

ACT City and Environment Directorate

Satisfaction Survey 2026

Final 10 July 2026

Introduction and methodology

The City and Environment Directorate (formerly, Transport Canberra and City Services) within the ACT Government delivers a range of municipal and environmental services. These include transport, road and path maintenance, public libraries, waste and recycling collection and maintenance of urban spaces, sportsgrounds and nature reserves.

As part of its commitment to improving service delivery to ACT residents, the directorate conducts annual community satisfaction surveys. Notable changes for the 2026 survey were implementation of an online panel methodology (previous cycles used a 50-50 combination of online panel and computer-assisted telephone interviews [CATI]), as well as the addition of a new section to understand residents' perceptions and experiences with the parks and reserves in and around Canberra.

Data was collected through online panels by two providers we have a long-standing working relationship with: The Online Research Unit (ORU) and PureProfile. The latter also included additional panels from the Octopus group and Ipsos to meet the sample requirements.

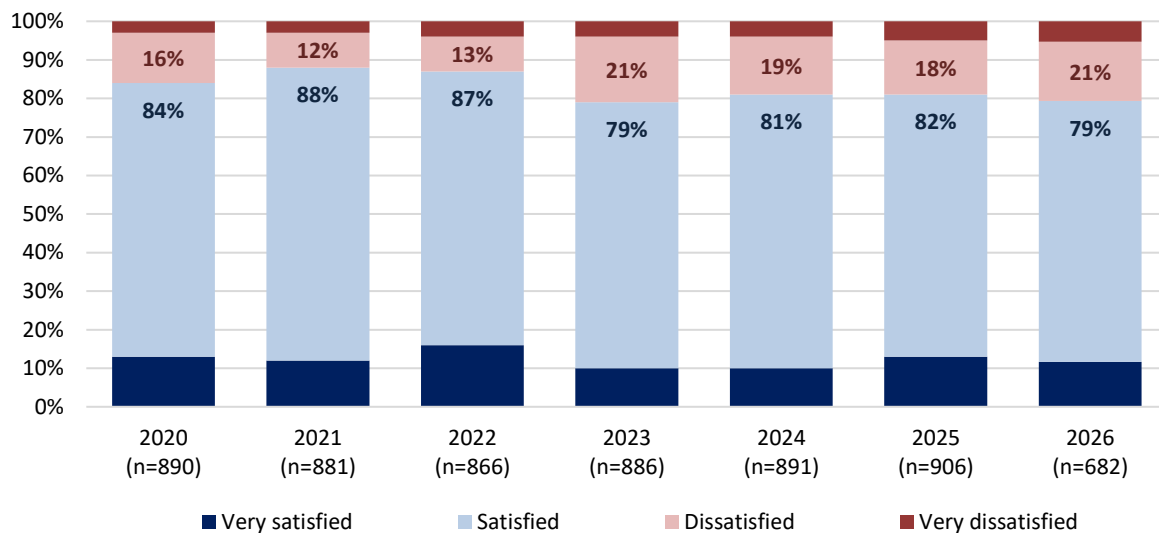
- Fieldwork for both panels commenced with a soft launch on 5 May 2026, followed by the official launch on 7 May 2026. The ORU completed data collection on 15 May 2026, while PureProfile concluded on 25 May 2026.
- A total of 1,019 valid responses were collected, with 510 from ORU and the remaining 509 from PureProfile.

Post-fieldwork, ORIMA conducted our standard data cleaning procedures before analysis. The sample was weighted by age and gender to align with ABS population estimates to provide the most accurate representation of the ACT population.

Municipal services

Overall satisfaction with the management of municipal services was 79% in 2026, similar to the results of 79-82% between 2023-2025, but down from the historic highs of 84-88% recorded in 2020-2022.

Figure 1: Overall satisfaction with the management of municipal services

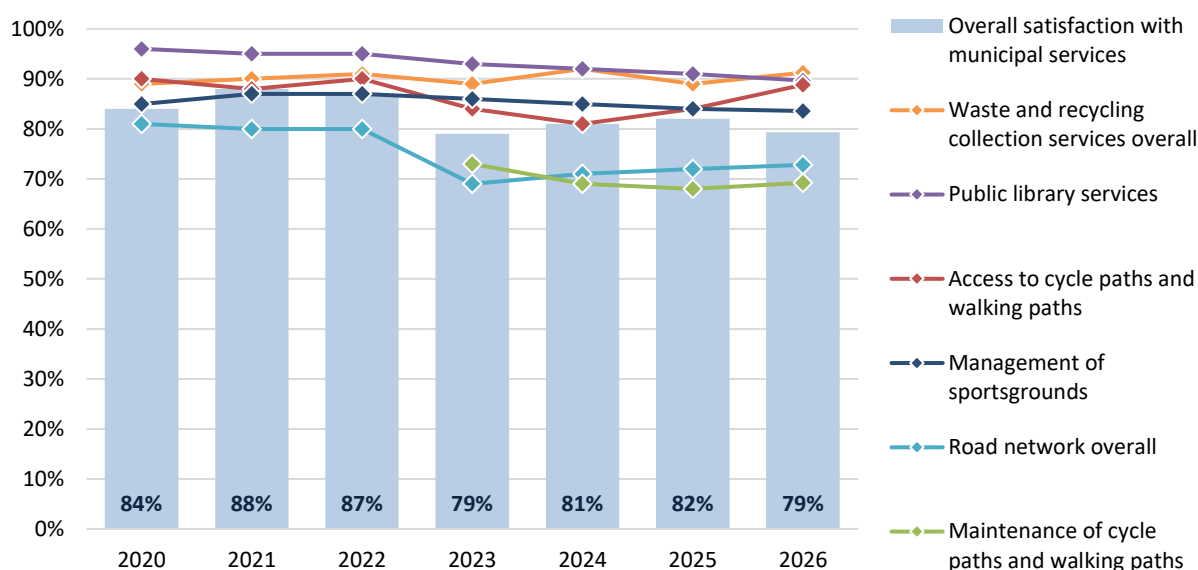


A range of specific community and municipal services were also measured through the survey. Satisfaction with these remained fairly consistent with previous years' scores, ranging from 69% for maintenance of cycle paths and walking paths, to 91% satisfaction for waste and recycling collection services overall (see chart on following page).

- Notably, satisfaction with access to cycle paths and walking paths (89%) has improved since the lower ratings of 81% in 2024 and back to historical highs observed in 2020-2022.
- Similarly, satisfaction with overall road network (73%) has been slowly but steadily improving since the 2023 fall in ratings (69%). However, it is yet to reach the historic high of 80-81% observed in 2020-2022.
- Satisfaction with waste/recycling services was highest at 91%, consistent with previous years. Satisfaction with library services was also high at 90%, slightly down from 95-96% in 2020-2022. Satisfaction with the management of sportsgrounds was slightly lower at 84%, consistent with previous years as well.

Figure 2: Satisfaction with all municipal services over years

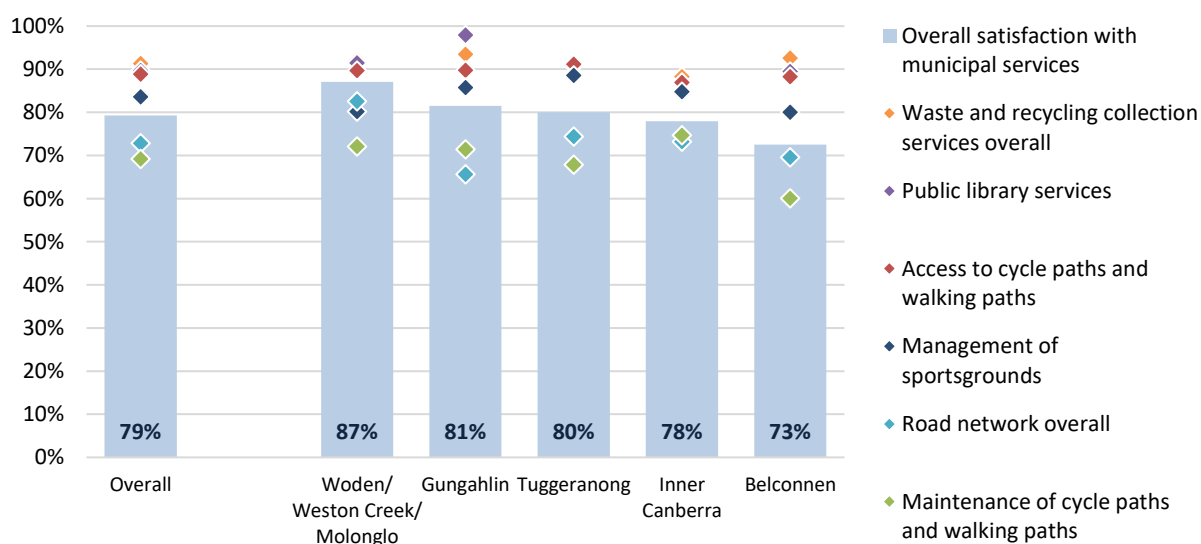
(Figures represent % Very satisfied + satisfied)



Across the ACT regions, Woden/Weston Creek/Molonglo were the most satisfied with the overall management of municipal services (87%, amongst which 91% of Woden residents were satisfied), as well as the road network overall (83%, and 85% amongst Woden residents). Belconnen, on the other end, were least satisfied overall (73%) and with the maintenance of cycle paths and walking paths (60%). While Inner Canberra residents were the second-lowest satisfied overall (78%), there was a large difference between Inner North Canberra residents (83%) and Inner South Canberra residents (69%), mainly in relation to the road network overall (83% North and 54% South).

Figure 3: Satisfaction with all municipal services by region

(Figures represent % Very satisfied + satisfied)



In addition to the regional differences, there was a difference in overall satisfaction with municipal services by age, with those aged 18-39 being most satisfied (87%), compared to 78% of those aged 40-64 and 65% of those aged 65 and older.

Transport Canberra bus services

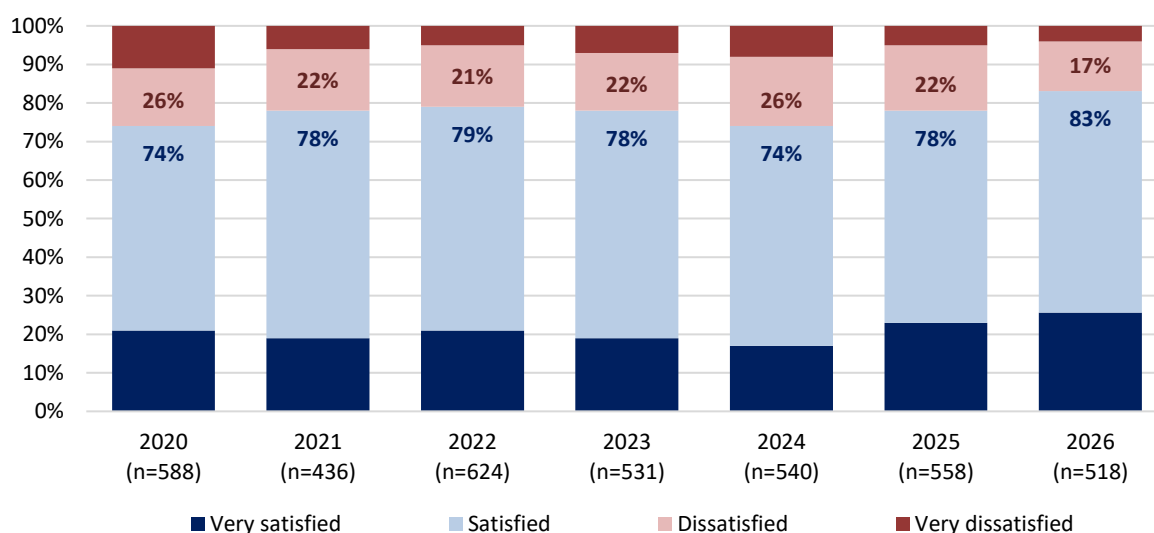
Just over half (53%) of respondents reported catching a Transport Canberra bus in the past 12 months, similar to the rates of 51-57% recorded between 2022 and 2025.

- Bus usage was highest amongst Inner Canberra residents (63%) and lowest amongst Tuggeranong residents (43%), with 49-52% across the other ACT regions.
- Usage across age groups was the same for those aged 18-39 years and 65-plus years (both 55%), with slightly lower usage amongst those aged 40-64 (47%).
- Amongst diversity groups, Culturally and Linguistically Diverse respondents were more likely to have caught a bus (61%), similar to Aboriginal and/or Torres Strait Islander respondents (57%). Respondents with a long-term sensory disability (39%) and long-term mental and/or intellectual disability (43%) were less likely.

Satisfaction with Transport Canberra bus services reached a record high in 2026, with 83% of respondents stating to be satisfied or very satisfied, compared to 74-79% in previous years.

Figure 4: Satisfaction with Transport Canberra bus services

(Figures represent % Very satisfied + satisfied)



Despite record-high satisfaction with bus services, there were some notable differences across ACT regions, age groups and diversity cohorts.

- Satisfaction was highest amongst Gungahlin respondents (91%) and lowest amongst Belconnen respondents (74%), with 83-85% across the other regions. There was a difference within Inner Canberra however, with 90% satisfaction amongst Inner North respondents, compared to 72% amongst Inner South respondents.
- Respondents aged 65-plus were most satisfied (90%), compared to 81-82% for other age groups.
- While bus usage was similarly higher amongst Aboriginal and/or Torres Strait Islander respondents and Culturally and Linguistically Diverse respondents, satisfaction with bus services differed slightly (89%, compared to 76% respectively). The diversity cohorts least using bus services were also the least satisfied: Respondents with a long-term sensory disability (53%) and those with long-term mental and/or intellectual disability (60%).

Transport Canberra light rail services

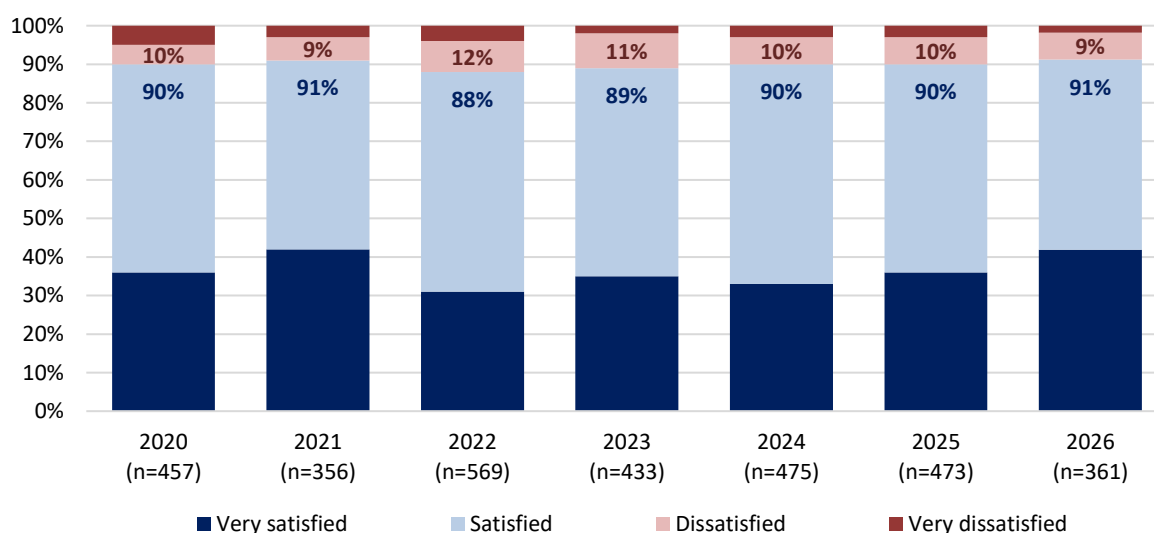
In 2026, 38% of respondents reported using a Transport Canberra light rail service, slightly lower than 44-48% between 2022 and 2025.

- Light rail usage was highest amongst Gungahlin (69%) and Inner Canberra residents (48%), with 16-27% across the other ACT regions. There was a difference within Inner Canberra, however, with 63% light rail usage amongst Inner North respondents, compared to 20% amongst Inner South respondents.
- Usage across age groups was highest amongst those aged 18-39 years (42%), followed by those aged 40-64 years (35%), with slightly lower usage amongst those aged 65-plus (31%).
- Amongst diversity groups, Culturally and Linguistically Diverse respondents were more likely to have caught a light rail (58%). Respondents with a long-term physical disability and long-term sensory disability were less likely (both 27%).

Satisfaction with Transport Canberra light rail services remained high in 2026 at 91%, steady with the historical range of 88-91%.

Figure 5: Satisfaction with Transport Canberra light rail services

(Figures represent % Very satisfied + satisfied)



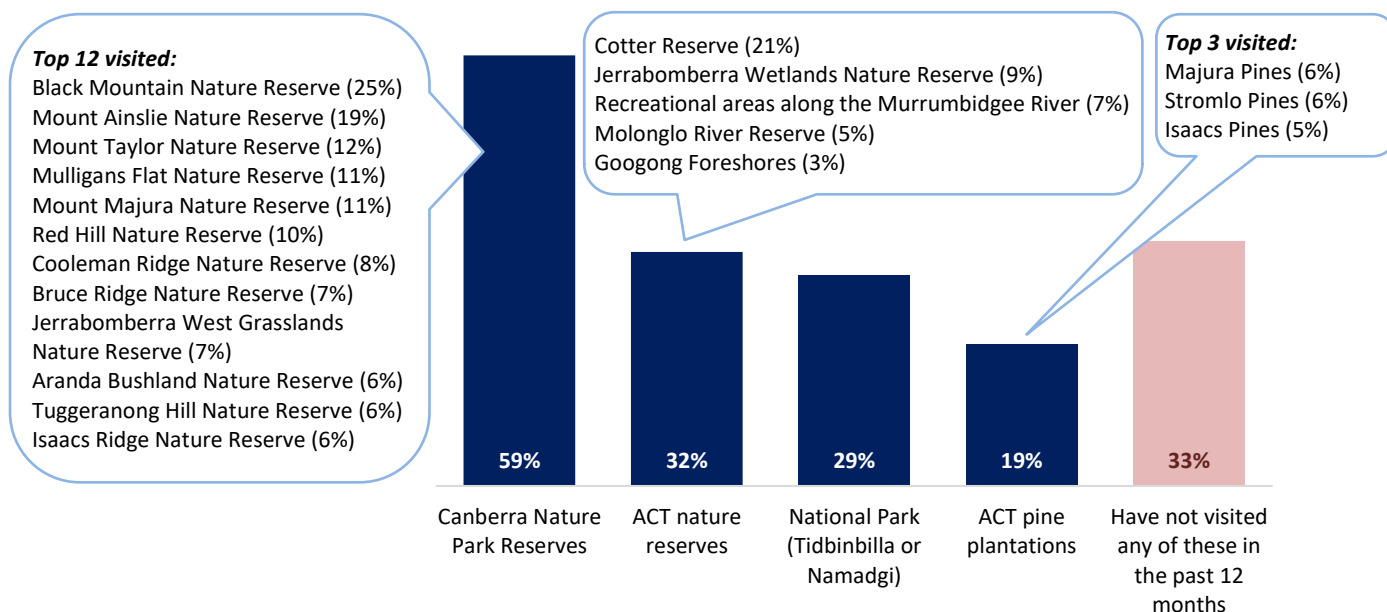
High satisfaction levels were observed across all age, diversity cohorts and ACT regions, even in areas with relatively low usage rates.

- Despite having the lowest light rail usage (27 residents) amongst all ACT regions, satisfaction was high amongst Tuggeranong residents (96%). Inner Canberra (94%) and Gungahlin respondents (92%) also had high satisfaction while it was slightly lower amongst Belconnen respondents (81%).
- Satisfaction with light rail services remained consistent across age groups ranging from 89-93%.
- Across diversity cohorts, respondents identifying as Aboriginal and/or Torres Strait Islanders and those with a long-term mental and/or intellectual disability had the highest satisfaction with light rail services (both 100%). While light rail usage was lower amongst respondents with a long-term sensory disability and long-term physical disability, satisfaction with light rail services differed slightly (100%, compared to 83% respectively).

ACT parks, reserves and plantations

In total, 67% of respondents visited at least one ACT park, reserve or plantation in the past 12 months, with a median of three different locations visited per respondent. Canberra Nature Park Reserves were most commonly visited (by 59% of respondents), followed by ACT nature reserves (32%), National Parks (29% overall, being 23% for Tidbinbilla and 15% for Namadgi), and ACT pine plantations (19%).

Figure 6: Visited ACT parks, reserves and plantations



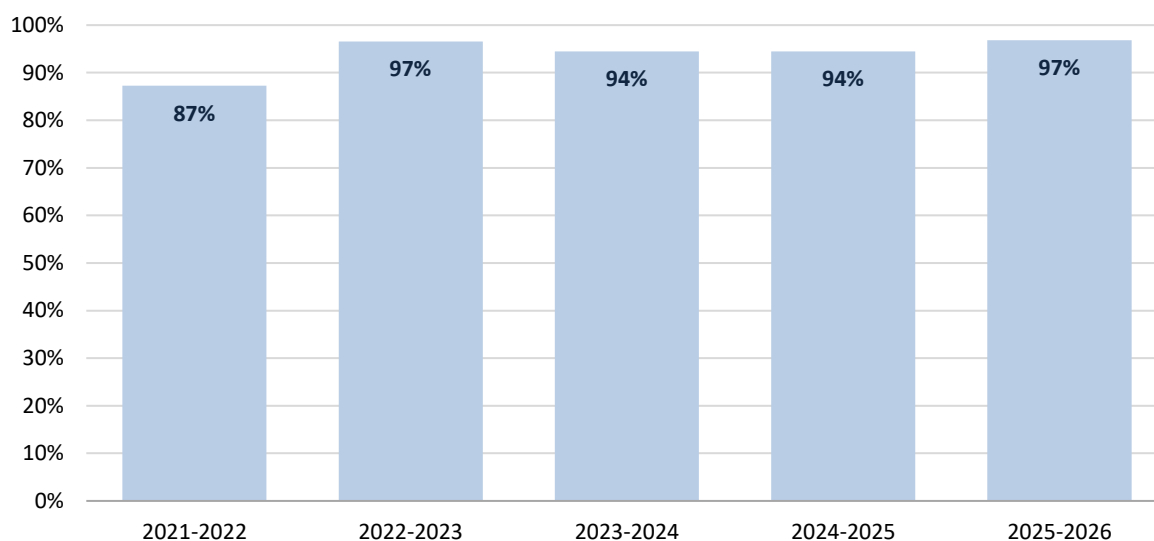
The proportion visiting at least one ACT park, reserve or plantation in the past 12 months varied across age and diversity cohorts.

- Across age groups, visitation to at least one ACT park, reserve or plantation was highest amongst people aged 18-39 years (72%), followed by those aged 40-64 years (67%), with it being lower amongst those aged 65 years or older (52%).
- Respondents identifying as Aboriginal and/or Torres Strait Islanders were most likely to have visited an ACT nature reserve, park or plantation in the last 12 months (86%), while those with a long-term physical disability or long-term mental and/or intellectual disability were the least likely to have visited (both 54%).

Overall experience with ACT parks, reserves and plantations

Satisfaction with the overall experience across ACT parks, reserves and plantations (97%) was similar over the past four years (since 2022, ranging from 94-97%) and higher than 2021-22 (87%).

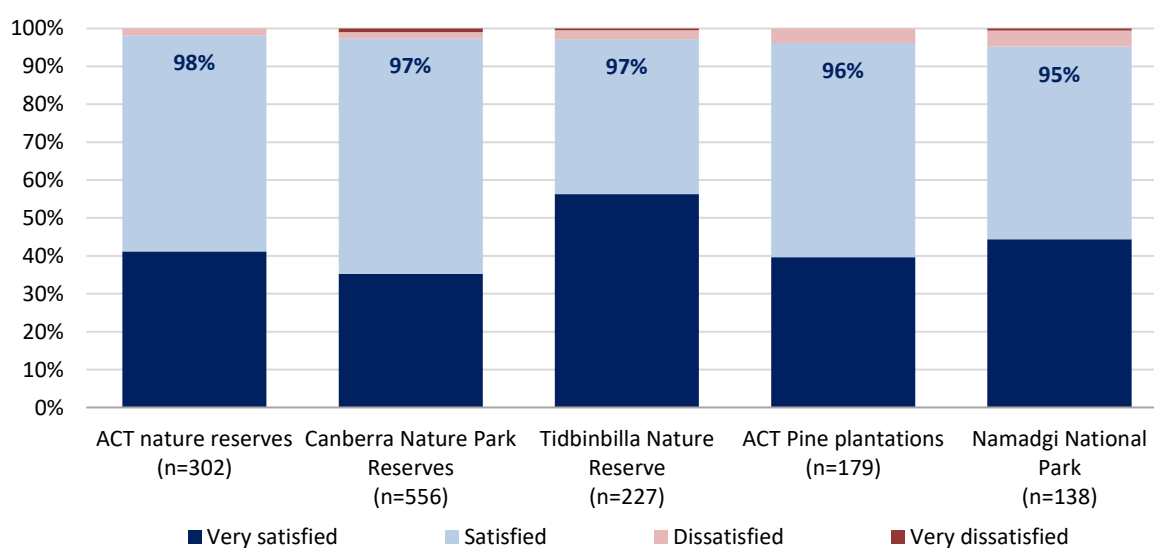
Figure 7: Satisfaction with overall experience over the years



Note: The 2025-26 results are for the percentage very satisfied and satisfied, averaged across five questions about Tidbinbilla, Namadgi, Canberra Nature Park Reserves, ACT pine plantations, and ACT nature parks. The overall satisfaction scores for 2024-25 results and prior were calculated from a single question by summing the proportion of respondents who answered at least six on a 10-point scale (with 1 being extremely dissatisfied and 10 being extremely satisfied). In previous years, the 10-point scale was reported in groups of two (e.g. 9-10 out of 10, 7-8, 5-6, etc). As unit-level data was not available, we divided the proportion who rated 5-6 in half and added that to the sum of 7-8 and 9-10 to obtain historical satisfaction scores.

Satisfaction with ACT parks, reserves and plantations in 2026 were consistently positive, ranging from 95% satisfied (for Namadgi National Park) to 98% (for ACT nature reserves), consistently high across demographic cohorts. Notably, 56% of respondents visiting Tidbinbilla Nature Reserve were very satisfied in 2026, compared to 35-44% across other locations.

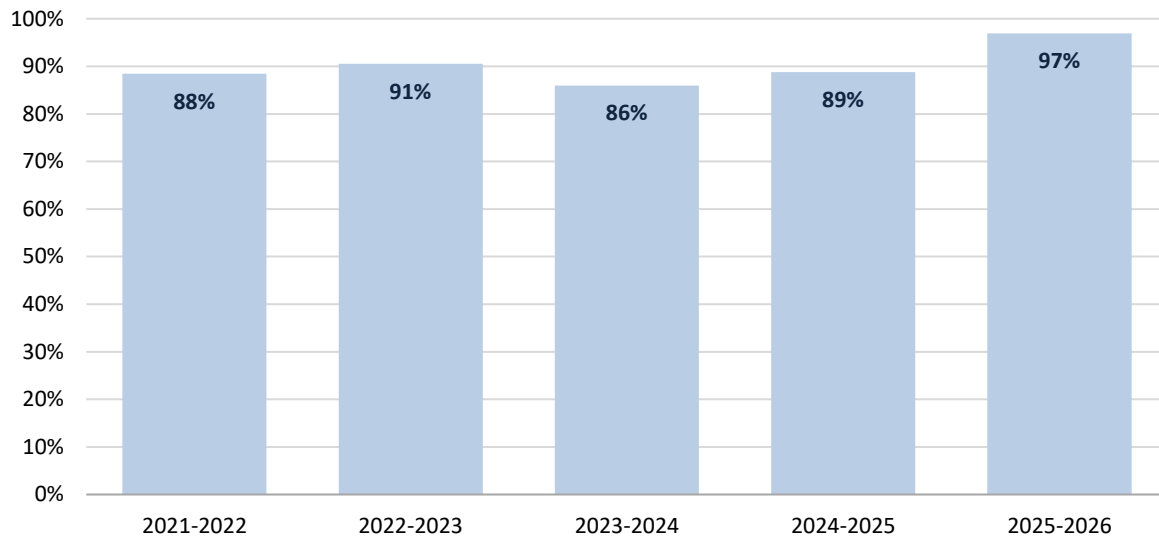
Figure 8: Satisfaction with overall experience at ACT parks, reserves and plantations (2026)



Overall satisfaction with the management of Tidbinbilla, Namadgi and Canberra Nature Park Reserves

Respondents were more satisfied with the management of Tidbinbilla, Namadgi and Canberra Nature Park Reserves in 2026 (97%), compared to 86-91% in previous years.

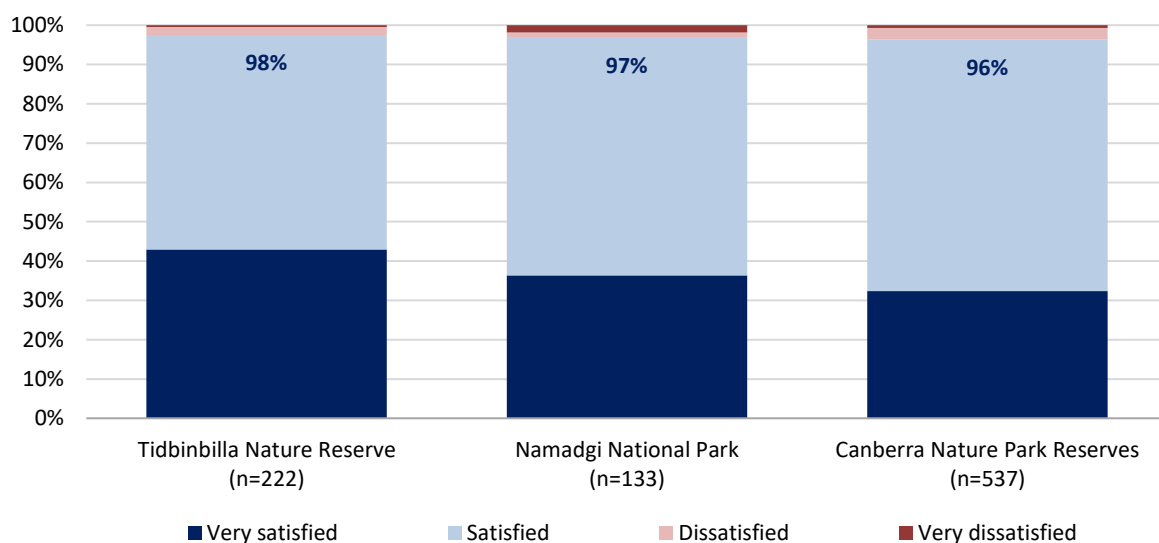
Figure 9: Satisfaction with management over the years



Note: The 2025-26 results are for the percentage very satisfied and satisfied, averaged across three questions about Tidbinbilla, Namadgi, and Canberra Nature Park Reserves. The overall satisfaction scores for 2024-25 results and prior were calculated as an average of questions about Tidbinbilla, Namadgi, and Canberra Nature Park Reserves. As with overall experience, the calculation involved summing the proportion of respondents who answered at least six on a 10-point scale (with 1 being extremely dissatisfied and 10 being extremely satisfied). In previous years, the 10-point scale was reported in groups of two (e.g. 9-10 out of 10, 7-8, 5-6, etc). As unit-level data was not available, we divided the proportion who rated 5-6 in half and added that to the sum of 7-8 and 9-10 to obtain historical satisfaction scores.

Satisfaction with the management of Tidbinbilla, Namadgi and Canberra Nature Park Reserves in 2026 was very consistent, ranging between 96-98% and consistently high across demographic cohorts. Again, the proportion of respondents very satisfied was highest for Tidbinbilla Nature Reserve, followed by Namadgi (36%) and Canberra Nature Park Reserves (32%).

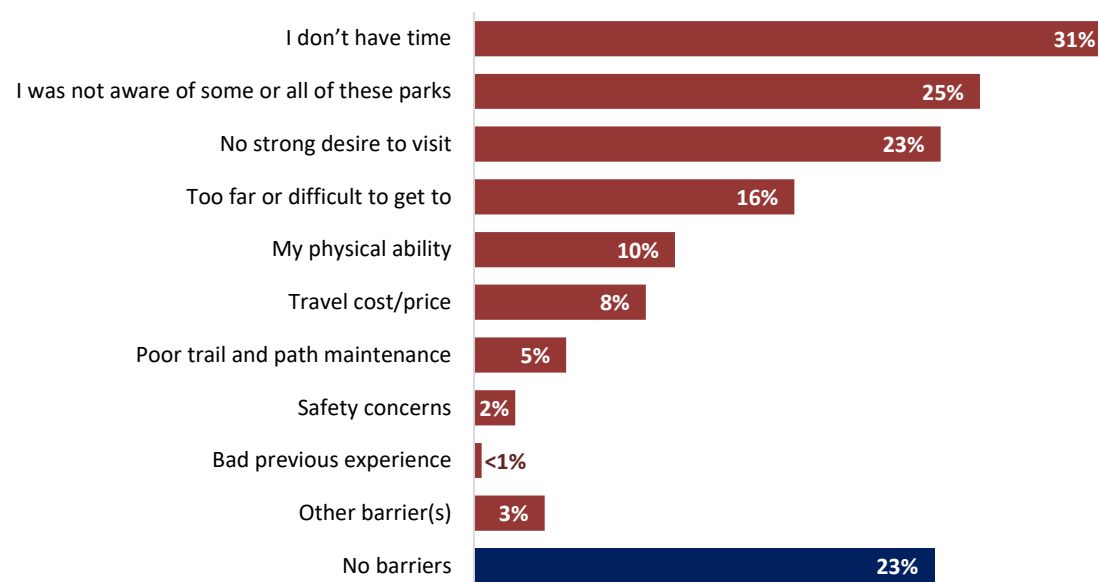
Figure 10: Satisfaction with management of Tidbinbilla, Namadgi and Canberra Nature Park Reserves (2026)



Barriers to visiting a nature reserve, park or plantation

Overall, 77% of respondents reported that they faced at least one barrier to visiting a nature reserve, park or plantation. The most common barriers were lack of time (31%), not being aware of some or all of these parks (25%), and no strong desire to visit (23%).

Figure 11: Barriers to visiting a nature reserve, park or plantation



Across age groups, a higher proportion of respondents aged 18-39 mentioned at least one barrier to visiting a nature reserve, park or plantation (81%), compared to those aged 40-64 (76%) and 65-plus respondents (71%).

- The most common barriers reported by those aged 18-39 were lack of time (41%) and not being aware of some or all of these parks (28%).
- Lack of time (30%) and not being aware of some or all of these parks (22%) remained in the top three barriers for those aged 40-64, along with by no strong desire to visit (26%).
- Physical ability (25%) was the biggest barrier for people aged 65-plus, with no strong desire to visit (24%) and not being aware of some or all of these parks (21%) also being the most common.

While males and females tended to have a similar visitation rate for an ACT parks, reserves and plantations in the last 12 months (68% and 65% respectively), females were more likely to not be aware of some or all of these parks (31%) compared to males (18%).

Considering these barriers, and noting that overall respondents reported visiting a median of only three parks in the past 12 months, prioritising efforts to enhance awareness of these parks should be a key strategic focus.