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Research + Evaluation + Strategy + Insights + Consultation + Engagement
Advising Government, the Community Sector and Industry since 1981

THE CANBERRA OMNIBUS SURVEY

Results to a Series of Questions on **Attitudes to Various TCCS Services**

on the WintonSRS
Canberra Omnibus Survey

Conducted for
Transport Canberra and City
Services Directorate (TCCS)
ACT Government

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1. Introduction

Transport Canberra and City Services (TCCS) delivers municipal services and programs to residents of the ACT, including waste and recycling management, public transport, road construction and maintenance, library services, and management of public recreation areas. As part of its commitment to improving service delivery to ACT residents, TCCS conducts an annual community satisfaction survey.

This report inherits research from several different providers (one conducted the waves in 2017 and 2018, and the other conducted the 2019 wave) and seeks to provide a clear depiction of progress across the years on relevant measures.

In 2020, Winton Sustainable Research Strategies Pty Ltd was commissioned to assist with the implementation, analysis and reporting of the 2020 survey, using our Canberra Omnibus Survey (COS), and to provide meaningful comparisons between survey waves.

The current 2021 Survey provides a fuller analysis than in previous surveys, including the addition of reasons for satisfaction and dissatisfaction ratings, and suggestions for how reasons for dissatisfaction might be improved.

2. The Canberra Omnibus Survey – Methodology

The WintonSRS Canberra Omnibus Survey (COS) is a monthly multi-client survey of 1,000 adults within the ACT boundaries.

The survey is conducted monthly mainly by telephone with a fresh sample of 1,000 people representative of the adult Canberra community, with findings compiled into a succinct tabular report.

Keeping up with rapid changes in people's behaviour regarding market and social research surveys, we now draw melded samples of landlines, plus mobile phone numbers (better to include highly mobile and younger people), plus a small on-line sample component (better to include people who are unable or unwilling to be interviewed by telephone).

The sample is weighted by age, gender, area and education to align it with ABS population estimates, then used to provide the most accurate representation of the population.

Surveying for the May 2021 wave took place over the period 6 to 12 May 2021.

A Note on Sampling Tolerances:

All surveys have a range of different types of tolerances associated with them, including sampling tolerance, which depicts how confident we can be that the survey result reflects the 'real' result. In a probability sample such as that used in surveys of this kind, we can estimate the sample tolerance associated with the full sample size and with various subgroups. The table below shows the estimated maximum sample tolerance at the 95% confidence level (that is, we would expect the survey result to be within $\pm x$ % of the real-world situation 95% of the time).

Size of Sample or Sub-Sample	Examples	Maximum sampling tolerance at the 95 % confidence level
5,000		$\pm 1\%$
2,000		$\pm 2\%$
1,000	Total COS sample	$\pm 3\%$
900		$\pm 3\%$
500	Men, Women	$\pm 4\%$
400		$\pm 5\%$
300	Age groups	$\pm 6\%$
200		$\pm 7\%$
150	Regions	$\pm 8\%$

In other words, what the above sampling tolerance table indicates is that if the response to a question asked of the whole 1,000 sample is, say, around 50% 'yes' versus 50% 'no', then on 19 in 20 occasions this result will be within around 3% either way of the result that would have been obtained if the whole adult population (18+ population \cong 320,000) had been asked.

Sub-samples smaller than 150 should be treated with some caution (ie: samples smaller than 15% of the total sample in this survey), and individual results should be considered indicative only unless they fit in to a larger pattern. Samples of less than 30 are generally considered insufficient for even indicative consideration.

Since 2018, only whole percentages are used in line with current statistical protocols. As a result, some columns in the tables of results may add to slightly more or slightly less than 100%, due to rounding.

Means are not provided for Likert scales as they are not considered to be effective measures. In nearly all cases, not only is it mathematically wrong, taking the average of ordinal data such as a Likert-scale variable will *not* provide useful answers to the questions that managers can use to make actionable decisions¹.

¹ See <https://bookdown.org/Rmadillo/likert/summary.html> and https://en.wikipedia.org/wiki/Ordinal_data.

3. Summary of Findings and Insights

3.1 Overview

The two tables below are provided in the same layout as those on pages 16 and 17 of the 2019 report², showing year-by-year comparisons over the past five years.

Year-by-Year Satisfaction Comparisons

Indicator	2017	2018	2019	2020	2021
1. Access to cycle paths and walking paths	91%	91%	92%	90%	88%
2. Library services	95%	98%	97%	96%	95%
3. Road network overall	85%	87%	86%	81%	80%
4. Waste and recycling services overall	88%	97%	94%	89%	90%
5. Management of sportsgrounds	-	97%	96%	85%	87%
6. Overall management of municipal services*	-	-	-	84%	88%
7. Community engagement experience**	71%	84%	62%	81%	89%
8. Transport Canberra Bus service overall	88%	91%	68%	74%	78%
9. Transport Canberra light rail service overall	-	-	85%	90%	91%

 Accountability indicator % Change is not significant % Significant increase^o % Significant decrease^o

^o Significant increase/decrease refers to statistically significant differences between 2020 and 2021 figures.

* Item not asked previously.

** In the 2019 survey report, this indicator is worded as:

'Community consultation re: changes/improvements to services.'

Year-by-Year Dissatisfaction Comparisons

Indicator	2017	2018	2019	2020	2021
1. Access to cycle paths and walking paths	9%	8%	8%	10%	12%
2. Library services	5%	2%	3%	4%	5%
3. Road network overall	15%	13%	14%	19%	20%
4. Waste and recycling services overall	12%	3%	6%	15%	10%
5. Management of sportsgrounds	-	3%	4%	15%	13%
6. Overall management of municipal services*	-	-	-	16%	12%
7. Community engagement experience**	29%	16%	38%	19%	11%
8. Transport Canberra Bus service overall	12%	9%	32%	26%	22%
9. Transport Canberra light rail service overall	-	-	15%	10%	9%

 Accountability indicator % Change is not significant % Significant increase^o % Significant decrease^o

^o Significant increase/decrease refers to statistically significant differences between 2020 and 2021 figures.

* Item not asked previously.

** In the 2019 survey report, this indicator is worded as:

'Community consultation re: changes/improvements to services. Note small base size in 2020, and possibly previously.'

² Transport Canberra and City Services 2019 Community Survey, Colmar Brunton July 2019.

About the Following Sections:

In reading the following sections, in line with earlier surveys, Tables a and b in each section are based on those expressing an opinion, thus leaving out the unshures and those with no opinion either because they have no interaction or knowledge of a particular service or feature, or because they have not formed an opinion about it³.

On the other hand, with the reasons for satisfaction (Tables c), dissatisfaction (Tables d) and among those dissatisfied, how to fix or respond to their dissatisfaction (Tables e), these table are all based on the total sample, to indicate how prevalent those views are across the whole (18yrs+) population.

The row showing the 'Percentage of whole sample who responded meaningfully' in Tables c, d and e will therefore be smaller than the totals of those satisfied and dissatisfied in Table a and b, although they represent the same people.

As all percentages are rounded up or down to the nearest whole percent, 0% represents any percentage under half a percent.

³ This was a commonly adopted practice carried out by the previous contractors for this survey which we have continued for direct comparability across surveys. On the other hands, reasons for satisfaction and dissatisfaction should be cast in perspective in terms of the whole sample.

3.2 Cycle Paths and Walking Paths

Preamble to Q1:

Transport Canberra and City Services is a Directorate within the ACT Government that delivers a range of municipal services. These services include transport, road and path maintenance, city upgrade projects, public libraries, waste and recycling collection, maintenance of our cemeteries and maintenance of sportsgrounds and urban spaces.

The questions below relate to the programs and initiatives Transport Canberra and City Services delivers.

Table No. A:

Ask all

Q1 How satisfied or dissatisfied are you with access to cycle paths and walking paths?

Table No. Aa:

Among those who expressed an opinion:	Total %	AGE			GENDER		REGION					
		18-39 years %	40-69 years %	70+ years %	Men %	Women %	Belconnen %	Gungahlin %	WV+WC+Molo %	Tuggeranong %	Inner North %	Inner South %
Very satisfied	29	33	23	32	33	25	25	35	25	23	35	36
Satisfied	59	56	63	59	56	62	65	61	67	55	56	39
Dissatisfied	10	9	11	9	9	11	9	4	6	17	6	25
Very dissatisfied	2	2	3	0	2	2	1	2	2	5	3	0
Total satisfied	88	89	86	91	89	87	90	96	92	78	91	75
Total dissatisfied	12	11	14	9	11	13	10	6	8	22	9	25
<i>Base [n=]</i>	905	410	421	73	410	495	214	147	137	194	142	70

Table No. Ab

Among those who expressed an opinion:	Total %	DWELLING TYPE			HOUSING TENDER				EDUCATION		
		Detached %	Semi TH terrace %	Apartment %	Own outright %	Own with mortgage %	Rent privately %	Rent PHetc %	No tertiary %	Undergrad degree %	Post graduate %
Very satisfied	29	25	33	34	31	28	28	19	28	31	25
Satisfied	59	63	51	53	60	62	56	61	54	59	67
Dissatisfied	10	9	16	11	7	7	15	16	15	9	5
Very dissatisfied	2	3	0	2	2	3	1	4	3	1	3
Total satisfied	88	88	84	87	91	90	84	80	82	90	92
Total dissatisfied	12	12	16	13	9	10	16	20	18	10	8
<i>Base [n=]</i>	905	597	153	155	231	314	247	105	345	303	257

Table No Ac: Cycle Paths - Why Satisfied

	Total %	Belconnen %	Gungahlin %	WC+WV+Mol %	Tuggeranong %	Inner North %	Inner South %
Ample/ in many areas	30	36	22	38	28	27	28
General positives/ unspecified	20	19	25	4	16	33	34
Well-maintained	12	9	19	14	11	9	3
Ideal for cyclists	6	9	6	7	5	4	0
Safe/ secure	1	1	3	1	2	2	0
Well-planned	0	0	1	0	0	2	0
Good signage	0	0	0	0	0	2	0
Satisfied, but	9	6	5	14	7	8	3
Percentage of whole sample who responded meaningfully	78	79	82	77	70	85	69
Remainder of sample	22	21	18	23	30	15	31
<i>Base [n=]</i>	1002	244	167	158	212	148	73

Table No. Ad: Cycle paths – Why dissatisfied

	Total %	Belconne n %	Gungahli n %	WC+WV+ Mol %	Tuggeranong %	Inner North %	Inner South %
Poor standard/ not well-maintained	6	4	1	6	13	4	14
Need more walking paths	1	1	1	0	2	0	0
Need more cycle paths	1	3	0	1	1	0	3
Dangerous/ unsafe	0	0	0	0	0	2	0
Cyclists won't use them/ prefer roads	1	1	0	0	1	2	7
Dissatisfied, but.....	2	0	1	0	3	2	0
Percentage of whole sample who responded meaningfully	11	8	4	7	20	9	24
Remainder of sample	89	92	96	93	80	91	76
<i>Base [n=]</i>	<i>1002</i>	<i>244</i>	<i>167</i>	<i>158</i>	<i>212</i>	<i>148</i>	<i>73</i>

Table No. Ae: Cycle paths - How to fix problems or respond to the dissatisfied

	Total %	Belconne n %	Gungahli n %	WC+WV+ Mol %	Tuggeranong %	Inner North %	Inner South %
More maintenance generally	5	4	0	5	10	2	7
Provide more walking paths/ extend paths	2	1	1	0	2	2	7
Provide more cycling paths	1	2	0	1	1	2	0
Look for work that needs doing	1	0	1	1	4	0	0
Force cyclists off roads onto paths	1	1	0	0	0	2	3
Add lighting to paths	0	0	0	0	0	2	0
Other/ Unsure	2	1	1	2	4	2	7
Percentage of whole sample who responded meaningfully	12	8	4	9	20	11	24
Remainder of sample	88	92	96	91	80	89	76
<i>Base [n=]</i>	<i>1002</i>	<i>244</i>	<i>167</i>	<i>158</i>	<i>212</i>	<i>148</i>	<i>73</i>

3.3 Library Services

Table B:

Ask all

Q2 How satisfied or dissatisfied are you with library services?

Table No. Ba:

Among those who expressed an opinion:	Total %	AGE			GENDER		REGION					
		18-39 years %	40-69 years %	70+ years %	Men %	Women %	Belconnen %	Gungahlin %	WV+WC+Molo %	Tuggeranong %	Inner North %	Inner South %
Very satisfied	31	28	35	25	28	33	29	39	29	28	35	17
Satisfied	64	64	61	75	64	64	64	55	71	67	59	78
Dissatisfied	5	8	3	0	8	2	5	6	0	5	6	5
Very dissatisfied	0	0	1	0	0	1	2	0	0	0	0	0
Total satisfied	95	92	96	100	92	97	93	94	100	95	94	95
Total dissatisfied	5	8	4	0	8	3	7	6	0	5	6	5
<i>Base [n=]</i>	732	308	340	84	308	424	179	127	94	143	130	58

Table No. Bb

Among those who expressed an opinion:	Total %	DWELLING TYPE			HOUSING TENDER				EDUCATION		
		Detached %	Semi TH terrace %	Apartment %	Own outright %	Own with mortgage %	Rent privately %	Rent PHetc %	No tertiary %	Undergrad degree %	Post graduate %
Very satisfied	31	29	47	20	32	28	36	25	36	27	30
Satisfied	64	65	49	78	67	64	58	70	61	68	63
Dissatisfied	5	5	4	2	1	7	6	5	3	5	6
Very dissatisfied	0	1	0	0	0	1	0	0	0	0	1
Total satisfied	95	94	96	98	99	92	94	95	97	95	93
Total dissatisfied	5	6	4	2	1	8	6	5	3	5	7
<i>Base [n=]</i>	732	497	122	113	222	226	185	94	266	249	217

Table No. Bc: Libraries – Why satisfied

	Total %	Belconnen %	Gungahlin %	WC+WV+Mol %	Tuggeranong %	Inner North %	Inner South %
General positives	20	18	13	22	23	20	38
Great range/ variety of books/ resources	16	19	9	13	21	15	21
Great service(s)	10	11	9	13	4	12	17
Friendly/ helpful staff	7	8	5	6	5	15	7
Well-maintained/ clean	5	3	11	4	2	9	3
Free/ no cost	1	0	1	0	0	2	0
Community programs/ giggle & wiggle	1	1	3	0	1	0	0
BorrowBox/ book club/ large group borrow	0	0	0	1	1	0	0
Open during Covid	0	0	0	0	1	2	0
Satisfied, but.....	7	12	11	2	8	3	3
Percentage of whole sample who responded meaningfully	69	72	61	60	66	77	90
Remainder of sample	31	28	39	40	34	23	10
<i>Base [n=]</i>	1002	244	167	158	212	148	73

Table No. Bd: Libraries – Why dissatisfied

	Total %	Belconnen %	Gungahlin %	WC+WV+ Mol %	Tuggerano ng %	Inner North %	Inner South %
Inaccessible/ none near me	1	1	1	0	0	0	0
Slow/ difficult service	0	1	0	0	0	0	0
Unfriendly/ unhelpful staff	0	0	1	0	0	2	0
None near me	0	1	1	0	0	0	0
Noisy/ dirty/ untidy	0	0	1	0	0	0	0
Inadequate collection/ too few new books	0	0	1	0	0	0	0
Dislike security screens/ grids	0	0	1	0	0	0	0
Unsure	1	1	0	0	3	2	0
Percentage of whole sample who responded meaningfully	3	4	8	0	3	4	0
Remainder of sample	97	96	92	100	97	96	100
<i>Base [n=]</i>	<i>1002</i>	<i>244</i>	<i>167</i>	<i>158</i>	<i>212</i>	<i>148</i>	<i>73</i>

Table No. Be: Libraries - How to fix problems or respond to the dissatisfied

	Total %	Belconnen %	Gungahlin %	WC+WV+ Mol %	Tuggerano ng %	Inner North %	Inner South %
Employ more enthusiastic staff	1	1	1	2	1	2	0
Build more libraries	1	0	2	0	1	0	0
Encourage more patronage	0	1	0	0	0	0	0
Buy newer books	0	0	1	0	0	0	0
Better funding/ resourcing	0	1	0	0	0	0	0
Insist on silence	0	0	1	0	0	0	0
Remove security grids	0	0	1	0	0	0	0
Unsure	1	1	4	0	1	2	0
Percentage of whole sample who responded meaningfully	4	4	12	2	4	4	0
Remainder of sample	96	96	88	98	96	96	100
<i>Base [n=]</i>	<i>1002</i>	<i>244</i>	<i>167</i>	<i>158</i>	<i>212</i>	<i>148</i>	<i>73</i>

3.4 The Road Network Overall

Table C:

Ask all

Q3 How satisfied or dissatisfied are you with the road network overall?

Table No. Ca:

Among those who expressed an opinion:	Total %	AGE			GENDER		REGION					
		18-39 years %	40-69 years %	70+ years %	Men %	Women %	Belconnen %	Gungahlin %	WV+WC+Molo %	Tuggeranong %	Inner North %	Inner South %
Very satisfied	15	18	11	15	18	12	12	15	16	8	19	32
Satisfied	65	59	70	74	59	70	65	53	70	70	72	60
Dissatisfied	16	20	13	11	20	13	16	28	9	18	7	8
Very dissatisfied	4	3	6	0	3	5	7	4	5	4	2	0
Total satisfied	80	77	81	89	77	82	77	68	86	78	91	92
Total dissatisfied	20	23	19	11	23	18	23	32	14	22	9	192
<i>Base [n=]</i>	<i>948</i>	<i>416</i>	<i>443</i>	<i>89</i>	<i>416</i>	<i>532</i>	<i>238</i>	<i>158</i>	<i>151</i>	<i>198</i>	<i>141</i>	<i>63</i>

Table No. Cb

Among those who expressed an opinion:	Total %	DWELLING TYPE			HOUSING TENDER				EDUCATION		
		Detached %	Semi TH terrace %	Apartment %	Own outright %	Own with mortgage %	Rent privately %	Rent PHetc %	No tertiary %	Undergrad degree %	Post graduate %
Very satisfied	15	10	20	25	14	11	20	12	9	18	18
Satisfied	65	67	65	62	68	71	63	53	65	66	66
Dissatisfied	16	19	11	8	13	14	14	29	20	14	12
Very dissatisfied	4	4	4	5	5	4	3	6	6	2	4
Total satisfied	80	77	85	87	82	82	83	65	74	84	84
Total dissatisfied	20	23	15	13	18	18	17	35	26	16	16
<i>Base [n=]</i>	<i>948</i>	<i>626</i>	<i>162</i>	<i>160</i>	<i>252</i>	<i>313</i>	<i>250</i>	<i>126</i>	<i>371</i>	<i>323</i>	<i>255</i>

Table No. Cc: Road network – Reasons for Satisfaction

	Total %	Belconnen %	Gungahlin %	WC+WV+Mol %	Tuggeranong %	Inner North %	Inner South %
Generally good/ Non-specific positives	31	18	21	36	28	51	58
Roads well-designed	13	15	14	15	16	10	0
Easy to follow routes	5	6	4	7	6	3	0
Roads well-planned	3	3	5	1	1	3	0
Usually free-flowing	3	3	1	4	3	2	3
Better than other cities	2	1	3	0	5	2	0
Too crowded at peak times	1	3	1	0	1	0	0
Safe/ no potholes	1	1	1	0	0	0	0
Satisfied, but.....	16	23	9	19	10	15	14
Percentage of whole sample who responded meaningfully	74	73	60	81	70	87	76
Remainder of sample	26	27	40	19	30	13	24
<i>Base [n=]</i>	<i>1002</i>	<i>244</i>	<i>167</i>	<i>158</i>	<i>212</i>	<i>148</i>	<i>73</i>

Table No. Cd: Road network – Why dissatisfied

	Total %	Belconnen %	Gungahlin %	WC+WV+ Mol %	Tuggerano ng %	Inner North %	Inner South %
Potholes galore/ degraded/ bumpy	8	13	5	7	10	4	7
roadworks delaying traffic	2	2	6	2	0	0	0
Congestion/ overcrowded	2	2	6	0	1	2	0
Poor planning	2	3	6	1	2	0	0
Road closures	1	1	0	2	0	0	0
Too many temporary fixes/ patch-ups, rather than proper repairs	1	0	1	0	2	0	0
Traffic lights/ too many/ uncoordinated	0	0	0	0	2	0	0
Inadequate parking curbside	0	1	0	0	1	0	0
Poor in new suburbs	0	0	0	0	1	0	0
Unsure	2	2	4	2	1	5	0
Percentage of whole sample who responded meaningfully	19	23	29	13	21	10	7
Remainder of sample	81	77	71	87	79	90	93
<i>Base [n=]</i>	<i>1002</i>	<i>244</i>	<i>167</i>	<i>158</i>	<i>212</i>	<i>148</i>	<i>73</i>

Table No, Ce: Road network - How to fix problems or respond to the dissatisfied

	Total %	Belconnen %	Gungahlin %	WC+WV+ Mol %	Tuggerano ng %	Inner North %	Inner South %
Fix potholes properly/ immediately	7	8	5	8	11	4	3
Anticipate popln growth/ match it	3	7	4	1	3	0	0
build better roads initially/ that won't pothole	2	3	3	0	1	3	0
Schedule roadwork when traffic is quiet/ nighttime	1	0	4	0	0	0	0
Give advance notice of roadwork	1	0	0	4	0	0	0
Fewer traffic lights/ time them better	1	0	4	0	2	0	0
Fix roads sequentially but not concurrently	1	1	3	1	0	0	3
better planning/ think through problems	1	2	5	0	1	0	0
Stop overbuilding/ popln growth to reduce congestion	0	0	1	0	0	0	0
Unsure	3	3	5	2	5	3	0
Percentage of whole sample who responded meaningfully	20	23	33	15	22	10	7
Remainder of sample	80	77	67	85	78	90	93
<i>Base [n=]</i>	<i>1002</i>	<i>244</i>	<i>167</i>	<i>158</i>	<i>212</i>	<i>148</i>	<i>73</i>

3.5 Waste and Recycling Collection Services

Table D:

Ask all

Q4 How satisfied or dissatisfied are you with waste and recycling collection services overall?

Table No. Da:

Among those who expressed an opinion:	Total %	AGE			GENDER		REGION					
		18-39 years %	40-69 years %	70+ years %	Men %	Women %	Belconnen %	Gungahlin %	WV+WC+Molo %	Tuggeranong %	Inner North %	Inner South %
Very satisfied	27	26	24	47	26	28	28	23	28	25	39	13
Satisfied	63	64	65	47	64	62	58	64	64	67	55	71
Dissatisfied	7	6	11	0	6	9	11	7	7	8	4	8
Very dissatisfied	3	4	0	6	4	1	3	6	1	0	2	8
Total satisfied	90	90	89	94	90	90	86	87	92	92	94	84
Total dissatisfied	10	10	11	6	10	10	14	13	8	8	6	16
<i>Base [n=]</i>	<i>939</i>	<i>401</i>	<i>448</i>	<i>89</i>	<i>401</i>	<i>537</i>	<i>232</i>	<i>156</i>	<i>151</i>	<i>199</i>	<i>141</i>	<i>60</i>

Table No. Db

Among those who expressed an opinion:	Total %	DWELLING TYPE			HOUSING TENDER				EDUCATION		
		Detached %	Semi TH terrace %	Apartment %	Own outright %	Own with mortgage %	Rent privately %	Rent PHetc %	No tertiary %	Undergrad degree %	Post graduate %
Very satisfied	27	28	28	24	41	26	20	16	25	22	36
Satisfied	63	61	64	63	55	60	64	77	60	69	57
Dissatisfied	7	8	6	11	1	13	10	5	12	6	4
Very dissatisfied	3	3	2	2	3	1	6	2	3	3	3
Total satisfied	90	89	92	87	96	86	84	93	85	91	93
Total dissatisfied	10	11	8	13	4	14	16	7	15	9	7
<i>Base [n=]</i>	<i>939</i>	<i>629</i>	<i>162</i>	<i>148</i>	<i>248</i>	<i>320</i>	<i>239</i>	<i>125</i>	<i>363</i>	<i>319</i>	<i>257</i>

Table No. Dc: Waste/ recycling – Why satisfied

	Total %	Belconnen %	Gungahlin %	WC+WV+Mol %	Tuggeranong %	Inner North %	Inner South %
Well-managed/ reliable/ efficient	41	49	44	39	43	30	34
Generally good/ Non-specific positives	22	18	17	25	20	31	28
Easy access to drop-off locations like green bin	2	4	1	1	4	0	0
like green bin	2	1	1	3	4	2	0
Clean/ no mess	1	1	0	0	0	5	0
Maintain service during strikes	1	0	2	4	2	0	0
Variety of options	0	0	1	0	0	0	0
Tip is easy to use	0	1	0	0	1	0	0
Recyclopedia is good resource	0	0	1	0	0	0	0
Satisfied, but....	12	7	9	15	13	21	7
Percentage of whole sample who responded meaningfully	83	82	77	87	85	88	69
Remainder of sample	17	18	23	13	15	12	31
<i>Base [n=]</i>	<i>1002</i>	<i>244</i>	<i>167</i>	<i>158</i>	<i>212</i>	<i>148</i>	<i>73</i>

Table No. Dd: Waste/ recycling – Why dissatisfied

	Total %	Belconnen %	Gungahlin %	WC+WV+ Mol %	Tuggerano ng %	Inner North %	Inner South %
Need more frequent pick-ups	2	5	1	2	0	2	0
Missed pick-ups	2	3	4	3	0	0	0
Messy/ drivers don't care	1	1	1	1	1	2	0
Need bigger recycling bins	1	1	0	0	1	0	0
Strikes	1	0	1	0	2	0	3
Should be paid for recycling	0	0	0	0	1	0	0
Mixed together in same truck	0	1	0	0	0	0	0
Renters/ apartments pay for recycling	0	0	1	0	0	0	0
Unsure	3	2	3	2	2	2	10
Percentage of whole sample who responded meaningfully	10	13	12	7	8	5	14
Remainder of sample	90	87	88	93	92	95	86
<i>Base [n=]</i>	<i>1002</i>	<i>244</i>	<i>167</i>	<i>158</i>	<i>212</i>	<i>148</i>	<i>73</i>

Table No, De: Waste/ recycling – How to fix problems or respond to the dissatisfied

	Total %	Belconnen %	Gungahlin %	WC+WV+ Mol %	Tuggerano ng %	Inner North %	Inner South %
Bigger bins or more frequent pick-ups	4	6	4	4	3	2	0
Employ drivers who care	1	0	4	2	1	2	0
Incentive to green bin users/ Trailer load of mulch yearly	1	0	0	0	3	0	0
Engage better contractors	1	1	1	0	0	0	0
Ban strikes	1	1	1	0	0	2	3
Consult the community/ ask what we want	0	0	3	0	0	0	0
Change the government	0	0	0	2	0	0	0
Equality for renters and apartment dwellers	0	0	1	0	0	0	0
Unsure	3	5	0	0	2	2	10
Percentage of whole sample who responded meaningfully	11	13	15	7	9	7	4
Remainder of sample	89	87	85	93	91	93	86
<i>Base [n=]</i>	<i>1002</i>	<i>244</i>	<i>167</i>	<i>158</i>	<i>212</i>	<i>148</i>	<i>73</i>

3.6 Management of Sportsgrounds

Table E:

Ask all

Q5 How satisfied or dissatisfied are you with the management of sportsgrounds?

Table No. Ea:

Among those who expressed an opinion:	Total %	AGE			GENDER		REGION					
		18-39 years %	40-69 years %	70+ years %	Men %	Women %	Belconnen %	Gungahlin %	WV+WC+Molo %	Tuggeranong %	Inner North %	Inner South %
Very satisfied	17	19	15	20	19	16	16	19	12	13	22	27
Satisfied	70	70	71	63	70	70	67	72	64	78	71	64
Dissatisfied	10	8	11	16	8	11	14	5	20	6	5	9
Very dissatisfied	3	3	3	1	3	3	3	4	4	3	2	0
Total satisfied	87	89	86	83	89	86	83	91	76	91	93	91
Total dissatisfied	13	11	14	17	11	14	17	9	24	9	7	9
<i>Base [n=]</i>	711	319	333	59	319	392	178	119	98	157	103	55

Table No. Eb

Among those who expressed an opinion:	Total %	DWELLING TYPE			HOUSING TENDER				EDUCATION		
		Detached %	Semi TH terrace %	Apartment %	Own outright %	Own with mortgage %	Rent privately %	Rent PHetc %	No tertiary %	Undergrad degree %	Post graduate %
Very satisfied	17	16	18	21	19	14	21	13	19	14	18
Satisfied	70	70	74	68	63	72	74	70	70	70	72
Dissatisfied	10	12	5	9	12	14	3	12	7	14	8
Very dissatisfied	3	2	3	2	6	0	2	5	4	2	2
Total satisfied	87	86	92	89	82	86	95	83	89	84	90
Total dissatisfied	13	14	8	11	18	14	5	17	11	16	10
<i>Base [n=]</i>	711	465	128	118	182	247	188	89	266	238	207

Table No. Ec: Sportsgrounds – Reasons for Satisfaction

	Total %	Belconnen %	Gungahlin %	WC+WV+Mol %	Tuggeranong %	Inner North %	Inner South %
Well-managed/ maintained/ kept	25	23	26	22	33	16	34
Generally good/ Non-specific positives	17	19	17	8	17	22	24
Well-mown/ nice surface/ lush/ green	4	9	0	2	5	5	0
Wide range throughout Canberra	2	1	4	5	2	2	0
Clean/ welcoming/ safe	2	0	1	1	0	5	7
Well-utilised	1	2	0	1	0	0	0
Satisfied, but.....	9	6	13	7	9	13	3
Percentage of whole sample who responded meaningfully	61	61	61	46	66	63	69
Remainder of sample	39	39	39	54	34	37	31
<i>Base [n=]</i>	1002	244	167	158	212	148	73

Table No. Ed: Sportsgrounds – Why dissatisfied

	Total %	Belconnen %	Gungahlin %	WC+WV+ Mol %	Tuggerano ng %	Inner North %	Inner South %
Not maintained/ poorly managed	2	3	0	5	1	0	0
Not mown on time/ long grass	2	3	1	4	0	0	0
Poor surfaces/ weed ridden/ hard ground	1	2	0	1	0	0	0
Unkempt/ dirty/ not looked after	1	0	1	4	0	2	0
Under-utilised/ not used	1	1	3	1	0	0	0
Not watered during drought	1	0	0	0	1	0	7
Unmonitored at night	0	1	0	0	0	0	0
Being closed/ sold off	0	1	0	0	0	0	0
Lack equipment	0	0	0	0	1	2	0
Unsure	1	1	1	0	3	2	0
Percentage of whole sample who responded meaningfully	9	12	6	14	7	5	7
Remainder of sample	91	88	94	86	93	95	93
<i>Base [n=]</i>	<i>1002</i>	<i>244</i>	<i>167</i>	<i>158</i>	<i>212</i>	<i>148</i>	<i>73</i>

Table No. Ee: Sportsgrounds - How to fix problems or respond to the dissatisfied

	Total %	Belconnen %	Gungahlin %	WC+WV+ Mol %	Tuggerano ng %	Inner North %	Inner South %
Improve maintenance	4	8	1	6	3	2	0
Need regular watering	1	1	0	0	1	0	7
More regular mowing	1	1	0	4	0	0	0
Better qualified groundsmen/ improve surface/ paid positions	1	1	1	1	0	0	0
Need night patrols	0	1	0	0	0	0	0
Broaden uses/ fetes/ markets/ community events	0	0	1	0	0	0	0
Limit car access	0	1	0	0	1	0	0
Unsure	3	0	5	5	1	5	0
Percentage of whole sample who responded meaningfully	10	12	9	16	7	6	7
Remainder of sample	90	88	91	84	93	94	93
<i>Base [n=]</i>	<i>1002</i>	<i>244</i>	<i>167</i>	<i>158</i>	<i>212</i>	<i>148</i>	<i>73</i>

3.7 Overall Management of City Services

Table F:

Ask all

Q6 How satisfied are you with the overall management of municipal services?

Table No. Fa:

Among those who expressed an opinion:	Total %	AGE			GENDER		REGION					
		18-39 years %	40-69 years %	70+ years %	Men %	Women %	Belconnen %	Gungahlin %	WV+WC+Molo %	Tuggeranong %	Inner North %	Inner South %
Very satisfied	12	12	11	10	12	11	6	14	9	12	16	20
Satisfied	76	76	74	85	76	76	78	71	75	74	80	76
Dissatisfied	9	8	13	2	8	11	15	9	14	10	4	0
Very dissatisfied	3	4	2	3	4	2	1	6	2	4	0	4
Total satisfied	88	88	85	95	88	87	84	85	84	86	96	96
Total dissatisfied	12	12	15	5	12	13	16	15	16	14	4	4
<i>Base [n=]</i>	<i>881</i>	<i>370</i>	<i>422</i>	<i>89</i>	<i>370</i>	<i>511</i>	<i>213</i>	<i>140</i>	<i>144</i>	<i>180</i>	<i>141</i>	<i>63</i>

Table No. Fb:

Among those who expressed an opinion:	Total %	DWELLING TYPE			HOUSING TENDER				EDUCATION		
		Detached %	Semi TH terrace %	Apartment %	Own outright %	Own with mortgage %	Rent privately %	Rent PHetc %	No tertiary %	Undergrad degree %	Post graduate %
Very satisfied	12	10	15	14	14	10	14	7	11	10	14
Satisfied	76	75	77	80	76	76	79	70	72	80	77
Dissatisfied	9	11	7	6	9	10	4	20	13	8	7
Very dissatisfied	3	4	1	0	1	4	3	3	4	2	2
Total satisfied	88	85	92	94	90	86	93	77	83	90	91
Total dissatisfied	12	15	8	6	10	14	7	23	17	10	9
<i>Base [n=]</i>	<i>881</i>	<i>575</i>	<i>158</i>	<i>148</i>	<i>243</i>	<i>300</i>	<i>231</i>	<i>105</i>	<i>341</i>	<i>293</i>	<i>247</i>

Table No. Fc: Overall municipal services – Reasons for Satisfaction

	Total %	Belconnen %	Gungahlin %	WC+WV+Mol %	Tuggeranong %	Inner North %	Inner South %
Generally good/ Non-specific positives	49	48	48	43	45	59	55
Well-maintained/ clean/ tidy/ efficient	7	2	11	8	6	5	14
Wonderful staff/ good managers	4	2	0	7	5	7	0
Good parks/ roads	1	1	1	1	0	0	0
Regular waste collections	1	0	0	5	0	0	0
Responsive to requests	0	0	0	0	0	2	0
Free bulk waste collection	0	0	0	0	1	0	0
efficient/ minimal disruption	0	1	1	0	0	0	0
Moving online	0	0	1	0	0	0	0
Satisfied, but.....	15	20	10	12	16	16	10
Percentage of whole sample who responded meaningfully	77	74	73	77	74	90	79
Remainder of sample	23	26	27	23	26	10	21
<i>Base [n=]</i>	<i>1002</i>	<i>244</i>	<i>167</i>	<i>158</i>	<i>212</i>	<i>148</i>	<i>73</i>

Table No. Fd: Overall municipal services – Why dissatisfied

	Total %	Belconnen %	Gungahlin %	WC+WV+ Mol %	Tuggerano ng %	Inner North %	Inner South %
Slow fixing reported potholes	4	5	5	5	4	2	0
Don't listen/ unresponsive generally	1	1	4	2	1	0	0
Rates too high/ too expensive	1	0	1	0	3	0	0
Wasting money	1	0	0	2	2	0	0
No future planning	1	1	0	2	0	0	0
Underfunded/ understaffed	0	0	0	0	0	0	3
Tree removal too slow	0	1	0	0	0	0	0
Neglect outer suburbs	0	1	0	0	1	0	0
Unsure	2	4	3	4	1	2	0
Percentage of whole sample who responded meaningfully	11	14	13	14	12	4	3
Remainder of sample	89	86	87	86	88	96	97
<i>Base [n=]</i>	<i>1002</i>	<i>244</i>	<i>167</i>	<i>158</i>	<i>212</i>	<i>148</i>	<i>73</i>

Table No. Fe: Overall municipal services - How to fix problems or respond to the dissatisfied

	Total %	Belconnen %	Gungahlin %	WC+WV+ Mol %	Tuggerano ng %	Inner North %	Inner South %
Adopt faster response times/ catchup on backlogs	3	5	5	1	2	2	0
Increase their budget	1	1	1	0	0	0	3
Change the government	1	0	1	2	4	0	0
Stop wasting money/ more effective spending	1	0	0	2	2	0	0
More user-friendly	1	1	1	2	0	0	0
Think beyond central Canberra	1	1	0	0	2	0	0
Better planning	1	0	1	2	1	0	0
More good managers	0	1	0	0	0	0	0
Remove fees/ rates	0	0	1	0	0	0	0
Unsure	2	5	1	6	0	2	0
Percentage of whole sample who responded meaningfully	11	14	13	14	12	4	3
Remainder of sample	89	86	87	86	88	96	97
<i>Base [n=]</i>	<i>1002</i>	<i>244</i>	<i>167</i>	<i>158</i>	<i>212</i>	<i>148</i>	<i>73</i>

3.8 Community Engagement Activity

Table G:

Ask all

Q7a Have you recently participated in a community engagement activity with the Transport Canberra and City Services Directorate i.e. contacted the directorate, used the ACT Government's YourSay website or visited an information stall?

Table No. Ga:

	Total %	AGE			GENDER		REGION					
		18-39 years %	40-69 years %	70+ years %	Men %	Women %	Belconnen %	Gungahlin %	WV+WC+Molo %	Tuggeranong %	Inner North %	Inner South %
Yes	15	16	14	14	16	14	9	16	21	12	26	3
No	82	80	84	86	80	84	88	81	77	85	71	93
Unsure	3	4	2	0	4	2	3	3	2	3	3	4
<i>Base [n=]</i>	1002	450	456	96	450	552	244	167	158	212	148	73

Table No. Gb

	Total %	DWELLING TYPE			HOUSING TENDER				EDUCATION		
		Detached %	Semi TH terrace %	Apartment %	Own outright %	Own with mortgage %	Rent privately %	Rent PHetc %	No tertiary %	Undergrad degree %	Post graduate %
Yes	15	15	13	17	19	13	12	18	16	12	16
No	82	84	82	77	81	81	86	80	80	85	82
Unsure	3	1	5	6	0	6	2	2	4	3	2
<i>Base [n=]</i>	1002	650	169	183	252	330	266	145	398	340	264

Table H:

If yes, ask:

Q7b How satisfied or dissatisfied were you with your community engagement experience?

Table No. Ha:

Among those who expressed an opinion:	Total %	AGE			GENDER		REGION					
		18-39 years %	40-69 years %	70+ years %	Men %	Women %	Belconnen %	Gungahlin %	WV+WC+Molo %	Tuggeranong %	Inner North %	Inner South %
Very satisfied	26	29	26	0	29	23	21	7	7	46	41	0
Satisfied	63	60	63	100	60	68	58	78	81	54	51	0
Dissatisfied	9	9	10	0	8	9	21	8	12	0	8	0
Very dissatisfied	2	3	0	0	3	0	0	7	0	0	0	0
Total satisfied	89	89	89	100	89	91	79	85	88	100	92	0
Total dissatisfied	11	12	10	0	11	9	21	15	12	0	8	0
<i>Base [n=]</i>	139	74	58	7	74	65	19	31	23	25	40	0

Table No. Hb

Among those who expressed an opinion:	Total %	DWELLING TYPE			HOUSING TENDER				EDUCATION		
		Detached %	Semi TH terrace %	Apartment %	Own outright %	Own with mortgage %	Rent privately %	Rent PHetc %	No tertiary %	Undergrad degree %	Post graduate %
Very satisfied	26	24	30	30	39	10	15	38	25	24	29
Satisfied	63	64	70	59	49	79	77	52	52	71	71
Dissatisfied	9	10	0	11	12	11	0	10	19	5	0
Very dissatisfied	2	2	0	0	0	0	8	0	4	0	0
Total satisfied	89	88	100	89	88	89	92	90	77	95	100
Total dissatisfied	11	12	0	11	12	11	8	10	23	5	0
<i>Base [n=]</i>	139	100	17	21	50	39	29	21	55	41	43

Table No. Hc: Community Engagement – Reasons for Satisfaction

	Total %	Belconnen %	Gungahlin %	WC+WV+ Mol %	Tuggerano ng %	Inner North %	Inner South %
Generally good/ Non-specific positives	4	1	5	4	2	14	0
Satisfied, but.....	3	3	3	6	1	4	0
YourSay is good/ valuable	2	0	3	0	4	3	0
Organised events/ out and about	1	1	1	3	2	0	0
Nice to be consulted/ feels good	1	2	0	0	1	0	0
Surveys are easy/ relevant	0	0	0	0	1	2	0
Percentage of whole sample who responded meaningfully	11	6	12	13	11	24	0
Remainder of sample	89	94	88	87	89	76	100
<i>Base [n=]</i>	<i>1002</i>	<i>244</i>	<i>167</i>	<i>158</i>	<i>212</i>	<i>148</i>	<i>73</i>

Table No. Hd: Community Engagement – Why dissatisfied

	Total %	Belconnen %	Gungahlin %	WC+WV+ Mol %	Tuggerano ng %	Inner North %	Inner South %
Not covered some topics yet, eg, travel times	0	1	0	0	0	0	0
No knowledge of available services	0	0	1	0	0	0	0
Findings ignored/ community feels not considered	1	0	1	2	0	2	0
Unsure	0	1	0	0	0	0	0
Percentage of whole sample who responded meaningfully	1	2	3	2	0	2	0
Remainder of sample	99	98	97	98	100	98	100
<i>Base [n=]</i>	<i>1002</i>	<i>244</i>	<i>167</i>	<i>158</i>	<i>212</i>	<i>148</i>	<i>73</i>

Table No. He: Community engagement - How to fix problems or respond to the dissatisfied

	Total %	Belconnen %	Gungahlin %	WC+WV+ Mol %	Tuggerano ng %	Inner North %	Inner South %
Citizens panel would be better	1	0	3	0	1	2	0
Government should act, not just listen.	1	0	1	2	0	0	0
Unsure	1	2	1	0	0	0	0
Percentage of whole sample who responded meaningfully	2	2	5	2	1	4	0
Remainder of sample	98	98	95	98	99	96	100
<i>Base [n=]</i>	<i>1002</i>	<i>244</i>	<i>167</i>	<i>158</i>	<i>212</i>	<i>148</i>	<i>73</i>

3.9 Transport Canberra Bus Services Overall

Table I:

Ask all

Q8a Have you caught a Transport Canberra bus service any time in the past twelve months?

Table No. Ia:

	Total %	AGE			GENDER		REGION					
		18-39 years %	40-69 years %	70+ years %	Men %	Women %	Belconnen %	Gungahlin %	WV+WC+Molo %	Tuggeranong %	Inner North %	Inner South %
Yes	45	50	41	33	50	40	46	36	37	39	66	45
No	54	48	58	67	48	59	52	61	62	61	34	52
Unsure	1	2	1	0	2	1	2	3	1	0	0	3
<i>Base [n=]</i>	1002	450	456	96	450	552	244	167	158	212	148	73

Table No. Ib

	Total %	DWELLING TYPE			HOUSING TENDER				EDUCATION		
		Detached %	Semi TH terrace %	Apartment %	Own outright %	Own with mortgage %	Rent privately %	Rent PHetc %	No tertiary %	Undergrad degree %	Post graduate %
Yes	45	41	45	55	46	43	45	41	38	43	55
No	54	58	54	43	54	55	54	58	61	55	44
Unsure	1	1	1	2	0	2	1	1	1	2	1
<i>Base [n=]</i>	1002	650	169	183	252	330	266	145	398	340	264

Table J:

If yes, ask:

Q8b How satisfied or dissatisfied are you with Transport Canberra bus services overall?

Table No. Ja:

Among those who expressed an opinion:	Total %	AGE			GENDER		REGION					
		18-39 years %	40-69 years %	70+ years %	Men %	Women %	Belconnen %	Gungahlin %	WV+WC+Molo %	Tuggeranong %	Inner North %	Inner South %
Very satisfied	19	17	26	0	17	22	15	21	33	21	12	23
Satisfied	59	54	58	91	54	63	60	54	43	57	76	54
Dissatisfied	16	22	12	0	22	10	14	22	21	14	9	23
Very dissatisfied	6	7	4	9	7	5	11	3	3	8	3	0
Total satisfied	78	71	84	91	71	85	75	75	76	78	88	77
Total dissatisfied	22	29	16	9	29	15	25	25	24	22	12	23
<i>Base [n=]</i>	436	217	187	31	217	218	111	60	58	80	93	33

Table No. Jb

Among those who expressed an opinion:	Total %	DWELLING TYPE			HOUSING TENDER				EDUCATION		
		Detached %	Semi TH terrace %	Apartment %	Own outright %	Own with mortgage %	Rent privately %	Rent PHetc %	No tertiary %	Undergrad degree %	Post graduate %
Very satisfied	19	18	17	23	27	15	17	22	16	11	31
Satisfied	59	60	71	50	62	58	64	45	58	68	51
Dissatisfied	16	15	10	22	3	21	17	26	18	18	12
Very dissatisfied	6	7	2	5	8	6	2	7	8	3	6
Total satisfied	78	78	88	73	89	73	81	67	74	79	82
Total dissatisfied	22	22	12	27	11	27	19	33	26	21	18
<i>Base [n=]</i>	436	262	75	98	115	143	119	55	150	140	146

Table No. Jc: BUSES – Why satisfied

	Total %	Belconnen %	Gungahlin %	WC+WV+ Mol %	Tuggerano ng %	Inner North %	Inner South %
Generally good/ Non-specific positives	15	12	12	13	8	28	24
Reliable/ on time/ efficient/ hassle-free/ convenient	7	15	6	5	3	9	0
Weekday services/ timetables are excellent	3	1	1	2	6	2	7
Rapids/ expresses excellent	3	5	1	2	4	4	0
Buses clean/ looked after/ fresh	2	0	3	4	1	2	0
Good drivers/ hardworking	1	3	0	1	0	2	0
Responsive to public needs	1	0	0	0	4	0	0
Flexible services/ timetables help	0	0	1	0	1	0	0
Satisfied, but	2	0	0	2	1	7	0
Percentage of whole sample who responded meaningfully	33	34	24	28	28	55	31
Remainder of sample	67	66	76	72	72	45	69
<i>Base [n=]</i>	<i>1002</i>	<i>244</i>	<i>167</i>	<i>158</i>	<i>212</i>	<i>148</i>	<i>73</i>

Table No. Jd: BUSES – Why dissatisfied

	Total %	Belconnen %	Gungahlin %	WC+WV+ Mol %	Tuggerano ng %	Inner North %	Inner South %
Too infrequent/ overcrowded	2	3	0	1	3	0	3
unreliable	2	1	1	1	0	5	3
Poor weekend timetable	1	3	1	0	0	0	0
trips too long/ routes too circuitous	1	1	1	0	3	0	3
too any changes of bus/ tram	1	1	0	1	0	2	0
Cancelled routes	1	1	1	3	2	0	0
Too expensive	0	0	1	2	0	0	0
Map times don't match actual times taken	0	1	0	0	0	0	0
Poor/ rude/ inconsiderate bus drivers	0	0	0	1	0	0	0
Unsure	1	1	3	0	1	0	0
Percentage of whole sample who responded meaningfully	9	11	9	9	9	7	10
Remainder of sample	91	89	91	91	91	93	90
<i>Base [n=]</i>	<i>1002</i>	<i>244</i>	<i>167</i>	<i>158</i>	<i>212</i>	<i>148</i>	<i>73</i>

Table No. Je: BUSES - How to fix problems or respond to the dissatisfied

	Total %	Belconnen %	Gungahlin %	WC+WV+ Mol %	Tuggerano ng %	Inner North %	Inner South %
Increase frequency/ more buses	2	2	1	2	2	0	3
More routes	2	5	1	3	0	0	0
Reinstate local services	1	1	1	0	2	0	0
Increase weekend and evening services	1	0	0	0	0	2	3
More direct routes to/ from town centres	1	1	1	0	2	0	0
Increase reliability/ improve ontime running	1	0	1	1	0	2	0
Introduce zoning system	0	0	0	2	0	0	0
Better payment system/ eftpos on buses	0	0	3	0	0	0	0
Reduce travel time	0	1	0	0	0	0	0
Unsure	2	2	3	1	2	4	3
Percentage of whole sample who responded meaningfully	10	11	12	9	9	7	10
Remainder of sample	90	89	88	91	91	93	90
<i>Base [n=]</i>	<i>1002</i>	<i>244</i>	<i>167</i>	<i>158</i>	<i>212</i>	<i>148</i>	<i>73</i>

3.10 Transport Canberra Light Rail Services Overall

Table K:

Ask all

Q9a Have you caught a Transport Canberra light rail service any time in the past twelve months?

Table No. Ka:

	Total %	AGE			GENDER		REGION					
		18-39 years %	40-69 years %	70+ years %	Men %	Women %	Belconnen %	Gungahlin %	WV+WC+Molo %	Tuggeranong %	Inner North %	Inner South %
Yes	38	45	34	16	45	31	31	58	30	21	60	28
No	60	51	64	84	51	68	67	39	65	77	38	69
Unsure	2	4	2	0	4	1	2	3	5	2	2	3
<i>Base [n=]</i>	1002	450	456	96	450	552	244	167	158	212	148	73

Table No. Kb

	Total %	DWELLING TYPE			HOUSING TENDER				EDUCATION		
		Detached %	Semi TH terrace %	Apartment %	Own outright %	Own with mortgage %	Rent privately %	Rent PHetc %	No tertiary %	Undergrad degree %	Post graduate %
Yes	38	34	38	48	33	38	42	34	36	34	44
No	60	63	60	50	67	61	53	62	63	62	54
Unsure	2	3	2	2	0	1	5	4	1	4	2
<i>Base [n=]</i>	1002	650	169	183	252	330	266	145	398	340	264

Table L:

If yes, ask:

Q9b How satisfied or dissatisfied are you with Transport Canberra light rail services overall?

Table No. La:

Among those who expressed an opinion:	Total %	AGE			GENDER		REGION					
		18-39 years %	40-69 years %	70+ years %	Men %	Women %	Belconnen %	Gungahlin %	WV+WC+Molo %	Tuggeranong %	Inner North %	Inner South %
Very satisfied	42	49	34	44	49	35	28	47	41	35	60	14
Satisfied	49	44	54	56	44	54	54	46	50	49	37	86
Dissatisfied	6	5	9	0	5	8	15	5	3	16	0	0
Very dissatisfied	3	2	3	0	2	3	3	2	6	0	3	0
Total satisfied	91	93	88	100	93	89	82	93	91	84	97	100
Total dissatisfied	9	7	12	0	7	11	18	7	9	16	3	0
<i>Base [n=]</i>	356	194	146	16	194	162	70	92	48	42	87	18

Table No. Lb

Among those who expressed an opinion:	Total %	DWELLING TYPE			HOUSING TENDER				EDUCATION		
		Detached %	Semi TH terrace %	Apartment %	Own outright %	Own with mortgage %	Rent privately %	Rent PHetc %	No tertiary %	Undergrad degree %	Post graduate %
Very satisfied	42	37	59	44	45	37	48	37	44	35	47
Satisfied	49	51	38	50	49	49	48	49	43	58	46
Dissatisfied	6	10	3	0	3	12	2	10	11	5	2
Very dissatisfied	3	2	0	6	3	2	2	4	2	2	5
Total satisfied	91	88	97	94	94	86	96	86	87	93	93
Total dissatisfied	9	12	3	6	6	14	4	14	13	7	7
<i>Base [n=]</i>	356	209	65	82	78	119	108	47	137	111	109

Table No. Lc: Light Rail – Why satisfied

	Total %	Belconnen %	Gungahlin %	WC+WV+ Mol %	Tuggerano ng %	Inner North %	Inner South %
Generally good/ Non-specific positives	8	3	15	11	6	14	0
Fast/ efficient/ clean	8	6	9	8	4	16	7
Updated timetable suits me	3	2	6	3	1	4	3
Looking forward to expansion to	2	4	0	1	1	2	0
Landmark project/ important achievement	2	1	5	1	1	3	0
More reliable than buses/ faster	1	1	5	0	1	0	0
Staff helpful	1	1	1	0	0	2	3
Easy to use/ convenient	1	2	3	2	0	2	0
Cheap	0	1	0	0	0	0	0
Satisfied, but.....	6	3	9	4	2	14	10
Percentage of whole sample who responded meaningfully	33	24	53	29	16	57	24
Remainder of sample	67	76	47	71	84	43	76
<i>Base [n=]</i>	<i>1002</i>	<i>244</i>	<i>167</i>	<i>158</i>	<i>212</i>	<i>148</i>	<i>73</i>

Table No. Ld: Light rail – Why dissatisfied

	Total %	Belconnen %	Gungahlin %	WC+WV+ Mol %	Tuggerano ng %	Inner North %	Inner South %
Expensive fares/ no zoning	1	0	1	2	1	0	0
Over-crowded	1	1	1	0	0	0	0
Interfere with traffic flow	1	1	0	0	0	2	0
waste of money/ no benefits	0	2	0	0	0	0	0
Not enough trams/ not frequent enough	0	0	0	1	0	0	0
No parking near stops	0	0	0	0	1	0	0
Civic terminal should be in city not in middle of Northbourne avenue	0	0	1	0	0	0	0
Unsure	0	1	0	0	1	0	0
Percentage of whole sample who responded meaningfully	3	5	4	3	3	2	0
Remainder of sample	97	95	96	97	97	98	100
<i>Base [n=]</i>	<i>1002</i>	<i>244</i>	<i>167</i>	<i>158</i>	<i>212</i>	<i>148</i>	<i>73</i>

Table No. Le: Light rail – How to fix problems or respond to the dissatisfied

	Total %	Belconnen %	Gungahlin %	WC+WV+ Mol %	Tuggerano ng %	Inner North %	Inner South %
Make free/ introduce zoning	0	0	1	2	0	0	0
Extend to other areas	1	1	0	0	1	0	0
Add extra trains to reduce overcrowding	0	1	0	1	0	0	0
Provide parking near stops	0	0	0	0	1	0	0
Move Civic stop to plaza or bus interchange	0	0	1	0	0	0	0
Unsure	2	3	1	0	1	2	0
Percentage of whole sample who responded meaningfully	3	5	4	3	3	2	0
Remainder of sample	97	95	96	97	97	98	100
<i>Base [n=]</i>	<i>1002</i>	<i>244</i>	<i>167</i>	<i>158</i>	<i>212</i>	<i>148</i>	<i>73</i>

Appendix 1: Questionnaire Sequence

Transport Canberra and City Services is a Directorate within the ACT Government that delivers a range of municipal services. These services include transport, road and path maintenance, city upgrade projects, public libraries, waste and recycling collection, maintenance of our cemeteries and maintenance of sportsgrounds and urban spaces.

The questions below relate to the programs and initiatives Transport Canberra and City Services delivers.

Ask all

Q1a How satisfied or dissatisfied are you with access to cycle paths and walking paths?

Very satisfied	1	}Ask Qb1
Satisfied	2	
Dissatisfied	3	}Ask Qb2
Very dissatisfied	4	
No opinion/Don't know	5	

Ask those that responded with satisfied or very satisfied

Q1b1 What are the main reasons for your satisfaction with access to cycle paths and walking paths?

Ask those that responded with dissatisfied or very dissatisfied

Q1b2 What are the main reasons for your dissatisfaction with access to cycle paths and walking paths? How could these issues be improved?

Ask all

Q2a How satisfied or dissatisfied are you with public library services?

Very satisfied	1	}Ask Qb1
Satisfied	2	
Dissatisfied	3	}Ask Qb2
Very dissatisfied	4	
No opinion/Don't know	5	

Ask those that responded with satisfied or very satisfied

Q2b1 What are the main reasons for your satisfaction with public library services?

Ask those that responded with dissatisfied or very dissatisfied

Q2b2 What are the main reasons for your dissatisfaction with public library services? How could these issues be improved?

Ask all

Q3a How satisfied or dissatisfied are you with the road network overall?

Very satisfied	1	}Ask Qb1
Satisfied	2	
Dissatisfied	3	}Ask Qb
Very dissatisfied	4	
No opinion/Don't know	5	

Ask those that responded with satisfied or very satisfied

Q3b1 What are the main reasons for your satisfaction with the road network overall?

Ask those that responded with dissatisfied or very dissatisfied

Q3b2 What are the main reasons for your dissatisfaction with the road network overall? How could these issues be improved?

Ask all

Q4a How satisfied or dissatisfied are you with waste and recycling collection services overall?

Very satisfied	1	}Ask Qb1
Satisfied	2	
Dissatisfied	3	}Ask Qb
Very dissatisfied	4	
No opinion/Don't know	5	

Ask those that responded with satisfied or very satisfied

Q4b1 What are the main reasons for your satisfaction with waste and recycling collection services overall?

Ask those that responded with dissatisfied or very dissatisfied

Q4b2 What are the main reasons for your dissatisfaction with waste and recycling collection services overall? How could these issues be improved?

Ask all

Q5a How satisfied or dissatisfied are you with the management of sportsgrounds?

Very satisfied	1	}Ask Qb1
Satisfied	2	
Dissatisfied	3	}Ask Qb
Very dissatisfied	4	
No opinion/Don't know	5	

Ask those that responded with satisfied or very satisfied

Q5b1 What are the main reasons for your satisfaction with the management of sportsgrounds?

Ask those that responded with dissatisfied or very dissatisfied

Q5b2 What are the main reasons for your dissatisfaction with the management of sportsgrounds? How could these issues be improved?

Ask all

Q6a How satisfied are you with the overall management of municipal services?

Very satisfied	1	}Ask Qb1
Satisfied	2	
Dissatisfied	3	}Ask Qb
Very dissatisfied	4	
No opinion/Don't know	5	

Ask those that responded with satisfied or very satisfied

Q6b1 What are the main reasons for your satisfaction with the overall management of municipal services?

Ask those that responded with dissatisfied or very dissatisfied

Q6b2 What are the main reasons for your dissatisfaction with the overall management of municipal services? How could these issues be improved?

Ask all

Q7a Have you recently participated in a community engagement activity with the Transport Canberra and City Services Directorate i.e. contacted the directorate, used the ACT Government's YourSay website or visited an information stall?

Yes	1	Ask Q7b
No	2	Go to Q8
Unsure/can't remember	3	Go to Q8

If yes, ask:

Q7b How satisfied or dissatisfied were you with your community engagement experience?

Very satisfied	1	}Ask Qc1
Satisfied	2	
Dissatisfied	3	}Ask Qc2
Very dissatisfied	4	
No opinion/Don't know	5	

Ask those that responded with satisfied or very satisfied

Q7c1 What are the main reasons for your satisfaction with your community engagement experience?

Ask those that responded with dissatisfied or very dissatisfied

Q7c2 What are the main reasons for your dissatisfaction with your community engagement experience? How could these issues be improved?

Ask all

Q8a Have you caught a Transport Canberra bus service any time in the past twelve months?

Yes	1	Ask Q8b
No	2	Go to Q9
Unsure/can't remember	3	Go to Q9

If yes, ask:

Q8b How satisfied or dissatisfied are you with Transport Canberra bus services overall?

Very satisfied	1	}Ask Qc1
Satisfied	2	
Dissatisfied	3	}Ask Qc2
Very dissatisfied	4	
No opinion/Don't know	5	

Ask those that responded with satisfied or very satisfied

Q8c1 What are the main reasons for your satisfaction with Transport Canberra bus services overall?

Ask those that responded with dissatisfied or very dissatisfied

Q8c2 What are the main reasons for your dissatisfaction with Transport Canberra bus services overall? How could these issues be improved?

Ask all

Q9a Have you caught a Transport Canberra light rail service any time in the past twelve months?

Yes	1	Ask Q9b
No	2	Finished
Unsure/can't remember	3	Finished

If yes, ask:

Q9b How satisfied or dissatisfied are you with Transport Canberra light rail services overall?

Very satisfied	1	}Ask Qc1
Satisfied	2	
Dissatisfied	3	}Ask Qc2
Very dissatisfied	4	
No opinion/Don't know	5	

Ask those that responded with satisfied or very satisfied

Q9c1 What are the main reasons for your satisfaction with Transport Canberra light rail services overall?

Ask those that responded with dissatisfied or very dissatisfied

Q9c2 What are the main reasons for your dissatisfaction with Transport Canberra light rail services overall? How could these issues be improved?

Appendix 2: Examples of Verbatim Responses and Comments

All verbatim responses for reasons for satisfaction, reasons for dissatisfaction, and how to fix problems or respond to the dissatisfied were coded and computer analysed, with the tables included as Tables b, c and d in each sub-section of Section C.

So that the reader may gain more insight into the nature range and scope of verbatim comments provided by respondents, we have included many of the verbatim comments in this Appendix 2. As many people gave similar answers, we have omitted many duplications to save space and simplify reading.

Note also that many people who said they were very satisfied or satisfied with an item also added qualifying comments indicating some dissatisfaction (eg, *I'm satisfied because the buses I catch are reliable and clean, but they could run more often and later on weekends*). We have separated many of these and provided them at the end of each Reasons for satisfaction list as 'Learnings from the Satisfied'.

A. Cycle Paths and Walking Paths

Reasons for Satisfaction

A good amount of cycle paths.

A good variety in Canberra and in mostly good condition

Access is great, lots of great cycle paths

Access is OK

Adequate amount of cycle and walking paths available.

All cycle/walking paths around my area are easy to access

Almost daily cyclist & mountain bike enthusiast

Always easy to access

Always easy to navigate when walking

Always ready access to walking paths

Always somewhere safe to walk and lots of access to bike paths now

Amazing paths always well looked after

amount and locations

As I mainly use my car for transport I can only comment as an observer and not a user of our cycle and walking paths. I see quite a vast number of people riding their bikes and taking advantage of our paths for both personal enrichment and as a mode of transport.

Awesome work in Canberra

Because it's good service is good

Becoming easier and safer to get around

Best most comprehensive bike path in the country.

Better access than other places I have lived

Bike paths are readily accessible no matter where you live in Canberra.

Can drive safe

Canberra has an amazing cycle path system

Canberra has good walking paths

Canberra has great cycle paths

Canberra has some beautiful walking and cycle paths

Canberra has some of the best cycle and walking paths in Australia

Canberra known as the cycling capital with its imperative network of cycle paths and off road mountain bike trails

Clean and safe

Commitment to improve paths

Comparable to other city's it's top notch

Cycle and walking paths are conveniently located and generally well cared for

Cycle paths and walking paths are well maintained, have adequate width and it is easy to transfer between different paths.

Easily accessible grass is short

Easy access

Easy access and safety

Easy access in every road

Easy and good for all aged people

Easy to get around
Easy to get to and well maintained
Easy well managed
Encouraging exercise
Enough paths everywhere you go to share
everyone has equal access
Everywhere access
Excellent access
Excellent just excellent
Excellent paths!
Excellent walking paths, easily accessible. Cycling paths also seem adequate.
Freely available
Generally the paths are well maintained
Good access along the routes I frequent
Good connectivity around
Good network of walking and cycle tracks
Good network reasonably well maintained
Good repair work
Great lanes paths & especially mountain bike area
Great network
Great path network
Great paths and generally well maintained
Great, just what I need, no issues
Happy with walking paths where I am.
Have just started using cycle paths and am happy
Have some of the best rates in Australia and it is easy to commute from home to work without traffic congestion
Haven't experienced any major issues
Heaps of paths around, easy to access, well maintained
I believe there could be more and better updated
I can always locate and access the paths I need. They are in good condition.
I can find a path when I need it.
I don't use cycle paths but walking paths OK. Some are not well maintained
I go for walks, no concerns
I have access to all the cycle paths and walking paths that I need
I have always found them accessible
I have easy access to them and they are well maintained
I love the abundance of cycle/walkways in Canberra
I ride to work in the summer and there's a good set of bike paths I can take that prevent me from needing to ride on the road.
I use these frequently and they are all fine
I use these most days for walking and are in pretty good condition most of the time,
I walk my dogs and the paths are in good condition
I would like to see more walking paths in my suburb, but otherwise, I have no problem with the paths we have.
In my area, cycle and walking paths are very accessible. They are at the end of my street and are accessible by all street occupants for school children, commuters to work and exercise needing people
it good, clean and well maintained
It is generally easy to find them all over Canberra.
it is very safe to walk and cycle
it's easy to get around as someone who cycles from work occasionally
It's good but laws should be implemented to limit cycles in road
I've found that even living in the very southern suburbs (Banks), there are still plenty of paths around.
I've had no issue with that in my locality
Loads of great walking tracks
Lots of cycle path and being maintained grass short that one can see when walking
Lots of good walking paths everywhere
Lots of great cycling paths where I live
Lots of paths in the city to go walking or cycling on. Very picturesque and well maintained.
Lots of paths.
Lots of them and reasonably well maintained
Lots of them in pretty good condition.
Love them
Many cycle paths
Moderately maintained could use more frequent mowing
most are easily accessed and cover most of Canberra

Most of them are in good condition
 mostly in good shape
 Need more dedicated pedestrian areas, crossings in Braddon, more and better dedicated cycle paths.
 Never any issues
 Nice and wide, very smooth to ride and walk on too
 Nice maintenance
 Numerous paths which are clean and defined
 Ok and fixed when requested
 Plenty of walk and cycle paths in my area
 Plenty off access
 plenty of cycleways
 Plenty to choose from
 Plenty to use and appreciate the upgrades
 Proper management
 Repair has improved safety
 Safe
 Seems repairs are done regularly
 Separate And good cycle and walking paths
 So many options and lots of paths so you don't have to cross roads
 Some more defining of responsibility on shared paths might be useful
 Some of the older suburbs could have more paths included/cracks fixed
 Some paths in the area, especially around Yerrabi pond, need work to make it easier when you have a high volume of runners, cyclists and pram pushers
 Sometimes grass is left to become overgrown so it is difficult to use paths without being brushed by wet grass
 The pathways appear to be well maintained and forever expanding and linking up throughout our new and existing suburbs
 the pathways are generally well maintained, however some pathways in some areas need seeing, as well as investigating as there are sharp objects etc on the paths, which are dangerous to cyclists and those walking
 There are plenty of cycle paths and walking paths in my local area
 There are plenty of walking and cycle paths throughout Canberra
 There are quite a few walking paths which are easy to access
 There is a very good network of cycle paths, which continues to improve. Walking paths are okay, although maintenance seems slow to occur
 There is easy and ready access to the cycle and walking paths throughout urban Canberra. The network is reasonably well maintained. The recent addition of route numbering and marking is a good move.
 there seems to be plenty of paths
 There's plenty of them
 There's been lots of upgrades lately in my area
 They are good! But some cyclist still use the road despite that the cycle path is there
 They seem good, I like a lot of the walking paths
 things in good condition and fixed if not
 This is a strange question. I am satisfied because I have access. If I didn't have access, I would have not selected I was satisfied. How do I answer a very good and lots of availabilities
 Walking and cycle paths are everywhere throughout the city, which makes it easy to get around and to exercise
 Walking and cycle paths in Canberra are of an incredible standard. It is possible to walk to just about anywhere in the city and to cycle anywhere even further out.
 Walking paths in Canberra are very good but I don't know about cycle paths as I don't ride a bike.
 We love riding as a family and find the paths easy safe and well looked after overall
 we regularly walk in our area and have adequate paths/cycle ways
 Well connected and good signage for paths.
 well maintained and visionary plan
 Well maintained cycle ways and good access to paths so that you are never required to walk on the road.
 Well maintained walking paths, especially around the lake.
 Well planned out and accessible making cycling a safe commuting option
 Well up kept and generally widely available

Learnings from the Satisfied:

Although their maintenance could be improved.
 But I do wish they had lighting, making them safer to use after dark
 But most cyclists seem to ride on roads....
 But some need maintenance especially the paths around our streets in Kambah area very much in need of repairs
 Canberra has over invested in cycling infrastructure and we still have too many bike accidents with heavy vehicles and cars..
 Could be better- the rain pooling or dirt/mud on them is bad
 Could maintain more pathways for walking
 footpaths are generally great, though some garden clearing is often needed around nature strips
 Getting better but room for improvement
 Good, but where is the cycle path from Crace to city? It is very risky to share main highway.

Great for walking, but I believe that bikes shouldn't be allowed on paths, cyclists ride dangerously
However there are some areas where "ambush" set ups have been constructed for cyclists
However they need more maintenance
However, they do need to be better maintained
I just wished they got maintained a bit more because of how dirty they are.
Lots around my area, but cycle paths are taking up car lanes which in some areas is unsafe for vehicles
Lots of maintenance still required
Might be better if park ones better lit
Okay but too many cyclists on the pathways which have only room for one person - not a bike as well
Ongoing maintenance could be improved
Only concern I have is where laybacks are provided on one side of the road but don't have a corresponding path on the other side. Notice this on old pathways around where I live. Or paths with no laybacks, just end at the curb. Must be frustrating for those with mobility devices, pushing prams or cyclists who aren't on the road.
Plenty of paths but I wish people didn't park their cars or leave their bins out for days obstructing the path
Separation of pedestrians and cyclist would be nice.
There are plenty of paths but many are poorly maintained
They are good but I think laws should be stricter with cyclists ie running a red light, running over pedestrians
While we have ready access to cycle paths and walking paths, many are in poor condition.
Why don't cyclists stick to them and not ride on the roads delaying traffic

Reasons for Dissatisfaction

A lot of paths need redoing, or some bike paths need relocation, near Emubank in Belconnen there is one that is in the MIDDLE of the road at a set of traffic lights, yet goes nowhere on the other side of the road, placing a cyclist in the middle of moving traffic instead of off to the sides.
A lot of them are in a very poor state of repair and reporting these seems to result only in white painted marks at the location. If you're very lucky they might get fixed in a few years after problems are reported! There is often long grass adjacent to them, too. Gravel washed onto them, the list goes on. Rubbish is also a problem.
Certain main walking paths aren't paved
Cracks and uneven makes for dangerous accidents
Cycle paths aren't maintained well, and not enough of them
Despite building cycle and walking paths that traverse the Territory, the ACT Government has ceded to the cyclists who insist on riding on the roads. Many of these riders show little or no consideration of the fact that cars have a right to be there, riding two or three abreast, slowing traffic and demanding their right to stop traffic. This can be particularly dangerous on the green lanes the Government has put on our major arterial roads, often causing vehicles to brake sharply in 80km/hour zones to facilitate a bike crossing the off-ramp.
Find it not good, seems dangerous
great paths for this to occur
Have you tried walking southside with a pram lately? It's so uneven I feel like a baby would fall out.
I guess they have either the money or the staff/time
I live in Mt Vernon Dr Kambah. When we lost our Bus services following the Network 19 reshuffle, I was faced with a 2.5 km walk along a dirt track (the centenary trail) to get to the next closest serviced bus stop.
I live in Old Holt and I walk regularly. The paths are cracked and in a lot of places very overgrown with weeds making it difficult to walk. Impossible in some areas to wheel a pram.
Lots of bikes on roads where there are no cycle lanes and it makes me so anxious
Maintenance in older suburbs
Minimal cycling paths
Moncrieff is woefully under resourced
Not good paths just disappear suddenly
Overgrown trees have caused considerable damage to walking and cycling paths. Cycling paths need easy access to merge on road without that lane just finishing leaving cyclists stranded which causes rage with drivers.
People still cycle on the roads
People still prefer to use the road instead of these paths.
Poor maintenance
So much bicycle riders still don't use the bike paths
So very few or so small
Some footpaths in my local area are very uneven and couldn't be used with a wheelchair.
Sometimes they are too narrow
Sometimes they will crumble away a bit
There are many places in need of cycle paths to get riders off the road or at least allow them adequate space separate to cars
There are no where near enough of these and those that exist are not large enough. Our area has no footpaths in the streets. When we go for a walk we have to walk on a road barely big enough for two cars passing each other
There are not enough
There is a lot of erosion happening where poor planning and poor connections mean that people disregard the path, and make their own, which leads to erosion and curb sides filling with soil, leading to blocked drainage points.
There is no adequate off road bike path connection between west Belconnen and the Belconnen town centre. The meandering networks of off road bike paths are very poorly maintained in west Belconnen.
There needs to be more trails

They aren't very good and they can sometimes affect the traffic on the road severely.

Walking paths could be redone in some areas

Walking paths of low standard in much of the Canberra region.

Would love more cycle paths

How to fix problems or respond to the dissatisfied

Add more

better maintenance

Better maintenance of footpaths.

Bikers penalised for not using bike paths

Build more cycle paths

Get bikes of the roads

If the Government is going to persist with encouraging cyclists to use the roads rather than the purpose-built cycle paths, then start charging them for road usage in the same way that motor vehicle road users are charged.

If there could be more of them to take you places.

Improve lighting

increase paths

Keep them away from roads

Keep them maintained

Many more and wider bike paths. Bikes should not ride on the road they should have their own bike path system

Maybe when dealing with the numerous complaints they should listen. They need to also fix not patch.

More awareness from the public and reporting

More bike lanes but on the grass, not on the road

More investment into proper maintenance of the existing network.

My local cycle path was damaged during the upgrade of Ashley Drive and has not been repaired in the past 2 years.

Paving/concreting

Redo footpaths

Regular maintenance, more signs, more paths

Relocation in certain areas.

Remove some trees and bushes from the edges and near corners so oncoming traffic can see cyclists and pedestrians. Lighting on the paths would be beneficial too.

Review of existing paths and update existing paths with concrete instead of slabs that are uneven.

See reasons as for why, and a simple common sense answer would be, by recementing and moving some paths

Should be a better network of paths

Surveys and maintenance to walkways and safety for disabled/aged people in the community to walk comfortably.

sweep them more regularly

Repair the potholes and bumps caused by tree roots

the problem is, we have had to by a second car as it was impossible with two adults who worked on different ends of the town, in the house. There were other residents who have taken early retirement, or done other solutions, so reinstalling the bus service will not achieve anything (apart from making a making a union delegate and Labor True believer, consider voting Liberal.

They could actually FIX the problems, not just apply a "Band-Aid"!

They just need repairs

B. Library Services

Reasons for Satisfaction

A wide range of books are available

A wonderful community service, provided through an adequate number of excellent community libraries.

Access to public libraries is abundant

Accessible and adequate

Always been a pleasant experience/ no issues

Always been good when used

Always been great and dependable

Always clean and friendly staff

Awesome and free

Because it's good service is good

Better services

Better than nothing

Cheap

Civic library needs more books

Clean and friendly, could be more inviting to online uni students (study rooms) (more desk areas) (beanbags)

Clean but parking is too expensive

Clean water, good service, trustworthy
 cleanliness, variety materials,
 Close to where I live
 Closely related to life, good service
 Comprehensive
 Could have wider range and longer baseline borrow.
 Decent collections at libraries and good service
 Don't use a Public Library, but from memory, they are an interesting place to absorb yourself in.
 Easy going staff and a wide ranges of books.
 Easy to access and gives you access online as well
 Easy to access, great range of books and resources, opening hours would be better if opened at 9am - 9.30am each day instead of 10am
 Easy to borrow books
 enormous variety of books and reservation option is hood
 enough branches and plenty of books
 everything seems to be well maintained, managed and service interruption non existent
 Excellent always have a wide range of books to choose from and the service is always top class
 Excellent public library services with the ACT area. Well resourced and staffed with knowledgeable and friendly librarians
 Excellent range and easy to use
 Excellent service of books and other material for lending or using within the library
 Excellent system
 Excellent, good staff and plenty of books, magazines and DVDs to choose from.
 Extra services, like Wi-Fi and internet access, are very useful, and staff are always helpful
 Friendly staff
 Generally well managed.
 Good for kids
 Good locations and modern buildings and equipment available
 Good public library services in ACT
 Good range of books but the Woden library good use a renovation with more technology like computers
 Good selection of books
 Good selection of books and range of other services
 Good selection, large space
 Good service and experience throughout
 Good service to students
 Good services, plenty of variety
 good staff but library is old at Dickson and should be modernised
 Good standard and accessibility
 Good survive, if you can get a library these days
 Good variety
 Good variety of items & happy with the operating hours
 Great digital resources
 Great for a young family looking for books to read
 Great for community but still have t got some activity up and running face to face still since covid
 Great libraries for any person. Personally, my library has a wide selection of books which really inspires me to read.
 Great libraries. Great resource for the community.
 Great range of magazines & most books that I want
 Great range. Able to go to any of the Canberra library's.
 Great selection and a wide variety of books.
 Great selection to choose from
 has all the publications I need when I need them
 Has all the services I require for a library.
 Helpful and friendly staff
 I am a regular library user and find the library service invaluable. I think the library does an amazing job with their poor funding.
 I am happy with service provided
 I am not a frequent user of our public library services, however from my limited understanding, I feel that my community is provided the opportunities to be an active member of our library service. I am aware of several groups which are run in our libraries and in particular am pleased with the children's storytelling groups.
 I do love our libraries. I wish there were more and they were open longer hours, but they are good
 I don't use these but friends say they are very happy. Great resource to have
 I don't much interaction with them (I mainly use the ANU libraries and the National Library) but the last time I did go into a public library (at Dickson) the staff were helpful
 I don't read much (Macular injections both eyes) but when I visit a library I am satisfied
 I don't use them but heard good things from people who do
 I gave it satisfactory not very as I perceive that the library holds fewer books than in past years and it seems to be declining. I have no interest what so ever in audio books, DVDs etc as I want print books only.

I go to the national library on occasion, always a pleasant time
I have a membership and borrow via borrowbox app
I have always had a chance to be in a library and had a look at some books
I have found the customer service at the library in Woden very friendly and helpful.
I have used inter-library loans and eBooks.
I haven't used them for a while but they seem good.
I know they offer a lot of things there.
I know they provide a lot of useful services.
I love our local library
I only use the Gungahlin library but it is clean well looked after and perfect for the needs of the community
I really appreciate the community programs on offer (eg. Giggle and wiggle) and accessibility of services
I use the library regularly and enjoy the service. I like how they have new books available and I take advantage of the request system.
I use the library regularly, they have a good up to date selection of resources and are conveniently located. The reserve feature is great
I visit our local library twice a week - once with my children and once alone. They have a wonderful selection of books, their reservation service is great and the process for requesting acquisitions to the library was seamless.
I'm grateful that libraries still exist at all. Admittedly I haven't been to mine in maybe a couple of decades. Assume it's still good!
It's been a few years since I used libraries in Canberra but largely found them very practically laid out and accessible
I've only been a couple times but it's a nice environment to be in, I would definitely go more in the future
Kingston library is good
Large collection of books, easily accessible in person and online
Library are well managed provided nice service
Library environment normally
Library is always clean and respectful
Library service is great. Great range. No issues
lots of books, great opening hours
Lots of library locations
Lots of public libraries - though I now do not use this service
Love the library system especially able to reserve and pickup. Happy to have history access during Covid.
Love the online service
lovely staff and good range of books
more resources available
My family can easily access the services.
Online services are always open, computer and internet access, learning programs, events and training, facilities of kids such as dedicated reading and craft spaces, story time and rooms available to hire.
Online services are great and click and collect is good.
Our libraries are excellent and offer and large range rules with excellent customer service
Overall a great service but could benefit from wider collection of books and renovations to make the space more comfortable.
People always there to help
Provides a place to be and a wide array of resources
Providing service and contents that has everything for everyone regardless of their interests and age.
Public libraries are easily accessible and usually well maintained.
Public library's have always seemed to have great access to transport
Quite comprehensive service especially online
Regular borrower and excellent range
Safe to go even with Covid.
The libraries are good. They usually have the books and audio books that I am looking for.
The libraries are very well stocked.
the libraries are well maintained, managed and services provided easily accessible
The library has so many resources available for free including online resources, which is great
The public libraries are fabulous - well stocked and have great staff who are always friendly and willing to help
there are a few libraries in Canberra
There are plenty of public libraries to access across Canberra
They provide a good service which has good coverage over the city
They provide an adequate service to those that don't have access to the internet etc
Use often love the service.
Use the book club large group borrowing and BorrowBox
Use this almost every week - love the library services, especially online access to order books
Used and have found it well kept and updated.
Usually always have what I want. Will get it to my pick up point. Very helpful people
Very easily accessible welcoming staff and very helpful user friendly equipment.
Weekly user till pandemic for books & internet. Will resume soon
Well organised signing up process, good technology to check out and return books
Well stocked

When I have been they have been good
Wish they would open earlier
Would like to use, however have forgotten my pin. Should start again!

Learnings from the Satisfied:

Only difficulty is that they are in locations that are not convenient for me
Seems to be fewer events at the library
Some are great, but others are tired, tacky and run-down
We miss Giggle and Wiggle!

Whilst the online catalogue is good and is an improvement on the old system, there is still room for improvement and I look forward to such changes to come.

Reasons for Dissatisfaction

Give more time to return books
Hard to use
I don't use them
Inaccessible
It is ok. Why do we have those security scans in front of the door. It's not like libraries are places to rob
Lack of collection across different genres
Libraries are supposed to be silent. They should throw out people who won't stop talking.
Not clean and doesn't control over the noises.
not east to access in local community
Not enough new books and not all staff are HAPPY to help you.
Not many people accessing the libraries
Slow service

How to fix problems or respond to the dissatisfied

Build more
Easier to borrow books
encourage kids and parents
Give many days to read
Insist on silence
More libraries
More libraries. Better funding
Not employing lazy old woman to work in them
Please get rid of those ugly security grid
Privatise them
set up small ones in suburbs
Training and the ACT government finding new ways to identify what books we want.

C. The Road Network Overall.

Reasons for Satisfaction

A lot of construction work happening at the moment but things are pretty good
Adequate and well maintained
AMAZING easy access everywhere
Apart from Northbourne Avenue, which is a disgrace, most roads are reasonably maintained.
As a resident of old Macgregor on Southern Cross Drive, I wonder about the ability of our road and Drake Brockman Drive to provide the road transport corridor needs for the enormous Ginninderra development underway.
As above it suits my needs just fine and think the overall quality of the roads is pretty good
Average free flow speeds.
Because it's good service is good
Builds and maintains roads where we need them
Bus and trains are not prone to accidents so they are well maintained
Canberra has the best roads!
Canberra is an easy place to get around if you know where you are going.
The roads tend to fall apart after rain and need to be patched up often.
Canberra is one of the easiest places to navigate and manages traffic mostly well
Canberra roads are pretty good and well thought out. Maintenance is always being carried out to make the roads a safer place.
Cbr roads get busy but I think the government is taking steps to manage it
Closely related to life, good service
Connectivity
Convenient services
Definitely better than other capital cities
do well to keep up with a quickly growing population

Don't use myself but with public transport ain't been any issues
 Easy driving and clear signage
 Easy to get around generally
 Easy to get around.
 Easy to navigate
 Easy to use although sine
 Efficient with limited traffic issues. Well thought out.
 Everyone is safe. No pot holes
 Excellent roads
 Fantastic it never ceases to amaze me how wonderful the roads are in most areas
 Generally flows well
 Generally good with repairs and improvement to infrastructure.
 Generally good, although traffic light synchronisation on some major roads is very poor (especially Northbourne Ave, through Braddon/Civic).
 Generally pretty good, no complaints except for some stoplights being very slow to change
 generally traffic flows reasonably
 generally, the roads are well maintained
 Generous and wide roads
 Good but lots of roadworks
 Good but road projects seem very slow to complete
 Good but the traffic lights take way too long to change
 Good network of well planned roads although some areas need further work to ease peak hour congestion, particularly Majura parkway
 Good quality roads (compared to other places I have travelled)
 Good quality roads with minimal pot holes. Minimal congestion from where I need to go
 Having recently moved from Sydney I find road network good
 Having recently moved here from Brisbane, I love the fact that there's less traffic lights and more roundabouts.
 Helps get places
 I am generally happy with the road network.
 I find the road network to be trustworthy. It is regularly well maintained and issues are addressed in a timely manner.
 I find the roads in Canberra satisfactory. Some need to be duplicated sooner rather than later.
 I only travel in taxis and usually have a good trip every time
 I only travel on it about once a week and rarely see a problem
 I've had no negative experiences whilst using the road network around the ACT
 If a road is bad it gets resealed pretty quick, dangerous intersections in my area are being given lights
 If you live in Canberra a 5-minute roadblock is terrible but in places like Sydney that expected to go to work well on you Canberra.
 Is good but need to make it better the first time when they make new roads and not do the same thing some years later like widen the roads. Also still waiting for speed humps here in Monash Primary School
 it good, clean and well maintained
 it is adequate for our needs
 It's easy to get around
 It's fairly good, except for potholes
 It's fine. We just moved from Sydney so the roads are wider and easier to access
 Lots of pot holes but as a whole roads are always being updated
 Lots of potholes
 Lots of upgrades around the Woden centre
 Low traffic congestion
 Maintained fairly well overall
 Maintains roads pretty well
 Minimal traffic compared to other major cities, good roads
 Mostly great except roadworks should be staggered for main roads to minimise inconvenience.
 Ok, but with some maintenance issues.
 Our roads are generally very good.
 Our roads are good most of the time.
 Our roads are really good except for the odd hole
 Overall good roads
 Overall the roads are good. Sometimes the roadworks are done at inconvenient times which cause traffic delays. I think the timing of roadworks could be improved.
 Overall it looks good
 People are always working on them
 plenty of roads in Canberra and multiple ways of getting to the same places
 Pot holes are regularly fixed
 Potholes are fixed relatively quickly in my area.
 Potholes get fixed quickly
 1Pretty good except for the pot holes
 Quick roadworks compared to other cities
 Quite congested peak times in Gungahlin area?
 Reasonable roads kept maintained and free of rubbish and pot holes
 Reasonable standards but get a little frustrated with all the roadworks

Recently good quality roads that get me places without damaging my car. I don't drive as much these days but that is not to do with the quality of the roads, but because of how aggressive some other drivers are.

Reliable

Road connection and traffic management very good

Road damage doesn't last long, they are constantly upgrading the network as traffic increases, roads are nice and wide and not too stressful to drive on.

Road is fine, but there is too much road works always going on

Roads are in good condition, traffic is not a major issue.

Roads are logically planned and well maintained. It is easy to drive from one place to another in Canberra

roads are mostly in good condition. been a lot of resealing and a lot of intersection roadworks in progress

Roads are pretty good, although there's probably now too many traffic lights, which make traffic heavier

Roads are starting to get fixed faster

The overall network is reasonably well maintained and adequate for general use.

The road is ok compared to most urban areas - some issues but these seem to be addressed as quickly as is possible

The roads are structured well.

The roads are, generally speaking, in good condition

the roads generally seem well maintained, and where maintenance is needed, the issue gets dealt with asap.

this is OK if you avoid peak hour but not OK if you have to travel in peak hour.

too crowded at peak time

Traffic is good, roads in good condition

Traffic lights are all operational and road markings visible

Traffic lights should be in sync where possible and people just ignore red light and speed limits more than any other state I have lived in.

Well designed and easy to go anywhere

Well designed and maintained

Well maintained roads. Few jams

Well planned roads

While some roadworks need to be done to repair pot holes, generally the overall road network is very good. Road works are carried out in a timely fashion.

Learnings from the Satisfied:

But the parkway to Tuggeranong is a shit-fight at the best of times, both the bad surface and the horrible drivers

Except the normal potholes etc it's good

Fairly good, but signs that show planned widening stay up for extra long times with no work starting.

Generally good but very frustrating suburb/s/ districts get "locked in" roadworks. Wish there was more road duplicating at construction rather than a year into service (eg. Horsepark)

Good roads, some maintenance issues and traffic holdups

Its expanding however the south side is still somewhat neglected

Maintenance needed in some areas.

Maintenance should be a focus including the grass alongside the roads

Road network is pretty good but the conditions of roads is poor

Roads are good however problems with pot hole repairs, pot holes tend to reoccur after being fixed.

Roads in the ACT are generally well-maintained, however, road verges and grass areas separating lanes etc are not so well looked after and do not reflect well on the Capital.

Seems quite good. Water over Parkes in rain is bad though and should be fixed

Some roads are damaged with potholes, but it is nice to see they are being patched up fairly quickly, although they should be mixed permanently for safety

Some roads are in very poor condition. The repairs in some areas are inadequate and do not last very long.

Stop doing roadworks on multiple routes out of suburbs simultaneously would benefit drivers

Street lights need an overhaul

The roads are a lot more crowded, than they were two years ago, but the ACT Government is gradually duplicating the major arterial roads into and out of Gungahlin.

Too many people speed, we need more white vans to check speeding are necessary

Too many speed cameras especially mobile ones in sneaky places

Why have two lanes merging into one around roundabouts

Reasons for Dissatisfaction

As Canberra grows the road network need upgrades

Bad planning by Government, especially in new suburban developments

Bad roads and less lighting on some roads

Bottleneck everywhere, one way out of Weston creek, also pot holes not being fixed in timely manner

Can be very poorly designed in areas such as Gungahlin town centre

Coming from QLD the overall importance of road maintenance is an afterthought in the ACT

Commuting is getting more and more frustrating

Congestion and too many cars on the road with some poorly designed road ways

constant roadwork creating congestion

Contractors doing dodgy work

Difficulty accessing roads during building construction and footpath construction

During major roadworks traffic flow has been impacted for too long a period

FAR too long to complete maintenance and new works

Gungahlin Drive or whatever other names it has been given, is getting worse there are serious dips in the road in a few spots.

Pot holes in suburbs aren't filled properly when reported. There usually don't fill it enough so there is still minor pot holes.

Holes in road all along Northbourne Ave Its the driveway to our city and it is disgraceful.
I feel like there are still lots of pot holes
Iterative approach to development is very disruptive
just drive down Belconnen Way by example you will get the picture
Keeping on top of upgrading areas where upgrades are promised
Large volume of potholes through Canberra and very slow repairs
Limited options
Loads of roadworks no matter where you go. I understand it happens as we expand but it makes for extra long commutes.
lots of potholes, too many one lane busy roads
Massive service gaps in newly established suburbs
Moncrieff roads become one way traffic when someone parks on the side of the road
Not enough parking at local centres and elderly parking
Too many cars at peak hour
Planners know that traffic is planned to increase yet still develop single lane roads
Planning for roads is always too late.
Poor road maintenance & design
Potholes everywhere through the Canberra region. Pothole that are fixed are at a low standard. Traffic control along Parkes highway poorly managed and needs to be reconsidered at peak times as to whether a more efficient method of traffic control could be implemented.
Potholes in a fair few places that have been waiting for improvement for a long while. Some areas just seem to be ignored
Potholes, potholes, potholes!
Potholes. Slow to upgrade roads
Roads are bad compared to 30 years ago
Roads are not well looked after
Roads in Canberra are crap but we pay A LOT for registration
Shitty roads
Slow to improve roads in northern suburbs especially Gungahlin and Belconnen
So many pot holes that I hit everyday as there is no safe way to avoid them
Some major roads are only single roads - should be dual.
Speed limits too low, traffic lights are stupid.
The main arterial roads have not grown with the population
The management of road upgrades is the worst I have ever seen. There seems to be no forward planning about what capacity major roads should have. Within a short time frame after being built, many roads are having to be duplicated. There seems to be a never ending amount of road works and it begs the question, why weren't the roads built bigger in the first place...
The roads are atrocious. Patching is not a solution. There are too many single lane roads where there should be double lane or more. Every road goes around the town instead of directly to places. Canberra is not very big and it takes me the same amount of time to go from one side to the other as it would to travel in larger cities
The roads for the most part have been poorly designed so we often have traffic back-ups
The roads have not grown with the city
The same need more properly trained staff and time to fix rather than patch or ignore.
The traffic congestion is man made from incompetence over a long period of time and Canberrans deserve much better for their money.
Too many fucken pot holes
Too many potholes and bumps its atrocious
Too many potholes, makes it uncomfortable with partner having a disability and the quality of some of the major roads is subpar
Too many roads that are degraded
Too many roadworks happen at the same time, not completed in a timely manner.
Too many traffic lights, and roads get clogged
Too much traffic everywhere, a lot of congestion.
Un-notified road closures
We pay for our cars to be road worthy but it feels like our roads are not car worthy! Such poor quality and so many pot holes
Why so bumpy road everywhere?

How to fix problems or respond to the dissatisfied

A better system needs to be implemented and a over haul of road workers
Again FIX PROBLEMS promptly and properly.
Better city planning
Better communication with public about what's happening where and when
Better designing and spread of development in greater ACT
Better forward planning
Better maintenance of the road
Better management of repairs over upgrades.
better planning
Better quality roads to begin with! Instead of fixing pot holes every couple of months
Better road planning for the future (dual roads)
Better road quality so they don't keep needing repairs and quicker duplication of busy roads
Build better quality roads
Build infrastructure before new suburbs
Build more lanes on roads at the start and not have to duplicate the roads later creating more congestion while you add the extra lanes
Correct timing of traffic lights

Do less roadworks at the same time and concentrate on getting one complete before moving on to the next one

Do something about having roundabouts on the main arterial roads, not traffic lights

Duplicate roads before making money on land sales

Fail to look forward when first constructing roads, which means very disruptive road works soon after completion

Fix all the potholes properly

Fix bottlenecks and potholes

Fix the bloody potholes

Fix the roads and plan for future developments before being built which causes congestion

Holding contractors accountable and not going for the cheapest and nastiest quotes

Inadequate for the volume of traffic. Poorly designed and badly maintained. Self-evident how to improve.

Less work all at the same time.... Less workers standing there doing nothing wasting our money doing NOTHING

Make more major routes

More active repair work, look for issues before they become bad

More commitment to speed to upgrade roads, eg. Belconnen

More duplication of single lane roads

More freeways with no traffic lights. More lanes on the roads and strictly enforce the keep left unless overtaking rule

More regular road maintenance, fix signage. Put in over/under passes rather than create bottlenecks (eg; roundabout on Monaro Hwy). Better merging lanes

More resources to fixing road effectively rather than just patch-ups

Needs major upgrade to keep up with growing population of Canberra.

Proper repairs and retarring of roads (and I'm not talking about the dodgy job at the top of Clarke Hermes Drive) and fill in the pot holes properly.

Put in adequate infrastructure at start of suburb development

Remove roundabouts from the main arterial roads

Remove roundabouts on Parkes Way

Repair potholes with something better, obviously the mix of tar they use is not water resistant

Sack the Labor Government

Schedule them for better time periods and provide better alternatives

See examples like Melbourne. Do much more night work to stop interfering with normal traffic

Speedier programs on major redesign works may be required

Stop building lights, remove existing ones

Stop building so many large apartment complexes to align with the light rail. Stop building them in shopping centre hubs like Dickson. You create so much congestion. Plan properly. Create the infrastructure properly. Do some proper cost-benefit analysis on numbers of people vs traffic congestion

Surely this is self-evident. Some pre-planning about the capacity of major roads into the future would solve this.

The vomiting up of new apartments and suburbs goes on at a great pace, yet the road network just stagnates, particularly on the Parkway and around Black Mountain in the mornings and afternoons.. what once was a great road network is now a traffic snarl..

They should have roving road patrols designated to each geographical area to locate and repair potholes in a timely manner

THINK!

When events happen, don't block off all the key roads

D. Waste and Recycling Collection Services

Reasons for Satisfaction

3 bins is good, like green bin

Adequate bins, collection is regular

Always come to pick up the rubbish

Always friendly

Always good and reliable

Always on time

Always reliable.

Apart from the recent strike, waste collection is fine.

Appreciate new hard waste pick up

As long as I get my rubbish bins emptied, I am happy

At least they turn up and take my rubbish away

Because it's good service

Bins are always emptied on time

Bins are good, bulk recycling centres can get overcrowded during peak periods such as Christmas

Canberra is doing its bit for the environment

Canberra is very green focused and try to encourage waster and recycling

Clear when collection is happening, the addition of the green waste bin has been great

Collected each week early, no trash left behind, job well done

Collected regularly, though I'm not sure how the recycling is dealt with

Collection comes in a timely manner.

Collection is great to keep dumping off the streets

Collection is reliable

Collection schedule adhere to

Collects him on schedule and when bins are missed they return to collect asap

Consistent standard and timing of collection
 Contractor doing well with reliability after strikes
 Could be more frequent
 Dependable
 Does well
 Does what is expected
 Doing well
 Don't have a lot to do with this as I live in an apartment, but our big bins are always picked up regularly with a minimum of fuss.
 Easier drop off points
 Easy management of waste from home
 Easy to access
 Efficient service and the container deposit scheme is good efficient. Large can recycling centres are a good initiative
 Emptied regularly
 Every week and fortnight accordingly collected.
 Excellent service
 Frequency of collection is satisfactory
 frequent bin collections, reliable services
 Frequently collected.
 Functions well
 Garbage collect has been pretty good this year.
 Garbage collection every week
 Garbage has always been collected where I live
 Generally collected when it should be.
 Generally consistent service
 generally good and on time except for a period of a month when industrial action was on
 Generally reliable
 Generally well managed.
 Good customer service
 Good every week and like the new green and bulky waste collections
 Good for the planet
 Good service and experience throughout
 Good service, regular and dependable
 Good u an earn money back
 Good waste and recycling collection by City Services. Regular and quiet collections
 Green bins have been introduced. Even when the strike occurred last year they gave as much notice as possible plus they gave alternative ways to get rid of rubbish.
 Have a very good waste management service in Canberra they are always on time and never fail to miss a pick-up date
 Have had no issues with the waste and recycling
 Have no complaints about this service
 Household collection services have been generally very reliable. The bulky waste management facility at Mitchell is relatively convenient on the north side and I consider any charges payable are reasonable. The free cardboard, metallic etc drop off and adjacent Green Shed provide appropriate recycling opportunities.
 I am happy with this service as it is always regular and on tome
 I don't have any complaints so I am satisfied.
 I don't need to worry about it so I'd say they are doing good job at maintaining the local areas in which they operate
 I get my bins taken out and brought back in as I am disabled
 I get my rubbish including recycling done for me by the government
 I look forward to the bulk waste service starting in our area soon. I think there needs to be more and regular reminders and education about what can be recycled. I am forever seeing people putting the wrong items in the recycle bins.
 I'm looking forward to taking advantage of the bulky waste collection
 In my area they come on the day should except for when they went on strike
 Introduction of bulk waste pick ups,
 Love my green bin! Would like another one or more frequent pick up
 love the curbside pick up of green waste
 Love the green bin
 Love the recycling areas for cardboard and bottles use all the time
 My bins are emptied by nice people who always come on time.
 My garbage and recycling gets collected.
 Need more local drop off for cardboard
 Never had an issue with my waste pick up and the 10c recycling scheme (if that's run by you) is a really good idea
 Never had an issue. Rarely see overflowing bins.
 On time, does the job
 Only minor issues due to strikes
 organized
 Ours is always collected on time.
 Phenomenal I think it is very efficient and with a person with a disability coming in and collecting the bins fabulous I love it.
 Picked up every week, same time, no complaints.

Prefer more collection days

Regular and efficient and the Recyclopedia web sites is an exceptional resource

Regular collection, with lots of bins (yellow, red, green). I'm looking forward to increased bulk waste collections

Regular collection. Ability to sort waste

Regular service with minimal disruptions (aside from recent strikes)

Runs efficiently

Satisfied

Seems very consistent. Recycling services provided every fortnight bin collection as well as many drop off points for cardboard, glass, other recyclables. Also the container return scheme which provides a 10c refund for each returned eligible container. Weekly household waste removal is very reliable and consistent. I like the implementation of the green waste bins also, as a way to encourage people to keep biodegradable vegetation out of their weekly waste bins and instead use this for composting and returning to the earth.

Service improved markedly since strikes

Service is good and efficient.

Services are readily available

The introduction of waste, recycling and green waste bins, as well as bulky item removal once a year is very helpful.

The tip is easy to use

The trucks are pretty much on time, every week.

The waste collection is quite good, over prices and the drivers are over paid but the service is good for the most part.

there have been no service disruptions, even during strikes

They always collect my bins on the day advertised

They always collect waste and recycling on schedule. They also actively enable recycling.

They are picked up regularly and there is a green bin and recycling bin

They are regular, but regular times could be better

They collect it and I assume they deal with it appropriately.

They collect on schedule

They could include composting management such as ones used in the south coast.

They do the basics well they pick up my rubbish every week

They have an abundance of these stations around

They pick up when they are ment too

They provide a good collection service

they still have too many strikes and are paid way too much to sit in a truck to pick up rubbish

They work hard and fast... Think of 4000 presses a day for 5 years...

this is generally well handled and there is plenty of communication around public holidays re: alternate collection days. I am glad to see bulk waste collection being reintroduced.

This is one of the few services that does a great job and is always improving.

This seems to be OK but have not tried the hard rubbish collection yet

Timely and very proactive

Timely collection

Usually no disruption to collection. Easy access to drop off locations.

Waste and recycling collection is usually on time and reliable

Waste and recycling in Canberra always seems to be run efficiently and effectively.

Waste collection and recycling seem to work well.

We have a great recycling scheme but should be upgraded to 15c per bottle

Well maintained and good service

Well management

Learnings from the Satisfied:

Generally a good service, although have had to call for missed bin collection on a few occasions. This was usually rectified within 48 hours

Good as far as it goes but improvement needed in the collection of compostable (food) wastes and other similar services

Good but I wish we had different bins for different recycling - e.g. paper vs glass etc

Have had a few missed collections this year otherwise happy

It is good but for a big family there can be a build up of rubbish and recycling

Need more education for people who constantly put the wrong things in the recycle bins

Our collector has mixed recycling with waste historically

Service could be improved for green and hard waste - especially for apartment dwellers.

The only negative was the strike last year where we had no collection for over 2 weeks.

Would be nice if more things could be recycled though!

Would like a larger waste bill for larger families

Would like to see compostable waste.

You need to add more recycling items to the 10c Scheme

Reasons for Dissatisfaction

A lot of it is thrown into the tip

Access to return and earn in easily accessible places like shopping centre no

Again contractors doing a crappy job

Bin gets missed a lot. Or only get half emptied. This problem doesn't happen in country towns

Bulky waste collections too infrequent

Don't have a green bin provided with our rental accommodation and have to pay extra to receive one - doesn't encourage good waste practices

Find Suez collects all bins in trucks, rather than paper in one and plastics in other. All gets mixed together, even when separated at home or work.

Mass strike anyone? Ridiculous

Missed pick-ups

Missing recycling days

Need more frequent pick-ups

Needs improvement

needs to improve

Not enough. And need more accessible to road side pick ups

Not giving equal importance to all suburb, miss some pick-ups

Often the waste isn't collected

Recycling not collected two fortnight's in a row (not collected for six weeks) no reasoning as to why. Bin was out a day early the first time and remained out for a month until recycling was collected. No easy way to address complaints.

Recycling only once per fortnight? Stupid, stuff ends up in garbage

Rubbish bins far too small / make recycling weekly and general rubbish fortnightly

Should be far better

So-called Belconnen trial only had one date in April to book and next one isn't until July!!

Streets and trolleys are seen in most areas in greater Canberra

Strikes

The strike action by the providers should not happen and is very disruptive

There were 2 weeks where the garbage collection stopped because all the garbos wanted a pay rise which I think is unfair and the only reason we pay our taxes.

Too few collections, particularly in light of the exorbitant rates charged in ACT.

Too many missed days

We don't have very good recycling systems

We regularly have missed pick ups and have to call to have the bins collected again (both waste and recycling). Or, there are a lot of strikes which mean we have to empty our own bins.

We send green waste to be recycled and get nothing for it.

We try and do our best to recycle as much as possible but we need a bigger recycling bin or a weekly pick up rather than fortnightly

When done poorly, there's more litter entering the environment than before due to the lack of caring from the truck drivers

How to fix problems or respond to the dissatisfied

A lot of areas need improvement

A trailer load of mulch once a year to compensate green bin users

Add more services

Ban strikes

Better community consultation

Better contractor or a better agreement with the current contractor

better services

Bulk e-waste collections available to all

Collect the garbage every fortnight as specified. This is their job after all.

Equality for renters and apartment dwellers

Green waste bins should be accessible to all households

Hard waste kerbside collection for all suburbs so stuff isn't left on side of road.

Increase collection and options to drop off

increase size of bins / swap collection times

Increased frequency for household bulky waste collections

Make striking illegal

Make sure they don't miss the bins. And give them bins an up and down tap to make sure the bins get emptied

More frequent. Once a year is ridiculous.

more recycling pick-ups

Public participation

Recycle more, tax new product

Recycling every week, green waste collection

sack the Labor Governm4ent

Stick with the schedule/prevent strikes

Still lots of questions on plastics

Take back the contract, stop overcharging so people stop dumping rubbish

Truck drivers that actually care about the environment and aren't afraid to get out of the truck to ensure that all the rubbish has been collected

Use more of what is recycled

we need a bigger recycling bin or a weekly pick up rather than fortnightly

Weekly pick up of both green and recycled materials

Well just make the workers happy so the community doesn't have to deal with it.

E. Management of Sportsgrounds

Reasons for Satisfaction

Absolutely no issues there great well done
All seem maintained to a reasonable standard
Always green and healthy sports grounds.
Always green grass and well looked after.
Always immaculate
always in good condition considering weather conditions
Always in superb condition
Always maintained and available
Always mown and grass kept healthy
Always need these and they do a great job looking after them
Always ready for sport, neat, well maintained
Appear to be well maintained
Because it's good service is good
Better sport facility
Big grounds
Big grounds
Big ovals at sporting events able to social distance
Clean and well maintained
Clean water, good service, trustworthy
clean, well looked after
Closed during heavy rain, generally in good condition
Closely related to life, good service
Don't really use them but grandchildren playing sports are happy
Don't have much to do with sportsgrounds but they always look well kept
Good facilities and are well maintained
Good service and experience throughout
Gorgeous grounds so well maintained
Grass is well mowed and watered, minimal rubbish
Grounds are generally well maintained and kept to a high standard
Grounds plentiful, well maintained
I don't play sports but my dog sure loves to shit on them and they seem to clean it up every time!
I don't use them but from the outside they look pretty good.
Looked after well for all sports
Lots of equipment were up to date and we'll maintained
More than satisfactory.
most of the grounds are well maintained
Most seem fine
Most sportsgrounds are regularly mown and watered leaving them to be used by public
most sportsgrounds are well maintained and easy to access for a variety of sports
Mostly clean and neat
My eldest son plays rugby and the advice when grounds are closed is always early to cause minimal disruptions. Grounds are immaculately maintained.
My kids play sport on well maintained grounds
Our ovals seem well kept
Overall upkeep is good
Parks and ovals maintained well
Personally I don't utilise these facilities but from a distance they look maintained and populated
Plenty of space
Pretty good nice green grass
Sport ground is good. We can play anything
Sportsgrounds seem well maintained and easy to access
Sports grounds around me are well maintained
Sports grounds seem to be in good condition
sportsground near us seems okay. well utilised
Sportsgrounds in Canberra are always immaculate and the sporting community readily agree.
Sportsgrounds in my area are well maintained. They are mowed regularly, watered well and are used by young people to play sport on them
The condition of many sports grounds is poor, particularly around the verges. More needs to be done to maintain these critical community facilities.
The grounds are in good condition and well maintained.
There is a sports oval less than a 5 minute walk from my house that I take my dog to. It's mowed often enough that I don't have to worry about my dog getting grass seeds in his eyes.
They are always lush and green
They are always neat and clean
They mow the lawns on time
They seem to be well managed

We have two football stadiums in a tiny city.

Well maintained, up to date, clean. A variety of sports grounds around the capital for use by both public and private teams and individuals. I enjoy the sense of community this promotes from a young age.

Wide range of sporting grounds which is inclusive of almost all sports

Learnings from the Satisfied:

Apart from when the grass need mowing

Good but more frequent international sports should take place.

Grants to support active lifestyles and sporting facilities for the Canberra community.

More parking at many grounds would be useful

More toilet facilities would be good.

Most grounds are not up kept well

Mowing sometimes needed more frequently

Needs public toilets

Some are well maintained others are left to their own devices

Sports grounds don't seem to be a priority and an afterthought in many cases

Would be better if toilets at the different sports ground were open every day.

Reasons for Dissatisfaction

Absolutely astonishing at how bad these are managed. Regular injuries occur at fields for lack of maintenance or refusal to move to new practices (for example get rid of the diesel lines). Also, cut the BS with sports having to fight it out for fields and get rid of biased staff

All dead grass, hard surfaces

Always disgusting

Bad condition of grounds

Canberra has horrible public sporting grounds

Car tracks ruin surface

Cleaning of grounds could be improved

Costs to maintain grounds

Disorganised. Social sport is never given priority

Grass over grown and look unkept

Grounds are often left to become overgrown, yet sports clubs are still charged to use these sub-par facilities

I took my nephew to the soccer courts and it was terrible no nets or anything.

Maintenance and watering is haphazard.

Many aren't being mowed or maintained

Money should be invested to improve facilities. Clean up what's already there.

Most sports grounds are awesome but you can see the neglect with some

Need to be more suitable for cycling

Not enough community usage

not watered during drought

They are being closed and sold off

They are often being not used.

Unfortunately there is a lot of sporting fields in Canberra that are not managed properly and have not been mowed for a long time and are full of weeds

Unmonitored grounds at night

Weed ridden, hard grounds

How to fix problems or respond to the dissatisfied

Better allocation system

Better maintenance

Better management of the state of sports grounds

Clean periodically

Cycling needs more tracks to race on, there are so many unused sports grounds, and the tracks at Narrabundah and Stromlo don't even have lights so people can race at night

Education is needed more

Get rid of holes and bumps

Have better qualified people actually looking after the grounds not just laborers

Higher standard needed

Improve maintenance

Better management (le more staff and more training for staff)

Limit car access

More maintenance

More regular mowing of surrounds

Paid position managing oval use.

Patrol at night

Regular maintenance and watering

Sack the Labor Government

Stop closing and selling them off

Subsidies/more funds

Take pride in our sports facilities and keep them up to a standard that is befitting of Canberra

The government could water these Fields more often and take time mowing them and bringing them up to a standard that is expected of Canberra
the grounds are run down, out dated facilities and the fields are not well maintained
To be fair all I have to say is clean it up.
Use them for community gatherings like fetes
Water during drought

F. Overall Management of City Services

Reasons for Satisfaction

Access Canberra is good
ACT is relatively clean & tidy
All municipal services are carried out in a good and timely manner.
All seems pretty good, I don't expect much more
All so far has been well managed and issues which need addressing, dealt with
All the services are available and approachable.
Always collect garbage on time
Appears to run well
Bulky waste collections are a fiasco
Can't fault it it's great to see so many services out there .
Canberra is a pretty clean and tidy city
Coming from QLD, road maintenance seems to be very unimportant
Doing a reasonably good job
Everything generally works as expected
Everything gets done
Everything looks to be in good order.
Everything runs smoothly
Everything seems to be running smoothly so there are no complaints
Finally moving to online services.
From a wholistic perspective, I think that the territories municipal services are well managed, I've not had an experience which has been detrimental to my safety whilst using these services and as a whole, they seem to be managed very consistently
Generally fairly good
Good services supplied for Canberra regions
Good to see the council spraying all the common areas down every morning for public hygiene and safety
I honestly think municipal services across the ACT are reasonably managed.
Most services are delivered as I expect
Offices always have people available to help
Overall services are managed well.
Services are well managed and provide high quality service
Services operate with minimal disruption.
The addition of free bulk waste collection is essential and I am happy with it
The city looks good.
Wonderful people

Learnings from the Satisfied:

But mowing and weed control does leave a lot to be desired
1Can be overly bureaucratic at times
Could mow green spaces more often
Decent although sometimes maintenance is not frequent enough.
Good, but being stretched by the pace of urban development.
It's not too bad but there is a fair bit of road kill.
Maybe better lawn mowing of public areas
Mowing is what let's it all down. There are areas on government land which are consistently missed.
Rates are high for what we get
Rates could be lower
Sometimes the grass on the oval next to me gets tall before it is cut, but that can be easy to miss.
The govt doesn't think about future suburbs and car users, often make only one lane roads in & out of busy areas
They need to mow the grass in the green spaces more frequently.
Very good but the roads maintenance let them down badly

Reasons for Dissatisfaction

Access hours are not friendly to people who work
Areas of very poor grass cutting and general tidying are very poor.
Far too much emphasis on wokeness and too high taxes (rates)
Generally poor upkeep of infrastructure
Grass cutting maintenance is very overdue at times & it hazardous to motorists.
Grass is not mowed frequently enough.

Green spaces and parks have too long a time between grass cutting and general clean-ups making them virtually unusable and sometimes downright dangerous

I see rubbish when I'm driving

In certain circumstances, issues relating to municipal services which involve contacting City Services seem to be a little bit slow to respond
It's gone from a growing suburb to a metropolis that's overgrown on itself, roads you can't really use and a town centre that's a mess.

It's kinda dirty

Labor Government is wasting funds.

Major roads are in urgent need of maintenance

Not as good as NSW

Rates are too high

Seems as though everything outside the inner suburbs is slowly becoming untidy and unkempt

So many potholes in roads. Rubbish along roadside.

Stop wasting money

The suburbs around Canberra as far as keeping the nature strips up to scratch are a disgrace

There is a lot of maintenance needed

This is the nation's capital but doesn't look like it.

Too expensive

Tree removal slow and broken up into several contracts which is neither efficient nor effective. nor timely.

Trying to get action on issues can be difficult. And it seems that there are arbitrary rules that prevent citizens from doing their own projects that are common sense

Trees are dying due to pest infestation.

Under funded, seems like they are understaffed too

Very slow in getting reported potholes repaired

How to fix problems or respond to the dissatisfied

A lot of things need fixing around the areas

Change the government

Devise a plan and share

Evenly distribute funds.

Faster response times.

Fix roads & cut the grass

Longer opening hours to suit working people

More bulletins outlining changes would help

More cheaper service for all

More efficient spending of the budget.

More focus on making thing easier for users

More frequent mowing. Looking after trees better.

More funding

Not much in the way of maintenance being done, so need better maintenance

Provide more : "outside staff" it is much cheaper and more effective than contractors.

Public participation

Reduce the size and reach of government by 100%

Sack the Labor Government

Stop focusing on the City centres, and Gungahlin in particular, that's a disgraceful mess out there.

Stop wasting money

Take more 'pride' in Canberra as a whole

Take pride in the city and clean up the nature strips to a national standard

THINK!

G. Community Engagement Activity

Reasons for Satisfaction

ACT government sponsors and organises lots of great events and overall seems to be responsive to community feedback.

All very good experiences

Appears to engage public at events.

Because it's good service is good

Closely related to life, good service

Community are very friendly

Community engagement is one of the best

Community participation is high,

Compared to previous decades this aspect has been getting better and better.

I'm a fan

Feel engaged

Good effort in reaching out to community

Good to be able to have a voice

I am a regular participant in Your Say panels etc.

I am aware of a couple of ways in which my community can engage with the opportunities provided by our territory. I am aware of many ways that people can engage including via telephone to one of the many departments, by participating in some of the many activities provided, and also things like Florida's, the Enlightenment Festival, Folk Festival, Community open days like at lake Tuggeranong for example... there appears to be a variety of engagement opportunities available.

I think its good

Light rail extension engagement (with free coffee) was very welcome

Nice to be consulted about the planting of street trees

Plenty of people at the major rail/bus stops to ask questions. Signs on ongoing work.

Surveys are easy

The YourSay portal works extremely well. 10/10 compared to a decade ago. I feel I am being listened to.

There are lots of ways to have your say

They organize several events throughout the year.

YourSay is valuable

YourSay is well managed

Learnings from the Satisfied:

But shorter surveys would be easier to give feedback on.

Only suggestion is that they provide virtual consultation sessions on key issues as well as the your say surveys.

Some are a shit show some are well done

Reasons for Dissatisfaction

Genuine issues are currently swept aside in the cause of expediency of development, to the detriment of our neighbourhoods.

I don't feel that community feelings are given much consideration at all.

No enough knowledge of available services

Not community input into travel times

While "consultation" may take place, little attention is given to the people, and far too much to developers and business.

How to fix problems or respond to the dissatisfied

A panel of ordinary citizens should have a say in developments within their suburbs.

Act on the results

Get public's input on routes

Government needs to act on the results, not just give lip service to it

Government should listen, then act

Inform the community of outcomes

More outreach to the community

H. Transport Canberra Bus Services Overall

Reasons for Satisfaction

Adequate

Always buses when I need one always clean

Always clean, on time, rarely crowded

Always regular and on time and services most of Canberra

Amazing service fast and delivers on time

Bus drivers are really nice

Bus service is good and mostly on time.

Bus services are reasonably frequent and run during reasonable hours of a day. Bus fares are also reasonably priced.

Bus stop dash board for bus times

Buses always on time for me and get me where I need to go quickly

Buses are clean just slow

Buses during the day are very regular and good for seniors

Buses in my new area are reliable

Buses run in time. I am lucky to live near the tram line.

Can be crowded and late

Cheap

Clean buses, good and regular bus routes

Clean, efficient and on time...mostly.

Excellent service covering a large area

Flexible bus service operates in particular zones to help Canberra restaurants.

Flexible time tables

Frequency has improved where it is good.

Friendly drivers and reasonable punctuality

Good service and experience throughout

Good service, but drivers often fail to abide by road rules. Failing to signal, speeding, failing to give way at roundabouts

Good timetable and service from my area which was previously the blue rapid route, buses always clean and most drivers are helpful

Great time table fitting in with peoples needs are always important to transport Canberra well done guys.

Have always been great, keep up the good work

Have taken on community feedback

I catch the R4 every day. It's always on time, always has room and I've never had an issues with drivers or the public when on a bus.

I have no issues with the buses, especially, as they are more frequent than before

I have only used the bus service twice in the last 12 months. However as I was a frequent user of 'Action' some years ago, I was able to observe the progression of our bus service. It has managed to stay up to date with technology, update routes and services to cater to the changing needs of Territorians, and has also taken initiative to follow the path of renewable energy sources to fuel the fleet.

I have seen bus up and down the street giving services to the community

I like buses, but where I live,, near Lyneham shops, both bus services (50 and 51) arrive and leave at around the same time - it would be better if they were staggered to avoid long waits in the city.

I take the bus to work most days and it's enjoyable without any hassles.

I think its good

I think the new bus routes are okay but not as good as the old ones

I use the buses daily and they are an excellent service

I use the busses they are a lot better then they used to be

Listened to community concerns about direct access to Woden rather than having to catch 3 buses to the City.

Mostly runs on time have app that gives live updates

Much better now they changed the time tables back so the school kids just catch one bus here in Monash and not two

My bus service has actually improved since the huge timetable/route overhaul a couple of years back.

New bus routes (the R buses) work well for my requirements.

Nice drivers and quick to travel places

Not a regular user, but I have always found the buses clean, and get me in and out of Civic better in good time.

The bus drivers can be absolute assholes to customers! The buses don't run enough on weekends in my area, but grateful that we have an available transport option.

The bus network changed again which is annoying but the service is mostly reliable

The bus network suits my needs though weekend services should be more frequent.

The bus services are mainly good, although there could be more

The buses do a great job, CNG buses that are clean and environmentally friendly using Australian made fuel is the best thing we could be doing for our country, the economy, jobs and the environment.

The drivers work hard

The rapid buses are wonderful. Local services are too infrequent though.

The services to Barton need to be improved in peak hour

There are numerous bus services and the person can find a bus to almost anywhere

They are frequent and mostly on time

They are ok but there should be more and run later at night

They provide a very good service and are always on time

Use often and are usually on time but it takes a long time to get around Canberra so not always the most efficient mode of transportation.

Use regularly but timetable doesn't help with connecting buses

Used them a few times and worked OK

Weekday services are excellent

Learnings from the Satisfied:

Aggressive drivers occasionally

Although there seem to be a lot of busses that have long routes - makes it a long day for those getting on at the beginning

Bus service from Queanbeyan to Canberra should improve. Otherwise all good.

Bus to TGA got cancelled... very unhappy

But some drivers don't stick to the times which makes it hard to know what time to arrive at the bus stop.

But the lack of frequency on weekends can mean that I will use my car rather than wait around for buses.

Could have a better timetable though - the changes made when the RAPID services came in have disadvantaged Tuggeranong users and their accessibility

Could have an app for times and journey planning

Easy to travel to civic but crossing districts is not good

Good but doesn't service my area (Campbell)

Good just that it would be best if the buses are all wheelchair accessible cos it can be frustrating when you can't go in a bus when you have an appointment or something to catch up with as a parent for those using a wheelchair

Pretty good where I am but needs improvements in many outer areas

Useful but some older buses break down

Reasons for Dissatisfaction

Always late

Because buses don't work for my exact commute lol

Bus not on time, less frequent off-peak time

Buses are old and have huge lead time gaps

Buses reduced in favour of light rail to nowhere

Far too many people on the buses and having to change off the light rail onto a bus was a pain

I cant get a bus to get me to work on time forcing me to drive

I find a lot of the times, the buses are late. I find that I can't rely on the time table
 if you don't have a balance on Transport Canberra card or no card at all, your only option realistically is to pay using coins and notes.
 Inadequate service in my area,
 latest timetable has increased travel time, increased number of bus changes and decreased frequency.
 Infrequent
 Length of travel time
 Light rail went in northside and from this, south side buses were removed. Some routes which were great to get to work are now not there.
 more routes and more buses on road could be added
 My bus has either turned up late or not at all multiple times
 No bus stop close to where I live
 Non-existent where I need them
 Not frequent enough - especially when trying to get home from work late
 Not many buses now there is a light rail
 Not regular especially on weekends not enough or direct to most locations. I'd use more if I could get to work
 Not worth taking the bus as it takes too long, goes through other suburbs, and it's more convenient to drive
 Oaks estate not serviced at all
 Old, smelly, no places to recharge MyWay on buses themselves, should be able to pay with card through eftpos
 Poor bus drivers, rude and sometimes don't stop. Have been left waiting for over an hour. Network just poor.
 Poor timetable, not enough.
 Removed a number of busses, have to change between buses now and less frequent, Gungahlin feeds off busses into tram onto another bus for those
 needing to go past the city. No longer catch buses because of inconvenience
 Route 30 used to go directly to city. Now it doesn't which is a huge disappointment
 Since Light Rail has ceased direct buses into Civic, it takes much longer to get there due to the need to change onto the LR, plus buses and LR are not
 always well coordinated at interchanges. Saturday afternoon services are now very infrequent (every 2 hours on a route I use).
 The bus route that goes through Symonston was cancelled, and has put a lot of people including the elderly at Sundowners village, without a bus.
 The current bus network disincentives people to use public transport. The fact it can take 20 minutes to go from Belconnen to the CBD in a car while a bus
 can take over 60 minutes is just not attractive
 The time table is pathetic. I have been here 50 years and it does not improve. A bus every 2 hours at the weekend is dreadful, hourly service at night and
 half hour during the day. I am sure that Suva would have a better service. The bus routes are dreadful eg Hawker to Civic is 2 buses!!!!.Wanted to buy a
 ticket for an interstate visitor but could not work out how to do it so I ended up taking the car in case an inspector got on board as no purchase on the bus
 the times given on maps do not align with the actual timings
 The weekend timetable is abysmal - its outrageous that buses only go every two hours from the suburbs to major interchanges. It means I no longer take
 the bus for impromptu weekend travel.
 There aren't enough and bus routes are slow and insufficient
 There could be more frequent buses from each route
 Timetable/frequently to suburbs
 Too expensive, no zoning system.

How to fix problems or respond to the dissatisfied

ACT will not improve this, never
 Actually put some buses on the road
 Better and more frequent services with good routes that are actually comparable with commuting times in a car
 Better network, timetable, drivers.
 Better timing of services to connect with LR, plus more frequent Sat afternoon services.
 Bring back 3-4 express buses from certain suburbs to the main hubs in the mornings and afternoons only - that will reduce the congestion on the light rail
 Buy more buses so you always have replacements when there are breakdowns
 By increasing number of buses and routes
 By providing a public bus service to the community who pay rates and remain neglected
 Free transport
 Frequency
 Have buses that run on time
 Improve routes to reduce travel time
 Improve service and timetabling
 Improve services to and through Kambah.
 More direct services to Woden and the city.
 In this age of digital payments on crypto currency TC making us pay using coins and notes. Come on just get with the times and fit eftpos machines to
 buses so we can use digital payments.
 Introduce a zoning system
 Make bus times shorter between catching buses
 Make sure the buses actually turn up and don't run 30 mins late
 More bus routes and more frequent during off peak time
 More bus services - I shouldn't have to wait more than 25 minutes for a bus any where, any day
 More buses and better routes and easy ways to buy a ticket if you have to unexpectedly use the bus e.g visitor to Canberra as can't buy ticket on board bus
 More buses through Action
 More busses, better routes and times
 More connecting routes to outer areas rather than everything going through the city
 More forward planning. For example, direct bus routes from hubs to Brindabella park offices would be great,
 more routes and more buses on road could be added

More routes earlier starts
 More runs and more staff.
 More services - or a shuttle bus to rapid services bus stops - we're a 25 minute walk to the nearest R4
 New buses with more seats that allow social distancing
 Pay with credit card or debit card on bus, better stops, more routes
 Please restore number 30 bus trip directly to Civic
 Provide continuous services and multiple options
 Reinstate local service
 Reinstate the Symonston route. This will help people at the long stay caravan park and the residents at the Sundowners village for over 55's

I. Transport Canberra Light Rail Services Overall

Reasons for Satisfaction

A good service, although I see a lot of people not paying, and connections with some bus services aren't as good as they could be
 Although the light rail network is in urgent need of expansion but what is already there is brilliant
 Awesome job
 Because it's good service is good
 Cheap and slightly convenient
 Choo choo tram is good!
 Clean and convenient light rail
 Clean and efficient
 Clean water, good service, trustworthy
 Clean, on time, quick and accessible
 Clean, Covid safe, well staffed, well maintained and a pleasure to use
 Closely related to life, good service
 Convenient
 Could be down the every 10 minutes
 developed too slow
 Does the job
 Don't use them as I live on the Southside.
 Ease of access and how often they come
 Easy access and fast
 easy and convenient
 Easy and fast
 Easy to catch and regular
 Efficient, lots of stops so far and good for environment.
 Enjoyed the one time I used
 Excellent
 Fantastic initiative
 Fantastic, but sometimes roadwork hamper the service
 Fast and clean
 Fast and easy ride
 Fit for purpose
 Frequent services, clean, cheap
 Good frequency of services.
 Good routes and fast
 Good service and experience throughout
 Great public transport option
 Great reliable service
 Great service can't wait for it to be extended
 Has been kept clean
 Helping Canberrans in a great way.
 I am lucky to live near the tram line.
 I don't regularly use the light rail but it is fast, frequent and smooth.
 I feel that this is a major improvement to Canberra as you can move around Canberra city in less than 15 minutes. It opens up so many opportunities to society whilst also generating jobs for the people.
 I love the tram, I don't get much opportunity to use it though (live in Belconnen)
 I think it's a great addition to the city
 I think its good
 it good, clean and well maintained
 It is fast and accessible for the area it services
 it is good to have the light rail and it is effective for those in that area, but isn't a big help for most people in Tuggeranong
 it is very fun to travel
 it runs regularly and the trams are clean
 It's been a great addition to the city

Light rail services run from early in the day to late in the night (or even early the next day for some weekend services), it is faster and far more reliable than the old Red Rapid bus services, plus it is easy to be physically distanced on services. Light rail fares are also reasonably priced.

Love the light rail, keep up the good work!

LOVE the trams

love this service, don't have a lot of use for it as I work from home

More extension of light rail throughout Canberra would be great

On time frequent and clean

Only used it a couple of times but the staff were friendly and the light rail was clean and on time.

Reliable and good quality public transport

Services are reliable. It would be good if they were more often or more seating available as they are very crowded during peak times.

The light rail service is great and reliable

The route from Gungahlin to Civic is excellent

The service is excellent, but needs to be expanded, as is being planned.

There are frequent tram services available

They are expanding which is great

Timetable updated suits me

Very average it has not reduced road congestion

very convenient

Very easy to use, clean, fast

Very important project connecting our city.

Very quick transport to travel to and from city and Gungahlin

Well this is a fabulous idea I just think that really appeals to the public I really do .

Worked fine, more reliable than buses

Works well; looking forward to the expansion of the network.

Learnings from the Satisfied:

But annoying for car drivers

But sometimes have to share with dangerous commuters, aggressive, druggies, alcohol use.

Light rail is good, but it goes nowhere.

Light rail service isn't a viable option for transportation

Needs to go to Belconnen.

The tram is good, but I wish they'd have a system where you have to tap on or buy a ticket before you can board the tram. you know like any other tram system in the world, would save a lot of money spent on hiring those dudes in red shirts walking around checking if everyone paid.

We need it extended from Civic to the airport

Reasons for Dissatisfaction

Doesn't extend to a convenient area for me

Far too many people on the tram, more so even with COVID which is problematic

Having to change from a bus to a tram and back again, when commuting to Civic.

The stupid arrangement of the terminus in Civic being in the middle of Northbourne Avenue.

Just massive mess it created for the traffic in Canberra

Limits and slows traffic. Areas not covered by light rail suffer from it

No parking right near the stops it's a long walk.

Not enough trains

Ok but the light rail is out of my way so don't use

Overcrowded

The light rail does not give me any benefit as a citizen in this city. Big disappointment big time. I wish it didn't exist. I wish the money was spent somewhere else

Too expensive, no zoning system.

How to fix problems or respond to the dissatisfied

Bring back three to four express buses from certain suburbs to the main hubs in the mornings and afternoons only - that will reduce the congestion on the light rail

Complete separation from road network would have been a better design, not running down the centre of the main road into Canberra, that is madness.

Extend it to the airport, Brindabella Park and on to Queanbeyan

Extend the network into the Belconnen region

Extend to places most people actually go

Introduce a zoning system

Make it free transport

More trains could be added

People should be able to disembark into the pedestrian plaza linked to the bus interchange, not way over on Northbourne, its not in the city proper.

Provide better parking near the stops

Provide dedicated park-and-ride parking stations close to the main stops.

Take it down to Tuggeranong.

The terminus in Civic should not be in the middle of Northbourne Avenue, it needs to be moved into the city.

They need to have some four carriage trains for the peak hours.

Two carriages is not enough at peak times because the LRV is overcrowded

Waste of time - health and education are much more in need of attention and major funding

You can't fix it now. It's been built in the wrong place in a way that impacts everyone both users and non users.