



ACT
Government

Transport Canberra and
City Services

FREEDOM OF INFORMATION COVERSHEET

The following information is provided pursuant to section 28 of the *Freedom of Information Act 2016*.

FOI reference: TCCSFOI 19-044

Information to be published	Status
1. Access application	Published
2. Decision notice and schedule	Published
3. Documents	Pubilshed
4. Additional information identified	n/a
5. Fees	n/a
6. Processing time (in working days)	33 days
7. Decision made by Ombudsman	n/a
8. Additional information identified by Ombudsman	n/a
9. Decision made by ACAT	n/a
10. Additional information identified by ACAT	n/a

From: [REDACTED]
To: [TCCS_FreedomOfInformation](#)
Subject: FOI Request
Date: Monday, 6 May 2019 1:57:09 PM
Attachments: [image001.png](#)
[image002.jpg](#)
[image003.jpg](#)
[image004.jpg](#)
[image005.jpg](#)

I write to request under the *Freedom of Information Act 2016* (FOI Act) documents generated or received by the ACT Government in relation to the survey that was the information source for the "Keeping Canberra Moving" document. I have linked it below for your convenience.

https://www.transport.act.gov.au/___data/assets/pdf_file/0010/906913/Keep-Canberra-Moving-What-you-have-told-us.pdf

Specifically, I am requesting two things:

- The questions that were asked in the survey and any answers that were pre-generated for respondents to select from when answering the questions.
- A copy of the actual survey, either digital or hardcopy.

I make this request pursuant to section 30 of the FOI Act.

As a member of the ACT Legislative Assembly, I note that any fees and charges associated with this request will be waived in pursuant to section 107 (2)(e) of the Act.

Should you require any further information or clarification about my request, please contact my office on 02 [REDACTED].

Kind regards,

[REDACTED] **MLA**
[REDACTED]

ACT Legislative Assembly
GPO Box [REDACTED] Canberra ACT 2601

P [REDACTED]
E [REDACTED]





ACT
Government

Transport Canberra and
City Services



ACT Legislative Assembly



CANBERRA ACT 2601

Dear 

Freedom of information request: Reference – 19-044

I refer to your application made under the *Freedom of Information Act 2016* (the Act), received by Transport Canberra and City Services Directorate (TCCS) on 6 May 2019, in which you sought access to the documents generated or received by the ACT Government in relation to the survey that was the information source for the “Keeping Canberra Moving” specifically:

- questions that were asked in the survey and any answers that were pre-generated for respondents to select from when answering the questions related to the survey; and
- a copy of the actual survey, either digital or hardcopy.

I am an Information Officer appointed by the Director-General under section 18 of the Act to deal with access applications made under Part 5 of the Act.

TCCS was required to provide a decision on your access application on 3 June 2019. I thank you for your patience in processing your request and for granting an extension.

Decision on access

Searches were completed for relevant documents and the final questionnaire was not located. A brief and a draft questionnaire has been identified.

In relation to the draft questionnaire, I have provided you with full access to the document at [Attachment A](#).

In reaching my decision I have taken the following into account:

- the FOI Act in particular Schedule 2; and
- the content of the documents that fall within the scope your request.

As an Information Officer, I am required to decide where, on balance, public interest lies.

Factors favouring disclosure (Schedule 2)

- Section 2.1 (a)(iii) – inform the community of the government’s operations, including the policies, guidelines and codes of conduct followed by the government in its dealings with members of the community; and
- Section 2.1 (a)(viii) – reveal the reason for a government decision and any background or contextual information that informed the decision.

Release of the information is in the public interest as it informs the community of the government’s operations which can affect members of the community and the process followed by government in relation to such matters. It also improves the Directorate’s accountability for decisions it makes by being transparent in releasing the information.

I have identified no reasons for non-disclosure of this document but that it should be noted that it may not represent the final questionnaire.

Charges

No fee is payable as the number of pages being released is within the fee-free threshold.

Online publishing – disclosure log

Under section 28 of the Act, TCCS maintains an online record of access applications called a disclosure log. Your original access application, my decision and documents released to you will not be published as it is not in the public interest to publish online documents comprising a release sought in response to a personal matter.

Ombudsman review

My decision on your access request is a reviewable decision as identified in Schedule 3 of the Act. You have the right to seek Ombudsman review of this outcome under section 73 of the Act within 20 working days from the day that my decision is published in TCCS’ disclosure log, or a longer period allowed by the Ombudsman.

If you wish to request a review of my decision you may write to the Ombudsman at:

The ACT Ombudsman
GPO Box 442
CANBERRA ACT 2601
Via email: ombudsman@ombudsman.gov.au

ACT Civil and Administrative Tribunal (ACAT) review

Under section 84 of the Act, if a decision is made under section 82(1) on an Ombudsman review, you may apply to the ACAT for review of the Ombudsman decision.

Further information may be obtained from the ACAT at:

ACT Civil and Administrative Tribunal
Level 4, 1 Moore Street
GPO Box 370
Canberra City ACT 2601
Telephone: (02) 6207 1740
www.acat.act.gov.au

If you have any queries concerning the directorate's processing of your request, or would like further information, please contact the directorate's FOI Coordinator on 6205 5408 or email tccs.foi@act.gov.au.

Yours sincerely



Cherie Hughes
Information Officer

20 June 2019



ACT
Government

Transport Canberra

To: Minister for Transport and Municipal Services

Subject: ACT Public Transport Survey questions for approval

Critical date and reason

20 April 2016 in order that the survey commence during the week of 25 April 2016.

Recommendations

1. That you note the findings of the Executive Summary on outcomes from the focus groups, April 2016, outlined in Attachment A.
2. That you agree to the ACT Public Transport Survey questions, as outlined in Attachment B – CATI questionnaire, Attachment C – Online questionnaire, and Attachment D – Onboard survey.

AGREED/NOT AGREED/PLEASE DISCUSS
~~with amendments~~

Would like to see questions on:

- awareness, understanding & views of light rail
- whether respondent has children & whether they catch public transport & why/why not
- views about active travel, especially whether (if respondent has) children if they walk/ride to school & why/why not

Meegan Fitzharris MLA

[Signature]

25/4/2016

- views about what other forms of transport people would like to see:
 - active travel
 - carshare
 - autonomous vehicles

Please also advise final conclusion of research, date.

TRIM:

Supporting Reasoning

1. In order to inform strategic planning and policy for Transport Canberra and City Services, the ACT Government has commissioned Taverner Research to conduct a comprehensive research piece on the current state and future expectations of transport options in Canberra.
2. The research will provide a baseline survey on understanding community expectations and aspirations for Canberra's transport system, the current travel characteristics across demographic and geographic areas, including travel purpose, mode choice, and factors that contribute to changes in travel behaviour and travel patterns.
3. The research will include a range of approaches, including:
 - a) Six focus groups – a qualitative method, sampling key cohorts based on location and usage/non usage of public transport.
 - This component was completed in early April 2016 and Attachment A outlines the Executive Summary on the focus group findings.
 - b) A Computer-Assisted Telephone Interviewing (CATI) telephone questionnaire, reaching 2000 participants, aligned with appropriate sampling method.
 - The proposed CATI questionnaire is provided at Attachment B.
 - c) A publicly available, online questionnaire – to be coordinated via the Transport Canberra Have Your Say page.
 - The proposed online questionnaire is provided at Attachment C.
 - d) The design and pilot of an onboard survey.
 - The proposed onboard survey is provided at Attachment D.
 - e) The design of a customer experience questionnaire.
 - This component will be delivered in May 2016.
4. The Attachments B, C and D are provided for urgent Ministerial approval.
5. Commencement of the CATI questionnaire and launch of the publicly available online questionnaire is scheduled for the week commencing 25 April 2016. The launch will be supported by a range of promotion and media channels to ensure broad awareness and participation.
6. The results of the research will inform the planning and prioritisation for the Transport Canberra's targets, objectives and outcomes, and the broader community engagement process for the formation of the Strategy.

Consultation and Communication

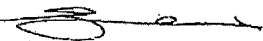
7. The research has been developed in consultation with the Transport Canberra Transition Team (CMTEDD, CMA, TAMS, and EPD) and the Transport Canberra Communications Working Group (CMTEDD, CMA, ACTION and TAMS).

Financial

8. The total cost of the Taverner research contract is \$160,000, from CMTEDD budget.

Management of Other Risks

9. The timelines for delivery of this project are very tight, in order to deliver the findings of the research by May 2016, in advance of the formation of Transport Canberra and City Services.
10. The various research approaches present risks in regards to sample and representation:
 - o The CATI, focus group and Onboard questionnaires will be aligned with research methodology on random and representative samples; and
 - o The publicly available online questionnaire will involve participants who have self selected, are not aligned with a research based representative sample, may represent special interest groups, and may generate multiple entries to the questionnaire.
11. Taverner Research will ensure that the various research inputs and data are kept separate within the final analysis and findings, in order to address these risks. The outputs from the online participation and the random selection methods will allow comparison and insights that contribute to the overall purpose of the research piece.



Director-General clearance: Emma Thomas, Capital Metro Agency

Date: 19 April 2016

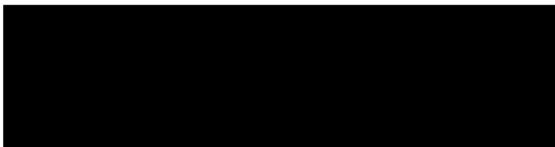
Action Officer: Mel Taylor

Phone: 52053

ACT GOVERNMENT – CANBERRA FOCUS GROUPS: EXECUTIVE SUMMARY REPORT

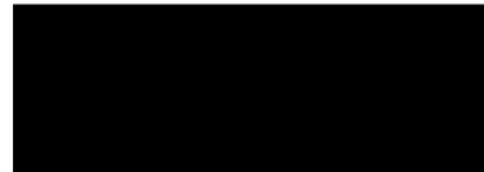
Key Contact:

Michael Trigwell
General Manager



Lead Moderator:

Justin Lewis
Senior Consultant



- A total of 6, 2-hour focus groups were held in Canberra in late March:
 - 2 groups (1 users/1 non-users) with people from City/Central Canberra
 - 2 groups (1 users/1 non-users) with people from Gungahlin/Belconnen
 - 2 groups (1 users/1 non-users) with people from Tuggeranong/Weston Creek/Woden Valley

- The focus group research had a number of objectives including:
 - To provide input into the development of a quantitative research instrument to be rolled out across the much broader Canberra population
 - To explore and understand how Canberra residents currently view transport in the ACT including their specific likes and dislikes

EXECUTIVE SUMMARY OF RESULTS

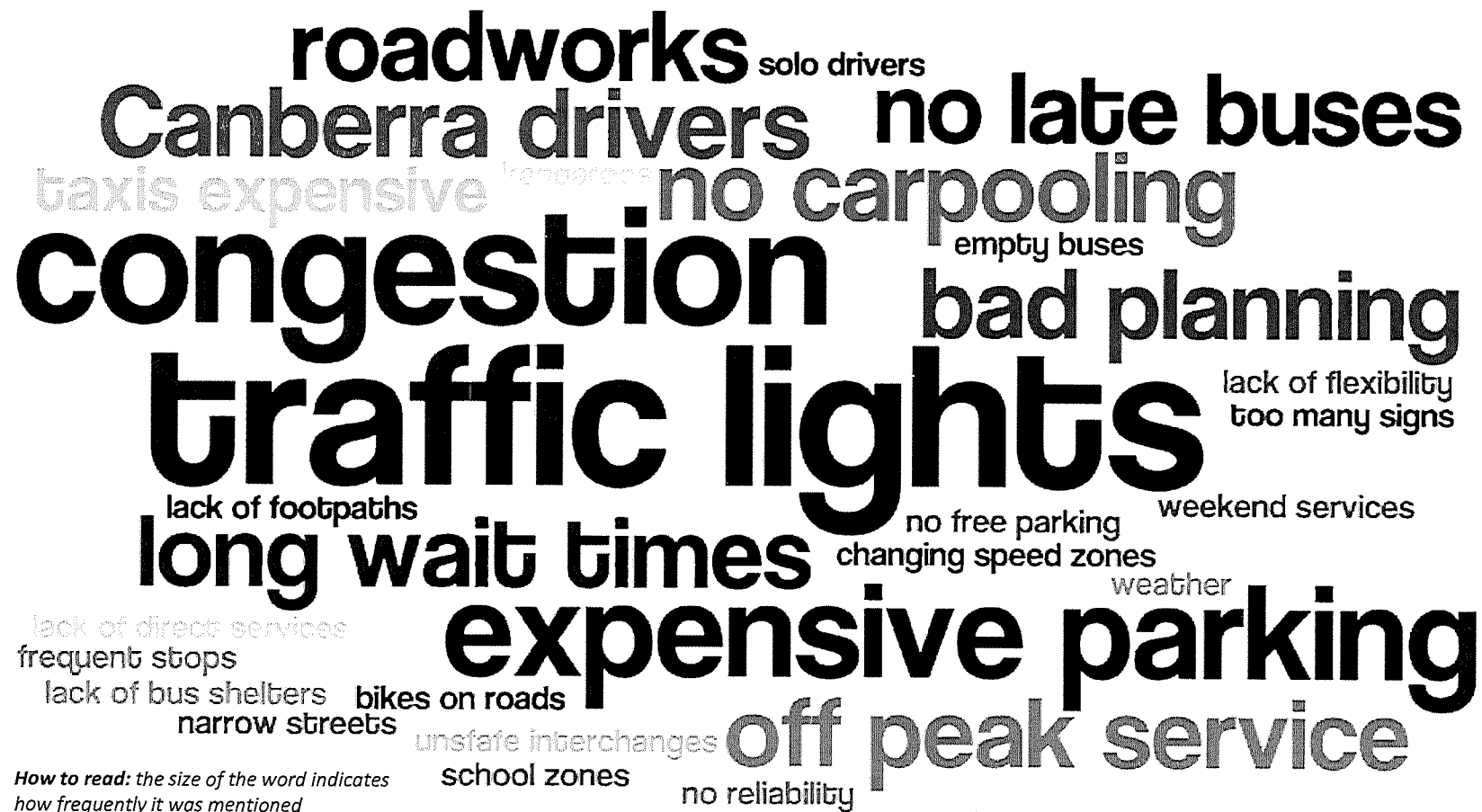
- As the following word cloud shows, the main things that Canberra residents associate with transport in the ACT are “frustration”, “no late buses” and “infrequent” services or services that are “not reliable”.



- While we spoke with both users and non-users of public transport in Canberra it was clear that a “car-based” commuting ethos is firmly entrenched in Canberra.
- Convenience and the ability to “go where they want, when they want” are the primary drivers behind the reliance of many Canberra drivers on their cars rather than the transport system.
- In spite of the strong reliance on cars, we did speak to a fair number of transit commuters who were quite happy with the service and its ability to get them to and from work during their regular weekday commutes.
- At the same time however, probing on transit use found significant concerns about the lack/perceived lack of service provided later in the evenings, during off-peak hours and on weekends.
- In addition, a majority of focus groups participants expressed concerns about what they perceived a long trip times to and from some of their desired destinations – trip times that convinced them that taking their car was a more efficient use of their time.
- Probing on trip times also revealed that many felt there were not enough direct services available and that many of the existing routes spent a lot of time meandering through distant suburbs before arriving at an interchange or heading downtown.

- Asked whether they thought the ACT government had a long term plan for transport in the Canberra region, focus group tended to fall into one of three roughly equal sized groups:
 1. **The No-Planners:** About one-third of group participants were unconvinced that the ACT government has a transit plan for the future. Participants in this group cited their lack of knowledge of the plans as evidence that one did not exist. They also took the lack of progress or any substantive changes in the transit system in the region over the years as further evidence of the lack of a plan.
 2. **The Fatalists:** Members of this group believed that long term plans for transit in the region existed. The general consensus however, was that successive plans for change had been put forward over the years but there was very little if any follow-through - something they attributed to plans being too closely tied to political parties and resulting in them being scuttled/re-written by successive governments.
 3. **The Hopeful:** The third and final group coming out of our discussions of long term plans were “The Hopeful”. This group, was more closely aligned with regular users of the current system, seemed more knowledgeable and positive about adding light rail to the transit mix in Canberra and as the name implied, hopeful about the future of transit in the region – a future they felt would see better services, shorter trip and wait times and better night and weekend services.

- While relatively few of the “likes” were transit-related, the discussion of “dislikes about getting around Canberra” yielded significantly more transit-related responses and raised concerns like late night/off peak services, wait times, lack of direct services and lack of bus shelters).



- Asked to provide an assessment of different elements of the current transit system, group participants offered a range of positive /negative commentary.
- Among the areas where group participants were generally more positive were:
 - The general cleanliness of the buses
 - The cost of public transport
 - The overall quality of public transport
 - The friendliness and helpfulness of the drivers
 - Customer service (by phone)
- Among the areas where group participants were more negative were:
 - The safety of the interchanges at night (Woden most often mentioned)
 - Total travel times (seen as generally too long due to connections/routes)
 - Uncertainty of timetable and connection times (although the MyWay app had improved this area among its regular users)
 - Frequent changes in bus routes and times (suggests a lack of planning)
 - Newer bus shelters were seen to provide less protection against weather
 - Lack of late night and weekend services
 - How buses contribute rather than detract from congestion at peak times

- Given the opportunity to build their “ideal” transport system, the ideas generated by group participants tended to fall into one of four key areas:
 1. Buses
 2. Infrastructure
 3. Services; and
 4. Technology

- Group suggestions are detailed over the next 4 slides.

- Among the changes and improvements that group participants suggested making to Transport Canberra's current fleet of buses were the following:
 - Make all buses green/run on renewable energy/electric
 - Have bike racks on all buses
 - Have bag/luggage racks on buses
 - More prominent/enforced seating for the elderly
 - All buses accessible
 - Have driver announce stops
 - Run smaller buses in the suburbs, especially during off peak hours
 - Retire all older Orange buses
 - Ensure all buses have working heating/AC
 - Allow fare payment in cash on buses (particularly important for tourists)
 - Screens on buses showing route/up-coming stops/attractions etc.

- Group participants had a number of infrastructure-related suggestions that they saw as being part of their “ideal” transport system including:
 - More lighting/security/CCTV cameras at interchanges
 - NOTE: special mention goes to the Woden interchange which was seen as the most in need of safety/security-related improvements
 - Storage lockers available at interchanges
 - Better/more weather proof bus shelters
 - Free car parking at interchanges
 - Better synchronised traffic lights (especially on Northbourne Avenue)
 - More flyovers/underpasses to improve traffic flow
 - More bus only lanes on major routes into the city

- Many of the suggestions offered by group participants were schedule or service-related, including:
 - More frequent services /more late night and weekend services
 - Maximum 5-10 minutes wait time during peak times/15 mins off-peak
 - Better/shorter connection times at interchanges
 - A night-stop program letting riders get off between stops
 - More frequent buses to/from hubs
 - Add more direct services (including ones that bypass hubs)
 - More direct suburb to suburb services
 - Dedicated school services
 - Integrated airport/train services
 - Light rail to the Airport
 - On demand services with smaller shuttle buses during off-peak times

- Technology played a big part in the suggestions offered by participants when building their “ideal” transport system and included the following:
 - Wi-Fi on all buses (some were aware that this was going to be trialled)
 - Smart bus stops that can indicate wait times until next bus/tell people bus approaching is “full” and can’t take on more passengers
 - Offer GPS tracking service so riders can know where their next bus is
 - More ways/locations to recharge MyWay cards
 - Provide information on any expected delays (to avoid surprises)
 - Expand “Next Bus” info service to all suburbs
 - Ability to text bus stop number of get time of next bus

- As a follow-up to the “build your ideal transport system” exercise, group participants were asked what they thought would be the key flow-on benefits from having an improved system. Group participants offered the following list of benefits, including:
 - More people will use the system / leave their cars at home
 - Reduced car use / Less congestion and traffic on the road / safer roads
 - Shorter travel times / Less waiting / ‘time’ savings / shorter peak times
 - More satisfied transport users / better travel experiences / less frustration
 - Greater peace of mind / More confidence and faith in the system
 - More connected communities / sense of community pride in system
 - A healthier population (more walking / ‘steps’ in the average day)
 - Less money spent on maintaining roads = more money for other services
 - More late night and weekend services will stimulate Canberra economy
 - Reduced need or pressure for parking
 - Better ROI for investments in transport
 - Less pollution and reliance on fossil fuels
 - System will be safer for transport users
 - Canberra will become more visitor or tourist-friendly

- The main barrier to increased use of the current transport system is the heavy reliance/habit of the strong majority of Canberra residents to use their personal vehicles in their day to day lives.
- In fact, given the concerns many existing transport users have about long trip times and wait times, connection issues, late night and weekend service deficiencies and peak vs. off peak service differences (concerns that are also reflected in the “perceptions” of non-users), non-users have little incentive at the moment to give up the autonomy and choice offered by their cars.
- Probing with many non-users of the system revealed a fair number of participants had used the system in the past but had changed back to relying on a personal vehicle because of bad past experiences – this group will be especially tough to lure back/onto an improved system.
- At the same time, the decentralised geography and layout of Canberra tends to work “against” using public transport for many Canberra residents who tend to see the city as “built for cars”.
- Finally, there was also evidence that a general lack of knowledge about how the transport system works (i.e. schedules / frequency of service / what connections might be required, payment options for those without a MyWay card, etc.) was also a barrier to using the system for some.

- On the last night of groups, a new topic was added to the discussion guide and it involved the types of incentive that might get Canberra residents out of their cars and onto the transport system.
- Among the incentives that group participants felt **might** work (and it should be noted that some of the non-users had to be pushed quite hard to identify an incentive that might get them to use the system) were:
 - Lower car rego rates for regular transport users
 - Lower rates (for non-car owners) who were regular transport users
 - Free transport on weekends
 - One free month a year for regular users
 - Free parking at interchanges for transport users
 - Frequency-based rewards whereby more frequent use = lower fares
 - Free Wi-Fi on buses/light rail
 - Offer point-to-point shuttle services (on demand)
- While group participants generated a range of positive incentives (above) they also identified a couple of negative incentives that could drive more people to use the transport system including: charging higher parking fees in the city, and tolls/congestion charges for travel into the city centre.

- Finally, our discussions of the Transport Canberra Public Transport Improvement Plan 2015 with participants yielded the following insights:
 - In general, participants were fairly critical of the document which was seen as “too heavy” on picture / images and “too light” on substance.
 - Once asked by the moderator to ignore the imagery and focus on the content however, impressions were generally favourable.
 - As is the case with most large-scale infrastructure programs, a fair number of participants questioned the cost of the light rail program.
 - At the same time, it was clear that the document needed to do a better job of positioning the Gungahlin Light Rail project as simply the first step in building a better more integrated transport system for Canberra.
 - Participants wanted/expected the route map to provide more timing-related information on when and where subsequent Light Rail routes would be built.
 - Anecdotal evidence of the desire for participants for more information on the region’s plans was found in the fact that in each group, participants asked to be able to take home copies of the plan.
 - In fact, many group participants questioned why they had not seen or heard of the document or plan before – evidence some saw that the ACT Government was not doing a good enough job communicating its vision for the future.
 - Finally, it should be noted that a fair number felt the plan would never be realised and likely fall victim to politics or other more pressing fiscal imperatives in the future.

Taverner Research

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Surry Hills NSW 2010 Australia

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ATTACHMENT B - Transport Canberra CATI Questionnaire

Section 1: Introduction

INTRO1:

IF CALLING FIXED LINE NUMBER:

Hello, my name is [INTV] and I am calling to ask for the help of an adult resident of your household with a study commissioned by the ACT government. Taverner Research where I work is an independent research agency that has been commissioned to conduct the work.

Could I please speak to the USE OPTION DIRECTED BY SUPERVISOR:

1. Youngest male resident aged 18 or over
2. Youngest female resident aged 18 or over
3. Youngest resident aged 18 or over
4. Male/Female resident aged [AS INSTRUCTED]

IF SELECTED RESIDENT NOT AVAILABLE, MAKE APPOINTMENT AND SET FOR CALL BACK.

GO TO INTRO3.

IF CALLING MOBILE NUMBER:

Hello, my name is [INTV] and I am calling to ask for your help with a study commissioned by the ACT government. Taverner Research where I work is an independent research agency that has been commissioned to conduct the work.

First is it safe for you to talk now?

IF NOT TRY TO MAKE AN APPOINTMENT TO CALL BACK

What would be a better time for one of our interviewers to call you?

IF OK CONTINUE WITH INTRO3

INTRO3:

This study is about how people get around Canberra now and into the future.

First can I just check on a few things to make sure we are getting a good cross section of the Canberra population.

Q100 INDUSTRY

Do you or anyone in your household work for any of the following organisations?

- | | |
|--|---------------------|
| 1. ACTION | THANK AND TERMINATE |
| 2. Capital Metro Agency (CMA) | THANK AND TERMINATE |
| 3. Territory and Municipal Services (TAMS) | THANK AND TERMINATE |
| 4. None of these | |

1. CONTINUE

ATTACHMENT B - Transport Canberra CATI Questionnaire

Section 2: Screener and Quotas**Q1GENDER**

IF NECESSARY READ OUT: Can you confirm that you are ...

1. Male
2. Female

Q1AGE

Are you aged

IF REFUSES SAY: We need to know which age group you are in so we can ensure we have a good cross section and can compare the replies of different age groups. Remember whatever you tell us is kept confidential and will only be reported grouped together with the answers from other people. Given those re-assurances, are you willing to tell me which age group you are in?

1. Under 18
 2. 18 to 19
 3. 20 to 24
 4. 25 to 29
 5. 30 to 39
 6. 40 to 49
 7. 50 to 59
 8. 60 to 69
 9. 70 to 79
 10. 80 or over
 11. REFUSED
- THANK AND TERMINATE

IF 11 IN Q1AGE THANK & TERMINATE

Q1POSTCODE

What is the postcode where you live?

IF UNSURE RECORD AS 9999

Q1SUBURB

What is the suburb where you live?

RECORD VERBATIM

Section 3: Importance of Transport**Q30 ISSUE IMPORTANCE**

Compared to other issues facing you and other people you know in Canberra, would you say 'transport and getting around Canberra' is...

1. The most critical issue
2. One of the most important issues, but not the most important
3. An important issue, but there are other issues that are more important
4. A minor issue

ATTACHMENT B - Transport Canberra CATI Questionnaire

5. Not at all important
6. (Don't know)

Q31 WHY TRANSPORT IS IMPORTANT

Why do you say transport is [PIPE IN RESPONSE FROM Q30]?

VERBATIM, BUT CREATE CODE FRAME AFTER PILOT

Section 4: Current Transport – Determine current transport use and develop profile of users and non-users

Q2 JOURNEY TYPE BY FREQUENCY

For each of the following types of journeys please tell me how frequently you typically undertake each. RANDOMISE

1. To/from work
2. To/from work related business
3. To/from education or school
4. To/from shopping
5. To/from recreation or entertainment
6. To/from social or family visit
7. To/from medical or dental appointment

FREQUENCY CODES

1. 4 or more times a week
2. 2-3 times a week
3. About once a week
4. About once every 2 weeks
5. About once every 3-4 weeks
6. Less frequently than once every 4 weeks
7. (Never)

Q2A TRANSPORT MODES COULD/WOULD CONSIDER USING

RANDOMLY SELECT 1 JOURNEY TYPES FROM Q2 THAT WERE CODE 1-5 FOR FREQUENCY (IF NONE SKIP TO Q4) AND ASK...

I am going to read you a list of transport modes and please tell me if you could travel [INSERT JOURNEY TYPE] using this mode.

Could you use.. [READ FIRST MODE]... [WAIT FOR ANSWER] .. then say, how about [READ NEXT MODE] and so on...

READ LIST

1. In a car, truck, van or SUV
2. By bus
3. By taxi

ATTACHMENT B - Transport Canberra CATI Questionnaire

4. By walking
5. By motorbike or scooter
6. By bicycle
7. Other specify

Q2B

And which of these modes would you consider using to travel [INSERT JOURNEY TYPE]?
SHOW LIST SELECTED AT Q2A

ASK Q2C IF MORE THAN 1 SELECTED AT Q2B**Q2C**

And which of these is the mode you MAINLY use to travel [INSERT JOURNEY TYPE]?

Q2D DURATION

How long does each one-way leg of a journey [INSERT JOURNEY TYPE] typically take? ALLOW
RESPONDENT TO ANSWER AND CODE IF POSSIBLE IF NEEDED READ OPTIONS TO ASSIST CODING

1. 0 to 5 min
2. 6 to 10 min
3. 11 to 15 min
4. 16 to 20 min
5. 20 to 25 min
6. 25 to 30 min
7. 31 to 45 min
8. 45 to 60 min
9. 60 min plus

Q4 PT USE

When was the last time you used public transport in Canberra?

ALLOW RESPONDENT TO ANSWER AND CODE IF POSSIBLE IF NEEDED READ OPTIONS TO ASSIST
CODING

1. Today
2. Yesterday
3. About 3-5 days ago
4. About 6-7 days ago
5. About 2 weeks ago
6. About 3 weeks ago
7. About 4 weeks ago
8. About 2 months ago
9. About 3 months ago
10. About 4 months ago
11. About 6 months ago
12. About 7-11 months ago
13. About 12 months ago
14. More than 12 months ago

ATTACHMENT B - Transport Canberra CATI Questionnaire

15. (Never)

IF CODE 1-10 IN Q4 ASK Q4A & Q4B, OTHERS SKIP TO Q5

Q4A WHY PT USE

Thinking about the last trip you made by public transport in Canberra, why did you use public transport to get to where you were going? DO NOT READ OUT, ALLOW MULTIPLES

1. Don't drive / unlicensed
2. Don't have access to vehicle
3. Vehicle not available / in for service
4. Don't like driving
5. Less stressful than driving / relaxing
6. Planning on drinking / don't drink and drive
7. Takes me directly where I want go / door to door service
8. Don't have to worry about traffic
9. Safer than driving
10. Cheaper than driving (in general)
11. Cheaper than using petrol in my car
12. Cheaper than parking
13. Have a concession ticket
14. Healthier to walk to public transport than driving
15. Lack of / hard to find parking at destination
16. Bus gets closer to destination than parking
17. Quicker than driving
18. Free event bus
19. Lack of parking at event
20. Able to work / read while getting to work
21. Good for the environment
22. Takes too long to reach destination using other methods
23. I can do other things (read/work/use phone/tablet) on the bus
24. Other (SPECIFY)

Q4B MODE TO REACH NEAREST STOP

When you use buses in Canberra how do you usually get to the bus stop?

- | | | |
|--|-----------|----------|
| 1. Walk | GO TO Q4C | |
| 2. Car (or other motorized transport) as driver | | ASK Q4B1 |
| 3. Car (or other motorized transport) as passenger | | ASK Q4B1 |
| 5. Bicycle | GO TO Q4C | |
| 6. Taxi | GO TO Q4C | |

Q4B1 PARK AND RIDE USE

Do you use Park and Ride?

1. Yes
2. No

ATTACHMENT B - Transport Canberra CATI Questionnaire

3. Don't know what Park and Ride is

Q4C TICKET USE

Do you currently have a MyWay smartcard for travel on public transport in Canberra?

1. MyWay Standard SKIP TO Q6B
2. MyWay Concession SKIP TO Q6B
3. MyWay Tertiary Student SKIP TO Q6B
4. MyWay School Student SKIP TO Q6B
5. No/Don't know ASK Q4D

Q4D TICKET USE NOT MYWAY

What type of ticket do you usually purchase for travel on public transport in Canberra?

1. Standard
2. Concession
3. Tertiary Student
4. Student
5. (Don't know)

SKIP TO Q6B

Section 5: Barriers to Public Transport Use –This section will determine the perceived barriers to ridership unprompted and prompted

Q5 MODE TO REACH NEAREST STOP IF USE PT

If you were to use buses in Canberra for your main journey, how would you likely get to the bus? DO NOT READ, ALLOW MULTIPLES

1. Walk GO TO Q6A
2. Car (or other motorized transport) as driver ASK Q5A
3. Car (or other motorized transport) as passenger ASK Q5A
5. Bicycle GO TO Q6A
6. Taxi GO TO Q6A
7. Would never use the bus GO TO Q6A

Q5A PARK AND RIDE USE

When travelling to the bust stop by car would you use Park and Ride?

1. Yes
2. No
3. Don't know what Park and Ride is

ATTACHMENT B - Transport Canberra CATI Questionnaire

Q6A BARRIERS TO USE

I am going to read out a list of things other people in Canberra have said stop them from using public transport, for each item I read please tell me if this is a major barrier, minor barrier or not a barrier to you using public transport. RANDOMISE, READ OUT

1. Public transport is for other people, not me
2. There are no bus stops near where I want to go to
3. There are no bus stops where I want to leave from
4. I can't rely on the buses to arrive on time
5. Busses don't run frequently enough
6. I need my car to run personal errands
7. I need my car for work or professional reasons
8. It takes longer to travel by bus to get to where I want to go
9. I don't know enough about the bus network to use it
10. I have to wait outside at a bus stop and get too hot or too cold or too wet
11. I don't like having to get off one bus and on to another to get to where I want to go
12. I don't know enough about buying tickets to use the bus
13. I don't feel safe at the bus stop
14. I don't feel safe on the bus
15. I don't feel safe at interchanges
16. The buses aren't clean enough for me to travel on

Q6 REASON FOR LOW/NON USE

Apart from those things I just read out, what else stops you from using public transport in Canberra more often than you currently do?

1. Nothing else

RECORD VERBATIM

SKIP TO Q6C

Q6B WORKS WELL FOR USERS - VERBATIM

What about using public transport in Canberra works well for you?

RECORD VERBATIM

ASK ALL**Q6C RECOMMEND PUBLIC TRANSPORT TO OTHERS**

How likely is it that you would recommend or to recommend against using public transport in Canberra to a friend or a colleague?

1. Very likely to recommend
2. Likely to recommend
3. Neither likely to recommend nor to recommend against
4. Likely to recommend against
5. Very likely to recommend against

ATTACHMENT B - Transport Canberra CATI Questionnaire

Q6D SUGGESTED IMPROVEMENTS - VERBATIM

What is the ONE thing you would suggest to improve public transport in Canberra?

RECORD VERBATIM

Section 6: Stated Importance –This section will determine the perceived importance of transport features that would attract rider ship and the most important aspiration for public transport

Q7a. WHAT WOULD ATTRACT TO TRY

IF NON-USER (CODE 11-15 AT Q4) ASK:

What improvements or changes in the existing public transport services in Canberra would convince you to consider trying the public transport system?

IF USER (CODE 1-10 AT Q4) ASK:

What improvements or changes in the existing public transport services in Canberra would be most likely to encourage you to keep using the services and perhaps use them even more than you do now?

RECORD VERBATIM

Q7a. Which, if any, of the following improvements would make you?

(if 1-10 in Q4) very likely to use public transport even more often

(if 11-14 in Q4) very likely to use public transport more often

(if 15 in Q4) willing to try public transport

1. Very likely
2. Somewhat likely
3. Not at all likely

ATTACHMENT B - Transport Canberra CATI Questionnaire

How about

- Q7b1. Being easier to walk or cycle to and from the bus stops
- Q7b2. Being easier to purchase tickets
- Q7b3. Cheaper tickets or fare options
- Q7b4. Quicker trip times
- Q7b5. Greater comfort while waiting at stops and interchanges
- Q7b6. Greater comfort on board
- Q7b7. Feeling safer when waiting at stops and interchanges
- Q7b8. Feeling safer on board the bus
- Q7b9. Better information about the timetable
- Q7b10. More frequent peak time services
- Q7b11. More frequent off peak services including evening and weekends
- Q7b12. Easy access to information about the wait for the next bus
- Q7b13. Plenty of free parking at interchanges
- Q7b14. More reliable services that always turn up on time without being full
- Q7b15. Tiered ticketing system making travel more cost effective for frequent users
- Q7b16. Discounted travel in off-peak and weekend periods
- Q7b17. Free access to WiFi on buses
- Q7b18. Free/discounted travel in off peak and weekend periods
- Q7b19. Access to technology for service information e.g. timetable apps

Q7c. HIGHEST PRIORITY CHANGES

Now I will repeat those changes that you said are very likely to get you to

NON-USERS: consider using public transport

USERS: continue or increase your use of public transport.

Please tell me which of these would be the most likely to influence you? Please nominate up to three that separately or together would interest you the most.

INTERVIEWER: READ OUT ALL THOSE BELOW, THEN ASK RESPONDENT WHICH THEY WOULD CHOOSE.

PROGRAMMER: DISPLAY AS CODES ALL THOSE RATED AS "Very likely" in Q7b. HAVE A CODE 98 – All of these; & CODE 99: Don't know

Q7d. OVERALL WILLINGNESS TO INCREASE USE

If enough improvements were made to what you find are the drawbacks in using Canberra's public transport, would you say you...

1. Already use it regularly, this would make no difference
2. Already use it, and then would use it more
3. Are very willing to give it a try and use it regularly if it was good enough
4. Are willing to give it a try and use it regularly if it was good enough
5. Might think about giving it a try, and might use it more, but doubt you would use it regularly
6. Would not consider using it more
7. Would not consider using it at all

ATTACHMENT B - Transport Canberra CATI Questionnaire

Section 7: Transport Quality – This section will determine the perceived quality of public transport and personal transport, identifying gaps in perceived quality

Q8. EMPHASIS ON PUBLIC TRANSPORT

Do you think improving public transport in Canberra is given too much priority, just the right amount of priority or not enough priority?

1. Too much priority
2. Just the right amount of priority
3. Not enough priority

Q8A. OVERALL QUALITY

Overall based on everything you know and have heard about public transport in Canberra, would you describe it as:

1. Excellent
2. More than good enough for you
3. Good enough for you
4. Just alright
5. Not quite good enough for you
6. Not nearly good enough for you
7. Very poor

Q8B. ACTUAL OR EXPECTED SATISFACTION

IF 1-10 IN Q4:

When you use public transport in Canberra, are you ...

IF 11-15 IN Q4:

If you were to use public transport in Canberra, do you expect you would be

1. Completely satisfied
2. Mostly satisfied
3. More satisfied than not
4. Mixed – about as satisfied as dissatisfied
5. More dissatisfied than satisfied
6. Mostly dissatisfied
7. Completely dissatisfied

ATTACHMENT B - Transport Canberra CATI Questionnaire

Section 8: Information Sources – This section will identify current and desired sources of information about public transport**Q11a. INFORMATION CHANNELS/SOURCES**

Do you get your impressions of public transport in Canberra from

READ OUT 1-11. MR

1. Your own regular use
2. From occasions in the past when you have used it
3. From what you hear from others who use it
4. From checking on availability and timetables
5. From reports about public transport in Canberra in newspapers
6. From reports about public transport in Canberra on TV
7. From reports about public transport in Canberra on radio
8. From Twitter
9. From other online social media
10. From seeing the buses and other people using the services
11. In some other way (ask Q11b)

IF 1-10 IN Q11a GO TO Q12

Q11b. OTHER CHANNEL/SOURCE

What would that be?

RECORD VERBATIM

Q12a. CHANNEL FOR SPECIFIC INFORMATION

IF 1-10 IN Q4:

How do you find out about bus timetables, ticketing and services?

IF 11-15 IN Q4:

If you wanted to use a bus, how would you find out about bus timetables, ticketing and services?

1. Websites (ie ACTION/NXTBUS/ACT Transport)
2. Social media (ie Twitter/Facebook)
3. Google search
4. Face to face
5. Telephone
6. Printed materials
7. NXTBUS app
8. Other app
9. Other (Specify)

IF NOT 7 IN Q12a GO TO Q13

ATTACHMENT B - Transport Canberra CATI Questionnaire

Q12b OTHER SOURCE OF SPECIFIC INFORMATION

Please tell me what that other source of information would be?

RECORD VERBATIM

Section 9: Household and Demographic Information**Q14_1. NUMBER IN HOUSEHOLD - CARS**

How many cars / trucks / vans / SUVs are there in your household?

RECORD NUMBER

Q14_2. NUMBER IN HOUSEHOLD - MOTORCYCLES

How many motorcycles / scooters are there in your household?

RECORD NUMBER

Q14_3. NUMBER IN HOUSEHOLD - BICYCLES

How many bicycles are there in your household?

RECORD NUMBER

Q15 DWELLING TYPE

Which type of dwelling do you live in?

1. House (separate or detached dwelling)
2. Duplex (or 'semi-detached' house)
3. Row House / terrace house / townhouse / villa
4. Apartment / flat / unit
5. Bedsit / studio apartment
6. Boarding house room
7. Other - tell us

Q16 OWN/RENT

What is the nature of your tenancy?

1. Own dwelling outright
2. Being purchased
3. Rent privately
4. Rent through ACT Housing
5. Other

ATTACHMENT B - Transport Canberra CATI Questionnaire

Q17_1 NUMBER OF ADULTS

How many adults aged 18 plus live in your household?

RECORD NUMBER

Q17_2 How many children aged 5 to 17 live in your household?

RECORD NUMBER

Q17_3 How many children aged 0 to 4 live in your household?

RECORD NUMBER

Q17_4 How many people in total live in your household?

RECORD NUMBER

PROGRAMMER CHECK IF SUM OF REPLIES TO Q17_1 TO Q17_3 EQUALS Q17_4. IF EQUAL, GO TO Q15. IF NOT ASK Q17_5

Q17_5 CHECK

The number of people you told me about does not add up to that total number. Can I just check over your answers again?

REPEAT Q17_1 TO Q17_4 UNTIL A MATCH IS ACHIEVED.

Q18 WORK STATUS

Which of the following best describes you?

1. Working full-time
2. Working part-time
3. Full-time student
4. Part-time student
5. Unemployed
6. Household duties / caring for children
7. Retired
8. Other-tell us

Q19a. BROAD HOUSEHOLD INCOME

Is the total pre-tax annual income of your household, taking all sources into account ...

1. Less than \$50,000
2. \$50,000 to under \$100,000
3. \$100,000 or more
4. REFUSED
5. DON'T KNOW

IF 1 IN Q19a GO TO Q99 AND FILL Q19b WITH CODE 1.

ATTACHMENT B - Transport Canberra CATI Questionnaire

IF 4 OR 5 IN Q19a GO TO Q21

Q19b. NARROW HOUSEHOLD INCOME

Would it be:

IF 2 IN Q19a DISPLAY CODES 2, 3, 8 AND 9

IF 3 IN Q19a DISPLAY CODES 4, 5, 6, 7, 8 AND 9

1. Less than \$50,000
2. \$50,000 to \$74,999
3. \$75,000 to \$99,999
4. \$100,000 to \$149,000
5. \$150,000 to \$199,999
6. \$200,000 to \$299,999
7. \$300,000 or more
8. REFUSED
9. DOES NOT KNOW

Q99. USUAL TERMINATION

ATTACHMENT C - Transport Canberra ONLINE Questionnaire

Section 1: Introduction

[INTRO TO BE WRITTEN BY CMA]

Q100 INDUSTRY

Do you or anyone in your household work for any of the following organisations?

1. ACTION
2. Capital Metro Agency (CMA)
3. Territory and Municipal Services (TAMS)
4. None of these

Section 2: Screener and Quotas**Q1GENDER**

Please select your gender.

1. Male
2. Female

Q1AGE

Are you aged

1. Under 18
 2. 18 to 19
 3. 20 to 24
 4. 25 to 29
 5. 30 to 39
 6. 40 to 49
 7. 50 to 59
 8. 60 to 69
 9. 70 to 79
 10. 80 or over
 11. Prefer not to say
- THANK AND TERMINATE

Q1POSTCODE

What is the postcode where you live?

Q1SUBURB

What is the suburb where you live?

RECORD VERBATIM OR USE LIST OF SUBURBS IN ACT

ATTACHMENT C - Transport Canberra ONLINE Questionnaire

Section 3: Importance of Transport**Q30 ISSUE IMPORTANCE**

Compared to other issues facing you and other people you know in Canberra, would you say 'transport and getting around Canberra' is...

1. The most critical issue
2. One of the most important issues, but not the most important
3. An important issue, but there are other issues that are more important
4. A minor issue
5. Not at all important
6. Don't know

Q31 WHY TRANSPORT IS IMPORTANT

Why do you say transport is [PIPE IN RESPONSE FROM Q30]?

VERBATIM

Section 4: Current Transport – Determine current transport use and develop profile of users and non-users**Q2 JOURNEY TYPE BY FREQUENCY**

For each of the following types of journeys please tell me how frequently you typically undertake each. RANDOMISE JOURNEY TYPES, SET UP IN GRID

1. To/from work
2. To/from work related business
3. To/from education or school
4. To/from shopping
5. To/from recreation or entertainment
6. To/from social or family visit
7. To/from medical or dental appointment

FREQUENCY CODES

1. 4 or more times a week
2. 2-3 times a week
3. About once a week
4. About once every 2 weeks
5. About once every 3-4 weeks
6. Less frequently than once every 4 weeks
7. (Never)

ATTACHMENT C - Transport Canberra ONLINE Questionnaire

Q4 PT USE

When was the last time you used public transport in Canberra?

1. Today
2. Yesterday
3. About 3-5 days ago
4. About 6-7 days ago
5. About 2 weeks ago
6. About 3 weeks ago
7. About 4 weeks ago
8. About 2 months ago
9. About 3 months ago
10. About 4 months ago
11. About 6 months ago
12. About 7-11 months ago
13. About 12 months ago
14. More than 12 months ago
15. (Never)

IF CODE 1-10 IN Q4 ASK Q4A & Q4B, OTHERS SKIP TO Q5a

Q4A WHY PT USE

Thinking about the last trip you made by public transport in Canberra, why did you use public transport to get to where you were going? VERBATIM

Q4B1 PARK AND RIDE USE

Do you use Park and Ride?

1. Yes
2. No
3. Don't know what Park and Ride is

Q4C TICKET USE

Do you currently have a MyWay smartcard for travel on public transport in Canberra?

1. MyWay Standard SKIP TO Q6B
2. MyWay Concession SKIP TO Q6B
3. MyWay Tertiary Student SKIP TO Q6B
4. MyWay School Student SKIP TO Q6B
5. No/Don't know ASK Q4D

ATTACHMENT C - Transport Canberra ONLINE Questionnaire

Q4D TICKET USE NOT MYWAY

What type of ticket do you usually purchase for travel on public transport in Canberra?

1. Standard
2. Concession
3. Tertiary Student
4. Student
5. (Don't know)

SKIP TO Q6B

Section 5: Barriers to Public Transport Use –This section will determine the perceived barriers to ridership unprompted and prompted

Q5A PARK AND RIDE USE

When travelling to the bust stop by car would you use Park and Ride?

1. Yes
2. No
3. Don't know what Park and Ride is

Q6A BARRIERS TO USE

Below is a list of things other people in Canberra have said stop them from using public transport, for each item please select if this is a major barrier, minor barrier or not a barrier to you using public transport. RANDOMISE, SET AS A GRID

1. Public transport is for other people, not me
2. There are no bus stops near where I want to go to
3. There are no bus stops where I want to leave from
4. I can't rely on the buses to arrive on time
5. Busses don't run frequently enough
6. I need my car to run personal errands
7. I need my car for work or professional reasons
8. It takes longer to travel by bus to get to where I want to go
9. I don't know enough about the bus network to use it
10. I have to wait outside at a bus stop and get too hot or too cold or too wet
11. I don't like having to get off one bus and on to another to get to where I want to go
12. I don't know enough about buying tickets to use the bus
13. I don't feel safe at the bus stop
14. I don't feel safe on the bus
15. I don't feel safe at interchanges
16. The buses aren't clean enough for me to travel on

ATTACHMENT C - Transport Canberra ONLINE Questionnaire

Q6 REASON FOR LOW/NON USE

Apart from those barriers previously shown, what else stops you from using public transport in Canberra more often than you currently do?

1. Nothing else
- RECORD VERBATIM

SKIP TO Q6C

Q6B WORKS WELL FOR USERS - VERBATIM

What about using public transport in Canberra works well for you?

RECORD VERBATIM

ASK ALL**Q6C RECOMMEND PUBLIC TRANSPORT TO OTHERS**

How likely is it that you would recommend or to recommend against using public transport in Canberra to a friend or a colleague?

1. Very likely to recommend
2. Likely to recommend
3. Neither likely to recommend nor to recommend against
4. Likely to recommend against
5. Very likely to recommend against

Q6D SUGGESTED IMPROVEMENTS - VERBATIM

What is the ONE thing you would suggest to improve public transport in Canberra?

RECORD VERBATIM

Section 6: Stated Importance –This section will determine the perceived importance of transport features that would attract rider ship and the most important aspiration for public transport

Q7a. WHAT WOULD ATTRACT TO TRY

What improvements or changes in the existing public transport services in Canberra would convince you to use the public transport system more than you currently do or to consider trying it if you have never used it?

RECORD VERBATIM

Q7b. Please select how likely you would be to increase your use of public transport in Canberra if each of these improvements was made.

RANDOMISE, SET UP IN A GRID

Q7b1. Being easier to walk or cycle to and from the bus stops

Q7b2. Being easier to purchase tickets

Q7b3. Cheaper tickets or fare options

Q7b4. Quicker trip times

Q7b5. Greater comfort while waiting at stops and interchanges

Q7b6. Greater comfort on board

Q7b7. Feeling safer when waiting at stops and interchanges

ATTACHMENT C - Transport Canberra ONLINE Questionnaire

- Q7b8. Feeling safer on board the bus
- Q7b9. Better information about the timetable
- Q7b10. More frequent peak time services
- Q7b11. More frequent off peak services including evening and weekends
- Q7b12. Easy access to information about the wait for the next bus
- Q7b13. Plenty of free parking at interchanges
- Q7b14. More reliable services that always turn up on time without being full
- Q7b15. Tiered ticketing system making travel more cost effective for frequent users
- Q7b16. Discounted travel in off-peak and weekend periods
- Q7b17. Free access to WiFi on buses
- Q7b18. Free/discounted travel in off peak and weekend periods
- Q7b19. Access to technology for service information e.g. timetable apps

- 1. Very likely
- 2. Somewhat likely
- 3. Not at all likely

Q7d. OVERALL WILLINGNESS TO INCREASE USE

If enough improvements were made to what you find are the drawbacks in using Canberra's public transport, would you say you...

- 1. Already use it regularly, this would make no difference
- 2. Already use it, and then would use it more
- 3. Are very willing to give it a try and use it regularly if it was good enough
- 4. Are willing to give it a try and use it regularly if it was good enough
- 5. Might think about giving it a try, and might use it more, but doubt you would use it regularly
- 6. Would not consider using it more
- 7. Would not consider using it at all

Section 7: Transport Quality –This section will determine the perceived quality of public transport and personal transport, identifying gaps in perceived quality

Q8. EMPHASIS ON PUBLIC TRANSPORT

Do you think improving public transport in Canberra is given too much priority, just the right amount of priority or not enough priority?

- 1. Too much priority
- 2. Just the right amount of priority
- 3. Not enough priority

ATTACHMENT C - Transport Canberra ONLINE Questionnaire**Q8A. OVERALL QUALITY**

Overall based on everything you know and have heard about public transport in Canberra, would you describe it as:

1. Excellent
2. More than good enough for you
3. Good enough for you
4. Just alright
5. Not quite good enough for you
6. Not nearly good enough for you
7. Very poor

Q8B. ACTUAL OR EXPECTED SATISFACTION

When you use, or if you were to use, public transport in Canberra, are you or would you be....

1. Completely satisfied
2. Mostly satisfied
3. More satisfied than not
4. Mixed – about as satisfied as dissatisfied
5. More dissatisfied than satisfied
6. Mostly dissatisfied
7. Completely dissatisfied

Section 8: Information Sources –This section will identify current and desired sources of information about public transport

Q11a. INFORMATION CHANNELS/SOURCES

Do you get your impressions of public transport in Canberra from

MULTIPLE RESPONSE

1. Your own regular use
2. From occasions in the past when you have used it
3. From what you hear from others who use it
4. From checking on availability and timetables
5. From reports about public transport in Canberra in newspapers
6. From reports about public transport in Canberra on TV
7. From reports about public transport in Canberra on radio
8. From Twitter
9. From other online social media
10. From seeing the buses and other people using the services
11. In some other way (SPECIFY)

ATTACHMENT C - Transport Canberra ONLINE Questionnaire

Q12a. CHANNEL FOR SPECIFIC INFORMATION

How do you or would you find out about bus timetables, ticketing and services?

1. Websites (ie ACTION/NXTBUS/ACT Transport)
2. Social media (ie Twitter/Facebook)
3. Google search
4. Face to face
5. Telephone
6. Printed materials
7. NXTBUS app
8. Other app
9. Other (Specify)

Section 9: Household and Demographic Information
Q14_1. NUMBER IN HOUSEHOLD – CARS

How many cars / trucks / vans / SUVs are there in your household?

RECORD NUMBER

Q14_2. NUMBER IN HOUSEHOLD – MOTORCYCLES

How many motorcycles / scooters are there in your household?

RECORD NUMBER

Q14_3. NUMBER IN HOUSEHOLD – BICYCLES

How many bicycles are there in your household?

RECORD NUMBER

Q15 DWELLING TYPE

Which type of dwelling do you live in?

1. House (separate or detached dwelling)
2. Duplex (or 'semi-detached' house)
3. Row House / terrace house / townhouse / villa
4. Apartment / flat / unit
5. Bedsit / studio apartment
6. Boarding house room
7. Other - tell us

Q16 OWN/RENT

What is the nature of your tenancy?

1. Own dwelling outright
2. Being purchased

ATTACHMENT C - Transport Canberra ONLINE Questionnaire

3. Rent privately
4. Rent through ACT Housing
5. Other

Q17_1 NUMBER OF ADULTS

How many adults aged 18 plus live in your household?

RECORD NUMBER

Q17_2 How many children aged 5 to 17 live in your household?

RECORD NUMBER

Q17_3 How many children aged 0 to 4 live in your household?

RECORD NUMBER

Q17_4 How many people in total live in your household?

RECORD NUMBER

Q18 WORK STATUS

Which of the following best describes you?

1. Working full-time
2. Working part-time
3. Full-time student
4. Part-time student
5. Unemployed
6. Household duties / caring for children
7. Retired
8. Other-tell us

Q19a. BROAD HOUSEHOLD INCOME

Is the total pre-tax annual income of your household, taking all sources into account ...

1. Less than \$50,000
2. \$50,000 to \$74,999
3. \$75,000 to \$99,999
4. \$100,000 to \$149,000
5. \$150,000 to \$199,999
6. \$200,000 to \$299,999
7. \$300,000 or more
8. Prefer not to say
9. DOES NOT KNOW

THANK AND CLOSE

LOGO

Passenger Survey

Dear Passenger, Please take a few minutes to complete this survey.

11. In which suburbs did you get ON THIS bus?

12. In which suburbs did you get OFF THIS bus?

13. How did you get to the bus stop today?
 (X all that apply)

Walk Bicycle
 Car as driver Taxi
 Car as passenger Plane
 Another bus

Q3a. Did you use Park and Ride today?

Yes
 No

14. How long did it take you to get to the bus stop today?
 Minutes

15. How long did you wait for the bus at the stop today?
 Minutes

16. How long will your total journey be today?
 Minutes

17. How often do you travel on the bus?

1 Four or more days a week
 2 One to three days a week
 3 At least one day a month
 4 Less often than one day a month

Q8. What is the main purpose of your trip today?
 (X one only)

1 To/from work
 2 To/from work related business
 3 To/from education or school
 4 To/from shopping
 5 To/from recreation or entertainment
 6 To/from social or family visit
 7 To/from medical or dental appointment
 8 Other-tell us _____








Q9. How do you find out about bus timetables, ticketing and services?
 (X all that apply)

1 Websites (ie ACTION / NXTBUS / ACT Transport)
 2 Social media (ie Twitter / Facebook)
 3 Google search
 4 Face to face
 5 Telephone
 6 Printed materials
 7 NXTBUS app
 8 Other app
 9 Other-tell us _____

Q10. Which ticket did you purchase/use for your trip today?

1 MyWay Standard
 2 MyWay Concession
 3 MyWay Tertiary Student
 4 MyWay Student
 5 Standard cash ticket
 6 Concession cash ticket
 7 Tertiary Student cash ticket
 8 Student cash ticket

Q11. Rate your satisfaction with the following aspects of this bus service based on your experience over the last six months.

	 Very Dissatisfied	 Dissatisfied	 Partly Dissatisfied	 Neither Satisfied nor Dissatisfied	 Partly Satisfied	 Satisfied	 Very Satisfied	Not Applicable
Overall satisfaction with the bus service	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6	<input type="checkbox"/> 7	<input type="checkbox"/>
Ease of using the bus	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6	<input type="checkbox"/> 7	<input type="checkbox"/>
Frequency of bus services	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6	<input type="checkbox"/> 7	<input type="checkbox"/>
The bus turning up on time	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6	<input type="checkbox"/> 7	<input type="checkbox"/>
Length of time your trip takes	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6	<input type="checkbox"/> 7	<input type="checkbox"/>
Personal safety at bus stops	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6	<input type="checkbox"/> 7	<input type="checkbox"/>
Personal safety on the bus	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6	<input type="checkbox"/> 7	<input type="checkbox"/>
Comfort on the bus	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6	<input type="checkbox"/> 7	<input type="checkbox"/>
Connecting to other buses or transport	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6	<input type="checkbox"/> 7	<input type="checkbox"/>

LOGO

Passenger Survey

Q12. For each of the following types of trip, please indicate the form of transport you usually use.

	Walk	Car / ute / van	Motorbike/ scooter	Bicycle	Taxi	Other	N/A
Going to work	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄	<input type="checkbox"/> ₅	<input type="checkbox"/> ₆	<input type="checkbox"/> ₇
Going to school/uni	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄	<input type="checkbox"/> ₅	<input type="checkbox"/> ₆	<input type="checkbox"/> ₇
Going to the local shops	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄	<input type="checkbox"/> ₅	<input type="checkbox"/> ₆	<input type="checkbox"/> ₇
Going to major shopping centres and precincts	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄	<input type="checkbox"/> ₅	<input type="checkbox"/> ₆	<input type="checkbox"/> ₇
Visiting family/friends	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄	<input type="checkbox"/> ₅	<input type="checkbox"/> ₆	<input type="checkbox"/> ₇
Going out to cafes, restaurants, bars or for entertainment	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄	<input type="checkbox"/> ₅	<input type="checkbox"/> ₆	<input type="checkbox"/> ₇

Q13. Which of the following best describes you?

(X one only)

- ₁ Working full-time
₂ Working part-time
₃ Full-time student
₄ Part-time student
₅ Unemployed
₆ Household duties / caring for children
₇ Retired
₈ Other-tell us _____

Q14. Where do you live? (SUBURB name)

Q15. How many of each of the following live in your household?

Adults aged 18 plus:
Children aged 5 to 17:
Children aged 0 to 4:
Total people in household:

Q16. Are you:

- ₁ Male ₂ Female

Q17. Which age group do you fall into?

- ₁ 17 or under ₆ 40 to 49
₂ 18 to 29 ₇ 50 to 59
₃ 20 to 24 ₈ 60 to 69
₄ 25 to 29 ₉ 70 to 79
₅ 30 to 39 ₁₀ 80 or over

Q18. What is your pre-tax annual household income?

- ₁ Less than \$50,000
₂ \$50,001 to \$75,000
₃ \$75,001 to \$100,000
₄ \$100,001 to \$150,000
₅ Over \$150,000

Q19. How many of each of the following vehicles are owned or used by people in your household?

Cars / trucks / vans / SUVs:
Motorcycles / scooters:
Bicycles:
Total vehicles in household:

Thank you for your feedback. Please return your survey to the survey team member today or:

- Put the survey in the return bag on this bus by Friday April 29, 2016
- Send to Taverner Research, Reply Paid 63068, Surry Hills NSW 2010 (no stamp required)
- Scan and email to survey@taverner.com.au
- Fax to (02) 9212 3920