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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

Interviews conducted
18 to 24 March 2020

Reported
30 March 2020

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1.0 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.

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. 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.

2.0 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 March 2020 wave took place over the period 18 to 24 March 2020.

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 table 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.





3.0 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 four years.

Year-by-Year Satisfaction Comparisons

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

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

^o Significant increase/decrease refers to statistically significant differences between 2019 and 2020 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
1. Access to cycle paths and walking paths	9%	8%	8%	10%
2. Library services	5%	2%	3%	4%
3. Road network overall	15%	13%	14%	19%
4. Waste and recycling services overall	12%	3%	6%	15%
5. Management of sportsgrounds	-	3%	4%	15%
6. Overall management of municipal services*	-	-	-	16%
7. Community engagement experience**	29%	16%	38%	19%
8. Transport Canberra Bus service overall	12%	9%	32%	26%
9. Transport Canberra light rail service overall	-	-	15%	10%

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

^o Significant increase/decrease refers to statistically significant differences between 2019 and 2020 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.

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 %	Woden+Western + Molo %	Tuggeranong %	Inner North %	Inner South %
Very satisfied	25	27	23	17	26	23	22	33	23	31	19	11
Satisfied	65	64	67	59	63	66	62	64	68	58	70	73
Dissatisfied	7	9	6	16	8	9	11	3	5	9	11	12
Very dissatisfied	3	0	4	8	3	2	5	0	4	2	0	4
Total satisfied	90	91	90	76	89	89	84	97	91	89	89	84
Total dissatisfied	10	9	10	24	11	11	16	3	9	11	11	16
<i>Base [n=]</i>	916	423	400	92	457	459	221	161	136	192	139	67

Table No. Ab

Among those who expressed an opinion:	Total %	DWELLING TYPE			HOUSING TENURE				EDUCATION		
		Detached %	Semi TH terrace %	Apartment %	Own outright %	Own with loan %	Rent private %	Rent public %	No tertiary %	Undergrad degree %	Post grad degree %
Very satisfied	25	23	31	24	31	18	32	14	28	18	26
Satisfied	65	64	64	72	55	71	65	69	58	75	65
Dissatisfied	7	10	2	3	6	10	3	17	10	6	6
Very dissatisfied	3	3	3	1	8	1	0	0	4	1	3
Total satisfied	90	87	95	96	86	89	97	83	86	93	91
Total dissatisfied	10	13	5	4	14	11	3	17	14	7	9
<i>Base [n=]</i>	916	601	178	131	261	341	208	106	409	263	244

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 %	Woden+Western + Molo %	Tuggeranong %	Inner North %	Inner South %
Very satisfied	32	29	30	47	34	29	35	32	37	35	22	22
Satisfied	64	65	68	42	62	66	59	65	54	61	74	76
Dissatisfied	4	5	2	11	3	5	5	3	9	4	4	0
Very dissatisfied	0	1	0	0	1	0	1	0	0	0	0	2
Total satisfied	96	94	98	89	96	95	94	97	91	96	96	98
Total dissatisfied	4	6	2	11	4	5	6	3	9	4	4	2
<i>Base [n=]</i>	780	368	320	92	388	392	184	131	126	146	133	59

Table No. Bb

Among those who expressed an opinion:	Total %	DWELLING TYPE			HOUSING TENURE				EDUCATION		
		Detached %	Semi TH terrace %	Apartment %	Own outright %	Own with loan %	Rent private %	Rent public %	No tertiary %	Undergraduate degree %	Post grad degree %
Very satisfied	32	30	36	35	43	27	31	17	29	30	37
Satisfied	64	65	58	63	49	72	64	76	68	63	58
Dissatisfied	4	5	5	2	7	1	5	7	3	7	3
Very dissatisfied	0	0	1	0	1	0	0	0	0	0	2
Total satisfied	96	95	94	98	92	99	95	93	97	93	95
Total dissatisfied	4	5	6	2	8	1	5	7	3	7	5
<i>Base [n=]</i>	780	488	152	135	234	270	184	93	344	212	225

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 %	Woden+Western + Molo %	Tuggeranong %	Inner North %	Inner South %
Very satisfied	11	13	8	18	14	9	15	11	7	9	9	22
Satisfied	70	70	70	65	63	76	62	73	85	69	67	64
Dissatisfied	14	15	15	7	15	12	18	8	6	16	18	10
Very dissatisfied	5	2	7	10	8	3	5	8	2	6	6	4
Total satisfied	81	83	78	83	77	85	77	84	92	78	76	86
Total dissatisfied	19	17	22	17	23	15	23	16	8	22	24	14
<i>Base [n=]</i>	979	443	434	102	493	486	244	165	154	212	132	72

Table No. Cb

Among those who expressed an opinion:	Total %	DWELLING TYPE			HOUSING TENURE				EDUCATION		
		Detached %	Semi TH terrace %	Apartment %	Own outright %	Own with loan %	Rent private %	Rent public %	No tertiary %	Undergraduate degree %	Post grad degree %
Very satisfied	11	11	11	13	18	8	10	8	14	9	9
Satisfied	70	67	72	78	56	73	76	76	71	68	68
Dissatisfied	14	17	9	5	14	14	14	14	11	18	15
Very dissatisfied	5	5	8	4	12	5	0	2	4	5	8
Total satisfied	81	78	83	91	74	81	86	84	85	77	77
Total dissatisfied	19	22	17	9	26	19	14	16	15	23	23
<i>Base [n=]</i>	979	634	195	143	269	364	221	125	451	278	250

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:	TotalL %	AGE			GENDER		REGION					
		18-39 years %	40-69 years %	70+ Years %	Men %	Women %	Belco-nnen %	Gunga-hlin %	Woden+ Western + Molo% %	Tugger-anong %	Inner North %	Inner South %
Very satisfied	26	24	28	30	30	23	28	32	18	28	28	16
Satisfied	63	63	64	58	61	65	62	60	71	58	64	63
Dissatisfied	9	10	6	12	7	10	8	6	10	11	4	19
Very dissatisfied	2	3	2	0	2	2	2	2	1	3	4	2
Total satisfied	89	87	92	88	91	88	90	92	89	86	92	79
Total dissatisfied	11	13	8	12	9	12	10	8	11	14	8	21
<i>Base [n=]</i>	982	442	435	106	495	487	240	165	158	208	139	72

Table No. Db

Among those who expressed an opinion:	Total %	DWELLING TYPE			HOUSING TENURE				EDUCATION		
		Detache-d %	Semi TH terrace %	Apart-ment %	Own outright %	Own with loan %	Rent private %	Rent public %	No tertiary% %	Undergra-d degree %	Post grad degree% %
Very satisfied	26	30	23	16	35	25	18	26	31	18	28
Satisfied	63	59	69	69	50	64	77	62	59	73	57
Dissatisfied	9	10	6	13	12	9	5	6	7	8	13
Very dissatisfied	2	1	2	2	3	2	0	6	3	1	2
Total satisfied	89	89	92	85	85	89	95	88	90	91	85
Total dissatisfied	11	11	8	15	15	11	5	12	10	9	15
<i>Base [n=]</i>	982	634	195	145	276	360	218	129	454	278	250

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 %	Belco- nnen %	Gunga- hlin %	Woden+ Western + Molo% %	Tugger- anong %	Inner North %	Inner South %
Very satisfied	17	22	12	17	18	16	15	17	16	19	22	8
Satisfied	68	71	65	63	64	71	62	72	75	63	64	87
Dissatisfied	13	7	20	16	17	11	21	11	6	15	14	2
Very dissatisfied	2	0	3	4	1	2	2	0	3	3	0	3
Total satisfied	85	93	77	80	82	87	77	89	91	82	86	95
Total dissatisfied	15	7	23	20	18	13	23	11	9	18	14	5
<i>Base [n=]</i>	728	335	328	64	380	348	188	126	92	141	128	52

Table No. Eb

Among those who expressed an opinion:	Total %	DWELLING TYPE			HOUSING TENURE				EDUCATION		
		Detache d %	Semi TH terrace %	Apart- ment %	Own outright %	Own with loan %	Rent private %	Rent public %	No tertiary% %	Undergra d degree %	Post grad degree%
Very satisfied	17	19	17	9	22	13	17	18	18	13	19
Satisfied	68	64	75	77	60	70	73	67	64	71	71
Dissatisfied	13	15	7	14	16	14	10	15	17	15	7
Very dissatisfied	2	2	1	0	2	3	0	0	1	2	3
Total satisfied	85	83	92	86	82	83	90	85	82	84	90
Total dissatisfied	15	17	8	14	18	17	10	15	18	17	10
<i>Base [n=]</i>	728	490	124	106	194	280	163	90	342	209	177

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 %	Belco- nnen %	Gunga- hlin %	Woden+ Western + Molo %	Tugger- anong %	Inner North %	Inner South %
Very satisfied	13	20	7	8	15	10	11	21	6	14	17	6
Satisfied	71	70	74	66	65	78	74	65	79	66	66	82
Dissatisfied	13	8	16	23	15	11	10	10	15	18	17	6
Very dissatisfied	3	2	3	3	5	1	5	4	0	2	0	6
Total satisfied	84	90	81	74	80	88	85	86	85	80	83	88
Total dissatisfied	16	10	19	26	20	12	15	14	15	20	17	12
<i>Base [n=]</i>	<i>890</i>	<i>380</i>	<i>412</i>	<i>98</i>	<i>471</i>	<i>419</i>	<i>212</i>	<i>153</i>	<i>154</i>	<i>171</i>	<i>134</i>	<i>66</i>

Table No. Fb

Among those who expressed an opinion:	Total %	DWELLING TYPE			HOUSING TENURE				EDUCATION		
		Detache d %	Semi TH terrace %	Apart- ment %	Own outright %	Own with loan %	Rent private %	Rent public %	No tertiary %	Undergra d degree %	Post grad degree %
Very satisfied	13	13	15	11	14	10	16	12	17	7	12
Satisfied	71	71	76	68	58	80	74	72	66	79	72
Dissatisfied	13	13	6	19	21	7	10	16	15	10	13
Very dissatisfied	3	3	3	2	7	3	0	0	2	4	3
Total satisfied	84	84	91	79	72	90	90	84	83	86	84
Total dissatisfied	16	16	9	21	28	10	10	16	17	14	16
<i>Base [n=]</i>	<i>890</i>	<i>558</i>	<i>179</i>	<i>145</i>	<i>255</i>	<i>333</i>	<i>195</i>	<i>107</i>	<i>398</i>	<i>246</i>	<i>246</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:

	TotalL %	AGE			GENDER		REGION					
		18-39 years %	40-69 years %	70+ Years %	Men %	Women %	Belco- nnen %	Gunga- hlin %	Woden+ Western + Molo% %	Tugger- anong %	Inner North %	Inner South %
Yes	16	20	12	16	18	15	16	18	23	20	7	6
No	77	74	79	80	76	78	78	78	73	75	80	81
Unsure/Can't remember	7	6	9	4	6	7	6	4	4	5	13	13
<i>Base [n=]</i>	1001	449	446	106	506	495	244	167	158	212	148	72

Table No. Gb

	Total %	DWELLING TYPE			HOUSING TENURE				EDUCATION		
		Detache d %	Semi TH terrace %	Apart- ment % %	Own outright %	Own with loan % %	Rent private %	Rent public % %	No tertiary% %	Undergra d degree %	Post grad degree% %
Yes	16	14	21	20	20	15	15	12	17	12	19
No	77	79	72	75	79	75	80	75	73	84	79
Unsure/Can't remember	7	7	7	5	1	10	5	13	10	4	2
<i>Base [n=]</i>	1001	643	195	154	276	364	230	130	470	278	252

Table H:

If yes, ask:

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

Table No. Ha:

Among those taking part in community engagement who expressed an opinion:	TotalL %	AGE			GENDER		REGION					
		18-39 years %	40-69 years %	70+ Years %	Men %	Women %	Belco- nnen %	Gunga- hlin %	Woden+ Western + Molo% %	Tugger- anong %	Inner North %	Inner South %
Very satisfied	39	56	11	31	42	34	55	53	33	18	54	0
Satisfied	42	24	68	53	39	45	23	31	41	64	46	67
Dissatisfied	13	16	10	16	10	19	10	11	26	13	0	0
Very dissatisfied	6	4	11	0	9	2	12	5	0	5	0	33
Total satisfied	81	80	79	84	81	79	78	84	74	82	100	67
Total dissatisfied	19	20	21	16	19	21	22	16	26	18	0	33
<i>Base [n=]</i>	162	91	55	17	90	73	38	30	37	42	11	4

Table No. Hb

Among those taking part in community engagement who expressed an opinion:	Total %	DWELLING TYPE			HOUSING TENURE				EDUCATION		
		Detache d %	Semi TH terrace %	Apart- ment % %	Own outright %	Own with loan % %	Rent private %	Rent public % %	No tertiary% %	Undergra d degree %	Post grad degree% %
Very satisfied	39	35	26	65	33	40	34	61	46	37	28
Satisfied	42	44	51	21	33	50	56	13	42	36	45
Dissatisfied	13	21	0	14	24	10	0	26	10	22	15
Very dissatisfied	6	0	23	0	10	0	10	0	2	5	12
Total satisfied	81	79	77	86	66	90	90	74	88	73	73
Total dissatisfied	19	21	23	14	34	10	10	26	12	27	27
<i>Base [n=]</i>	162	92	40	30	56	56	35	15	81	33	49



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:

	TotalL %	AGE			GENDER		REGION					
		18-39 years %	40-69 years %	70+ Years %	Men %	Women %	Belco- nnen %	Gunga- hlin %	Woden+ Western + Molo% %	Tugger- anong %	Inner North %	Inner South %
Yes	59	67	52	58	68	51	62	61	51	54	67	64
No	40	32	48	40	32	48	37	38	48	46	33	36
Unsure/Can't remember	1	1	0	2	0	1	1	1	1	0	0	0
<i>Base [n=]</i>	1001	449	446	106	506	495	244	167	158	212	148	72

Table No. Ib

	Total %	DWELLING TYPE			HOUSING TENURE			EDUCATION			
		Detache d %	Semi TH terrace %	Apart- ment % %	Own outright %	Own with loan % %	Rent private %	Rent public % %	No tertiary% %	Undergra d degree %	Post grad degree% %
Yes	59	55	64	73	60	56	65	58	57	48	75
No	40	44	35	27	40	43	35	41	43	51	24
Unsure/Can't remember	1	1	1	0	0	1	0	1	0	1	1
<i>Base [n=]</i>	1001	643	195	154	276	364	230	130	470	278	252

Table J:

If yes, ask:

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

Table No. Ja:

Among those bus travelers who expressed an opinion:	TotalL %	AGE			GENDER		REGION					
		18-39 years %	40-69 years %	70+ Years %	Men %	Women %	Belco- nnen %	Gunga- hlin %	Woden+ Western + Molo% %	Tugger- anong %	Inner North %	Inner South %
Very satisfied	21	25	13	35	23	19	25	31	17	18	21	6
Satisfied	53	55	55	37	54	52	45	51	56	41	64	83
Dissatisfied	15	15	13	17	10	20	20	15	15	14	10	5
Very dissatisfied	11	5	19	11	13	9	10	3	12	27	5	6
Total satisfied	74	80	68	72	77	71	70	82	73	59	85	89
Total dissatisfied	26	20	32	28	23	29	30	18	27	41	15	11
<i>Base [n=]</i>	588	301	225	62	338	250	151	100	81	110	99	46

Table No. Jb

Among those bus travelers who expressed an opinion:	Total %	DWELLING TYPE			HOUSING TENURE			EDUCATION			
		Detache d %	Semi TH terrace %	Apart- ment % %	Own outright %	Own with loan % %	Rent private %	Rent public % %	No tertiary% %	Undergra d degree %	Post grad degree% %
Very satisfied	21	25	15	18	27	17	23	17	22	22	20
Satisfied	53	45	64	62	42	57	57	58	54	49	53
Dissatisfied	15	15	16	14	15	15	15	14	12	18	17
Very dissatisfied	11	15	5	6	16	11	5	11	12	11	10
Total satisfied	74	70	79	80	69	74	80	75	76	71	73
Total dissatisfied	26	30	21	20	31	26	20	25	24	29	27
<i>Base [n=]</i>	588	346	124	112	164	199	149	76	264	134	189

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:

	TotalL %	AGE			GENDER		REGION					
		18-39 years %	40-69 years %	70+ Years %	Men %	Women %	Belco- nnen %	Gunga- hlin %	Woden+ Western + Molo% %	Tugger- anong %	Inner North %	Inner South %
Yes	46	54	41	38	50	43	49	83	34	18	58	40
No	54	46	59	62	50	57	51	16	66	82	42	60
Unsure/Can't remember	0	0	0	0	0	0	0	1	0	0	0	0
<i>Base [n=]</i>	1001	449	446	106	506	495	244	167	158	212	148	72

Table No. Kb

	Total %	DWELLING TYPE			HOUSING TENURE				EDUCATION		
		Detache d %	Semi TH terrace %	Apart- ment % %	Own outright %	Own with loan % %	Rent private %	Rent public % %	No tertiary% %	Undergra d degree %	Post grad degree% %
Yes	46	42	49	59	47	49	48	33	41	43	60
No	54	58	50	41	53	51	52	67	59	56	40
Unsure/Can't remember	0	0	0	0	0	0	0	0	0	0	0
<i>Base [n=]</i>	1001	643	195	154	276	364	230	130	470	278	252

Table L:

If yes, ask:

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

Table No. La:

Among those light rail travelers who expressed an opinion:	TotalL %	AGE			GENDER		REGION					
		18-39 years %	40-69 years %	70+ Years %	Men %	Women %	Belco- nnen %	Gunga- hlin %	Woden+ Western + Molo% %	Tugger- anong %	Inner North %	Inner South %
Very satisfied	36	37	33	44	41	30	24	56	24	49	18	50
Satisfied	54	53	55	50	45	63	59	33	76	46	72	45
Dissatisfied	5	6	5	6	8	4	8	7	0	0	7	0
Very dissatisfied	5	4	7	0	6	3	9	4	0	5	3	5
Total satisfied	90	90	88	94	86	93	83	89	100	95	90	95
Total dissatisfied	10	10	12	6	14	7	17	11	0	5	10	5
<i>Base [n=]</i>	457	242	176	38	249	208	115	138	52	37	86	29

Table No. Lb

Among those light rail travelers who expressed an opinion:	Total %	DWELLING TYPE			HOUSING TENURE				EDUCATION		
		Detache d %	Semi TH terrace %	Apart- ment % %	Own outright %	Own with loan % %	Rent private %	Rent public % %	No tertiary% %	Undergra d degree %	Post grad degree% %
Very satisfied	36	34	40	41	48	29	35	35	43	34	30
Satisfied	54	53	55	49	42	58	57	60	49	58	56
Dissatisfied	5	6	4	7	2	8	4	5	3	5	8
Very dissatisfied	5	7	1	3	8	5	4	0	5	3	6
Total satisfied	90	87	95	90	90	87	92	95	92	92	86
Total dissatisfied	10	13	5	10	10	13	8	5	8	8	14
<i>Base [n=]</i>	457	268	94	89	126	177	111	43	192	119	146

Appendix: 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

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

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

Note: For each of the below questions the 'No opinion/Don't know' option is not included in the response assessment. Therefore, if of the 1,000 people asked only 800 had an opinion, those opinions make up the 100%.

Ask all

Q2 How satisfied or dissatisfied are you with library services?

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

Ask all

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

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

Ask all

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

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

Ask all

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

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

Ask all

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

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

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
Satisfied	2
Dissatisfied	3
Very dissatisfied	4
No opinion/Don't know	5

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
Satisfied	2
Dissatisfied	3
Very dissatisfied	4
No opinion/Don't know	5

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
Satisfied	2
Dissatisfied	3
Very dissatisfied	4
No opinion/Don't know	5