

Estimates Committee 2013
Questions Taken On Notice

(18/06/2013 to 27/06/2013)

Date: 20/06/2013

Output:

Sub Output:

Subject: Economic investment of WiFi

From:Mr Gerry McCarthy to Chief Minister Adam Giles
Department of Transport

3-17

Question:

Chief Minister, can you provide for the committee any economic analysis that has been conducted into the investment of WiFi on our buses in terms of the IT technology, the operating systems, the staffing, the training and the ongoing IT support needed.

Answer:

Answered On: 11/07/2013

ESTIMATES COMMITTEE

Question Taken on Notice

Date: 20 June 2013

Subject: Wi-Fi on Territory Buses

From: Member for Barkly

To: Minister for Transport

Department: Transport

Number: 3.17

Question:

Can you provide for the committee any economic analysis conducted into the investment in terms of IT technology, operating systems, staffing, training and ongoing support needed for the Wi-Fi system on Territory buses.

Answer:

The Northern Territory Government is committed to improving public transport systems in Darwin and Alice Springs and this is evidenced by new initiatives announced in the 2013-14 Budget. The Government has introduced new services to accommodate population growth and has made a commitment to deliver a new ticketing framework which will facilitate improvements to the customer experience on the Darwin and Alice Springs networks. The Government has also made a significant investment to upgrade bus stop infrastructure to ensure *Disability Discrimination Act* compliance targets are reached.

A number of studies published by the Australian Bureau of Statistics and the Bureau of Infrastructure, Transport and Regional Economics, among others, comment on the benefit of commuters choosing public transport over private vehicles in terms of environmental factors, including road safety, congestion and reduced emissions and fuel usage.

Initiatives such as Wi-Fi at interchanges and on buses have a positive outcome on the customer experience and potentially attract new riders to the public transport system.

Since implementation a total of 8785 unique users have accessed the Wi-Fi service 55 531 times, which represents an average of six times per user.

The installation costs of Wi-Fi are as follows:

- total installation cost for interchanges including variations: \$84 558.60 including GST;
- total installation cost for first 5 x Darwin buses: \$49 940.00 including GST;
- total installation cost for additional 5 x Darwin buses: \$46 050.95 including GST; and
- total installation cost for 5 x Alice Springs Buses: \$49 130.95 including GST.

Annual Operating costs:

- 10 x Darwin buses per annum: \$28 258.45 including GST;
- 5 x Alice Springs buses per annum: \$13 518.45 including GST; and
- 3 x interchanges per annum: \$20 582.00 including GST.

Operating costs are inclusive of data transmission, equipment and portal maintenance and servicing.

There are no Department of Transport staffing resources, services or training required for the installation and maintenance of the Wi-Fi system, as these works are provided by the contractor.