



# **ACTION's new network begins 4 December 2006 Questions & Answers**

## **Why does there need to be a change to the current network?**

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ACTION reviews its network on an annual basis. The review takes into account feedback from drivers and customers regarding current services; patronage demand; services for new areas. A revised network is usually introduced each year. Network 06 will provide enhancements to peak services, including additional Xpresso services, new services in Harrison and standardising off peak services to an hourly 'memory' timetable. This has been achieved within budgetary targets.

## **What is happening to services?**

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Network 06 matches resources with patronage demand, while ensuring appropriate coverage across Canberra for public transport users. There will be increased services in peak hour; new services to some areas; reduced frequency during the day between peaks; and a new weekend and evening bus service with an hour frequency. There will be increased frequency to Intertown services in the evening. There is no reduction in frequency on weekends, however there is a new route structure that will have some changes to pick up points for customers.

## **What will connections be like?**

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Connections have been a priority when building Network 06, particularly for weekends and evenings. There will be better connections with route services and the Intertown services.

## **What is happening to peak services?**

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There will be enhancements and some modifications to peak services. There will be more peak express services, Xpressos, using articulated buses (where possible) to increase passenger capacity. For example:

- Xpresso 701 - new service @ 5:20pm from the City.
- Xpresso 702 - improved time adjustments to better meet travel demand.
- Xpresso 703 - articulated buses on 6:54am and 7:35am services, new 7:23am service and new 5:15pm service from the city to suburbs.
- Xpresso 785 and 787 - articulated buses on all PM services.

Some further examples of enhancements to the peak services:

- First Intertown 300 series from Tuggeranong to the City extended through to Belconnen so workers can get to Calvary Hospital.
- Early morning service connection from Gungahlin and City to Woden.

## **What is happening to services in the middle of the day? (Monday to Friday)**

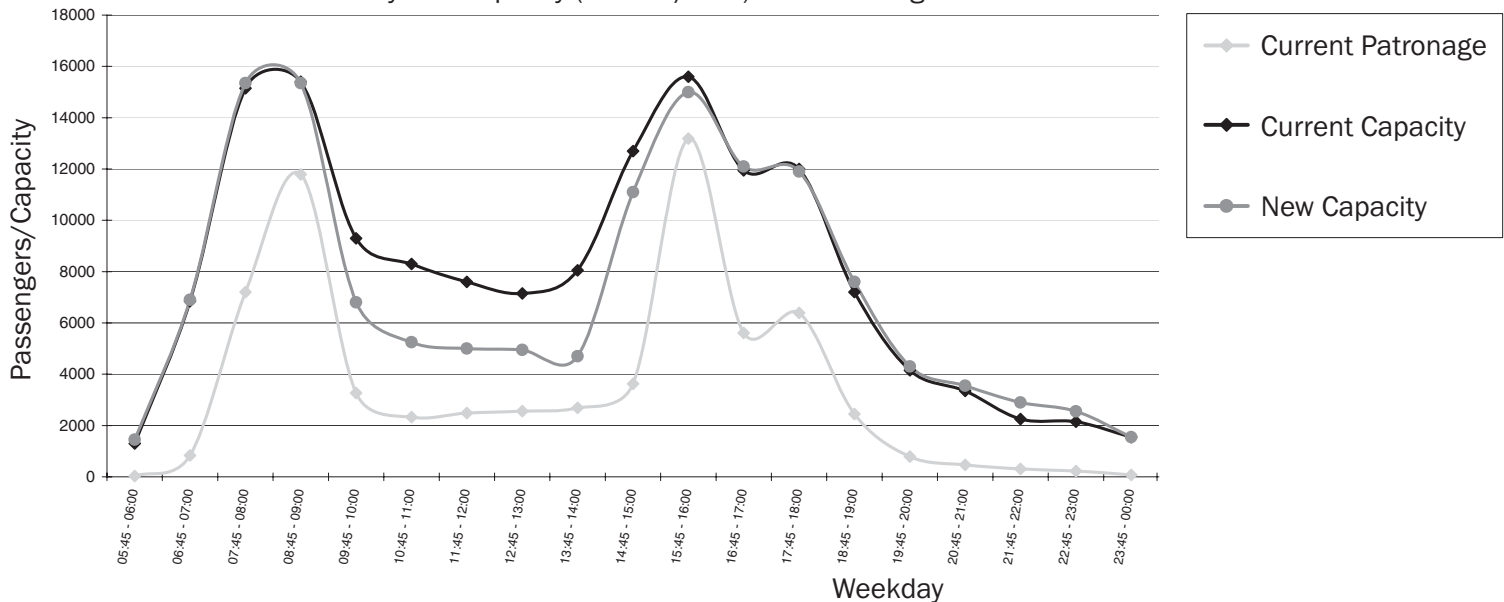
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There will be modifications to the 'off peak' route services. The services now will be at a regular time, ie hourly. Coverage has not been reduced. Based on current usage on the inter peaks during the week, ACTION is currently supplying enough buses to carry approx. 8,000 passengers per hour. We are actually carrying approx. 2,300 passengers. This is an over servicing of 70% capacity in our buses.

Network 06 will continue to supply enough buses to carry 5,000 passengers per hour. This will still be above the current (approx.) 2,300 passengers per hour demand.

Please turn over to view the graph.

Daily Bus Capacity (Current/New) and Patronage



### What are the changes to evening services?

Some weekday evening bus routes and numbers will change. Evening services will be similar to weekend services, hourly on fixed routes. From listening to customers and drivers about the Flexibus system, ACTION believes a timetabled service creates more confidence for the public transport user. Customers will no longer have to ring ACTION to book a bus to travel. The new evening services will benefit many Canberrans, such as teenagers with part time evening jobs, shift workers, etc.

Improved frequency - there will be a 15 minute frequency on Intertown evening services - it is currently a 20 minute frequency.

### What is happening with Flexibus?

Flexibus was introduced in April 2005 to address the patronage decline on ACTION's evening services and create a more efficient and responsive service for customers. Although ACTION believes this type of service is innovative and provides flexibility for customers, feedback from drivers and customers has determined that customers prefer a timetabled service. Flexibus will be replaced by timetabled fixed routes.

### What are the changes to weekend services?

Most weekend bus routes and numbers will change. Weekend services will be hourly on fixed routes as per evening services. The new services better fit demand with resources. Coverage is maintained for all areas.

### Don't miss the bus!

To find out what has changed, check out the new timetables at [www.action.act.gov.au](http://www.action.act.gov.au) or call ACTION on 13 17 10.

### What other network improvements are there?

There will be improved connections with routes, such as:

- services to the new suburb of Harrison
- additional express services in peak periods
- use of articulated buses in peak periods for extra capacity
- improved connections between routes and intertown services, particularly weekends and evenings
- increased frequency for intertown services for evenings
- improved, reliable evening services
- memory timetable for evenings and weekends
- services from Manuka to Fyshwick
- morning services to Canberra Railway Station
- services to the Canberra Eye Hospital
- services to the National Zoo and Aquarium, Telstra Tower and the Botanic Gardens during school holidays

New printed timetables will be available from all bus interchanges and Canberra Connect Shopfronts from **Monday 27 November 2006.**