

CANBERRA OMNIBUS SURVEY

Powered by Winton Research & Insights

Results to a series of questions on
Attitudes to various TCCS services

on the WintonRI
Canberra Omnibus Survey

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

Interviews conducted
3 to 12 April 2023

5 May 2023
Final Report

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1. Introduction

Transport Canberra and City Services (TCCS) delivers municipal services and programs to residents of the ACT, including waste and recycling management, public transport, road construction and maintenance, library services, and management of public recreation areas.

As part of its commitment to improving service delivery to ACT residents, TCCS conducts an annual community satisfaction survey, which Winton Research and Insights has implemented, analysed and reported since 2020, using our Canberra Omnibus Survey (COS) to provide meaningful comparisons between survey waves on relevant measures.

The 2021 survey provided a fuller analysis than in previous surveys, including the addition of reasons for satisfaction and dissatisfaction ratings, and suggestions for how reasons for dissatisfaction might be improved. These additional questions have been continued in the 2022 and 2023 surveys.

2. The Canberra Omnibus Survey – methodology

The WintonRI 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 April 2023 wave took place over the period 3 to 12 April 2023.

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 390,000) had been asked.

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

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

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

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

3. Summary of findings and insights

3.1 Overview

The two tables below show year-to-year comparisons over the past four years.

Year-by-Year Comparisons of Satisfaction Levels

Indicator	2020	2021	2022	2023	Difference 2023-2022
1. Maintenance of cycle paths and walking paths#	NA	NA	NA	73%	NA
2. Access to cycle paths and walking paths#	90%	88%	90%	84%	-6%
3. Library services	96%	95%	95%	93%	-2%
4. Road network overall	81%	80%	80%	69%	-11%
5. Waste and recycling services overall	89%	90%	91%	89%	-2%
6. Management of sportsgrounds	85%	87%	87%	86%	-1%
7. Overall management of municipal services	84%	88%	87%	79%	-8%
8. Community engagement experience	81%	89%	87%	89%	+2%
9. Transport Canberra Bus service overall	74%	78%	79%	78%	-1%
10. Transport Canberra light rail service overall	90%	91%	88%	89%	+1%

 Accountability indicator % Change is not significant % Significant increase[°] % Significant decrease[°]

[°] Significant increase/decrease refers to statistically significant differences (minimum $\pm 4\%$) between years.

Maintenance of cycle/walking paths is a new factor in 2023.

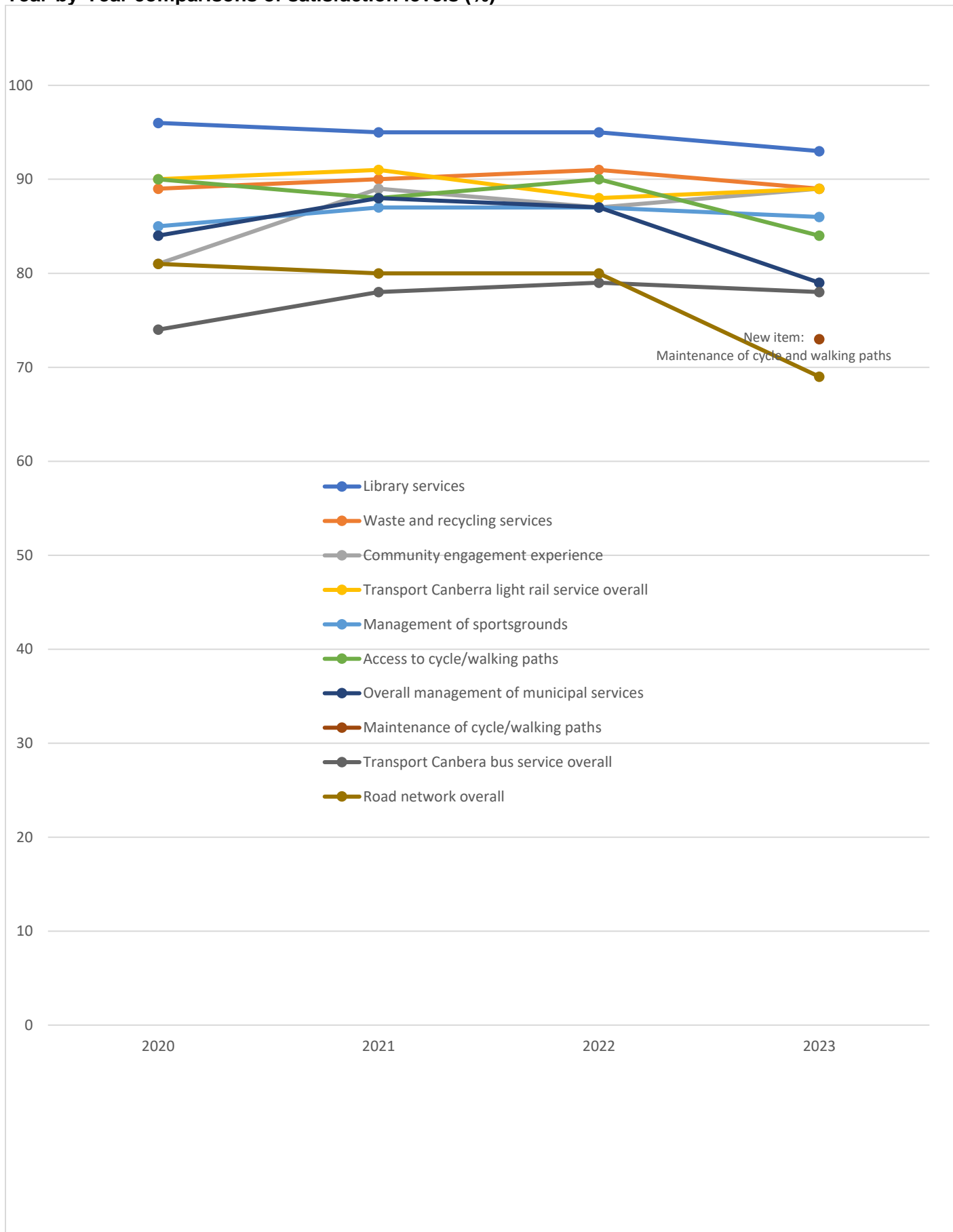
Year-by-Year Comparisons of Dissatisfaction Levels

Indicator	2020	2021	2022	2023	Difference 2023-2022
1. Maintenance of cycle paths and walking paths	NA	NA	NA	27%	NA
2. Access to cycle paths and walking paths	10%	12%	10%	16%	+6%
3. Library services	4%	5%	5%	7%	+2%
4. Road network overall	19%	20%	20%	31%	+11%
5. Waste and recycling services overall	11%	10%	9%	11%	+2%
6. Management of sportsgrounds	15%	13%	13%	14%	+1%
7. Overall management of municipal services*	16%	12%	13%	21%	+8%
8. Community engagement experience**	19%	11%	13%	11%	-2%
9. Transport Canberra Bus service overall	26%	22%	21%	22%	+1%
10. Transport Canberra light rail service overall	10%	9%	12%	11%	-1%

 Accountability indicator % Change is not significant % Significant increase[°] % Significant decrease[°]

[°] Significant increase/decrease refers to statistically significant differences (minimum $\pm 4\%$) between 2020 and 2021 figures.

Year-by-Year comparisons of satisfaction levels (%)



3.2 Underlying conditions

The significant falls in satisfaction levels reported on a few indicators this year are unusual, and the following explanations are relevant here:

1. The La Nina conditions which existed in much of 2022-23 caused significant rainfall leading to strong grass growth and a high number of potholes on the road which needed to be fixed. This particularly presented challenges in late-2022.
2. The commencement of construction on raising London Circuit to enable the next stage of light rail to Woden led to significant traffic and parking changes in the city which progressively commenced from late 2022. The road closures led to extra traffic congestion across the road network particularly on major approaches to the city like Commonwealth Avenue, Kings Avenue, Tuggeranong Parkway and Parkes Way.
3. It is likely that the challenges presented by the weather and by construction of the next stage of light rail have contributed to the lower results.

4. Detailed tabular findings

About the Following Sub-sections:

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

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

In all tables, the percentage columns read vertically, as explained after the following table (used as an example):

Q3 How satisfied or dissatisfied are you with library services?

Table No. Ca:

<i>Among only those who expressed an opinion:</i>	Total %	AGE		
		18-39 years %	40-64 years %	65+ years %
Very satisfied	28	30	23	34
Satisfied	65	61	70	61
Dissatisfied	6	8	5	6
Very dissatisfied	1	1	2	0
Total satisfied	93	91	93	95
Total dissatisfied	7	9	7	6
<i>Base [n=]</i>	765	346	314	104

The table indicates that of the 346 people in the 18 to 39 year age group who expressed an opinion on Library services, 30% were very satisfied, 61% were satisfied, 8% were dissatisfied, and 1% were very dissatisfied. Therefore, a total of 91% of the 346 who expressed an opinion are satisfied to some or a major extent, and a total of 9% are dissatisfied to some or a major extent.

4.1 The maintenance of cycle paths and walking paths [new in 2023]

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 that Transport Canberra and City Services delivers.

Table No. A:

Ask all

Q1 How satisfied or dissatisfied are you with the maintenance of cycle paths and walking paths?

Table No. Aa:

Among only those who expressed an opinion:	Total %	AGE			GENDER		REGION					
		18-39 years %	40-64 years %	65+ years %	Men %	Women %	Belconnen %	Gungahlin %	WV+W C+Molo %	Tuggeranong %	Inner North %	Inner South %
Very satisfied	14	18	10	11	14	14	10	17	18	11	19	7
Satisfied	59	58	61	56	63	56	54	62	63	59	57	68
Dissatisfied	20	17	21	26	16	24	26	15	15	24	16	21
Very dissatisfied	7	6	7	8	7	7	9	5	4	6	9	5
Total satisfied	73	76	71	67	77	70	64	79	81	70	76	75
Total dissatisfied	27	23	28	34	23	31	35	20	19	30	25	26
Base [n=]	940	409	407	124	475	465	215	153	145	215	142	69

Table No. A:

Ask all

Q1 How satisfied or dissatisfied are you with the maintenance of cycle paths and walking paths?

Table No. Ab:

Among only those who expressed an opinion:	Total %	DWELLING TYPE			HOUSING TENURE				EDUCATION		
		Detached dwelling %	Medium density %	Apartment %	Own outright %	Own with mortgage %	Rent privately %	In public housing/ other %	No tertiary %	Bachelor degree %	Post graduate %
Very satisfied	14	12	15	18	8	12	19	9	15	11	15
Satisfied	59	59	59	60	54	62	60	70	55	66	59
Dissatisfied	20	23	20	15	28	19	16	21	21	20	18
Very dissatisfied	7	7	6	7	10	7	6	0	8	3	8
Total satisfied	73	71	74	78	62	74	79	79	70	77	74
Total dissatisfied	27	30	26	22	38	26	22	21	29	23	26
Base [n=]	940	549	172	220	180	392	235	59	455	291	193

Table No Ac: Maintenance of cycle paths – why satisfied

<i>Among those 73% of the sample who were SATISFIED with: Maintenance of cycle and walking paths Table adds to more than 100% as many people offered more than one response.</i>	Total %	Belconnen %	Gungahlin %	WV+WC + Molo %	Tuggeranong %	Inner North %	Inner South %
General satisfaction/positive sentiment (e.g., no problems/good/nice/okay/fine)	35	40	30	36	33	37	33
Well maintained/good upkeep/great/good condition	32	27	29	33	41	33	25
Room for improvement/negative comment (cleaner, better maintained, poor lighting etc.)	11	14	8	7	17	13	17
Clean/tidy/clear/unobstructed	8	5	10	13	3	6	13
Plenty of them/lots of paths/great network/easy to get around	7	9	10	4	8	0	17
Highly satisfied e.g., fantastic, amazing, excellent, great	6	4	11	4	8	8	0
Good quality paths/surfaces/smooth/no potholes/fit for purpose	6	5	6	5	6	5	13
Repairs made quickly/efficiently/responsive	3	1	3	4	2	3	4
Being updated/regular upgrades/improvements/repairs/new paths being built/developed	3	5	2	2	5	5	0
Kept safe/secure	3	3	2	4	2	6	4
Grass cut/mown/weeded/clear tree branches/pruned/trimmed etc.	2	1	4	1	3	3	0
Easily accessible/convenient	2	1	2	1	5	3	13
Lack of/free from graffiti/vandalism	1	1	1	0	0	1	0
Good signage/clearly marked/good directions	1	1	0	1	0	4	0
Other	2	1	4	2	0	4	4
Don't use often/at all	1	1	0	2	0	0	0
Unsure/Don't know/No response	4	7	3	4	0	3	8
<i>Base [n=]</i>	<i>688</i>	<i>138</i>	<i>121</i>	<i>118</i>	<i>151</i>	<i>108</i>	<i>52</i>

Table No. Ad: Maintenance of cycle paths – why dissatisfied

<i>Among those 27% of the sample who were DISSATISFIED with: Maintenance of walking and cycle paths Table adds to more than 100% as many people offered more than one response.</i>	Total %	Belconnen %	Gungahlin %	WV+WC +Molo %	Tuggeranong %	Inner North %	Inner South %
NETT POORLY MAINTAINED	80	85	74	85	91	52	78
Issues with potholes/uneven surfaces/bumpy/cracks/broken/damaged paths (incl. tree root damage/lifting)	46	39	56	55	50	26	67
Poorly maintained/low standard/require better maintenance/in need of repair	22	29	15	15	27	22	22
Overgrown/long grass/weeds/trees/overhanging branches/rocks	21	24	26	15	32	9	11
Dangerous/hazardous/unsafe/tripping hazards	21	18	19	30	18	17	22
General negative sentiment e.g., poor, bad, not good	7	3	7	8	0	17	11
Dirty/litter/rubbish/debris/graffiti	7	5	15	3	9	9	0
Not enough/insufficient paths/more paths needed	5	5	0	5	9	9	11
Slow to repair/not fixed in a timely manner	4	10	0	3	0	4	0
Not wheel chair/disabled friendly/present difficulties for those with mobility issues/elderly	4	6	0	3	9	0	11
Not wide enough to share/too narrow/better delineation between cyclists/walkers	4	5	4	0	9	4	11
Poor lighting/not adequately lit/inaccessible at night	4	0	4	13	5	0	0
Paths closed/blocked/obstructed	3	5	0	5	0	4	0
Improved maps/signage	1	2	0	3	0	0	0
Too many 'quick fixes'/patch-ups/temporary repairs/band-aids	1	2	0	0	0	0	0
Other	2	5	0	0	0	4	0
Unsure/DK/no comment	7	3	15	8	5	9	11
<i>Base[n=]</i>	<i>252</i>	<i>77</i>	<i>31</i>	<i>27</i>	<i>64</i>	<i>34</i>	<i>17</i>

Table No. Ae: Maintenance of cycle paths – how to fix problems or respond to the dissatisfied

<i>Among those 27% of the sample who were DISSATISFIED with: Maintenance of walking and cycle paths Table adds to more than 100% as many people offered more than one response.</i>	Total %	Belconnen %	Gungahlin %	WV+WC +Molo %	Tuggeranong %	Inner North %	Inner South %
Fix them/repair them etc.	23	23	26	23	23	17	33
Better/improved/more/regular maintenance (general upkeep)	22	18	30	23	27	22	22
Upgrades/re-surface/new pavement/replace damaged paths/lines/markings	14	11	15	23	9	9	11
Mow grass regularly/cut edges/tree roots	11	11	19	5	27	0	0
Clean-up regularly/rubbish collection/remove leaves/sweeping/litter/clearing paths.	10	13	15	3	14	9	0
Regular checking/inspections/systematic reviews/monitoring	8	8	7	8	9	0	33
Levelling paths/grinding down high bumps/fix uneven paths	7	2	11	13	9	0	11
Increase workforce/more staff/people to do the work/employees not contractors	5	10	0	3	5	4	0
Increased funding/more resources/spend money/allocate funds	4	3	4	3	0	9	11
Quicker/more timely repairs/faster response	3	5	0	3	0	9	0
Make paths wider/more space for cyclists	3	5	0	0	9	4	0
Better planning/foresight e.g., not planting trees close to paths, prevention is better than cure	3	2	0	3	5	9	11
Better/improved/more lighting	3	0	4	5	0	4	11
Fix/improve/more signage	1	2	0	0	0	4	0
Raising paths in low areas (to avoid flood damage)	1	2	0	0	0	0	0
Issues fines for offenders/who block the path e.g., parking	1	0	4	0	0	0	0
Other	1	2	0	3	0	0	0
Unsure/DK/no comment	10	10	11	13	5	13	11
<i>Base [n=]</i>	<i>252</i>	<i>77</i>	<i>31</i>	<i>27</i>	<i>64</i>	<i>34</i>	<i>17</i>

4.2 Access to cycle paths and walking paths

Table No. B:

Ask all

Q2 How satisfied or dissatisfied are you with access to cycle paths and walking paths?

Table No. Ba:

Among only those who expressed an opinion:	Total %	AGE			GENDER		REGION					
		18-39 years %	40-64 years %	65+ years %	Men %	Women %	Belconnen %	Gungahlin %	WV+W C+Molo %	Tuggeranong %	Inner North %	Inner South %
Very satisfied	23	24	24	17	24	22	16	28	27	21	26	27
Satisfied	61	61	60	64	62	60	63	66	61	60	56	59
Dissatisfied	14	14	12	18	12	16	17	6	10	18	17	14
Very dissatisfied	2	1	3	1	2	1	4	1	2	1	1	0
Total Satisfied	84	85	84	81	86	82	79	94	88	81	82	86
Total dissatisfied	16	15	15	19	14	17	21	7	12	19	18	14
Base [n=]	940	404	413	123	470	470	215	157	149	208	141	69

Q2 How satisfied or dissatisfied are you with access to cycle paths and walking paths?

Table No. Bb

Among only those who expressed an opinion:	Total %	DWELLING TYPE			HOUSING TENURE				EDUCATION		
		Detached dwelling %	Medium density %	Apartment %	Own outright %	Own with mortgage %	Rent privately %	In public housing/ other %	No tertiary %	Bachelor degree %	Post graduate %
Very satisfied	23	20	30	27	22	21	27	23	27	18	22
Satisfied	61	63	60	58	61	63	61	68	56	69	62
Dissatisfied	14	16	9	14	14	14	11	9	16	11	14
Very dissatisfied	2	2	1	2	3	2	1	0	1	1	3
Total satisfied	84	83	90	85	83	84	88	91	83	87	84
Total dissatisfied	16	18	10	16	17	16	12	9	17	12	17
Base [n=]	940	550	174	216	179	392	236	61	450	296	194

Table No Bc: Access to cycle paths – why satisfied

<i>Among those 84% of the sample who were SATISFIED with: Access to cycle and walking paths Table adds to more than 100% as many people offered more than one response.</i>	Total %	Belconnen %	Gungahlin %	WV+WC + Molo %	Tuggeranong %	Inner North %	Inner South %
Easy access/lots of paths/availability/they are everywhere/in many/most areas/convenient)	46	42	53	39	53	44	48
General satisfaction/positive sentiment (e.g., good/nice/okay/fine)	24	22	19	23	25	32	34
Extensive routes/wide range/expansive network/well connected (e.g., you can cycle from one end of Canberra to the other)	10	10	9	11	6	11	10
Room for improvement/negative comment (cleaner, better maintained, poor lighting etc.)	9	10	8	8	10	9	7
Well maintained/good upkeep/great condition/clean & tidy	7	7	6	9	4	7	0
Highly satisfied e.g., fantastic, amazing, excellent, great	6	4	9	5	1	11	0
Well-designed/planned (wide paths/clear space/suit both uses)	2	4	1	4	0	1	3
Safe/secure	2	1	0	4	0	6	7
New paths being built/constantly evolving/improving	1	2	0	0	3	1	3
Ideal for cyclists	1	2	3	1	0	0	0
Good signage/clearly marked/good directions	1	0	1	1	0	2	3
Leaders/best/better than other states	1	1	0	1	0	0	0
Well used/utilised	1	2	2	1	0	0	0
Promotes exercise/healthy living	1	1	1	0	1	0	0
Other	2	3	1	3	3	1	0
Don't use often/at all	1	1	1	1	3	1	0
Unsure/Don't know/No response	5	8	2	7	5	1	3
<i>Base [n=]</i>	<i>794</i>	<i>171</i>	<i>146</i>	<i>132</i>	<i>169</i>	<i>116</i>	<i>60</i>

Table No. Bd: Access to cycle paths – why dissatisfied

<i>Among those 16% of the sample who were DISSATISFIED with: Access to walking and cycle paths Table adds to more than 100% as many people offered more than one response.</i>	Total %	Belconnen %	Gungahlin %	WV+WC +Molo %	Tuggeranong %	Inner North %	Inner South %
Better maintenance/low standard/poorly maintained/in need of repair	24	32	30	12	17	25	25
Dangerous/hazardous/unsafe	12	11	20	12	8	10	25
No easy access/hard to access from roads/not very visible	12	11	10	24	0	10	0
Not enough/build more paths (walking/cycle not specified)	11	13	10	8	25	5	0
Better connections/bad planning/poorly designed/lack of connectivity/incomplete paths/routes	10	8	10	12	25	5	0
General negative sentiment e.g., poor, bad, not good	10	8	10	4	0	30	0
Many blocked off/restricted access	9	11	0	8	0	20	0
Need more walking paths/not all areas have	7	8	0	8	17	5	0
Need more cycle paths/don't go where I want to go	6	8	0	8	8	5	0
Better segregation from vehicle traffic/bikes should be off the road	6	11	0	0	0	5	25
None/not good in my area	6	8	0	8	0	5	0
Cyclists won't use them/cyclists use roads instead/need to get cyclists off the road	3	3	20	0	0	0	0
Improved maps/signage	3	5	0	4	0	0	0
Not wheelchair friendly/no disabled access	3	5	0	0	0	5	0
Poor lighting/inaccessible at night	1	0	10	0	0	0	0
Wider paths	1	3	0	0	0	0	0
Other	2	3	0	4	0	0	0
Unsure/DK/no comment	12	3	0	24	25	5	50
NETT NEED MORE PATHS	22	21	10	24	50	15	0
NETT ISSUES WITH ACCESSIBILITY	22	24	10	32	0	30	0
<i>Base [n=]</i>	<i>146</i>	<i>45</i>	<i>11</i>	<i>17</i>	<i>39</i>	<i>25</i>	<i>10</i>

Table No. Be: Access to cycle paths – how to fix problems or respond to the dissatisfied

<i>Among those 16% of the sample who were DISSATISFIED with: Access to walking and cycle paths Table adds to more than 100% as many people offered more than one response.</i>	Total %	Belconnen %	Gungahlin %	WV+WC +Molo %	Tuggeranong %	Inner North %	Inner South %
NETT MORE PATHS	31	32	20	28	50	35	0
Provide/need more paths (walking/cycling not specified)	22	18	10	24	33	30	0
Provide more cycling paths	7	11	10	4	8	5	0
Provide more walking paths/extend paths	3	5	0	0	8	0	0
More maintenance generally/sweeping/unblocking	10	13	20	4	17	5	0
Fix/repair/upgrade/replace - general comments	10	13	10	8	0	10	25
Paths/walkways further away/removed/separate from roads/off-road/not shared with road/vehicles	8	8	10	4	25	5	0
More grass mowing	6	8	20	8	0	0	0
Better planning	5	5	10	0	0	10	0
Add lighting on paths/more/improved lighting	4	0	10	8	0	5	0
More money/increased funding	4	5	0	4	0	5	0
Dedicated/segregated bike/cycle lanes	3	3	0	0	0	5	25
More staff	3	5	0	0	8	0	0
Parking violations: enforcement/fines for offenders/tougher restrictions	3	0	10	4	0	5	0
Improved/more/better signage	3	3	0	8	0	0	0
Improved/better access for disabled/elderly/those with mobility issues e.g., ramp access	3	5	0	0	0	5	0
Survey/look at paths to see what needs for upgrading/maintenance	1	0	0	4	0	0	0
Force cyclist off roads onto cycle paths/penalise	1	0	10	0	0	0	0
Other	5	3	0	16	0	0	0
Unsure/DK/no comment	19	13	10	24	17	25	50
Base [n=]	146	45	11	17	39	25	10

4.3 Library services

Table C:

Ask all

Q3 How satisfied or dissatisfied are you with library services?

Table No. Ca:

Among only those who expressed an opinion:	Total %	AGE			GENDER		REGION					
		18-39 years %	40-64 years %	65+ years %	Men %	Women %	Belconnen %	Gungahlin %	WV+W C+Molo %	Tuggeranong %	Inner North %	Inner South %
Very satisfied	28	30	23	34	30	25	29	29	29	26	25	28
Satisfied	65	61	70	61	61	69	66	67	65	63	64	64
Dissatisfied	6	8	5	6	7	5	4	3	5	9	8	8
Very dissatisfied	1	1	2	0	1	1	1	1	2	2	3	0
Total Satisfied	93	91	93	95	91	94	95	96	94	89	89	92
Total dissatisfied	7	9	7	6	8	6	5	4	7	11	11	8
Base [n=]	765	346	314	104	387	378	184	129	120	165	105	61

Table No. Cb

Q3 How satisfied or dissatisfied are you with library services?

Among only those who expressed an opinion:	Total %	DWELLING TYPE			HOUSING TENURE				EDUCATION		
		Detached dwelling %	Medium density %	Apartment %	Own outright %	Own with mortgage %	Rent privately %	In public housing/ other %	No tertiary %	Bachelor degree %	Post graduate %
Very satisfied	28	27	27	29	34	26	25	33	28	29	25
Satisfied	65	65	71	61	59	65	67	63	66	62	66
Dissatisfied	6	7	2	8	6	7	6	3	5	7	9
Very dissatisfied	1	1	0	2	1	1	2	0	1	2	0
Total satisfied	93	92	98	90	93	91	92	96	94	91	91
Total dissatisfied	7	8	2	10	7	8	8	3	6	9	9
Base [n=]	765	437	147	181	144	307	193	57	372	242	151

Table No. Cc: Libraries – why satisfied

<i>Among those 93% of the sample who were SATISFIED with: public library services</i> <i>Table adds to more than 100% as many people offered more than one response.</i>	Total %	Belconnen %	Gungahlin %	WV+WC + Molo %	Tuggeranong %	Inner North %	Inner South %
General satisfaction/positive sentiment (e.g., good/nice/okay/fine/meets my needs)	22	20	21	25	21	25	20
Great/excellent service/valued/community asset/very useful	18	23	18	17	15	18	0
Accessible/easy to get to/convenient/lots of libraries	15	17	16	11	16	9	28
Staff: Friendly/helpful/polite/well-organised/easy going	10	13	7	10	13	9	8
Highly satisfied e.g., fantastic, amazing, excellent, great	9	6	8	5	16	13	12
Well stocked/up-to-date/wide selection/good availability of books/magazines etc.	9	6	9	10	5	18	16
Clean/well-maintained/nice building/surroundings/good condition	6	2	5	10	10	10	0
Wide range/variety of services/resources/lots to offer (incl. courses, talks, classes)	5	5	6	6	2	7	8
Quiet/relaxed/pleasant environment/atmosphere/welcome space/peaceful/conducive to reading/study	5	7	6	3	3	7	4
Free service e.g., printing, photocopy	4	6	2	5	2	4	0
Good for kids/young families	4	4	6	5	6	3	0
Well-equipped/resourced/great facilities	3	5	2	2	3	4	0
(Great/Lots of/Variety of) Community programs/events/activities/programs (e.g., giggle and wiggle)	3	1	2	6	5	4	0
Digitisation/online resources: Good/useful digital services/online access (lending services/e-books/apps etc.)	3	1	3	5	2	4	4
Good, sort of/OK, although some negatives	3	1	5	4	3	0	4
Easy to use systems/efficient processes (borrowing, reservations etc.)	2	3	2	4	2	0	4
BorrowBox/mystery book club/large group borrow	0	0	0	1	0	0	4
Great value/open during Covid	0	1	0	0	0	0	0
Don't use at all/much	4	4	4	4	6	1	4
Other	0	0	1	0	2	0	0
Unsure/Don't know	6	7	6	6	5	4	12
<i>Base [n=]</i>	<i>708</i>	<i>175</i>	<i>123</i>	<i>112</i>	<i>148</i>	<i>93</i>	<i>56</i>

Table No. Cd: Libraries – why dissatisfied

<i>Among those 7% of the sample who were DISSATISFIED with: Public library services</i> <i>Table adds to more than 100% as many people offered more than one response.</i>	Total %	Belconnen %	Gungahlin %	WV+WC +Molo %	Tuggeranong %	Inner North %	Inner South %
Inadequate collection/few new books/magazines	18	25	40	36	0	0	0
General negative sentiment e.g., poor, bad, not good	16	13	20	9	10	25	33
Needs updating/refreshing/upgrade	13	13	0	0	20	38	0
Longer/more convenient opening hours	9	13	20	9	10	0	0
Inefficient/systems need updating/improving	7	0	0	9	10	0	33
Unfriendly/unhelpful staff/difficult to use	7	0	0	9	10	0	33
Noisy/dirty/untidy	7	0	0	0	10	25	0
Poorly funded/resourced/not supported/higher budget needed	7	13	0	0	10	13	0
Improve awareness/communication/information	7	13	0	9	10	0	0
Inaccessible	4	0	20	0	10	0	0
More/Improved Baby/Kids programs	4	0	0	0	20	0	0
None near me/not enough	2	0	0	9	0	0	0
Move/transition to digital/click and collect	2	0	0	0	10	0	0
Other	2	0	0	9	0	0	0
Unsure/DK	13	25	0	18	10	0	33
<i>Base[n=]</i>	<i>55</i>	<i>9</i>	<i>5</i>	<i>8</i>	<i>18</i>	<i>12</i>	<i>35</i>

Table No. Ce: Libraries – how to fix problems or respond to the dissatisfied

<i>Among those 7% of the sample who were DISSATISFIED with: Public library services Table adds to more than 100% as many people offered more than one response.</i>	Total %	Belconnen %	Gungahlin %	WV+WC +Molo %	Tuggeranong %	Inner North %	Inner South %
More/new books/update collection/greater selection/range/variety	20	38	40	18	0	13	33
Longer/extended opening hours	16	38	20	9	20	0	0
Better/more funding/resourcing	11	13	0	18	10	13	0
Digitalisation: improved online borrowing, click and collect, build an app etc.	9	13	0	9	10	13	0
Encourage more patronage/better promotion/advertising	7	0	20	9	10	0	0
Build more libraries/expand/make bigger	7	0	20	0	10	13	0
Better qualified/professional staff/provide training	4	0	0	0	20	0	0
Modernise	4	0	0	0	10	13	0
More staff/employ more people	2	0	0	0	0	13	0
Keep clean/tidy	2	0	0	0	0	13	0
Replace books when old/broken	2	13	0	0	0	0	0
Better service	2	0	0	0	10	0	0
Other	2	0	0	0	0	0	33
Unsure/DK	22	0	20	45	10	25	33
<i>Base [n=]</i>	57	9	5	8	18	12	5

4.4 The road network overall

Table D:

Ask all

Q4 How satisfied or dissatisfied are you with the road network overall?

Table No. Da:

Among only those who expressed an opinion:	Total %	AGE			GENDER		REGION					
		18-39 years %	40-64 years %	65+ years %	Men %	Women %	Belconnen %	Gungahlin %	WV+W C+Molo %	Tuggeranong %	Inner North %	Inner South %
Very satisfied	12	14	10	10	14	9	9	14	14	7	13	18
Satisfied	57	57	53	72	56	58	52	59	57	62	65	41
Dissatisfied	23	21	28	15	22	25	29	22	20	20	16	39
Very dissatisfied	8	9	9	2	8	8	9	5	9	11	6	2
Total satisfied	69	71	63	82	70	67	61	73	71	69	78	59
Total dissatisfied	31	30	37	17	30	33	38	27	29	31	22	41
Base [n=]	978	424	422	132	500	478	232	165	156	217	137	72

Table No. Db

Q4 How satisfied or dissatisfied are you with the road network overall?

Among only those who expressed an opinion:	Total %	DWELLING TYPE			HOUSING TENURE				EDUCATION		
		Detached dwelling %	Medium density %	Apartment %	Own outright %	Own with mortgage %	Rent privately %	In public housing/ other %	No tertiary %	Bachelor degree %	Post graduate %
Very satisfied	12	9	17	14	9	11	15	11	12	11	12
Satisfied	57	54	64	59	54	59	57	60	57	56	60
Dissatisfied	23	26	16	22	28	21	21	28	23	25	21
Very dissatisfied	8	10	3	6	9	9	7	2	9	8	6
Total satisfied	69	63	81	73	63	70	72	71	69	67	72
Total dissatisfied	31	36	19	28	37	30	28	30	32	33	27
Base [n=]	978	577	185	216	189	405	244	62	472	304	202

Table No. Dc: Road network – reasons for satisfaction

Among those 69% of the sample who were SATISFIED with: road network overall Table adds to more than 100% as many people offered more than one response.	Total %	Belconnen %	Gungahlin %	WV+WC + Molo %	Tuggeranong %	Inner North %	Inner South %
General satisfaction/positive sentiment (e.g., good/nice/okay/fine)	36	45	31	29	36	36	43
Roads well-maintained/good condition/upgraded/potholes repaired in a timely manner	21	16	19	24	29	22	5
Easy to follow routes/navigate/well-connected/great road network/easy to get around (inc. good signage)	16	14	21	15	15	14	14
Issues with potholes (particularly after rain)/quality of road surfaces (too many, slow to fix, poorly/temporarily fixed/patching)	12	8	14	12	12	17	14
Roads well-planned/designed/managed	10	11	10	10	8	13	14
Usually free-flowing/good traffic flow/not many traffic jams	9	11	10	8	3	12	14
Road quality improving/recent upgrades/frequent repairs	5	7	7	2	9	4	0
Room for improvement/Good, but...	5	5	2	5	2	9	5
Highly satisfied e.g., excellent, great	4	3	7	6	2	1	5
No issues/problems/complaints	4	4	4	3	8	1	5
Better than other places/states/cities	2	3	2	1	3	5	0
Can be crowded/congested/slow e.g., at peak times, traffic works	2	4	3	1	2	1	5
Safe/no potholes	1	3	0	3	2	0	0
Wide/big/spacious roads	1	0	3	2	0	1	0
Lots of roadworks (causing delays/traffic jams)	1	1	1	0	3	0	10↑
Too many traffic lights/roundabouts	1	2	1	0	0	4	0
Other	2	1	0	3	0	4	5
Unsure/DK/no response	5	7	3	5	2	5	5
Base [n=]	673	143	121	110	149	107	43

Table No. Dd: Road network – why dissatisfied

Among those 31% of the sample who were DISSATISFIED with: Road network overall Table adds to more than 100% as many people offered more than one response.	Total %	Belconnen %	Gungahlin %	WV+WC +Molo %	Tuggeranong %	Inner North %	Inner South %
Specific mention of potholes e.g., too many/fix them, etc.	58	66	46	56	59	41	77
Poorly maintained/in need of repair/improve quality of roads	15	17	9	16	28	9	0
Traffic jams/traffic flow/congestion/over-crowded roads/bottlenecks	14	9	29	20	10	0	15
Poor planning/management/scheduling of roadworks/forward thinking	10	10	9	4	14	14	23
General negative sentiment e.g., poor, bad, not good	7	9	3	5	10	14	0
Too many 'quick fixes'/patch-ups/temporary repairs/band-aids	7	9	3	7	10	9	0
Slow to repair/not fixed in a timely manner	6	6	9	7	7	5	0
Unsafe/hazardous/dangerous roads/cause damage to vehicles	6	6	6	9	3	5	8
Too many roadworks (causing delays/disruption/slowing traffic)	6	10	6	5	0	5	8
Traffic lights/too many/un-coordinated/not synchronised	4	1	6	4	7	0	15
Poor/need improving/planning in outer, newer suburbs	3	1	6	4	0	5	0
Widen roads/double lanes	2	1	6	0	3	5	0
More/improved/better/issues with signage	2	3	0	2	7	0	0
(Toomay) road closures	1	4	0	0	0	0	0
Not enough funding/more money incl. more staff/workers/maintenance crew	1	4	0	0	0	0	0
Specific mention of light rail causing disruption/delays	1	0	0	4	0	5	0
Parking issues (not enough parking/too expensive)	1	1	0	0	0	5	0
More regular inspection/checks on conditions of the roads/road maintenance plan	0	0	0	0	3	0	0
Too many speedbumps/reduced speed limits to suit poorer roads	0	0	0	2	0	0	0
More roads/increase network	0	0	3	0	0	0	0
Other	3	3	3	2	0	9	8
Unsure/DK/No comment	4	1	3	7	3	9	0
Base[n=]	304	89	44	46	68	29	30

Table No. De: Road network – how to fix problems or respond to the dissatisfied

<i>Among those 31% of the sample who were DISSATISFIED with: Road network overall Table adds to more than 100% as many people offered more than one response.</i>	Total %	Belconnen %	Gungahlin %	WV+WC +Molo %	Tuggeranong %	Inner North %	Inner South %
NETT REPAIR & MAINTENANCE	54	53	49	55	69	32	69
Fix potholes: regularly/immediately/properly	18	17	23	20	17	9	15
Better/improved/increased (ongoing) maintenance	14	13	9	11	28	14	23
Better quality fixes/repairs/do the job properly/fewer quick fixes/'band-aids'	14	13	14	18	17	9	0
Fix thing/make repairs (general comment)	13	14	9	13	14	0	31
Better planning/forward thinking/management	10	10	9	4	14	18	15
Improved workforce - more, skilled, trained, engaged	5	6	3	5	10	0	0
Improve traffic flow/lift congestion/combat over-crowded roads/bottlenecks/initiatives like car-pooling/better buses	5	0	9	7	3	9	8
More/better funding/resources	4	3	0	5	3	9	8
More roads/better/larger/wider network e.g., overpasses, circular highway around Canberra	4	3	9	4	7	0	0
Widen/bigger roads/double/dual lanes/develop existing roads	4	4	9	2	3	5	0
Better co-ordination of road works/fix roads sequentially not concurrently	3	4	3	4	0	0	0
Fewer traffic lights/ time them better/fewer roundabouts	2	1	3	4	3	0	0
Complete work faster/quicker/no long-drawn-out roadworks	2	4	3	0	0	0	0
Match road growth to population growth/better road network in the suburbs	2	1	6	2	0	0	0
More/improved consultation/community engagement	2	1	0	2	7	0	0
Prompt response to issues/quick resolutions/repairs made in a timely manner	1	4	0	0	0	0	0
Schedule roadwork when traffic is quiet/ nightwork	1	0	3	2	0	5	0
Advance notice of roadwork/communicate/provide information	0	0	3	0	0	0	0
Regular inspection/checks on conditions of the roads/assessment of conditions	0	1	0	0	0	0	0
Stop overbuilding to reduce congestion	0	0	0	0	0	0	0
Improve/make better - general	5	3	9	4	3	14	0
Other	5	7	6	5	3	0	0
Unsure/DK/No answer	13	10	11	16	14	18	15
<i>Base [n=]</i>	304	89	44	46	68	29	30

4.5 Waste and recycling collection services

Table E:

Ask all

Q5 How satisfied or dissatisfied are you with waste and recycling collection services overall?

Table No. Ea:

Among only those who expressed an opinion:	Total %	AGE			GENDER		REGION					
		18-39 years %	40-64 years %	65+ years %	Men %	Women %	Belconnen %	Gungahlin %	WV+W C+Molo %	Tuggeranong %	Inner North %	Inner South %
Very satisfied	28	28	25	35	31	24	26	29	31	27	29	21
Satisfied	61	61	65	52	58	65	60	63	58	62	63	66
Dissatisfied	9	8	10	10	9	9	14	7	10	7	6	13
Very dissatisfied	2	3	0	2	2	1	0	1	2	4	2	0
Total satisfied	89	89	90	87	89	89	86	92	89	89	92	87
Total dissatisfied	11	11	10	12	11	10	14	8	12	11	8	13
Base [n=]	982	414	435	133	497	485	234	161	157	223	138	69

Table No. Eb

Q5 How satisfied or dissatisfied are you with waste and recycling collection services overall?

Among only those who expressed an opinion:	Total %	DWELLING TYPE			HOUSING TENURE				EDUCATION		
		Detached dwelling %	Medium density %	Apartment %	Own outright %	Own with mortgage %	Rent privately %	In public housing/ other %	No tertiary %	Bachelor degree %	Post graduate %
Very satisfied	28	29	25	26	31	27	24	33	31	23	27
Satisfied	61	57	69	66	51	64	63	64	59	66	60
Dissatisfied	9	11	5	8	15	7	12	3	7	12	10
Very dissatisfied	2	2	1	1	3	2	1	0	2	0	3
Total satisfied	89	86	94	92	82	91	87	97	90	89	87
Total dissatisfied	11	13	6	9	18	9	13	3	9	12	13
Base [n=]	982	590	186	206	188	409	242	65	473	309	200

Table No. Ec: Waste/recycling – why satisfied

Among those 89% of the sample who were SATISFIED with: waste and recycling services Table adds to more than 100% as many people offered more than one response.	Total %	Belconnen %	Gungahlin %	WV+WC + Molo %	Tuggeranong %	Inner North %	Inner South %
Reliable/consistent/regular/efficient/dependable/timely collections (e.g., always collect on time)	40	37	47	37	49	35	21
General satisfaction/positive sentiment (e.g., good/nice/okay/fine)	24	27	21	23	28	21	25
Very good/excellent/efficient service/well-managed	16	16	14	19	12	16	21
No issues/problems/concerns/complaints	14	13	10	14	16	17	18
Clean/no mess/rubbish left in bins/no overflowing bins	4	2	5	4	2	7	7
Easy access/convenient to drop-off locations/recycling stations	3	3	4	2	1	3	7
Good recycling initiatives: Cash-in cans/bottles/'return & earn'/recycling hubs/programs	3	3	5	3	2	1	4
More frequent collections (e.g., yellow bin, green waste, recyclables)	3	4	2	1	2	7	4
Introduction/quicker roll-out/extension of green bin/collection of organic waste/food scraps/FOGO/like green waste bin/food scraps/organic waste/green shed	3	3	6	5	2	0	4
Maintain service/minimal disruptions (even during strikes)	2	1	3	1	3	1	0
Promotes/enables/assists/encourages recycling/positive action on waste/environment	2	2	0	3	1	1	4
Improve/do more to promote/increase efficiency of recycling	2	3	2	1	2	3	4

Friendly/helpful/efficient drivers/staff/workers	1	1	1	1	3	2	0	
10 cent (recycling) program good/excellent	1	2	0	1	0	0	0	
Need (more) roadside pick-up/kerb collection for bulky/large load/waste removal	1	0	1	3	0	2	4	
More (recycle) bins in parks/public spaces	1	1	2	1	1	0	0	
Suggested improvements/negative comments	1	2	1	2	0	2	0	
Separate waste bins/collections/diversity/variety of options (3 bins of waste: yellow, green, red, bulk items etc.)	0	1	0	0	2	0	0	
(Free) yearly bulky waste pick-up	0	0	1	1	1	0	0	
Other	1	2	0	1	0	0	0	
Unsure/DK/No response	3	4	3	5	0	2	4	
	<i>Base [n=]</i>	874	201	149	138	199	127	59

Table No. Ed: Waste/recycling – why dissatisfied

<i>Among those 11% of the sample who were DISSATISFIED with: Waste and Recycling collection overall Table adds to more than 100% as many people offered more than one response.</i>	Total %	Belconnen %	Gungahlin %	WV+WC +Molo %	Tuggeranong %	Inner North %	Inner South %	
NETT IMPROVE RECYCLING	33	44	33	19	18	44	50	
Better/more efficient recycling programs/facilities/options/thorough (not everything is recycled/minimise landfill)	21	26	17	19	9	33	25	
More frequent pick-ups needed e.g., weekly/fortnightly is impractical	17	26	8	10	18	22	0	
No Fogo/organic/food waste/composting collection	14	0	33	29	18	0	0	
Issues with Green bins/waste (e.g., lack of/more/too small/more frequent collections)	12	7	17	10	27	0	25	
Need more/convenient recycle plants/stations	10	15	17	0	0	11	25	
General negative sentiment e.g., do better, improve, not good enough	8	7	0	14	0	11	25	
Lack of (soft) plastics recycling	7	7	17	5	9	0	0	
Timely/punctual pick-up/collections	6	11	0	10	0	0	0	
Waste collection too expensive/costly/tip rates too high/have to pay for recycling	6	11	0	0	9	11	0	
Bring back/more frequent 'bulky waste/hard rubbish' pick-ups	5	0	17	0	18	0	0	
Messy/rubbish/waste left on road/drivers don't care	4	0	17	5	0	0	0	
Need bigger bins (red/yellow/green)	4	4	8	0	9	0	0	
Not enough bins in complexes/apartment blocks/houses	2	0	17	0	0	0	0	
More recycling bins/'return it' facilities	2	4	8	0	0	0	0	
Strikes	1	4	0	0	0	0	0	
Education/information/promotion/campaigns around recycling	1	0	0	0	0	11	0	
Issues with 'dumping'	2	0	17	0	0	0	0	
Other	5	0	0	10	9	0	25	
Unsure/DK/no comment	8	4	17	14	0	11	0	
	<i>Base [n=]</i>	108	33	13	18	24	11	9

Table No. Ee: Waste/recycling – how to fix problems or respond to the dissatisfied

<i>Among those 11% of the sample who were DISSATISFIED with: Waste and Recycling collection overall Table adds to more than 100% as many people offered more than one response.</i>	Total %	Belconnen %	Gungahlin %	WV+WC +Molo %	Tuggeranong %	Inner North %	Inner South %
NETT IMPROVE RECYCLING	35	22	58	48	18	22	50
More/better/improved recycling options/programs/facilities	17	15	17	19	9	11	50
More frequent pick-ups/collections/weekly, not fortnightly	15	22	0	10	27	22	0
FOGO/organic waste/composting collection/bins	15	0	33	33	9	11	0
Bring back/more frequent/free council pick-ups/ large items collections/bulk waste pick-ups	8	7	33	0	9	0	0
Improve green waste: more regular collection, additional bins	8	7	8	10	18	0	0
Soft plastics recycling	6	4	8	10	9	0	0
Improve/better service - general	5	4	0	10	9	0	0
Timely/punctual pick-up/collections/consistency/reliability	4	11	0	0	0	0	0
No cost/free to use tip/recycle	4	4	8	0	0	11	0
Provide bigger bins (red/yellow/green)	2	4	0	0	0	11	0
More 10 cent recycling places/bottle drop-off bins	2	4	0	0	0	11	0
More public bins/recycle bins e.g., sportsgrounds, caravan parks	2	4	0	0	9	0	0
Employ drivers who care/don't miss bins	1	0	0	0	0	0	25
Consult the community/ Ask what we want	1	4	0	0	0	0	0
Change the government	1	0	0	5	0	0	0
Other	7	11	8	5	0	0	25
Unsure/DK/no comment	15	15	8	19	9	33	0
<i>Base [n=]</i>	108	33	13	18	24	11	9

4.6 Management of sportsgrounds

Table F:

Ask all

Q6 How satisfied or dissatisfied are you with the management of sportsgrounds?

Table No. Fa:

<i>Among only those who expressed an opinion:</i>	Total %	AGE			GENDER		REGION					
		18-39 years %	40-64 years %	65+ years %	Men %	Women %	Belconnen %	Gungahlin %	WV+W C+Molo %	Tuggeranong %	Inner North %	Inner South %
Very satisfied	15	19	11	14	15	14	12	16	21	13	13	12
Satisfied	71	69	73	75	68	75	71	71	62	73	75	80
Dissatisfied	11	11	11	12	14	8	12	11	12	12	11	5
Very dissatisfied	3	2	5	0	4	2	5	2	5	1	1	3
Total satisfied	86	88	84	89	83	89	83	87	83	86	88	92
Total dissatisfied	14	13	16	12	18	10	17	13	17	13	12	8
<i>Base [n=]</i>	770	334	345	91	395	375	179	133	111	184	103	60

Table No. Fb

Q6 How satisfied or dissatisfied are you with the management of sportsgrounds?

<i>Among only those who expressed an opinion:</i>	Total %	DWELLING TYPE			HOUSING TENURE				EDUCATION		
		Detached dwelling %	Medium density %	Apartment %	Own outright %	Own with mortgage %	Rent privately %	In public housing/ other %	No tertiary %	Bachelor degree %	Post graduate %
Very satisfied	15	14	24	8	9	17	12	12	16	11	16
Satisfied	71	69	68	80	69	71	71	81	71	74	68
Dissatisfied	11	13	9	9	16	10	14	5	11	10	15
Very dissatisfied	3	4	0	2	6	2	3	2	2	4	2
Total satisfied	86	83	92	88	78	88	83	93	87	85	84
Total dissatisfied	14	17	9	11	22	12	17	7	13	14	17
<i>Base [n=]</i>	770	469	141	159	142	328	185	53	399	237	134

Table No. Fc: Sportsgrounds – reasons for satisfaction

<i>Among those 86% of the sample who were SATISFIED with: management of sportsgrounds Table adds to more than 100% as many people offered more than one response.</i>	Total %	Belconnen %	Gungahlin %	WV+WC + Molo %	Tuggeranong %	Inner North %	Inner South %
Well managed/maintained/cared for/kept in good condition/look good	43	38	37	48	56	41	44
General satisfaction/positive sentiment (e.g., good/nice/okay/fine)	22	25	21	23	20	23	20
Clean/tidy/clear of rubbish/litter/garbage/dog poop	14	11	20	14	14	13	12
Well-mown/nice surface/good grass/lush/green	9	9	8	10	14	5	8
Room for improvement/Good, but...	6	6	6	7	7	5	12
Wide range of sports grounds throughout Canberra/accessible/available	5	6	4	6	1	9	0
Highly satisfied e.g., excellent, great	4	4	5	3	3	8	0
Good/quality facilities/amenities/infrastructure	3	2	3	3	1	6	4
Well-utilised/used regularly	1	1	0	1	3	3	0
Safe	1	2	1	1	0	3	0
No issues/problems/complaints	3	3	2	2	6	0	4
Do not use/use infrequently	5	2	8	4	1	11	12
Other	1	1	1	3	0	2	4
Unsure/DK	5	8	5	5	1	6	4
<i>Base [n=]</i>	<i>662</i>	<i>149</i>	<i>116</i>	<i>93</i>	<i>158</i>	<i>91</i>	<i>55</i>

Table No. Fd: Sportsgrounds – why dissatisfied

<i>Among those 14% of the sample who were DISSATISFIED with: Maintenance of sportsgrounds Table adds to more than 100% as many people offered more than one response.</i>	Total %	Belconnen %	Gungahlin %	WV+WC +Molo %	Tuggeranong %	Inner North %	Inner South %
Not maintained (regularly/well enough)/are neglected/poorly managed	31	44	23	25	27	13	67
Over grown/not mown/long/bad grass/cut grass more often	25	28	46	20	9	13	33
Poor surfaces/weed ridden/hard ground/divots/unsafe	16	4	31	15	27	13	33
General negative sentiment e.g., do better, improve, not good enough	15	12	0	25	0	38	33
Unkempt/dirty/not looked after	11	16	0	10	18	13	0
Grounds closed/not available (too readily) due to weather etc.	8	12	0	15	0	0	0
Need more venues/not enough grounds/parks/dedicated ovals etc.	6	8	8	10	0	0	0
Insufficient watering/more regular watering	3	0	15	0	0	0	0
Poor/substandard line marking	3	4	8	0	0	0	0
Parking issues: Not enough/insufficient/concreted/hot	1	0	0	5	0	0	0
Do not use often/not enough experience	1	0	8	0	0	0	0
More bins need to be provided/recycling	1	4	0	0	0	0	0
Slow to respond to enquiries/booking requests	1	0	0	0	9	0	0
Toilets closed at the weekend	1	0	8	0	0	0	0
Other	6	4	0	0	27	0	33
Unsure/DK/No comment	8	4	15	5	9	13	0
<i>Base [n=]</i>	<i>109</i>	<i>30</i>	<i>17</i>	<i>19</i>	<i>26</i>	<i>12</i>	<i>5</i>

Table No. Fe: Sportsgrounds – how to fix problems or respond to the dissatisfied

<i>Among those 14% of the sample who were DISSATISFIED with: Maintenance of sportsgrounds Table adds to more than 100% as many people offered more than one response.</i>	Total %	Belconnen %	Gungahlin %	WV+WC +Molo %	Tuggeranong %	Inner North %	Inner South %
Improve/better/regular maintenance	23	28	38	20	0	13	33
More regular mowing/weeding	13	16	15	10	9	13	0
Better planning/management (of resources)	8	16	8	0	0	13	0
Upgrades/new facilities/quality repairs/no 'patch ups'	6	8	0	15	0	0	0
Better drainage/grounds closed too readily due to rain/keep open in wet weather	6	8	0	15	0	0	0
More/increased funding	5	0	0	5	9	13	33
More venues/not enough grounds/parks/dedicated ovals etc.	5	8	8	5	0	0	0
Better/improved/more facilities such as shelter, change rooms, lighting etc.	5	4	0	5	18	0	0
More staff/employ more people	4	4	8	0	9	0	0
Too much focus on town centre/don't neglect the suburbs	4	4	0	5	9	0	0
More accessible e.g., for kids	4	0	0	5	9	0	33
Provision of/more (recycle) bins	3	4	0	0	9	0	0
Keep grounds/fields/facilities clean/tidy/free from rubbish	3	4	0	5	0	0	0
Change in government	3	4	0	5	0	0	0
Don't over water/water during rain	1	4	0	0	0	0	0
Other	10	4	8	5	36	0	33
Unsure/DK/no comment	15	4	15	20	9	50	0
<i>Base [n=]</i>	109	30	17	19	26	12	5

4.7 Overall management of city services

Table G:

Ask all

Q7 How satisfied are you with the overall management of municipal services?

Table No. Ga:

Among only those who expressed an opinion:	Total %	AGE			GENDER		REGION					
		18-39 years %	40-64 years %	65+ years %	Men %	Women %	Belconnen %	Gungahlin %	WV+W C+Molo %	Tuggeranong %	Inner North %	Inner South %
Very satisfied	10	14	6	9	13	7	13	14	12	5	8	5
Satisfied	69	72	66	70	66	72	64	69	70	66	74	80
Dissatisfied	17	11	22	17	16	18	17	14	15	24	14	8
Very dissatisfied	4	3	6	5	5	4	5	2	3	5	5	6
Total satisfied	79	86	72	79	79	79	77	83	82	71	82	85
Total dissatisfied	21	14	28	22	21	22	22	16	18	29	19	14
Base [n=]	886	373	388	125	468	419	208	151	150	189	125	63

Table No. Gb

Q7 How satisfied are you with the overall management of municipal services?

Among only those who expressed an opinion:	Total %	DWELLING TYPE			HOUSING TENURE				EDUCATION		
		Detached dwelling %	Medium density %	Apartment %	Own outright %	Own with mortgage %	Rent privately %	In public housing/ other %	No tertiary %	Bachelor degree %	Post graduate %
Very satisfied	10	9	16	9	6	12	9	9	10	11	10
Satisfied	69	65	73	76	66	66	71	87	67	68	73
Dissatisfied	17	21	9	12	18	18	18	2	19	16	13
Very dissatisfied	4	6	2	3	9	4	3	2	4	5	4
Total satisfied	79	74	89	85	72	78	80	96	77	79	83
Total dissatisfied	21	27	11	15	27	22	21	4	23	21	17
Base [n=]	886	521	168	196	179	372	221	55	417	276	193

Table No. Gc: Overall municipal services – reasons for satisfaction

<i>Among those 79% of the sample who were SATISFIED with: overall management of municipal services Table adds to more than 100% as many people offered more than one response.</i>	Total %	Belconnen %	Gungahlin %	WV+WC + Molo %	Tuggeranong %	Inner North %	Inner South %
General satisfaction/positive sentiment (e.g., good/nice/okay/fine)	39	39	39	39	40	37	48
No issues/complaints/problems/concerns	17	16	16	13	23	23	20
Well-maintained city/clean and tidy	9	5	9	15	8	5	4
Well-managed/run/organised	8	6	6	6	15	9	12
Reliable/dependable services	6	5	7	8	2	7	8
Room for improvement/Good, but...	6	10	6	4	5	8	0
Highly satisfied e.g., excellent, great	4	6	4	4	5	3	0
Works well/functional/efficient/good service	3	2	4	3	5	5	0
Regular waste collections/bins collected on time	2	2	4	1	0	1	0
Responsive to requests/repairs done quickly	2	1	2	3	2	3	0
Good communication/customer service	2	2	2	2	3	1	4
Wonderful staff/good managers/good customer service	1	2	0	0	2	1	0
Good parks/roads	1	1	3	0	0	0	0
Efficient/minimal disruption	1	1	1	2	0	1	0
Moving online/Apps/Fix My Street App useful/effective	1	1	2	2	0	0	0
Rates are high/expensive	0	0	0	0	0	3	0
Other	2	3	2	2	2	3	4
Unsure/DK/no opinion/no comment/NA	9	11	9	11	6	4	4
<i>Base [n=]</i>	<i>699</i>	<i>160</i>	<i>126</i>	<i>123</i>	<i>134</i>	<i>103</i>	<i>54</i>

Table No. Gd: Overall municipal services – why dissatisfied

<i>Among those 21% of the sample who were DISSATISFIED with: Overall management of municipal services Table adds to more than 100% as many people offered more than one response.</i>	Total %	Belconnen %	Gungahlin %	WV+WC + Molo %	Tuggeranong %	Inner North %	Inner South %
General negative sentiment (e.g., poor, bad, not good enough)	19	21	18	14	6	44	0
Better maintenance of grass/open public space/parks/sportsgrounds/footpaths/walkways)/mow grass, remove trees etc.	16	18	18	11	28	6	0
Better management/improve efficiencies/systems/services	12	8	14	6	33	13	0
Looks dirty/untidy/run down/litter/overflowing bins/graffiti/vandalism etc.	12	16	9	11	11	13	0
Poor/lack of general maintenance/better maintenance planning/untidy/disrepair	10	13	9	11	6	6	0
Unresponsive/takes too long to resolve issues/fix problems	9	5	9	14	11	6	0
Issues with quality of roads/lack of repairs, potholes, road works etc.	8	5	14	17	0	0	0
Underfunded/understaffed/resourced (incl. police)	5	5	9	3	0	6	20
Neglect outer/older suburbs/inequitable/preference to certain suburbs/areas	4	0	0	8	11	0	0
More community engagement/public consultation/communication	3	0	0	3	11	0	20
Rates too high/too expensive/do not provide value for money	3	8	0	0	6	0	0
Wasting money/funds could/should be better directed (such as tram/rainbow roundabouts etc.)	3	5	5	3	0	0	0
Issues with the quality of walking paths/uneven surfaces/unkept	2	0	0	6	6	0	0
Improve public transport	1	0	0	3	0	6	0
Improve waste collection/rubbish removal	1	0	0	3	6	0	0
Less bureaucracy/too much red tape	1	3	0	0	0	0	20
No future planning/better planning	1	3	0	0	0	0	20
More/better recycling options	1	0	0	3	0	0	0
Other	4	3	0	8	6	6	0
Unsure/DK/No comment	19	18	23	19	11	19	20
<i>Base [n=]</i>	<i>187</i>	<i>47</i>	<i>25</i>	<i>27</i>	<i>55</i>	<i>23</i>	<i>9</i>

Table No. Ge: Overall municipal services – how to fix problems or respond to the dissatisfied

<i>Among those 21% of the sample who were DISSATISFIED with: Overall management of municipal services Table adds to more than 100% as many people offered more than one response.</i>	Total %	Belco-nnen %	Gung-ahlin %	WV+WC +Molo %	Tugger-anong %	Inner North %	Inner South %
Regular/improved/increased maintenance/upkeep/repairs inc. mowing	19	13	27	14	28	25	0
Improve services/take pride in work/do things better	14	16	23	8	17	13	0
Increase their budget/more funding	7	5	0	14	6	6	0
More staff/increase the workforce/employ more people	5	5	14	3	6	0	0
Stop wasting money/more effective spending	5	8	5	3	6	0	20
Better planning/management/forward thinking	5	8	5	0	11	6	0
Increased transparency/more accountability/honesty	4	11	0	0	6	6	0
Adopt faster response times/complete works quicker/immediate resolution of issues	4	0	5	11	0	0	0
Keep Canberra/public spaces CLEAN/tidy	4	3	9	3	6	0	0
Compete tent management/better management of resources	3	3	5	6	0	0	0
Think beyond central Canberra/Be equitable	3	3	0	6	6	0	0
Better communication/dissemination of information/publicity	3	3	0	6	0	0	20
Employ people rather than use contractors	2	5	0	3	0	0	0
Change of government	1	3	0	3	0	0	0
Reduce rates/reduce fees	1	3	0	0	0	0	20
Consultation/engagement with community	1	3	5	0	0	0	0
Less bureaucracy/red tape (less talk / more action)	1	3	0	0	0	0	20
Regular checks/survey/monitoring/inspections	1	3	0	0	0	0	0
Other	6	5	5	3	11	6	20
Unsure/DK/No comment/NA	27	29	18	33	11	38	20
<i>Base [n=]</i>	187	47	25	27	55	23	9

4.8 Community engagement activity

Table H:

Ask all

Q8a Have you recently participated in a community engagement activity with the Transport Canberra and City Services Directorate, eg, contacted the directorate, used the ACT Government's YourSay website or visited an information stall?

Table No. Ha:

	Total %	AGE			GENDER		REGION					
		18-39 years %	40-64 years %	65+ years %	Men %	Women %	Belconnen %	Gungahlin %	WV+W C+Molo %	Tuggeranong %	Inner North %	Inner South %
Yes	14	17	11	14	16	12	16	16	16	9	17	7
No	80	78	82	84	81	80	80	78	80	83	77	87
Unsure/can't remember	6	5	7	3	3	8	4	5	5	8	6	6
<i>Base [n=]</i>	1028	449	446	133	517	511	244	169	163	231	149	72

Table No. Hb:

Q8a Have you recently participated in a community engagement activity with the Transport Canberra and City Services Directorate, eg, contacted the directorate, used the ACT Government's YourSay website or visited an information stall?

	Total %	DWELLING TYPE			HOUSING TENURE				EDUCATION		
		Detached dwelling %	Medium density %	Apartment %	Own outright %	Own with mortgage %	Rent privately %	In public housing/ other %	No tertiary %	Bachelor degree %	Post graduate %
Yes	14	15	13	13	17	15	13	4	13	12	20
No	80	80	79	83	81	78	82	94	82	82	74
Unsure/can't remember	6	5	8	4	3	7	5	3	5	6	5
<i>Base [n=]</i>	1028	601	192	234	190	429	256	69	498	321	209

Table I:

Table No. Ia:

Ask all

Q8b How satisfied are you with the community engagement activity?

<i>Among only those community engagement patrons who expressed an opinion:</i>	Total %	AGE			GENDER		REGION					
		18-39 years %	40-64 years %	65+ years %	Men %	Women %	Belconnen %	Gungahlin %	WV+W C+Molo %	Tuggeranong %	Inner North %	Inner South %
Very satisfied	25	26	24	21	33	13	21	45	28	9	23	0
Satisfied	64	64	66	57	54	77	67	55	61	70	57	100
Dissatisfied	8	9	7	15	11	5	12	0	5	22	9	0
Very dissatisfied	3	1	3	8	1	5	0	0	5	0	11	0
Total satisfied	89	90	90	78	87	90	88	100	89	79	80	100
Total dissatisfied	11	10	10	23	12	10	12	0	11	1	1	1
<i>Base [n=]</i>	133	71	45	17	79	54	38	26	25	18	21	5

Table No. Ib

Qb How satisfied are you with the community engagement activity?

Among only those community engagement patrons who expressed an opinion:	Total %	DWELLING TYPE			HOUSING TENURE				EDUCATION		
		Detached dwelling %	Medium density %	Apartment %	Own outright %	Own with mortgage %	Rent privately %	In public housing/ other %	No tertiary %	Bachelor degree %	Post graduate %
Very satisfied	25	17	30	43	23	28	20	43	33	16	20
Satisfied	64	67	62	54	57	64	73	57	55	74	67
Dissatisfied	8	11	8	4	11	9	4	0	12	3	10
Very dissatisfied	3	4	0	0	8	0	3	0	0	7	3
Total satisfied	89	84	92	97	80	92	93	100	88	90	87
Total dissatisfied	11	15	8	4	19	9	7	0	12	10	13
Base [n=]	133	81	24	27	31	61	30	2	58	34	41

Table No. 1c: Community engagement activity – reasons for satisfaction

Among those 89% of the sample who were SATISFIED with: community engagement experience <i>Table adds to more than 100% as many people offered more than one response.</i>	Total %
General satisfaction/positive sentiment (e.g., good/nice/okay/fine)	22
Frequent/varied community events/activities available/lots to do	14
Good communication/kept informed/responsive/good newsletters/flyers/social media/website	11
Actively engaged in promoting/fostering/encouraging a stronger community/spirit	8
No issues/problems/complaints/concerns	6
Lots of consultation/engagement/opportunity to give opinion/provide feedback/feel valued	6
YourSay is good/valuable/well-managed	4
Well organised/efficient/professional/reliable	4
Don't participate/use (much/at/all)/limited experience	4
Customer service/friendly/helpful staff	4
Good/great/enjoyable events/festivals	4
Highly satisfied e.g., excellent, great	2
Room for improvement/Good, but...	2
Inclusive/diverse/available for all	2
Surveys are enjoyable/easy/relevant	1
Easy to use (including online systems)	1
Other	5
Unsure/DK/no opinion/no comment/NA	12
<i>Regional bases too small for differences to be significant.</i>	<i>Base [n=]</i>
	118

Table No. Id: Community engagement activity – why dissatisfied

<i>Among those 11% of the sample who were DISSATISFIED with:</i>		Total
Community engagement experience		%
<i>Table adds to more than 100% as many people offered more than one response.</i>		
Lack of/insufficient/limited/no (community) engagement/consultation		30
No knowledge of available services/channels/programs/events		17
General negative sentiment (e.g., poor, bad, not good enough, improve, do better)		13
Lack of/poor communication/information/awareness/more visible		13
Findings ignored/community feelings not considered/listened to/acted upon		12
Skeptical - propaganda/spin/vanity project/PR exercise		6
No experience/exposure/no involvement/not engaged		5
Not inclusive/only listen to certain groups/demographics/selected participants		4
Other		8
Unsure/DK/No comment		10
<i>Regional bases too small for differences to be significant.</i>		<i>Base [n=]</i> 16

Table No. Ie: Community engagement activity – how to fix problems or respond to the dissatisfied

<i>Among those 11% of the sample who were DISSATISFIED with:</i>		Total
Community engagement experience		%
<i>Table adds to more than 100% as many people offered more than one response.</i>		
Increase awareness/better promotion/advertising/communication/encourage participation		20
Act on feedback/take action/listen/respond to the community		14
More opportunities to engage/better consultation		14
More (inclusive) community events/festivals/activities		13
General dissatisfaction/negative sentiment (e.g., improve, do better)		10
Engage with all members of the population/broader demographic be inclusive/include more diversity/people from the suburbs		7
Increased/more funding		3
Better parking at events		2
Other		7
Unsure/DK/no response		20
<i>Regional bases too small for differences to be significant.</i>		<i>Base [n=]</i> 16

4.9 Transport Canberra bus services overall

Table J:

Ask all

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

Table No. Ja:

	Total %	AGE			GENDER		REGION					
		18-39 years %	40-64 years %	65+ years %	Men %	Women %	Belconnen %	Gungahlin %	WV+WC +Molo %	Tuggeranong %	Inner North %	Inner South %
Yes	52	59	46	52	55	49	52	49	50	48	61	62
No	46	40	53	46	44	49	47	51	48	50	36	34
Unsure/can't remember	2	2	1	2	1	2	1	0	1	2	3	3
<i>Base [n=]</i>	1028	449	446	133	517	511	244	169	163	231	149	72

Table No. Jb

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

	Total %	DWELLING TYPE			HOUSING TENURE				EDUCATION		
		Detached dwelling %	Medium density %	Apartment %	Own outright %	Own with mortgage %	Rent privately %	In public housing/ other %	No tertiary %	Bachelor degree %	Post graduate %
Yes	52	49	52	63	55	49	52	49	46	58	59
No	46	50	47	37	44	49	47	49	53	40	40
Unsure/can't remember	2	2	2	1	1	2	1	1	1	2	2
<i>Base [n=]</i>	1028	601	192	234	190	429	256	69	498	321	209

Table K:

If yes, ask:

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

Table No. Ka:

<i>Among only those bus users who expressed an opinion:</i>	Total %	AGE			GENDER		REGION					
		18-39 years %	40-64 years %	65+ years %	Men %	Women %	Belconnen %	Gungahlin %	WV+WC +Molo %	Tuggeranong %	Inner North %	Inner South %
Very satisfied	19	20	15	25	19	19	18	24	21	20	13	18
Satisfied	59	56	61	65	61	56	61	52	57	48	72	68
Dissatisfied	15	17	16	7	14	17	15	19	19	16	13	6
Very dissatisfied	7	7	8	3	6	8	6	5	3	16	2	8
Total satisfied	78	76	76	90	80	75	79	76	78	68	85	86
Total dissatisfied	22	24	24	10	20	25	21	24	22	32	15	14
<i>Base [n=]</i>	531	258	203	69	279	252	125	78	81	112	90	45

Table No. Kb

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

Among only those bus users who expressed an opinion:	Total %	DWELLING TYPE			HOUSING TENURE				EDUCATION		
		Detached dwelling %	Medium density %	Apartment %	Own outright %	Own with mortgage %	Rent privately %	In public housing/ other %	No tertiary %	Bachelor degree %	Post graduate %
Very satisfied	19	19	23	15	15	20	18	14	23	15	16
Satisfied	59	53	61	70	62	56	64	60	58	58	62
Dissatisfied	15	18	11	13	20	14	14	17	10	18	21
Very dissatisfied	7	10	5	2	3	10	4	9	9	9	1
Total satisfied	78	72	84	85	77	76	82	74	81	73	78
Total dissatisfied	22	28	16	15	23	24	18	26	19	27	22
Base [n=]	531	290	98	144	104	205	130	34	226	183	122

Table No. Kc: Buses – why satisfied

Among those 78% of the sample who were SATISFIED with: Transport Canberra bus services Table adds to more than 100% as many people offered more than one response.	Total %	Belconnen %	Gungahlin %	WV+WC + Molo %	Tuggeranong %	Inner North %	Inner South %
Reliable/on time/punctual	24	21	26	25	17	34	20
General positive sentiment e.g., great, satisfied, good, fine	20	22	19	15	20	25	28
Frequent/regular/lots of buses	12	13	7	11	15	11	24
Room for improvement/Good, but...	12	10	14	14	13	13	4
Extensive/comprehensive network/routes/gets me where I need to go	10	7	10	12	7	11	24
Good/efficient service/suits me/works for us	10	17	10	10	9	5	0
Easy to use/catch/CONVENIENT (incl. clear timetable)	7	7	6	5	9	8	4
Buses CLEAN/looked after/fresh/comfortable	6	4	6	9	11	5	0
Customer service/good/FRIENDLY/POLITE DRIVERS/staff	6	7	1	7	9	9	0
Don't use much/at all	6	11	4	3	9	2	0
Highly satisfied e.g., excellent, great	4	4	4	2	4	8	0
Cost effective/good value/cheap travel/free use	3	4	1	3	7	3	4
Weekday services/timetable are excellent; not weekends or evenings	2	1	0	3	4	5	0
Good communication/informative (routes/timetable/next stops)	1	3	3	0	0	0	0
Rapids/expresses excellent	1	1	0	2	2	2	4
Responsive to public needs - restored direct school buses/no need for kids to change buses/more direct access to town centres	1	0	1	2	0	0	0
Fast/quick/speedy service	1	0	1	3	0	3	0
Not crowded/too busy	0	0	0	0	2	0	4
Improved/much better now (new timetable)	0	1	1	0	0	0	0
Safe/secure	0	0	1	0	0	0	0
No issues/problems/complaints	4	3	4	5	7	2	4
Other	1	1	3	0	2	2	0
Unsure/DK	4	5	4	4	4	2	4
Base [n=]	413	98	59	64	76	76	39

Table No. Kd: Buses – why dissatisfied

<i>Among those 22% of the sample who were DISSATISFIED with: TC Bus services overall Table adds to more than 100% as many people offered more than one response.</i>	Total %	Belconnen %	Gungahlin %	WV+WC +Molo %	Tuggeranong %	Inner North %	Inner South %
Too infrequent/not enough services/need more buses	28	32	26	26	32	32	0
Trips take too long/routes too circuitous/indirect routes/too slow	21	26	24	21	18	18	0
Unreliable/never on time/late	16	16	18	15	14	18	0
More/better routes/expand the network/better connectivity/link-up with other services (e.g., tram, park and ride)	10	8	11	10	11	9	14
Routes cut/cancelled/reduced services (trying to force people to use the tram)	9	5	11	10	11	5	14
Too expensive/not cheap enough	6	3	5	0	11	14	29
Poor timetables/schedules	6	5	5	8	7	5	0
Not convenient for me/bus stop too far away/bus routes do not suit	6	5	8	3	4	5	29
Old/outdated/dirty/uncomfortable buses	6	3	3	15	0	9	0
Poor weekend/night timetable/too infrequent/limited service	5	0	5	10	4	5	14
Too many changes - routes, bus stops, timetable (incl. since tram)	5	3	11	3	0	5	14
BAD DRIVERS: Poor/rude/inconsiderate/aggressive/unreliable	5	8	8	5	0	0	0
Lack of school bus routes/bring back school buses	3	8	0	0	11	0	0
Unpleasant/uncomfortable journey/not enjoyable	2	0	5	3	4	0	0
Under resourced/funded/budget cuts (funds channeled to light rail)	2	3	3	3	0	0	0
Improved/insufficient access for disabled persons	2	5	0	0	0	0	14
Overcrowded/too busy/packed buses	1	3	0	0	0	5	0
General negative sentiment (e.g., poor, bad, not good enough)	11	11	8	10	18	14	0
Other	4	3	8	0	7	5	0
Unsure/DK/No comment	3	3	3	3	4	0	14
<i>Base [n=]</i>	<i>118</i>	<i>26</i>	<i>19</i>	<i>17</i>	<i>36</i>	<i>14</i>	<i>7</i>

Table No. Ke: Buses – how to fix problems or respond to the dissatisfied

<i>Among those 22% of the sample who were DISSATISFIED with: TC Bus services overall Table adds to more than 100% as many people offered more than one response.</i>	Total %	Belconnen %	Gungahlin %	WV+WC +Molo %	Tuggeranong %	Inner North %	Inner South %
Increase frequency/services/more often/more buses	32	24	29	49	18	50	0
Better routes/coverage/connections/wider network/expand services - general	17	16	13	26	14	14	14
More direct routes/express/rapid routes (less stops) e.g., Tuggeranong to Belconnen	10	13	8	8	18	5	0
Better service/more routes in the suburbs (where the light rail doesn't go)	9	11	8	8	18	0	0
Reduce fares/make cheaper/make them free	7	8	5	0	7	14	29
Increase weekend frequency/ run earlier/ run later / evenings / off peak times	6	3	5	10	7	5	14
Improve timetable/better scheduling	5	3	8	5	4	9	0
Increase reliability/ improve on-time running	5	5	11	3	0	5	0
Stop changing the timetables/go back to/restore old timetable/consistency	4	5	5	3	0	9	0
Bring back school buses/more school services/priority buses for school children (particularly public schools)	4	8	3	0	11	0	0
Better timetable information incl. electronic boards, live updates on times at bus stops/online/improve 'Next there' App	4	3	8	0	7	5	0
Upgrades/update the buses/newer/more comfortable/freshen up the fleet	3	3	3	10	0	0	0
Improve customer service from drivers/better drivers	3	5	8	0	0	0	0
Reinstate services e.g., morning express route	2	5	3	3	0	0	0
Reduce travel time/faster service	2	5	5	0	0	0	0
More/better consultation/ask locals/bus users what they want/listen to the community	2	0	8	0	4	0	0
More bus stops	2	0	3	3	0	5	0
Cleaner buses e.g., seats	2	0	3	3	0	5	0
Better payment system/eftpos on buses	1	3	0	3	0	0	0
Smaller/shuttle buses (running outside peak times)	1	3	0	3	0	0	0
Improved/better/more bus shelters	1	0	5	0	0	0	0
Ensure safe environment/provide/security/stop anti-social behaviour	1	0	0	0	4	5	0
Build a bus tracking App	1	0	0	0	4	0	0
Hire more drivers/increase staff numbers/permanent drivers/not contractors	1	0	0	3	0	0	0
Improve service/better public transport – (no further information)	3	0	3	5	0	5	14
Other	7	8	5	5	11	0	29
Unsure/DK/no comment	6	3	5	5	7	14	14
<i>Base [n=]</i>	118	26	19	17	36	14	7

4.10 Transport Canberra light rail services overall

Table L:

Ask all

Q10a Have you caught a Transport Canberra light rail service any time in the past twelve months?

Table No. La:

	Total %	AGE			GENDER		REGION					
		18-39 years %	40-64 years %	65+ years %	Men %	Women %	Belconnen %	Gungahlin %	WV+W C+Molo %	Tuggeranong %	Inner North %	Inner South %
Yes	44	55	39	22	46	41	37	79	34	20	63	44
No	54	41	60	78	52	57	62	21	64	77	34	54
Unsure/can't remember	2	3	1	0	2	2	1	0	2	3	3	2
<i>Base [n=]</i>	1028	449	446	133	517	511	244	169	163	231	149	72

Table No. Lb

Q10a Have you caught a Transport Canberra light rail service any time in the past twelve months?

	Total %	DWELLING TYPE			HOUSING TENURE				EDUCATION		
		Detached dwelling %	Medium density %	Apartment %	Own outright %	Own with mortgage %	Rent privately %	In public housing/ other %	No tertiary %	Bachelor degree %	Post graduate %
Yes	44	39	47	55	37	43	48	36	39	44	56
No	54	59	52	44	62	57	49	61	58	55	43
Unsure/can't remember	2	2	1	1	1	0	3	4	3	1	1
<i>Base [n=]</i>	1028	601	192	234	190	429	256	69	498	321	209

Table M:

If yes, ask:

Q10b How satisfied or dissatisfied are you with Transport Canberra light rail services overall?

Table No. Ma:

<i>Among only those light rail users who expressed an opinion:</i>	Total %	AGE			GENDER		REGION					
		18-39 years %	40-64 years %	65+ years %	Men %	Women %	Belconnen %	Gungahlin %	WV+W C+Molo %	Tuggeranong %	Inner North %	Inner South %
Very satisfied	35	37	33	23	38	31	24	42	46	36	34	17
Satisfied	54	50	56	75	50	58	59	50	42	52	54	83
Dissatisfied	9	11	7	2	10	9	13	7	6	12	12	0
Very dissatisfied	2	1	4	0	2	2	4	2	5	0	0	0
Total Satisfied	89	87	89	98	88	89	83	92	88	88	88	100
Total Dissatisfied	11	12	11	2	12	11	17	9	11	12	12	0
<i>Base [n=]</i>	433	243	164	26	227	206	87	130	53	41	93	29

Table No. Mb

Q10b How satisfied or dissatisfied are you with Transport Canberra light rail services overall?

Among only those light rail users who expressed an opinion:	Total %	DWELLING TYPE			HOUSING TENURE				EDUCATION		
		Detached dwelling %	Medium density %	Apartment %	Own outright %	Own with mortgage %	Rent privately %	In public housing/ other %	No tertiary %	Bachelor degree %	Post graduate %
Very satisfied	35	34	32	38	33	28	41	33	40	24	38
Satisfied	54	52	57	56	54	58	52	54	48	65	52
Dissatisfied	9	11	10	6	9	10	7	14	9	9	10
Very dissatisfied	2	4	1	0	3	4	0	0	3	2	0
Total satisfied	89	86	89	94	87	86	93	87	88	89	90
Total dissatisfied	11	15	11	6	12	14	7	14	12	11	10
Base [n=]	433	222	87	124	64	174	122	25	192	136	106

Table No. Mc: Light rail – why satisfied

Among those 89% of the sample who were SATISFIED with: Transport Canberra light rail services Table adds to more than 100% as many people offered more than one response.	Total %	Belconnen %	Gungahlin %	WV+WC + Molo %	Tuggeranong %	Inner North %	Inner South %
PUNCTUAL/timely/reliable service	18	14	26	16	11	23	5
Fast/quick/efficient, no hold-ups, delays	17	16	20	18	16	16	5
General positive sentiment e.g., satisfied, good, fine	15	17	8	24	13	12	32
Easy to use/convenient/accessible	15	16	18	11	5	20	14
CLEAN/Comfortable//Smooth ride/Well maintained	14	12	18	11	13	16	5
Highly satisfied e.g., excellent, great	13	8	16	11	8	19	5
Good service/works well/good transport option	12	13	14	10	18	8	5
FREQUENT/regular services	10	7	16	8	5	9	5
Have not used/do not use at all/often	8	13	6	5	16	5	5
Looking forward to extension/expanded network/phase 2/improved coverage	6	7	3	5	11	9	9
Good network/routes	4	3	5	1	5	5	5
No issues/problems/complaints/concerns	3	8	0	4	0	3	5
Good timetable/schedule	3	2	3	1	3	4	5
Landmark project/important achievement/good development/great initiative	3	0	3	3	5	4	9
Positive word of mouth/heard good things	2	3	1	3	5	0	0
Cheap/Good value/Affordable	2	3	3	3	0	1	5
Looks good/attractive/modern/quality	2	1	3	1	8	1	0
Fun to ride/pleasant experience (kids love it)	2	2	0	0	11	3	0
Environmentally friendly/green/get cars off the road/reduce traffic	2	1	3	1	3	1	5
Well utilised/frequent use/popular	2	0	2	3	0	4	0
Safe/well-lit at night	1	2	1	0	0	3	0
Staff helpful/friendly	0	1	0	1	0	0	0
Other	3	2	3	1	5	3	5
Room for improvement/Good but...	4	3	5	1	5	5	9
Unsure/DK/No response	3	6	1	3	3	1	9
Base [n=]	384	72	118	47	36	83	29

Table No. Md: Light rail – why dissatisfied

<i>Among those 11% of the sample who were DISSATISFIED with:</i>	
TC light rail services overall	Total %
<i>Table adds to more than 100% as many people offered more than one response.</i>	
LIMITED SERVICE: Doesn't go where I need to go/to enough places/benefit enough of the population/suburbs/regions/not for all Canberrans/needs expanding	31
Waste of money/no benefits/wrong use of taxpayers' money (other priorities such as health & education)	24
No access/service in my area/not convenient for me	21
Poorly planned/ill-conceived/wrong technical solution/will become obsolete	9
Poor/bad/useless service	8
Expensive/costly fares/no zoning	7
Over-crowded/too busy	6
Interferes with traffic flow/causes traffic jams/delays	6
No better/same as buses/no improvement/replace with electric buses	5
Small carriages/trams too small/should be three carriages	3
Scrap Phase 2/expansion/extension	2
Taking too long to build/over-budget	2
Dangerous/unsafe/need security/guards	2
Negatively impacted bus routes/service	2
Not enough trams/not frequent enough	1
No parking near stops	1
Civic terminus should be in city not Northbourne Avenue	1
Slower than taking the car/car is faster/quicker	0
Can't use it/haven't used it	1
Other	2
DK/Unsure/No comment	6
<i>Regional bases too small for differences to be significant.</i>	<i>Base [n=]</i> 49

Table No. Me: Light rail – how to fix problems or respond to the dissatisfied

<i>Among those 11% of the sample who were DISSATISFIED with:</i>	
TC light rail services overall	Total %
<i>Table adds to more than 100% as many people offered more than one response.</i>	
Extend to other areas/expand the network/better connectivity (e.g., to Belconnen, Airport connection)	21
Stop the expansion/do not expand it/stop spending money/other priorities	17
Was a waste of money/bad idea/should never have been built/electric buses would have been better	17
Less rail, more buses/bring back the buses	9
Get rid of it/scrap it!	6
Add extra trains/more services/run late service (to reduce overcrowding)	6
Not applicable to me/not in my area/no value to me/doesn't serve the whole community	5
Cheaper fares/less expensive	2
Better planning for future	2
Safer environment/employ security guards	2
Consultation/engagement with community/listen to community	2
Make annual/yearly tickets an option	1
Provide parking near stops/park and ride initiatives	1
Other	9
Unsure/DK/no comment	16
<i>Regional bases too small for differences to be significant.</i>	<i>Base [n=]</i> 49

Appendix 1: Questionnaire sequence

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

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

Ask all

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

Very satisfied	1	}Ask Q1b1
Satisfied	2	
Dissatisfied	3	}Ask Q1b2+3
Very dissatisfied	4	
No opinion/Don't know	5	

Ask those that responded with satisfied or very satisfied

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

Ask those that responded with dissatisfied or very dissatisfied

Q1b2 What are the main reasons for your dissatisfaction with access to cycle paths and walking paths?

Q1b3 How could these issues be improved?

Ask all

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

Very satisfied	1	}Ask Q2b1
Satisfied	2	
Dissatisfied	3	}Ask Q2b2+3
Very dissatisfied	4	
No opinion/Don't know	5	

Ask those that responded with satisfied or very satisfied

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

Ask those that responded with dissatisfied or very dissatisfied

Q2b2 What are the main reasons for your dissatisfaction with public library services?

Q2b3 How could these issues be improved?

Ask all

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

Very satisfied	1	}Ask Q3b1
Satisfied	2	
Dissatisfied	3	}Ask Q3b2+3
Very dissatisfied	4	
No opinion/Don't know	5	

Ask those that responded with satisfied or very satisfied

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

Ask those that responded with dissatisfied or very dissatisfied

Q3b2 What are the main reasons for your dissatisfaction with the road network overall?

Q3b3 How could these issues be improved?

Ask all

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

Very satisfied	1	}Ask Q4b1
Satisfied	2	
Dissatisfied	3	}Ask Q4b2+3
Very dissatisfied	4	
No opinion/Don't know	5	

Ask those that responded with satisfied or very satisfied

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

Ask those that responded with dissatisfied or very dissatisfied

Q4b2 What are the main reasons for your dissatisfaction with waste and recycling collection services overall?

Q4b3 How could these issues be improved?

Ask all

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

Very satisfied	1	}Ask Q5b1
Satisfied	2	
Dissatisfied	3	}Ask Q5b2+3
Very dissatisfied	4	
No opinion/Don't know	5	

Ask those that responded with satisfied or very satisfied

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

Ask those that responded with dissatisfied or very dissatisfied

Q5b2 What are the main reasons for your dissatisfaction with the management of sportsgrounds?

Q5b3 How could these issues be improved?

Ask all

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

Very satisfied	1	}Ask Q6b1
Satisfied	2	
Dissatisfied	3	}Ask Q6b2+3
Very dissatisfied	4	
No opinion/Don't know	5	

Ask those that responded with satisfied or very satisfied

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

Ask those that responded with dissatisfied or very dissatisfied

Q6b2 What are the main reasons for your dissatisfaction with the overall management of municipal services?

Q6b3 How could these issues be improved?

Ask all

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

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

If yes, ask:

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

Very satisfied	1	}Ask Q7c1
Satisfied	2	
Dissatisfied	3	}Ask Q7c2+3
Very dissatisfied	4	
No opinion/Don't know	5	

Ask those that responded with satisfied or very satisfied

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

Ask those that responded with dissatisfied or very dissatisfied

Q7c2 What are the main reasons for your dissatisfaction with your community engagement experience?

Q7b3 How could these issues be improved?

Ask all

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

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

If yes, ask:

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

Very satisfied	1	}Ask Q8c1
Satisfied	2	
Dissatisfied	3	}Ask Q8c2+3
Very dissatisfied	4	
No opinion/Don't know	5	

Ask those that responded with satisfied or very satisfied

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

Ask those that responded with dissatisfied or very dissatisfied

Q8c2 What are the main reasons for your dissatisfaction with Transport Canberra bus services overall?

Q8b3 How could these issues be improved?

Ask all

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

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

If yes, ask:

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

Very satisfied	1	}Ask Q9c1
Satisfied	2	
Dissatisfied	3	}Ask Q9c2+3
Very dissatisfied	4	
No opinion/Don't know	5	

Ask those that responded with satisfied or very satisfied

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

Ask those that responded with dissatisfied or very dissatisfied

Q9c2 What are the main reasons for your dissatisfaction with Transport Canberra light rail services overall?

Q9b3 How could these issues be improved?