Description	Original Incident Description
80	00358843	21/10/2023 9:46 AM	Action Buses	Complaint	Service Delivery	Early Running	Frequency/Services	It was meant to be a 9:39. The bus was 6 minutes early I saw it pull away as I was a little too far to flag it down being the weekend o either had to walk or wait another hour. I understand that buses can run early but not 6 minutes on a weekend and not when buses are an hour apart.	
81	00388117	19/01/2024 10:00 AM	Action Buses	Compliment	Service Delivery	General Compliment	Frequency/Services		Assisting a caller with journey planning. The lady said that we have the best bus service she has ever used, even after I had to explain that weekend services only run every 2 hours. Lady said but she can get anywhere in Canberra she needs to go and she can't understand why more Canberran's don't use it and thinks they are spoiled and don't know how good they have it.
82	00299545	10/03/2023 2:14 PM	Light Rail	Complaint	Light Rail	Staff Complaint	Frequency/Services	At about 1.56pm on Saturday 18th Feb we witnessed a very sad incident involving the city bound tram directly across from the ABC building in Dickson. At a temperature reaching 34 deg C, a lady with a pram was running to catch the tram. She paused directly in front of the waiting tram and as she approached the forward doors, the tram simply took off leaving her and her tiny baby behind. Really, is this the best type of customer service that TC drivers are coached to offer? Very sad!	
83	00305485	1/04/2023 5:41 PM	Action Buses	Complaint	Service Delivery	Bike Racks	Frequency/Services	Another Saturday of leaving my bike attached to a pole near work rather than being able to put it on a bus. Up to five or six weeks now. Meanwhile, every other bus I've seen today has a bike rack - with most of them holding people's bikes!!! Hardly fair.	
84	307292	11/04/2023 10:17 AM	Action Buses	Compliment	Network	Weekend	Frequency/Services	Thank you for finally sending a bus with a bike rack again on the 16:50 R2 from Fyshwick yesterday (Bus 412)! So very good to see. I actually caught the service before it yesterday, but saw my normal trip and the regular driver in Belconnen after - they didn't look happy to see me when I walked past. Hopefully next weekend and beyond it continues to be a bus with a rack!	
85	00331270	10/07/2023 9:06 AM	Action Buses	Complaint	Service Delivery	Complaint	Frequency/Services	The bus arrived and left more than 10 min before it's scheduled time or just didn't show up. The service is 1 per hour here even on a Saturday and generally bad at arriving on time. The route clearly says Majura park but i always have to run at them because the bus drivers always try to skip the 2 bus stops next to the shopping centre - they just drive past at full speed or leave as you run up to them Had enough of your BS	
86	00340136	12/08/2023 5:33 PM	Action Buses	Complaint	Service Delivery	Failed to Operate	Frequency/Services	Waiting half an hour and 3 buses that were scheduled just didnt show up. This is ridiculous - often happens on weekends - ending up waiting half an hour for a bus in the parliamentary triangle area - far too long	
87	00345555	3/09/2023 10:32 PM	Action Buses	Complaint	Service Delivery	Failed to Operate	Frequency/Services	Last bus to Kippax did not run as scheduled. Passengers stranded at Mall late on a Sunday night, including an unaccompanied child.	
88	00393786	3/02/2024 10:41 AM	Action Buses	Complaint	Service Delivery	Late Running	Frequency/Services	I was waiting to catch the R6 that departs woden for the city at 10.23. It turned up at 10.36...I will now be late for work. This is unacceptable as there is no other bus to kingston and this one only runs every half hour on the weekend.	

	A	B	C	D	E	F	G	H	I
1	Feedback - Weekend Services								
2	1/01/2023 - 21/02/2024								
3	Case Number	Date/Time Opened	Feedback Type	Comment Type	Incident Classification	Category Detail	Issue	ACTCCS Description	Original Incident Description
89	401589	25/02/2024 12:36 PM	Action Buses	Request for Service	Network	Network Feedback	Other	Could you please provide a bus route along Canberra Avenue past Manuka Oval and Manuka shops? Manuka Shopping Precinct and Manuka Oval are popular shopping and sporting locations that attract large numbers of people both on weekdays and weekends. It would be very convenient to have direct public transport to these locations. It would also help ease the considerable traffic congestion in these areas. I look forward to hearing from you. I can be contacted a [REDACTED]. Thank you [REDACTED]	
90	405743	03/09/2024 16:31	Action Buses	Complaint	Service Delivery	Complaint	Frequency/Services	There is a major event at stage 88 on Canberra long weekend symphony orchestra and hoodoo gurus. The concert ends 930pm. All pages encourage public transport to avoid road closures and congestion yet there are zero rapid buses back to major interchanges because it is normal Sunday night timetable. Concert ends 930pm buses end before that?no way home from commonwealth ave,,,	
91	407782	18/03/2024 1:23 AM	Action Buses	Request for Service	Network	Network Feedback	Frequency/Services	I'm always catching the number 902 and there isn't enough regular buses i have to wait over an hour some times just for my bus back to woden I really need there needs to be more 902 buses running its like its always a weekend times table	
92	407791	18/03/2024 7:23 AM	Action Buses	Complaint	Service Delivery	Complaint	Frequency/Services	Not Enough Busses from Skyfire to CITY. there were over 15 Busses Skyfire to WODEN but only 4 from Skyfire to CITY. What kind of management is this; reconsider next years planning please. the whole night was under planned from food to transport.	

From: [STEEL](#)
To: [TCCS Ministerial](#)
Cc: [TCCS DLO](#)
Subject: MIN RESPONSE: Cuts to bus services as part of the 2023 timetables
Date: Monday, 23 January 2023 2:18:54 PM

Hey guys,

Could we get a mins response please?

Thanks,
Teleatha

From: [REDACTED]<[REDACTED]@parliament.act.gov.au>
Sent: Monday, 23 January 2023 10:41 AM
To: STEEL <STEEL@act.gov.au>
Subject: FW: Cuts to bus services as part of the 2023 timetables

Hi team,

Do you have some standard words for these type of emails relating to the changes to the bus timetable, or is it best to direct these to your office for a response?

Thank you kindly,

From: [REDACTED] >
Sent: Saturday, 17 December 2022 12:27 PM
To: [REDACTED]<[REDACTED]@parliament.act.gov.au>
Subject: Cuts to bus services as part of the 2023 timetables

You don't often get email from [REDACTED]<[REDACTED]@gmail.com>. [Learn why this is important](#)

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Dear [REDACTED]

My name is [REDACTED], and I am writing to you as a resident of the Yerrabi electorate. This correspondence relates to the recently announced [new Transport Canberra timetables commencing in 2023](#) - to which I must express my deep sense of disappointment and frustration for. This is not only due to the [wide-reaching cuts to service frequencies and operating hours of bus services](#), but the [seemingly surreptitious manner in which these cuts were made public](#).

To illustrate an example, I'll refer to two bus routes that I use regularly and operate in the Yerrabi electorate - the R8 and the 18.

R8 (Gungahlin ↔ Belconnen)

1. Final evening weekday services cut by **over an hour**.
2. Final evening weekend services cut by **half an hour**.

18 (Gungahlin ↔ Dickson)

1. Final evening weekday services cut by **45 minutes**.
2. Final evening Saturday services cut by **over an hour**.
3. **Weekday inter-peak and evening services halved from half-hourly to hourly.**

These cuts seem to be widespread across the network, and I am highly sceptical of The Hon. ██████ reasoning that [these cuts have been made due to the increased congestion caused by construction in the city centre](#). It is hard to believe that construction around London Circuit should somehow require cuts to bus routes that do not run through the city centre and services not running during peak hours. However, even if his reasoning holds true, this in itself is damning - why should such disruption ripple out to the entire network so badly? In this instance I would strongly recommend that the ACT Government and Transport Canberra push for more aggressive traffic priority, and not just in the CBD. Including more bus-only lanes (even just in peak hours) and traffic light priority would not only ensure the smooth running of bus services, but would incentivise motorists to, in the Government's own words, 'rethink their routine' by swapping to public transport. This would align with the long-term objectives of the [ACT Transport Strategy](#). Besides, traffic priority along the existing light rail corridor has already proven that such measures can help to [provide a reliable and punctual service to public transit users](#). If we are in for the long haul for construction around London Circuit and LR Stage 2, now is a better time than ever to make public transport viable and attractive.

That aside, I cannot reconcile these timetable changes with the principals of a bus network that is frequent, reliable, and attractive to use. This is just another step backward after the government's failure to deliver frequent weekend service since the 2019 network revamp, as most bus services run as infrequently as *every two hours*. This also further exacerbates a failure to recover from the reduced 'interim' timetable that was released to mitigate the impact of COVID-19. I agree with sentiments expressed by ██████ that [more drivers should have been hired](#). It's difficult to see how such changes make 'full use of the fleet and drivers' as was initially claimed. I'd also like to highlight that these cuts have vastly overshadowed the improvements that the network changes make, such as the more direct route for the 18 and providing better access to the route 31 for Lawson residents.

Speaking again as a constituent and advocate for better public transit, these cuts are a step backward that make it harder for me to encourage friends and family to make sustainable choices by using public transportation over private cars. This also hurts those who depend on PT, particularly non-rapid routes, the most. I hope that as a representative you will campaign harder for service improvements in the short- and long-term, not cuts. There is an adage that "frequency is freedom". We need more buses, more often, in more places, and with faster journey times.

Regards,



From: [STEEL](#)
To: [TCCS Ministerial](#)
Cc: [TCCS DLO](#)
Subject: MIN RESPONSE: Contact my Minister - Correspondence: 200224 - 2399347 - [REDACTED]
Date: Tuesday, 20 February 2024 12:53:07 PM

Hi team,

Could we please get a min response?

Thanks,
[REDACTED]

From: minister@act.gov.au <minister@act.gov.au>
Sent: Tuesday, February 20, 2024 12:19 PM
To: STEEL <STEEL@act.gov.au>
Subject: Contact my Minister - Correspondence: 200224 - 2399347 - [REDACTED]

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Coat of Arms



Chris Steel, MLA

The following correspondence has been submitted via the Contact my Minister website.

The constituent has indicated that they would like a response to their correspondence.

Reliability of weekend buses

Buses are not trivial; they affect people & activities. This includes weekends - if there are disruptions they shouldn't occur in heavily trafficked routes eg rapids. On Sunday 18/2 I had a blood donation @5pm Woden, not leisure/profit. I left Bruce @1545 giving an hour and 15 for the moderate trip, expecting adequacy along the subsequent rapid to Woden. The scheduled 1616 R4 never arrived, i.e. not in service. I waited like everyone else for the 1631 service; there were so many people the bus was full and I couldn't board. R5 was scheduled just minutes later but either was out of service or the live timing board removed it as it was so late.

Im aware timing boards SMS/Nxtbus often omit upcoming services but as my appt was so soon by then I couldnt take the risk. If any of the buses, timing boards, SMS/Nxtbus were in any way reliable it would have helped I resorted to Uber at my expense of \$26.5 again not leisure/profit but to keep a promise (I wish transport was the same) I made a NFP who needs what ppl provide. All this after allowing 75 mins from Bruce just to Woden! "Rethink your commute" Ive certainly rethought mine after this experience. This isnt even suburban where one might expect poor service. Not only the money but any CO2 saving through public transport was negated Instead of any platitudes or "talking points" I seek concrete answers The specific circumstances leading to the cancellation of R4 for the service meant to be at civic interchange at 1616 Did the R5 arrive at civic, if so what time & why was it late if not then the circumstances as for the R4 Why services highly patronised are the ones cancelled How many other services were cancelled on multifestival weekend 17-18 Feb & how many were rapids The govt view - importance of reliable services including weekends The govt view - what I should have done if I was someone who couldnt afford Uber in the current inflation crisis Your view on how commuters should reconcile public transport when needing punctuality

Correspondence Reference # 200224 - 2399347

Submission date: 20 Feb 2024 12:18pm

Contact Information

[REDACTED]
Email: [REDACTED]

Postcode [REDACTED]

From: STEEL
Sent: Monday, 24 April 2023 6:53 AM
To: TCCS_Ministerial
Cc: TCCS_DLO
Subject: MIN RESPONSE : Contact my Minister - Correspondence: 230423 - 2210975 - [REDACTED]

Categories: Mark

Morning team,

Could we please get a min response?

Many thanks,
[REDACTED]

From: minister@act.gov.au <minister@act.gov.au>
Sent: Sunday, April 23, 2023 3:18:34 PM
To: STEEL <STEEL@act.gov.au>
Subject: Contact my Minister - Correspondence: 230423 - 2210975 - [REDACTED]

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Chris Steel, MLA

The following correspondence has been submitted via the Contact my Minister website.

The constituent has indicated that they would like a response to their correspondence.

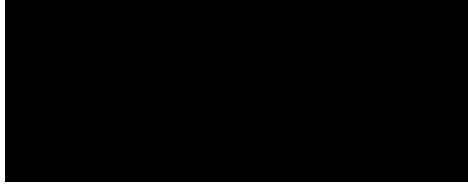
Bs Service to Manuka Oval

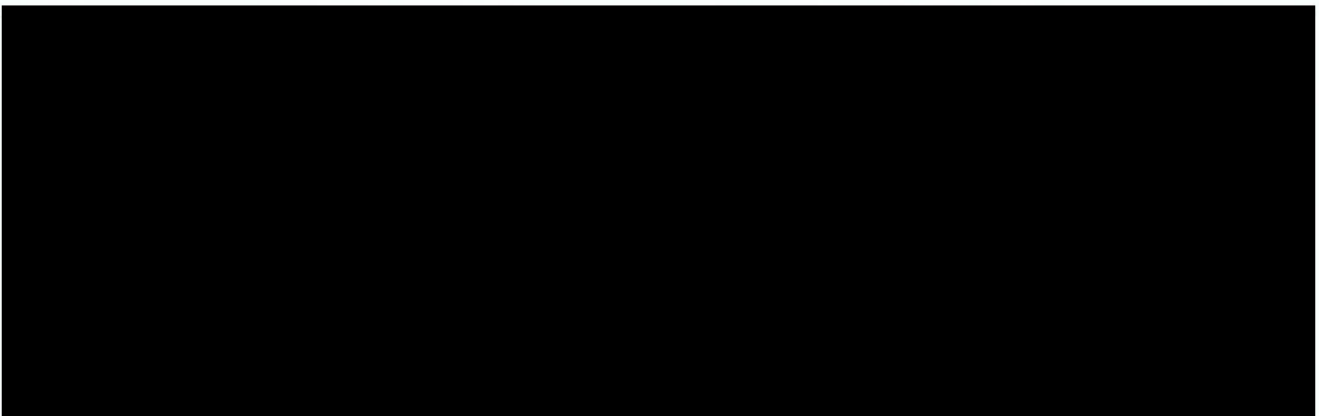
Yesterday evening I attended the GWS v Brisbane AFL game at Manuka Oval. (Saturday 22 April 2023)
Firstly, I congratulate and support your continued sponsorship of GWS. As I have done many times in the past years I drove to Woden and parked the car to travel by bus to Manuka oval. I together with others I spoke to was unaware that the usual dedicated express service to and from the football had been discontinued. In past years there has been an Action Official at the interchange and at the oval to assist us getting to the footy bus. This year when there was a change in arrangement there was nobody in attendance to assist and advise regarding the change of arrangements either at Woden or indeed at the oval.

Correspondence Reference # 230423 - 2210975

Submission date: 23 Apr 2023 3:18pm

Contact Information





Please quote Parton 675

Chris Steel
Minister for City Services
ACT Legislative Assembly
London Circuit
CANBERRA ACT 2601

Dear Minister, *Steel*

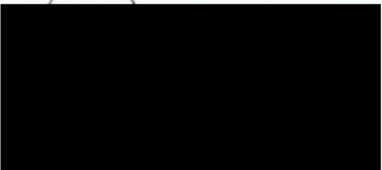
I am writing to you on behalf of a Cook resident who contacted my office to raise her concerns about route 32 bus. This constituent is dependent on Public Transportation to get around and notes that the number 32 bus used to have a more frequent service on weekdays and weekends. As you may be aware, this service is now hourly during the week and even less on a weekend, which she feels is inadequate for those who rely on public transport.

Minister, I understand that similar routes, such as those through Kaleen, still operate on a half-hourly service during weekdays, however the residents of Aranda, Cook and Macquarie receive this inadequate service.

She also notes that the Belconnen Market is set to reopen in November, however there are currently no buses that directly serve the Belconnen Market, or the nearby proposed hotel and unit complexes.


Minister, can you please investigate the issues I raised and advise me if there will be any changes to the route 32 bus?

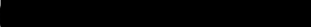
Yours sincerely

17 August 23

LEGISLATIVE ASSEMBLY FOR THE AUSTRALIAN CAPITAL TERRITORY

Visit 196 London Circuit, Canberra ACT 2601
Phone 

Mail to GPO Box 1020, Canberra ACT 2601
Email 

Pye, Mark

From: STEEL
Sent: Friday, 15 September 2023 7:11 AM
To: TCCS_Ministerial
Cc: TCCS_DLO
Subject: MIN RESPONSE: Transport Canberra

Categories: Mark

Hi team,

Could we please get a min response?

Many thanks,
[REDACTED]

From: [REDACTED]
Sent: Thursday, September 14, 2023 8:44:12 PM
To: STEEL <STEEL@act.gov.au>
Subject: Transport Canberra

You don't often get email from [REDACTED] [Learn why this is important](#)

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Good evening Mr Steel,

I wish to bring to your attention the terrible bus service we continue to receive in Kambah. The new Canberra bus schedule was supposed to provide more services more regularly – well not for my suburb. Every new timetable gives us a poorer service.

For example, if I wish to see a show at the Canberra Theatre or meet friends for dinner in Civic, I have to keep watching the time. To get home the latest I can leave Civic on a weeknight (including Friday nights) is about 9:15 so I can make it to the last 70 bus at Woden.

Daytime services during the weekend buses are pretty much 2 hourly to or from Woden or Tuggeranong.

I live 25 minutes' walk from the nearest R4 bus stop and I am not comfortable walking home in the dark nor can I manage it if I am carrying groceries or it is raining etc as there is no shelter along the route.

Because the timetables are so bad and inconvenient, fewer people catch the bus and then Transport Canberra can use dwindling passenger numbers to prove that they do not really need to provide these services after all.

As an aside, I also want to mention how scary it is to walk from the Woden shopping centre to the so-called interim bus interchange alone at night.

Yours sincerely,



From: [STEEL](#)
To: [TCCS Ministerial](#)
Cc: [TCCS_DLO](#)
Subject: MIN RESPONSE: Contact my Minister - Correspondence: 040523 - 2217234 - [REDACTED]
Date: Thursday, 4 May 2023 12:20:43 PM

Hey team,

Could we please get a min response?

Many thanks,
[REDACTED]

From: BARR Reception <BARR@act.gov.au>
Sent: Thursday, May 4, 2023 12:15:23 PM
To: STEEL <STEEL@act.gov.au>
Subject: FW: Contact my Minister - Correspondence: 040523 - 2217234 - [REDACTED]

Hi team,

Are you happy to take carriage of this one?

Thanks,
[REDACTED]

From: minister@act.gov.au <minister@act.gov.au>
Sent: Thursday, 4 May 2023 9:52 AM
To: BARR Reception <BARR@act.gov.au>
Subject: Contact my Minister - Correspondence: 040523 - 2217234 - [REDACTED]

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Andrew Barr, MLA

The following correspondence has been submitted via the Contact my Minister website.

The constituent has indicated that they would like a response to their correspondence.

Public Bus services in ACT

Hi, the only thing I'm struggling in Canberra is with buses. There are no buses after 9pm on sundays as well as after 10 on weekdays too. Government should give buses from early morning 5 am until late 12 am at least because not everyone works 9-5 pm job. Taking uber on every shift is too hard. Please give us more public transport for late nights. I live in Wright and i work in city in hospitality and tourism. I do start my work at 7am sometimes but 1st bus is at 6:23 am it's hard to reach home. Sometimes I finish my work at 11pm and last bus is at 10:50 pm. Overall public transport is bad in Canberra compared to Sydney Melbourne Gold Coast. Public struggles a lot. Not everyone is rich to buy a car or have a license.

Correspondence Reference # 040523 - 2217234

Submission date: 04 May 2023 9:52am

Contact Information

