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THE CANBERRA OMNIBUS SURVEY

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
21 to 28 April 2022

Final Report
2 June 2022

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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 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 were repeated in the 2022 survey.

We changed the name of our company in late 2021 from Winton Sustainable Research Strategies Pty Ltd to Winton Research and Insights Pty Ltd (WintonRI), so the current 2022 survey is published under our revised name.

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 2022 wave took place over the period 21 to 28 April 2021.

A Note on Sampling Tolerances:

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

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

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

Year-by-Year Comparisons of Satisfaction Levels

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

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

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

Year-by-Year Comparisons of Dissatisfaction Levels

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

 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.

About the Following 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 unshures and those with no opinion either because they have no interaction or knowledge of a particular service or feature, or because they have not formed an opinion about it.

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

3.2 Cycle Paths and Walking Paths

Preamble to Q1:

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

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

Table No. A:

Ask all

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

Table No. Aa:

Among only those who expressed an opinion:	Total %	AGE			GENDER		REGION					
		18-39 years %	40-69 years %	70+ years %	Men %	Women %	Belconnen %	Gungahlin %	WV+WC+Molo %	Tuggeranong %	Inner North %	Inner South %
Very satisfied	29	33	24	29	31	27	26	33	29	24	35	31
Satisfied	61	58	65	58	59	63	66	58	62	62	59	53
Dissatisfied	8	7	9	9	8	8	7	8	6	11	6	11
Very dissatisfied	2	2	2	4	2	2	1	1	3	3	1	4
Total satisfied	90	91	89	87	90	90	92	91	91	86	94	84
Total dissatisfied	10	9	11	13	10	10	8	9	9	14	7	15
<i>Base [n=]</i>	945	433	416	96	450	494	232	158	145	198	142	70

Table No. Ab

Among only those who expressed an opinion:	Total %	DWELLING TYPE			HOUSING TENURE				EDUCATION		
		Detached dwelling %	Medium density, eg, townhouse %	Apartment %	Own outright %	Own with mortgage %	Rent privately %	In public housing/ other %	No Tertiary %	Bachelor degree %	Post graduate %
Very satisfied	29	24	31	37	32	27	33	22	23	35	33
Satisfied	61	63	62	56	52	62	61	67	64	58	58
Dissatisfied	8	9	7	7	8	9	6	6	10	7	7
Very dissatisfied	2	4	0	0	8	2	0	5	4	0	1
Total satisfied	90	87	93	93	84	89	94	89	87	93	91
Total dissatisfied	10	13	7	7	16	11	6	11	14	7	8
<i>Base [n=]</i>	945	505	194	246	88	468	331	47	435	296	214

Table No Ac: Cycle Paths - Why Satisfied

Among those 90% of the sample who were SATISFIED with cycle paths: Table adds to more than 100% as many people offered more than one response.	Total %	REGION					
		Belconnen %	Gungahlin %	WV+WC+ Molo %	Tuggeranong %	Inner North %	Inner South %
Extensive routes/wide range/large network/well connected (eg, you can cycle from one end of Canberra to the other)	28	29	25	26	28	30	30
General satisfaction/positive sentiment (eg, good/nice/okay/fine)	25	25	29	23	25	26	18
Easy access & availability (eg, lots of them/everywhere/ample/in many/most areas/ready access)	22	18	27	21	26	19	14
Well maintained/good upkeep/great condition/clean & tidy	14	16	15	13	17	13	5
Highly satisfied eg, fantastic, amazing, excellent, great	9	9	6	10	7	13	11
Well-designed/planned (wide paths/clear space/suit both uses)	7	5	9	8	5	10	5
Safe/secure	4	5	4	6	1	2	7
Well used/utilised	3	2	3	3	1	2	7
Leaders/best/better than other states	2	1	2	3	1	2	5
Ideal for cyclists	1	0	0	1	2	1	2
Good signage/clearly marked/good directions	1	0	1	1	1	3	5
Promotes exercise/healthy living	1	1	2	0	0	0	2
Other	1	2	1	0	1	2	0
Unsure/Don't know/No response	5	2	7	4	5	4	14
<i>Base [n=]</i>	<i>851</i>	<i>213</i>	<i>143</i>	<i>132</i>	<i>170</i>	<i>134</i>	<i>59</i>

Table No. Ad: Cycle paths – Why dissatisfied

Among those 10% of the sample who were DISSATISFIED with cycle paths: Table adds to more than 100% as some people offered more than one response.	Total %	REGION						
		Belconnen %	Gungahlin %	WV+WC+ Molo %	Tuggeranong %	Inner North %	Inner South %	
Need better maintenance/low standard/poorly maintained/in need of repair	43	52	44	29	54	13	43	
Bad planning/poorly designed/lack of connectivity/incomplete paths	21	17	25	18	14	38	43	
Dangerous/hazardous	9	4	0	18	7	25	14	
Build more paths (walking/cycle not specified)	9	13	6	6	14	0	0	
General negative sentiment eg, poor, bad, not good	3	0	0	6	4	0	14	
Remove them/get rid of them	3	4	0	12	0	0	0	
Better segregation from vehicle traffic/bikes should be off the road	3	0	0	6	4	13	0	
Need more walking paths	2	0	0	0	4	13	0	
Need more cycle paths/don't go where I want to go	2	4	0	0	4	0	0	
Improved maps/signage	2	0	13	0	0	0	0	
Not good in my area	2	4	0	0	0	13	0	
Cyclists won't use them/cyclists use roads instead	1	0	0	6	0	0	0	
Poor lighting/inaccessible at night	1	4	0	0	0	0	0	
Wider paths	1	0	0	0	0	13	0	
Other	5	9	13	0	0	0	14	
Unsure/no comment	8	4	19	12	4	13	0	
<i>CAUTION, VERY SMALL BASE SIZES</i>	<i>Base [n=]</i>	<i>95</i>	<i>19</i>	<i>15</i>	<i>13</i>	<i>28</i>	<i>8</i>	<i>11</i>

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

Among those 10% of the sample who were DISSATISFIED with cycle paths: <i>Table adds to more than 100% as some people offered more than one response.</i>	Total %
More maintenance generally	47
Better planning/connect paths better	27
Provide more walking paths/extend paths	12
Look for work that needs doing/be proactive	5
Force cyclists of roads onto paths	3
Provide more cycling paths/keep walkers and bikes separate	2
Add lighting to paths	1
Others/unsure	9
<i>CAUTION, VERY SMALL BASE SIZES</i>	<i>Base [n=]</i>
	<i>95</i>

3.3 Library Services

Table B:

Ask all

Q2 How satisfied or dissatisfied are you with library services?

Table No. Ba:

Among only those who expressed an opinion:	Total %	AGE			GENDER		REGION					
		18-39 years %	40-69 years %	70+ years %	Men %	Women %	Belconnen %	Gungahlin %	WV+WC+Molo %	Tuggeranong %	Inner North %	Inner South %
Very satisfied	33	30	35	35	31	34	33	33	32	26	41	31
Satisfied	62	66	59	59	63	61	60	66	58	71	55	58
Dissatisfied	4	3	6	5	5	4	6	2	8	2	4	7
Very dissatisfied	1	1	1	1	1	1	1	0	1	1	0	4
Total satisfied	95	96	94	94	94	95	93	99	90	97	96	89
Total dissatisfied	5	4	7	6	6	5	7	2	9	3	4	11
<i>Base [n=]</i>	<i>756</i>	<i>343</i>	<i>334</i>	<i>79</i>	<i>363</i>	<i>394</i>	<i>185</i>	<i>131</i>	<i>112</i>	<i>153</i>	<i>115</i>	<i>61</i>

Table No. Bb

Among only those who expressed an opinion:	Total %	DWELLING TYPE			HOUSING TENURE				EDUCATION		
		Detached dwelling %	Medium density, eg, townhouse %	Apartment %	Own outright %	Own with mortgage %	Rent privately %	In public housing/ other %	No Tertiary %	Bachelor degree %	Post graduate %
Very satisfied	33	30	37	34	35	27	40	22	23	41	39
Satisfied	62	64	62	58	56	68	55	69	70	56	55
Dissatisfied	4	4	1	8	8	4	5	3	5	3	5
Very dissatisfied	1	2	0	0	1	1	0	6	1	0	1
Total satisfied	95	94	99	92	91	95	95	91	93	97	94
Total dissatisfied	5	6	1	8	9	5	5	9	6	3	6
<i>Base [n=]</i>	<i>756</i>	<i>396</i>	<i>167</i>	<i>194</i>	<i>76</i>	<i>346</i>	<i>285</i>	<i>41</i>	<i>325</i>	<i>242</i>	<i>190</i>

Table No. Bc: Libraries – Why satisfied

Among those 95% of the sample who were SATISFIED with libraries: Table adds to more than 100% as many people offered more than one response.	Total %	REGION					
		Belconnen %	Gungahlin %	WV+WC+ Molo %	Tuggeranong %	Inner North %	Inner South %
General satisfaction/positive sentiment (eg, good/nice/okay/fine/meets my needs)	22	22	17	21	24	25	23
Highly satisfied eg, fantastic, amazing, excellent, great	14	14	17	12	10	15	18
Great/excellent service/valued/community asset	14	14	13	14	18	15	5
Well stocked/up-to-date/wide selection/good availability of books/magazines etc.	13	14	15	17	6	16	8
Accessible/easy to get to/convenient/opening hours	12	16	12	9	12	11	8
Staff: Friendly/helpful/polite/well-organised/easy going	10	12	9	7	6	16	13
Clean/well-maintained/pleasant environment/peaceful/conducive to reading/study	9	7	7	8	9	14	13
Wide range/variety of services/lots to offer (incl. programs, courses, talks, classes)	7	6	14	4	7	4	0
Well-equipped/resourced/great facilities	6	4	5	4	7	11	3
Easy to use systems/efficient processes (borrowing, reservations etc.)	4	2	4	3	4	8	0
Digitisation: Good/useful digital services/online access (lending services/e-books/apps etc.)	3	2	1	4	5	2	5
Free service	2	3	1	0	3	1	8
Good for kids/young families	2	3	3	3	3	1	0
Community programs/events/activities/programs (eg, giggle and wiggle)	1	2	2	1	2	0	0
BorrowBox/mystery book club/large group borrow	1	1	1	0	1	0	0
Good communication	0	1	0	0	0	0	0
Great value/open during Covid	0	1	0	0	0	1	0
Unsure/Don't know	6	2	7	7	6	5	13
<i>Base [n=]</i>	714	172	129	101	148	110	54

Table No. Bd: Libraries – Why dissatisfied

Among those 5% of the sample who were DISSATISFIED with libraries; Table adds to more than 100% as some people offered more than one response.	Total %	REGION					
		Belconnen %	Gungahlin %	WV+WC+ Molo %	Tuggeranong %	Inner North %	Inner South %
Poorly funded/resourced/not supported/higher budget	16	0	50	29	0	0	25
Inadequate collection/few new books/more books/magazines	14	20	0	21	0	0	0
Move/transition to digital/click and collect	14	10	50	14	0	25	0
Inaccessible	8	0	50	0	0	0	50
None near me/not enough	8	0	0	14	0	25	0
Noisy/dirty/untidy	8	10	0	7	0	0	25
Need more programs for babies and infants	8	20	0	0	33	0	0
Longer opening hours	8	10	0	0	0	25	25
Inefficient/systems need updating/improving	5	0	0	7	33	0	0
Improve awareness/communication/information	5	0	0	7	0	0	25
Needs updating/refreshing/upgrade	3	10	0	0	0	0	0
Unfriendly/unhelpful staff/difficult to use	0	7	0	0	0	0	0
Dislike security screens/scans	0	0	50	0	0	0	0
Other	8	20	0	0	0	25	0
Unsure	22	30	0	21	33	25	0
<i>CAUTION, VERY SMALL BASE SIZES</i> <i>Base [n=]</i>	42	12	2	10	5	5	8

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

Among those 5% of the sample who were DISSATISFIED with libraries: <i>Table adds to more than 100% as some people offered more than one response.</i>	Total %
Need newer books/modern titles/more books generally	23
Build more libraries/use empty shops in small centres for extra libraries	21
Better funding/resources	19
Encourage more patronage	14
Insist on silence/put up big 'silence' signs everywhere	7
Employ better staff/more enthusiastic/more tolerant	4
Remove security grids	2
Unsure	18
<i>CAUTION, VERY SMALL BASE SIZES</i>	<i>Base [n=]</i>
	42

3.4 The Road Network Overall

Table C:

Ask all

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

Table No. Ca:

Among only those who expressed an opinion:	Total %	AGE			GENDER		REGION					
		18-39 years %	40-69 years %	70+ years %	Men %	Women %	Belconnen %	Gungahlin %	WV+WC+ Molo %	Tuggeranong %	Inner North %	Inner South %
Very satisfied	17	18	18	11	21	14	18	17	17	14	21	17
Satisfied	63	65	62	65	60	67	63	65	64	66	55	71
Dissatisfied	15	13	16	18	15	15	14	15	15	15	20	8
Very dissatisfied	5	4	4	7	5	4	5	3	4	5	5	4
Total satisfied	80	83	80	76	81	81	81	82	81	80	76	88
Total dissatisfied	20	17	20	25	20	19	19	18	19	20	25	12
<i>Base [n=]</i>	945	417	425	103	460	485	224	163	152	195	141	71

Table No. Cb

Among only those who expressed an opinion:	Total %	DWELLING TYPE			HOUSING TENURE				EDUCATION		
		Detached dwelling %	Medium density, eg, townhouse %	Apartment %	Own outright %	Own with mortgage %	Rent privately %	In public housing/ other %	No Tertiary %	Bachelor degree %	Post graduate %
Very satisfied	17	12	22	23	20	14	22	8	12	20	25
Satisfied	63	64	64	63	58	66	59	75	66	67	53
Dissatisfied	15	17	13	12	12	15	16	11	17	11	17
Very dissatisfied	5	7	2	1	10	5	2	6	6	2	4
Total satisfied	80	76	86	86	78	80	81	83	78	87	78
Total dissatisfied	20	24	15	13	22	20	18	17	23	13	21
<i>Base [n=]</i>	945	505	200	241	89	472	325	50	431	297	217

Table No. Cc: Road network – Reasons for Satisfaction

<i>Among those 80% of the sample who were SATISFIED with the road network: Table adds to more than 100% as many people offered more than one response.</i>	Total %	REGION					
		Belconnen %	Gungahlin %	WV+WC+ Molo %	Tuggeranong %	Inner North %	Inner South %
General satisfaction/positive sentiment (eg, good/nice/okay/fine)	37	32	42	39	36	38	33
Roads well-maintained/good condition/upgraded/improvements/potholes repaired in a timely manner	25	24	31	22	32	18	16
Easy to follow routes/well-connected/great road network/easy to get around	14	15	11	17	11	16	20
No issues/problems/complaints	5	3	5	5	6	4	9
Roads well-planned/designed	5	3	7	2	6	6	7
Highly satisfied eg, excellent, great	4	6	4	4	4	0	4
Better than other places/states	4	3	5	4	7	2	0
Usually free-flowing/good traffic flow/not many traffic jams	7	7	6	4	8	8	7
Safe/no potholes	0	1	0	0	1	0	0
Other	1	2	1	1	1	3	0
Unsure/no response	6	2	7	6	8	5	16
<i>Base [n=]</i>	763	181	134	123	156	107	62

Table No. Cd: Road network – Why dissatisfied

Among those 20% of the sample who were DISSATISFIED with the road network: <i>Table adds to more than 100% as some people offered more than one response.</i>	Total %	REGION						
		Belco-nnen %	Gung-ahlin %	WV+WC+ Molo %	Tugger-anong %	Inner North %	Inner South %	
Poorly maintained/in need of repair/improve quality of roads/fix	36	38	22	44	49	26	17	
Specific mention of potholes eg, too many. fix them etc.	27	32	24	25	20	37	17	
Poor planning/management/scheduling of roadworks/forward thinking	14	13	24	6	15	11	17	
Traffic jams/traffic flow/congestion/over-crowded roads	11	9	22	8	5	7	33	
Too many 'quick fixes'/patch ups/temporary repairs/band-aids	9	18	10	3	7	4	0	
Too many roadworks (causing delays/disruption/slowing traffic)	6	9	12	6	0	4	0	
Traffic lights/too many/uncoordinated	5	4	5	6	2	15	0	
Increase budget/funding/more money incl. more staff/workers. Maintenance crew	4	5	0	6	7	4	0	
More regular inspection/checks on conditions of the roads/road maintenance plan	4	7	2	3	5	0	0	
Too many speed bumps/reduced speed limits/speed limits to suit roads	4	9	0	0	5	4	0	
Widen roads/double lanes	2	0	2	6	2	0	0	
Poor/need improving/planning in outer/new suburbs	2	0	5	3	2	4	0	
More roads/increase network	2	2	2	0	5	4	0	
General negative sentiment eg, poor, bad, not good	1	2	0	0	2	0	0	
Carry out roadworks at night/off-peak	1	2	0	3	2	0	0	
More/improved/better signage	1	0	2	0	0	0	17	
Parking issues (not enough/too expensive)	0	2	0	0	0	0	0	
Other	7	4	10	3	12	7	0	
Unsure//No comment	8	9	10	14	5	4	0	
<i>CAUTION, VERY SMALL BASE SIZES</i>	<i>Base [n=]</i>	183	43	29	29	39	34	9

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

Among those 20% of the sample who were DISSATISFIED with the road network: <i>Table adds to more than 100% as some people offered more than one response.</i>	Total %
Fix potholes properly/immediately they appear	29
Build better roads in the first place/roads that won't pothole	17
Anticipate population growth/match it	15
Better planning/think through problems/employ planners & schedulers	14
Fix roads sequentially, not concurrently/don't block whole road	8
Give advance notice of roadwork/notify the public/put signs well ahead	7
Fewer traffic lights/time them better/coordinate traffic lights	7
Stop overbuilding and population growth to reduce congestion	6
Schedule roadwork when traffic is quiet/overnight/weekends	5
Unsure	9
<i>CAUTION, VERY SMALL BASE SIZES</i>	<i>Base [n=]</i>
	183

3.5 Waste and Recycling Collection Services

Table D:

Ask all

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

Table No. Da:

Among only those who expressed an opinion:	Total %	AGE			GENDER		REGION					
		18-39 years %	40-69 years %	70+ years %	Men %	Women %	Belconnen %	Gungahlin %	WV+WC+Molo %	Tuggeranong %	Inner North %	Inner South %
Very satisfied	27	23	27	37	30	24	27	22	28	30	29	19
Satisfied	64	66	63	56	59	69	60	69	66	62	61	75
Dissatisfied	7	8	6	4	8	6	12	8	4	4	7	3
Very dissatisfied	2	2	3	2	3	2	1	1	2	5	3	4
Total satisfied	91	89	90	93	89	93	87	91	94	92	90	94
Total dissatisfied	9	10	9	6	11	8	13	9	6	9	10	7
<i>Base [n=]</i>	<i>953</i>	<i>422</i>	<i>428</i>	<i>103</i>	<i>458</i>	<i>495</i>	<i>233</i>	<i>162</i>	<i>147</i>	<i>200</i>	<i>140</i>	<i>71</i>

Table No. Db

Among only those who expressed an opinion:	Total %	DWELLING TYPE			HOUSING TENURE				EDUCATION		
		Detached dwelling %	Medium density, eg, townhouse %	Apartment %	Own outright %	Own with mortgage %	Rent privately %	In public housing/ other %	No Tertiary %	Bachelor degree %	Post graduate %
Very satisfied	27	28	29	21	34	28	23	18	26	29	25
Satisfied	64	63	66	65	57	64	65	72	64	66	62
Dissatisfied	7	6	4	12	2	6	11	4	7	5	10
Very dissatisfied	2	4	1	2	7	3	0	6	4	0	3
Total satisfied	91	91	95	86	91	92	88	90	90	95	87
Total dissatisfied	9	10	5	14	9	9	11	10	11	5	13
<i>Base [n=]</i>	<i>953</i>	<i>514</i>	<i>208</i>	<i>232</i>	<i>90</i>	<i>472</i>	<i>327</i>	<i>54</i>	<i>438</i>	<i>297</i>	<i>218</i>

Table No. Dc: Waste/recycling – Why satisfied

Among those 91% of the sample who were SATISFIED with waste/recycling: Table adds to more than 100% as many people offered more than one response.	Total %	REGION					
		Belconnen %	Gungahlin %	WV+WC+Molo %	Tuggeranong %	Inner North %	Inner South %
Reliable/consistent/regular/efficient/dependable (eg, always collect on time)	38	40	43	36	37	30	26
General satisfaction/positive sentiment (eg, good/nice/okay/fine)	22	25	21	23	20	27	15
Very good/excellent/efficient service/well-managed	16	14	13	17	18	20	13
No issues/problems/concerns/complaints	11	10	9	12	11	8	19
Like green waste bin/FOGO/food scraps/organic waste/green shed	7	8	8	4	8	7	2
Promotes/enables/assists/encourages recycling/positive action on waste	4	3	3	4	5	4	4
Clean/no mess/rubbish left in bins/no overflowing bins	2	2	1	2	1	4	4
Separate waste bins/collections/diversity/variety of options (3 bins of waste: yellow, green, red, etc.)	2	2	3	2	4	1	0
Easy access/convenient to drop-off locations/recycling stations	2	2	2	1	3	2	6
Cash in cans/bottles/'return & earn'/recycling hubs	2	0	3	2	1	3	2
Good/clear communication/customer service	2	3	2	1	2	2	0
Friendly/helpful/efficient drivers	1	1	1	1	1	3	2
Maintain service even during strikes	0	0	1	1	0	0	0
Tip is great/easy to use	0	0	0	0	1	0	0
Other	1	1	3	2	1	0	0
Unsure/no response	5	2	7	4	5	4	15
<i>Base [n=]</i>	865	203	147	138	184	126	67

Table No. Dd: Waste/recycling – Why dissatisfied

Among those 9% of the sample who were DISSATISFIED with waste/recycling: Table adds to more than 100% as some people offered more than one response.	Total %	REGION					
		Belconnen %	Gungahlin %	WV+WC+Molo %	Tuggeranong %	Inner North %	Inner South %
Issues with green bins (eg, lack of/more/too small/more frequent collections)	20	25	33	0	25	9	0
Need better recycling programs/facilities/more efficient/thorough (not everything is recycled)	18	11	13	10	17	27	75
More frequent pick-ups needed eg, weekly	16	29	7	0	25	9	0
Need bigger bins (red/yellow/green)	8	4	20	10	8	0	0
Need more education/information/promotion/campaigns around recycling	8	4	13	10	8	0	25
More options/variety/services	8	11	7	0	0	9	25
General negative sentiment eg, do better, improve, not good enough	5	4	7	10	8	0	0
Timely/punctual pick-up/collections	5	4	0	10	0	18	0
Strikes	4	7	7	0	0	0	0
Not enough bins in complexes/apartment blocks/houses	4	0	20	0	0	0	0
Messy/rubbish/waste left on road/drivers don't care	3	0	7	0	0	9	0
More recycling bins/'return it' facilities	3	0	0	10	8	0	0
Need better communication or notice of service changes/strikes	3	7	0	0	0	0	0
Need more/convenient recycle plants/stations	1	4	0	0	0	0	0
Other	5	4	0	20	8	0	0
Unsure/no comment	14	11	13	30	8	18	0
<i>CAUTION, VERY SMALL BASE SIZES</i> <i>Base [n=]</i>	88	30	15	9	16	14	4

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

Among those 9% of the sample who were DISSATISFIED with waste/recycling: <i>Table adds to more than 100% as some people offered more than one response.</i>	Total %
Bigger bins and/or more frequent pickups	43
Employ drivers who care/teach drivers to respect property	14
Better incentives for green bin users/trailer load of mulch yearly	13
Consult the community/ask what we really want	9
Ban strikes/get rid of union	5
Engage better contractors	4
Equality and/or better treatment for renters and apartment dwellers	2
Unsure	16
<i>CAUTION, VERY SMALL BASE SIZES</i>	<i>Base [n=]</i>
	88

3.6 Management of Sportsgrounds

Table E:

Ask all

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

Table No. Ea:

Among only those who expressed an opinion:	Total %	AGE			GENDER		REGION					
		18-39 years %	40-69 years %	70+ years %	Men %	Women %	Belconnen %	Gungahlin %	WV+WC+Molo %	Tuggeranong %	Inner North %	Inner South %
Very satisfied	18	22	15	14	16	21	11	23	18	23	23	14
Satisfied	69	67	71	71	70	68	72	68	66	67	71	69
Dissatisfied	11	10	11	11	12	9	14	9	15	9	5	12
Very dissatisfied	2	0	3	4	3	1	4	1	1	1	1	5
Total satisfied	87	89	86	85	86	89	83	91	84	90	94	83
Total dissatisfied	13	10	14	15	15	10	18	10	16	10	6	17
<i>Base [n=]</i>	<i>781</i>	<i>359</i>	<i>343</i>	<i>79</i>	<i>396</i>	<i>385</i>	<i>189</i>	<i>137</i>	<i>113</i>	<i>181</i>	<i>116</i>	<i>46</i>

Table No. Eb

Among only those who expressed an opinion:	Total %	DWELLING TYPE			HOUSING TENURE				EDUCATION		
		Detached dwelling %	Medium density, eg, townhouse %	Apartment %	Own outright %	Own with mortgage %	Rent privately %	In public housing/other %	No Tertiary %	Bachelor degree %	Post graduate %
Very satisfied	18	17	17	24	23	17	21	7	14	21	25
Satisfied	69	67	74	68	63	68	69	75	71	68	64
Dissatisfied	11	13	7	8	9	12	9	12	12	10	9
Very dissatisfied	2	3	1	0	5	2	0	5	3	1	2
Total satisfied	87	84	91	92	86	85	90	82	85	89	89
Total dissatisfied	13	16	8	8	14	14	9	17	15	11	11
<i>Base [n=]</i>	<i>781</i>	<i>434</i>	<i>168</i>	<i>180</i>	<i>73</i>	<i>388</i>	<i>269</i>	<i>44</i>	<i>368</i>	<i>237</i>	<i>176</i>

Table No. Ec: Sportsgrounds – Reasons for Satisfaction

Among those 87% of the sample who were SATISFIED with sportsgrounds: Table adds to more than 100% as many people offered more than one response.	Total %	REGION					
		Belconnen %	Gungahlin %	WV+WC+Molo %	Tuggeranong %	Inner North %	Inner South %
General satisfaction/positive sentiment (eg, good/nice/okay/fine)	22	23	25	21	17	26	19
Well maintained/cared for/kept in good condition	38	31	39	42	44	45	19
Well mown/nice surface/good grass/lush/green/regularly mown	12	14	10	15	14	11	3
Clean/tidy/clear of litter/garbage/dog poop	10	9	8	9	15	9	6
Wide range of sportsgrounds throughout Canberra/accessible/available	6	8	10	1	7	2	0
No issues/problems/complaints	5	2	6	2	6	4	13
Highly satisfied eg, excellent, great	4	4	4	4	4	2	6
Good facilities/amenities	2	3	0	0	3	4	3
Well-utilised	0	0	0	0	0	2	3
Other	2	1	2	2	1	3	0
Unsure	8	9	8	9	4	8	23
<i>Base [n=]</i>	<i>687</i>	<i>157</i>	<i>125</i>	<i>95</i>	<i>163</i>	<i>109</i>	<i>38</i>

Table No. Ed: Sportsgrounds – Why dissatisfied

Among those 13% of the sample who were DISSATISFIED with sportsgrounds: <i>Table adds to more than 100% as some people offered more than one response.</i>	Total %	REGION						
		Belconnen %	Gungahlin %	WV+WC+ Molo %	Tuggeranong %	Inner North %	Inner South %	
Not maintained (regularly/well enough)/are neglected/poorly managed	41	50	24	48	47	17	20	
Overgrown/not mown/long/bad grass/cut grass more often	13	16	24	4	7	17	0	
Poor surfaces/weed ridden/hard ground/divots/unsafe	10	16	10	4	13	0	0	
More venues/not enough grounds/parks/dedicated ovals etc.	9	13	10	9	7	0	0	
More funding/better resourced/more staff	7	8	5	4	7	0	40	
Unkempt/dirty/not looked after	6	3	10	4	7	17	0	
General negative sentiment eg, do better, improve, not good enough	5	0	0	4	20	0	20	
Insufficient watering/more regular watering	5	3	5	4	13	0	0	
Issues with drainage/improve drainage systems	4	3	10	0	7	0	0	
Grounds closed/not available (too readily) due to weather etc.	4	3	5	4	0	0	20	
Build clubhouse/changing rooms	2	0	10	0	0	0	0	
Other	6	3	10	4	7	17	0	
Unsure/No comment	12	5	14	22	0	50	0	
<i>CAUTION, VERY SMALL BASE SIZES</i>	<i>Base [n=]</i>	95	32	12	18	18	7	8

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

Among those 13% of the sample who were DISSATISFIED with sportsgrounds: <i>Table adds to more than 100% as some people offered more than one response.</i>	Total %	
Improve maintenance	46	
Need more regular mowing	17	
Need better qualified groundsmen/pay groundsmen/improve surfaces	11	
Need regular watering in dry periods	6	
Broaden uses/fetes/markets/fairs/community events	4	
Need night patrols/remove vandals/druggies/vagrant teenagers	3	
Limit car access/prohibit parking on grass	3	
Unsure	14	
<i>CAUTION, VERY SMALL BASE SIZES</i>	<i>Base [n=]</i>	95

3.7 Overall Management of City Services

Table F:

Ask all

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

Table No. Fa:

Among only those who expressed an opinion:	Total %	AGE			GENDER		REGION					
		18-39 years %	40-69 years %	70+ years %	Men %	Women %	Belconnen %	Gungahlin %	WV+WC+ Molo %	Tuggeranong %	Inner North %	Inner South %
Very satisfied	16	18	15	13	18	14	17	18	16	12	18	15
Satisfied	71	71	72	68	69	74	71	71	67	75	73	68
Dissatisfied	9	7	11	12	10	9	9	8	14	8	8	13
Very dissatisfied	4	3	3	7	2	4	3	3	2	6	1	4
Total satisfied	87	89	87	81	87	88	88	89	83	87	91	83
Total dissatisfied	13	10	14	19	12	13	12	11	16	14	9	17
<i>Base [n=]</i>	<i>866</i>	<i>373</i>	<i>397</i>	<i>97</i>	<i>435</i>	<i>431</i>	<i>204</i>	<i>148</i>	<i>142</i>	<i>174</i>	<i>131</i>	<i>67</i>

Table No. Fb

Among only those who expressed an opinion:	Total %	DWELLING TYPE			HOUSING TENURE				EDUCATION		
		Detached dwelling %	Medium density, eg, townhouse %	Apartment %	Own outright %	Own with mortgage %	Rent privately %	In public housing/ other %	No Tertiary %	Bachelor degree %	Post graduate %
Very satisfied	16	11	23	20	20	14	17	15	12	19	19
Satisfied	71	72	71	70	63	74	70	76	74	70	69
Dissatisfied	9	11	6	9	9	9	12	3	10	10	8
Very dissatisfied	4	5	1	1	8	3	1	7	4	2	3
Total satisfied	87	83	94	90	83	88	87	91	86	89	88
Total dissatisfied	13	16	7	10	17	12	13	10	14	12	11
<i>Base [n=]</i>	<i>866</i>	<i>458</i>	<i>187</i>	<i>222</i>	<i>86</i>	<i>417</i>	<i>310</i>	<i>44</i>	<i>380</i>	<i>279</i>	<i>208</i>

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

Among those 87% of the sample who were SATISFIED with overall municipal services: Table adds to more than 100% as many people offered more than one response.	Total %	REGION					
		Belconnen %	Gungahlin %	WV+WC+ Molo %	Tuggeranong %	Inner North %	Inner South %
General satisfaction/positive sentiment (eg, good/nice/okay/fine)	40	47	42	32	37	42	39
Room for improvement/Good, but...	10	13	14	5	8	7	2
Works well/functional/efficient/good service	9	10	6	11	12	12	2
Well-managed/run/organised	8	4	9	10	11	7	5
Well-maintained city/clean and tidy	7	4	7	13	4	7	5
Highly satisfied eg, excellent, great	5	4	4	5	6	7	0
Reliable/dependable services	5	6	4	6	5	7	0
Responsive to requests/repairs done quickly	2	2	2	2	3	5	0
Good communication/customer service	2	2	2	2	1	3	2
Regular waste collections/bins collected on time	1	1	2	2	1	1	0
Wonderful staff/good managers	1	1	1	2	1	3	0
Good parks/roads	1	0	2	1	1	1	0
Rates are high/expensive	1	1	1	1	1	2	0
Efficient/minimal disruption	0	0	0	0	1	0	0
Moving online	0	0	0	2	0	0	0
Other	1	1	1	0	0	1	0
Unsure/no opinion/no comment	25	22	24	29	27	19	46
<i>Base [n=]</i>	<i>756</i>	<i>180</i>	<i>132</i>	<i>118</i>	<i>151</i>	<i>119</i>	<i>56</i>

Table No. Fd: Overall municipal services – Why dissatisfied

Among those 13% of the sample who were DISSATISFIED with overall municipal services: <i>Table adds to more than 100% as some people offered more than one response.</i>	Total %	REGION						
		Belconnen %	Gungahlin %	WV+WC+ Molo %	Tuggeranong %	Inner North %	Inner South %	
Need better maintenance of open public space/parks/sportsgrounds/footpaths/walkways/mow grass/remove trees	21	11	30	4	32	45	38	
Better management/improve efficiencies/systems/services	18	17	13	11	28	36	0	
General negative sentiment (eg, poor, bad, not good enough)	11	11	13	14	4	18	13	
Lack of general maintenance/better maintenance planning	8	3	4	18	8	18	0	
Underfunded/understaffed/resourced (incl. police)	8	3	4	11	4	9	38	
Wasting money/funds could/should be better directed (eg, tram, rainbow roundabouts, etc.)	7	17	4	0	4	9	0	
Rates too high/too expensive	5	6	4	0	4	18	0	
Issues with quality of roads/lack of repairs, potholes etc.	4	8	4	4	0	0	0	
Improve public transport	4	6	4	0	4	9	0	
Improve waste collection/rubbish removal	3	0	13	0	0	9	0	
More community engagement/public consultation	3	3	9	4	0	0	0	
Less bureaucracy/too much red tape	2	3	0	4	0	0	0	
Fix/update/improve street lighting	2	0	0	0	0	9	13	
Website poor/not user friendly	2	6	0	0	0	0	0	
Neglect outer/older suburbs	2	0	0	7	0	9	0	
Unresponsive/takes too long to resolve issues/fix problems	2	6	0	0	4	0	0	
More/better recycling options	1	0	4	0	0	0	0	
No future planning	1	0	0	4	0	0	0	
Other	5	6	0	4	4	0	25	
Unsure/no comment	21	14	22	29	20	36	0	
<i>CAUTION, VERY SMALL BASE SIZES</i>	<i>Base [n=]</i>	110	24	16	24	23	12	11

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

Among those 13% of the sample who were DISSATISFIED with overall municipal services: <i>Table adds to more than 100% as some people offered more than one response.</i>	Total %	
Adopt faster response times generally/catchup on backlog	23	
Increase their budget/give them more money	14	
Employ better managers/more managers	9	
Stop wasting money/more effective budgeting and spending	18	
More user-friendly/better trained staff/staff who give a damn	10	
Think beyond central Canberra/Gungahlin and Tuggeranong need help	3	
Better planning/employ professional planners and schedulers, not clerks	11	
Remove fees/rates/fines/reward good behaviour/not punish bad	2	
Unsure	18	
<i>CAUTION, VERY SMALL BASE SIZES</i>	<i>Base [n=]</i>	110

3.8 Community Engagement Activity

Table G:

Ask all

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

Table No. Ga:

	Total %	AGE			GENDER		REGION					
		18-39 years %	40-69 years %	70+ years %	Men %	Women %	Belconnen %	Gungahlin %	WV+WC+Molo %	Tuggeranong %	Inner North %	Inner South %
Yes	14	16	14	12	17	12	19	13	14	9	19	12
No	82	80	82	85	79	84	77	82	81	88	77	85
Unsure	4	4	4	3	4	4	4	5	5	3	4	3
<i>Base [n=]</i>	1001	449	446	106	484	517	244	167	158	212	148	72

Table No. Gb

	Total %	DWELLING TYPE			HOUSING TENURE				EDUCATION		
		Detached dwelling %	Medium density, eg, townhouse %	Apartment %	Own outright %	Own with mortgage %	Rent privately %	In public housing/ other %	No Tertiary %	Bachelor degree %	Post graduate %
Yes	14	14	13	16	21	12	16	9	13	11	22
No	82	83	81	79	72	84	81	81	82	85	76
Unsure	4	3	6	5	7	3	3	10	5	3	2
<i>Base [n=]</i>	1001	531	210	259	94	493	347	56	462	313	226

Table H:

If yes, ask:

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

Table No. Ha:

Among only those who expressed an opinion:	Total %	AGE			GENDER		REGION					
		18-39 years %	40-69 years %	70+ years %	Men %	Women %	Belconnen %	Gungahlin %	WV+WC+Molo %	Tuggeranong %	Inner North %	Inner South %
Very satisfied	19	18	21	11	19	19	14	13	26	25	22	12
Satisfied	68	66	69	69	66	70	71	70	61	63	68	76
Dissatisfied	10	10	8	15	11	8	13	10	11	3	10	11
Very dissatisfied	3	6	1	5	4	3	2	7	2	9	0	0
Total satisfied	87	84	90	80	85	89	85	83	87	88	90	88
Total dissatisfied	13	16	9	20	15	11	15	17	13	12	10	11
<i>Base [n=]</i>	373	172	168	33	198	175	98	62	62	71	55	26

Table No. Hb

Among only those who expressed an opinion:	Total %	DWELLING TYPE			HOUSING TENURE				EDUCATION		
		Detached dwelling %	Medium density, eg, townhouse %	Apartment %	Own outright %	Own with mortgage %	Rent privately %	In public housing/ other %	No Tertiary %	Bachelor degree %	Post graduate %
Very satisfied	19	18	30	13	26	16	19	21	9	26	28
Satisfied	68	71	63	65	52	73	65	77	74	64	62
Dissatisfied	10	6	8	18	12	5	16	2	12	9	6
Very dissatisfied	4	5	0	4	10	6	0	0	5	1	4
Total satisfied	87	89	93	78	78	89	84	98	83	90	90
Total dissatisfied	14	11	8	22	22	11	16	2	17	10	10
<i>Base [n=]</i>	373	185	78	111	36	176	140	16	168	105	100

Table No. Hc: Community Engagement – Reasons for Satisfaction

Among those 87% of the sample who were SATISFIED with community engagement: <i>Table adds to more than 100% as many people offered more than one response.</i>	Total %	REGION						
		Belconnen %	Gungahlin %	WV+WC+ Molo %	Tuggeranong %	Inner North %	Inner South %	
General satisfaction/positive sentiment (eg, good/nice/okay/fine)	31	35	34	22	26	39	26	
Good communication/kept informed/responsive/good newsletters/social media/website	10	13	14	7	4	10	11	
Lots of consultation/engagement/opportunity to give an opinion or provide feedback. Feel valued	9	9	14	5	10	7	5	
No issues/problems/complaints/concerns	7	6	5	5	8	5	16	
Frequent/varied community events/activities available/lots to do	6	5	5	5	12	2	5	
Highly satisfied eg, excellent, great	5	3	8	4	8	2	0	
Customer service/friendly/helpful staff	5	6	2	9	0	7	11	
Well organised/efficient/professional	3	4	2	4	2	5	0	
YourSay is good/valuable/well-managed	3	4	2	2	6	0	0	
Surveys are enjoyable/easy/relevant	2	3	0	0	4	2	5	
Easy to use (including online systems)	2	3	0	2	0	2	5	
Other	2	4	0	4	2	0	0	
Unsure/no opinion/no comment/NA	31	35	34	22	26	39	26	
<i>CAUTION, VERY SMALL BASE SIZES</i>	<i>Base [n=]</i>	325	83	52	54	63	50	23

Table No. Hd: Community Engagement – Why dissatisfied

Among those 13% of the sample who were DISSATISFIED with community engagement: <i>Table adds to more than 100% as some people offered more than one response.</i>	Total %	REGION						
		Belconnen %	Gungahlin %	WV+WC+ Molo %	Tuggeranong %	Inner North %	Inner South %	
Lack of/insufficient/limited (community) engagement	41	35	57	45	14	60	50	
Findings ignored/community feelings not considered/listened to/acted upon	18	24	0	9	14	40	50	
Skeptical - propaganda/spin/vanity project/PR exercise	16	18	0	18	14	20	50	
General negative sentiment (eg, poor, bad, not good enough, improve, do better)	4	0	0	9	14	0	0	
No knowledge of available services	4	6	14	0	0	0	0	
Other	4	0	0	9	14	0	0	
Unsure/no comment	18	24	29	9	29	0	0	
<i>CAUTION, VERY SMALL BASE SIZES</i>	<i>Base [n=]</i>	49	15	10	8	8	5	3

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

Among those 13% of the sample who were DISSATISFIED with community engagement: <i>Table adds to more than 100% as some people offered more than one response.</i>	Total %	
Government should act on findings, not just listen and ignore	43	
Employ skilled consultation and engagement consultants/use only trained people	32	
More citizens panels would work better/	11	
Reduce number of YourSay surveys/do more face-to-face engagement	13	
Unsure	18	
<i>CAUTION, VERY SMALL BASE SIZES</i>	<i>Base [n=]</i>	49

3.9 Transport Canberra Bus Services Overall

Table I:

Ask all

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

Table No. Ia:

	Total %	AGE			GENDER		REGION					
		18-39 years %	40-69 years %	70+ years %	Men %	Women %	Belconnen %	Gungahlin %	WV+WC+Molo %	Tuggeranong %	Inner North %	Inner South %
Yes	51	57	48	41	59	44	58	49	54	33	63	59
No	48	40	52	59	40	55	40	50	45	66	34	41
Unsure	1	3	0	0	1	1	2	1	1	1	3	0
<i>Base [n=]</i>	1001	449	446	106	484	517	244	167	158	212	148	72

Table No. Ib

	Total %	DWELLING TYPE			HOUSING TENURE				EDUCATION		
		Detached dwelling %	Medium density, eg, townhouse %	Apartment %	Own outright %	Own with mortgage %	Rent privately %	In public housing/ other %	No Tertiary %	Bachelor degree %	Post graduate %
Yes	51	45	57	59	55	49	53	56	49	48	61
No	47	54	42	39	44	50	45	42	50	51	38
Unsure	1	1	2	2	0	1	1	2	1	1	1
<i>Base [n=]</i>	1001	531	210	259	94	493	347	56	462	313	226

Table J:

If yes, ask:

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

Table No. Ja:

Among only those who expressed an opinion:	Total %	AGE			GENDER		REGION					
		18-39 years %	40-69 years %	70+ years %	Men %	Women %	Belconnen %	Gungahlin %	WV+WC+Molo %	Tuggeranong %	Inner North %	Inner South %
Very satisfied	21	21	20	23	23	18	17	20	30	19	22	17
Satisfied	58	55	61	53	59	56	62	57	53	61	52	58
Dissatisfied	16	16	15	17	13	20	16	15	14	14	19	21
Very dissatisfied	5	7	4	7	5	6	5	9	3	6	6	5
Total satisfied	79	76	81	76	82	74	79	77	83	80	74	75
Total dissatisfied	21	23	19	24	18	26	21	24	17	20	25	26
<i>Base [n=]</i>	624	310	258	56	325	299	165	96	103	107	104	49

Table No. Jb

Among only those who expressed an opinion:	Total %	DWELLING TYPE			HOUSING TENURE				EDUCATION		
		Detached dwelling %	Medium density, eg, townhouse %	Apartment %	Own outright %	Own with mortgage %	Rent privately %	In public housing/ other %	No Tertiary %	Bachelor degree %	Post graduate %
Very satisfied	21	17	28	22	35	16	23	22	17	20	27
Satisfied	58	59	55	57	45	61	55	62	61	59	48
Dissatisfied	16	16	17	15	14	16	17	5	14	18	16
Very dissatisfied	5	8	0	6	5	6	4	10	7	2	9
Total satisfied	79	76	83	79	80	77	78	84	78	79	75
Total dissatisfied	21	24	17	21	19	22	21	15	21	20	25
<i>Base [n=]</i>	624	296	146	183	55	296	229	38	276	191	157

Table No. Jc: BUSES – Why satisfied

Among those 79% of the sample who were SATISFIED with buses: Table adds to more than 100% as many people offered more than one response.	Total %	REGION						
		Belconnen %	Gungahlin %	WV+WC+ Molo %	Tuggeranong %	Inner North %	Inner South %	
Reliable/on time/punctual	20	27	16	23	17	16	12	
General positive sentiment eg, great, satisfied, good, fine	18	19	17	17	13	19	20	
Good/efficient service/suits me/works for us	14	18	13	7	13	22	0	
Frequent/regular/lots of buses	11	13	12	7	12	10	12	
Extensive/comprehensive network/routes/gets me where I need to go	10	10	13	7	8	7	16	
Easy to use/catch/convenient (incl. clear timetable)	10	12	4	9	12	10	12	
Buses clean/looked after/fresh/comfortable	7	4	11	6	7	12	0	
Highly satisfied eg, excellent, great	5	5	8	5	7	0	8	
Customer service/good/friendly/drivers/staff	5	9	3	2	1	10	0	
Weekday services/timetable are excellent; not weekends or evenings	4	2	3	7	7	1	0	
No issues/problems/complaints	3	2	1	3	4	1	12	
Improved/much better now (new timetable)	3	4	1	2	8	1	0	
Cost effective/good value/cheap travel	2	2	1	1	3	4	0	
Not crowded/not too busy	1	2	0	1	1	1	0	
Safe/secure	1	2	0	1	0	0	0	
Good communication	0	1	0	0	0	0	4	
Rapids/expresses excellent: local services not so good	0	1	0	0	0	0	0	
Other	2	1	1	2	1	4	4	
Unsure	6	2	11	8	4	3	12	
<i>CAUTION, VERY SMALL BASE SIZES</i>	<i>Base [n=]</i>	490	130	74	86	86	77	37

Table No. Jd: BUSES – Why dissatisfied

Among those 21% of the sample who were DISSATISFIED with buses: Table adds to more than 100% as some people offered more than one response.	Total %	REGION						
		Belconnen %	Gungahlin %	WV+WC+ Molo %	Tuggeranong %	Inner North %	Inner South %	
Trips take too long/routes too circuitous/indirect routes/too slow	27	37	23	24	25	22	22	
Too infrequent/not enough services/need more buses	23	29	19	14	20	33	22	
More needed/better routes/expand the network/better connectivity/link-up with other services (eg, tram, park and ride)	17	18	23	5	20	28	0	
Routes cut/cancelled services	10	11	8	5	10	17	11	
Unreliable/never on time/late	9	8	12	10	5	11	11	
Too many changes - routes, bus stops, timetable (incl. since tram)	8	3	8	10	10	11	22	
Poor timetables/schedules	8	3	0	10	20	17	0	
Not convenient for me/bus stop too far away/bus routes do not suit	8	8	0	10	10	6	22	
Poor/rude/inconsiderate bus drivers	5	3	12	10	5	0	0	
Poor weekend/night timetable/too infrequent	5	11	0	0	10	6	0	
Old/outdated buses	5	0	4	10	5	6	11	
General negative sentiment (eg, poor, bad, not good enough)	4	3	4	5	5	0	11	
Too expensive	2	0	0	5	5	6	0	
Overcrowded/busy/packed buses	2	0	0	5	0	0	11	
Under resourced/underfunded/budget cuts (funds channeled to light rail)	2	0	0	5	0	6	0	
Hire more drivers/staff	1	3	0	0	0	0	0	
Other	3	5	0	0	5	0	11	
Unsure/no comment	7	5	8	10	5	11	0	
<i>CAUTION, VERY SMALL BASE SIZES</i>	<i>Base [n=]</i>	134	35	22	17	21	27	12

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

Among those 21% of the sample who were DISSATISFIED with buses: <i>Table adds to more than 100% as some people offered more than one response.</i>	Total %
Increase frequency/more buses	24
More bus routes	19
More direct routes and buses to and from town centres	19
Reduce travel time	13
Reinstate more local services	12
Increase reliability/improve ontime running/keep to timetable	11
Increase weekend and evening services	7
Introduce proper zoning system	3
Better payment system needed	2
Unsure	6
<i>CAUTION, VERY SMALL BASE SIZES</i> <i>Base [n=]</i>	<i>134</i>

3.10 Transport Canberra Light Rail Services Overall

Table K:

Ask all

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

Table No. Ka:

	Total %	AGE			GENDER		REGION					
		18-39 years %	40-69 years %	70+ years %	Men %	Women %	Belconnen %	Gungahlin %	WV+WC+Molo %	Tuggeranong %	Inner North %	Inner South %
Yes	46	53	43	26	51	41	48	68	41	15	67	44
No	52	44	56	73	47	57	50	28	55	84	32	54
Unsure	2	3	1	1	2	2	2	3	4	1	1	2
<i>Base [n=]</i>	1001	449	446	106	484	517	244	167	158	212	148	72

Table No. Kb

	Total %	DWELLING TYPE			HOUSING TENURE				EDUCATION		
		Detached dwelling %	Medium density, eg, townhouse %	Apartment %	Own outright %	Own with mortgage %	Rent privately %	In public housing/ other %	No Tertiary %	Bachelor degree %	Post graduate %
Yes	46	40	49	55	35	44	54	35	43	46	52
No	52	58	50	42	62	55	44	59	55	52	46
Unsure	2	2	1	4	3	1	2	6	2	3	2
<i>Base [n=]</i>	1001	531	210	259	94	493	347	56	462	313	226

Table L:

If yes, ask:

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

Table No. La:

Among only those who expressed an opinion:	Total %	AGE			GENDER		REGION					
		18-39 years %	40-69 years %	70+ years %	Men %	Women %	Belconnen %	Gungahlin %	WV+WC+Molo %	Tuggeranong %	Inner North %	Inner South %
Very satisfied	31	33	28	35	32	29	24	39	33	21	40	20
Satisfied	57	57	59	47	55	59	60	54	50	66	53	62
Dissatisfied	8	8	8	6	8	8	12	5	10	6	4	8
Very dissatisfied	4	3	5	13	5	4	4	2	7	7	3	10
Total satisfied	88	90	87	82	87	88	84	93	83	87	93	82
Total dissatisfied	12	11	13	19	13	12	16	7	17	13	7	18
<i>Base [n=]</i>	569	286	239	44	296	272	141	125	88	67	105	43

Table No. Lb

Among only those who expressed an opinion:	Total %	DWELLING TYPE			HOUSING TENURE				EDUCATION		
		Detached dwelling %	Medium density, eg, townhouse %	Apartment %	Own outright %	Own with mortgage %	Rent privately %	In public housing/ other %	No Tertiary %	Bachelor degree %	Post graduate %
Very satisfied	31	26	35	35	36	27	37	20	27	37	30
Satisfied	57	58	56	55	46	59	54	67	57	56	59
Dissatisfied	8	8	6	8	2	9	8	1	9	5	8
Very dissatisfied	4	8	3	1	16	5	1	12	7	2	3
Total satisfied	88	84	91	90	82	86	91	87	84	93	89
Total dissatisfied	12	16	9	9	18	14	9	13	16	7	11
<i>Base [n=]</i>	569	267	131	171	44	261	227	29	251	179	139

Table No. Lc: Light Rail – Why satisfied

Among those 88% of the sample who were SATISFIED with light rail: Table adds to more than 100% as many people offered more than one response.	Total %	REGION					
		Belconnen %	Gungahlin %	WV+WC+ Molo %	Tuggeranong %	Inner North %	Inner South %
General positive sentiment eg, great, satisfied, good, fine	14	17	15	17	11	10	7
Punctual/timely/reliable service	15	7	20	11	13	23	15
Fast/quick/efficient, no hold-ups, delays	15	15	14	14	7	20	15
Easy to use/convenient/accessible	15	14	20	13	9	13	15
Clean/comfortable/smooth ride/well maintained	14	14	14	12	11	20	7
Good service/works well/good transport option	12	15	8	16	18	10	4
Frequent/regular services	10	10	13	7	0	15	0
Highly satisfied eg, excellent, great	9	10	12	7	7	5	7
Looking forward to extension/expanded network/phase 2	6	6	2	11	9	8	4
Fun to ride/pleasant experience (kids love it)	4	5	2	1	7	4	4
Landmark project/important achievement/good development	3	4	2	3	4	4	4
No issues/problems/complaints/concerns	3	3	1	3	2	4	15
Well utilised/frequent use/popular	3	3	1	4	4	1	4
Staff helpful/friendly	2	0	1	1	2	6	0
Good timetable/schedule	2	3	3	3	0	3	0
Cheap/good value	2	1	3	1	2	1	0
Looks good/attractive/modern	2	0	1	5	2	1	7
Environmentally friendly/green/get cars off the road/reduce traffic	2	1	4	0	0	4	0
Safe/well-lit at night	1	0	1	1	0	3	0
Other	0	1	1	0	0	0	0
Unsure/no response	6	1	7	7	4	6	22
<i>Base [n=]</i>	498	118	116	73	58	98	35

Table No. Ld: Light rail – Why dissatisfied

Among those 12% of the sample who were DISSATISFIED with light rail: Table adds to more than 100% as some people offered more than one response.	Total %	REGION					
		Belconnen %	Gungahlin %	WV+WC+ Molo %	Tuggeranong %	Inner North %	Inner South %
Doesn't service enough of the population/suburbs/regions/not for all Canberrans/needs expanding	24	32	13	6	50	29	20
Waste of money/no benefits	21	24	38	29	0	14	0
No access/service in my area/not convenient for me	13	20	0	6	13	0	40
Expensive/costly fares/no zoning	6	0	0	0	25	14	20
Took/taking too long to build/over-budget	6	4	0	12	13	0	0
Scrap Phase2/expansion/extension	4	0	0	6	0	29	0
Can't use it/haven't used it	4	0	0	12	13	0	0
Poorly planned/ill-conceived/wrong technical solution	4	0	0	6	0	14	20
Interferes with traffic flow/causes traffic jams	3	8	0	0	0	0	0
Slower than taking the car	3	0	13	6	0	0	0
Not enough trams/not frequent enough	1	4	0	0	0	0	0
Replace with electric buses	1	0	0	0	0	14	0
Reduce/stop ticket checks	1	4	0	0	0	0	0
Other	7	12	13	6	0	0	0
Unsure/no comment	13	4	25	18	0	29	20
<i>CAUTION, VERY SMALL BASE SIZES</i> <i>Base [n=]</i>	73	27	9	15	9	5	8

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

Among those 12% of the sample who were DISSATISFIED with light rail: <i>Table adds to more than 100% as some people offered more than one response.</i>	Total %
Extend to other areas/go to Tuggeranong	39
Add extra trains to reduce overcrowding	15
Coordinate light rail and bus timetables at major stops/interchanges	11
Make free/introduce zoning/reduce fares	9
Give cars priority rather than trams	7
Provide more dedicated parking closer to stops	6
Reduce congestion at intersections	5
Move Civic stop to plaza or bus interchange	2
Unsure	13
<i>CAUTION, VERY SMALL BASE SIZES</i>	<i>Base [n=]</i> 73

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?