

# Light rail disruption survey

FINAL REPORT  
13 December 2021



**YOUR SAY**  
PANEL



ACT  
Government

YOUR SAY  
PANEL

## Background

As the construction of Light Rail to Woden progresses, the YourSay Panel has been engaged to gauge awareness of potential disruption and perceived impact on travel behaviour to, from and through the city.

The research will be used by the ACT Government to inform strategies and communications to help manage disruption and any possible impacts on travel, business and city utilisation.

### Methodological notes:

- All YourSay Panel members were invited to participate (n=5,782)
- The methodology is biased towards those with internet and computer literacy
- The results have been weighted to reflect relative population proportions based on the ABS Census
- Significance test applied at 95% confidence level
- In single choice questions, results may not add up to 100% due to rounding



How many?

**2,541**

Who?

**Panel members  
16+**

When?

**15 – 21 Nov 2021**








## In summary: travel behaviors

- Just over half of Panel members travel to, from or through the city centre at least once or twice a week on **weekdays (52%)**
- Around six in ten Panel members travel to, from or through the city centre at least once or twice a month on **weekends (62%)**
- **Shopping (75%)** and **social actives (63%)** are the main reasons Panel members travel to, from or through the city centre, while around a third do so for **paid work (36%)**
- Just under a third of Panel members (30%) have returned to **pre-lockdown levels of travel** to, from or through the city centre
- Around half of Panel members (49%) expect to return to pre-lockdown levels of travel **within the next three months**, while around one in ten (13%) say they won't return to pre-lockdown levels of travel

### Transport usage

Use any form of public transport	<b>42%</b>
Use any form of active travel	<b>23%</b>

### Mode of transport

	<b>84%</b>
	<b>30%</b>
	<b>20%</b>
	<b>14%</b>
	<b>12%</b>
	<b>7%</b>
	<b>4%</b>






## In summary: views on Light Rail to Woden

- Knowledge around specific aspects of construction is not widespread or in-depth including where construction is happening or timelines for construction
- Half of Panel members say they **know a lot / some details about the benefits** of building light rail to Woden
- Just under six in ten of those aware of the project have considered whether this will impact their travel behaviour (57%)
- Overall, two in ten (22%) Panel members have **considered actions or alternate steps** for they might take to travel to, from or through the city – *includes those who do not regularly travel to travel to, from or through the city or not aware of the light Rail to Woden project*
- The most common alternate actions or steps considered largely relate to **minimising trips to the city** or avoiding peak travel times
- Business owners who operate a mobile business (e.g. tradies, taxis) or have a physical shopfront are most likely to feel like light rail construction will have a negative impact (44% and 41% respectively) on their business

### Knowledge of the project

Where construction work is taking place	44%
How long construction will take	25%
Expected traffic disruption	33%
ACT Government plans to manage disruption	14%
The benefits of building light rail to Woden	51%

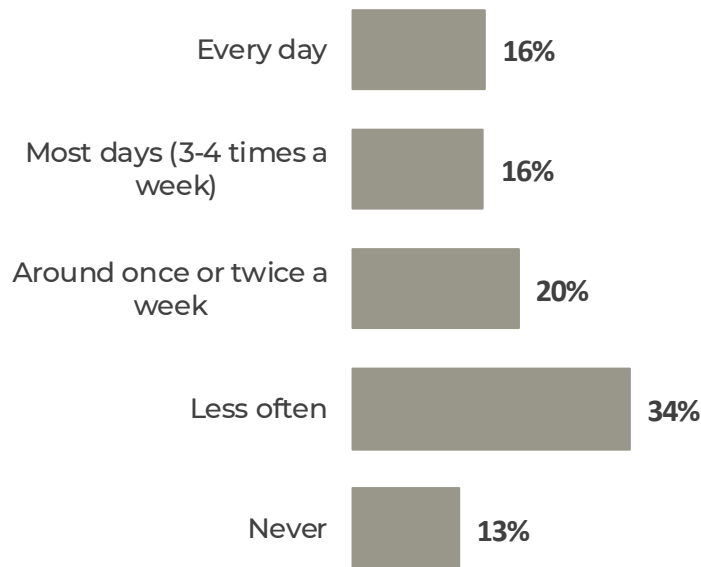
### Preferred forms of assistance

				
35% TRAVEL APP WITH REAL TIME DELAYS	32% SIGNAGE/ROADSIDE MESSAGE BOARDS WITH REAL TIME DELAYS	26% AFFORDABLE PARKING OUTSIDE CITY	24% REDUCED FARES FOR PUBLIC TRANSPORT	23% GOOGLE ALERTS WITH REAL TIME DELAYS

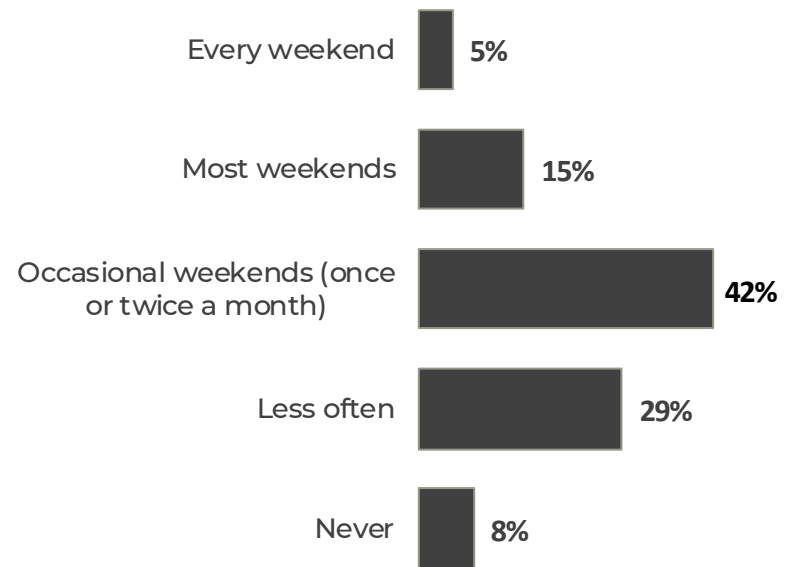
# Current travel patterns

## Around half of Panel members tend to travel to, from or through the city weekly or more often

*Q. before the ACT went into lockdown how often would you typically travel to, from, or through the city centre (Civic) on weekdays?*



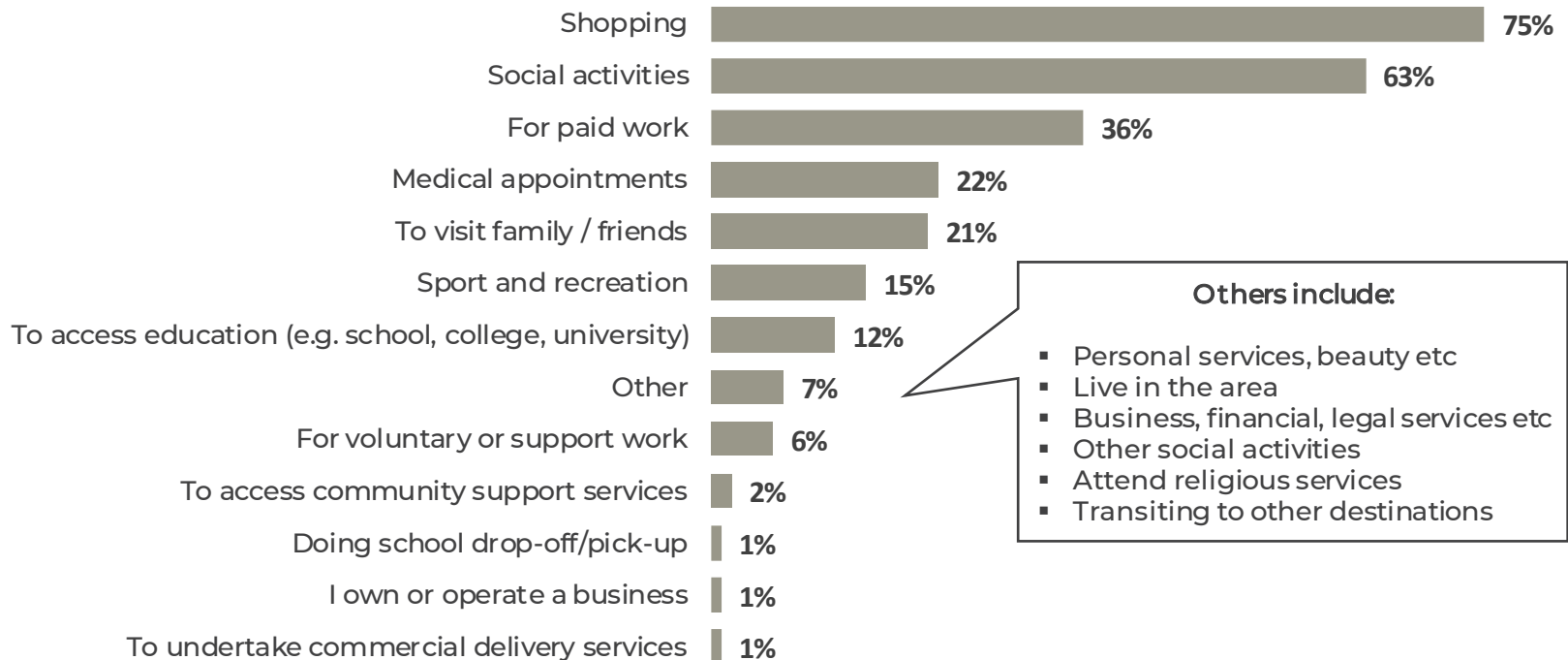
*Q. And how often would you typically travel to, from, or through the city centre on weekends?*





# Most common reasons for travel are for shopping and social activities. Around a third cite paid work as a reason

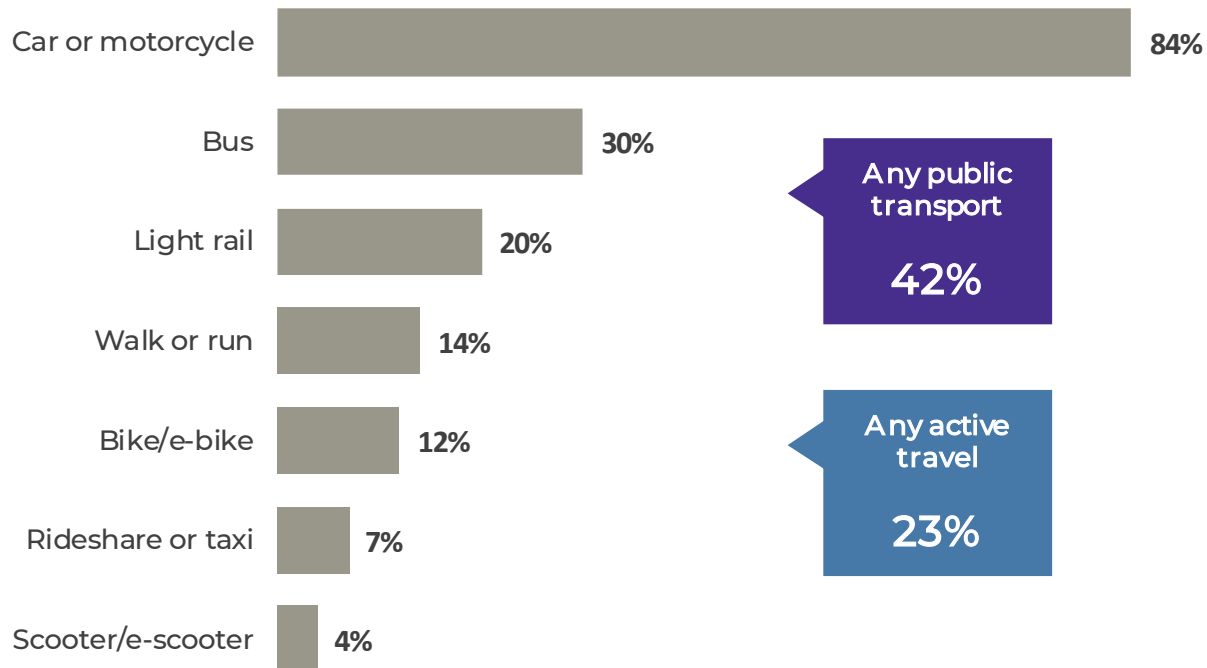
*Q. For what reason(s) do you usually travel to, from or through the city centre?*





# Car or motorcycle is the dominant mode of travel, though four in ten use public transport to access the city

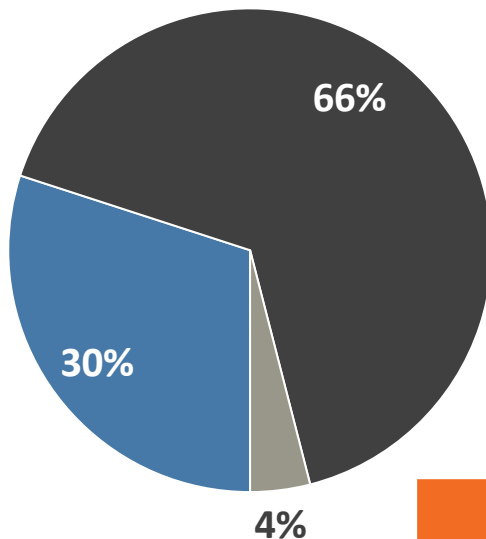
*Q. And how do you usually travel to, from or through the city centre?*





# Two-thirds of Panel members are yet to return to pre-lockdown levels of travel into or from the city

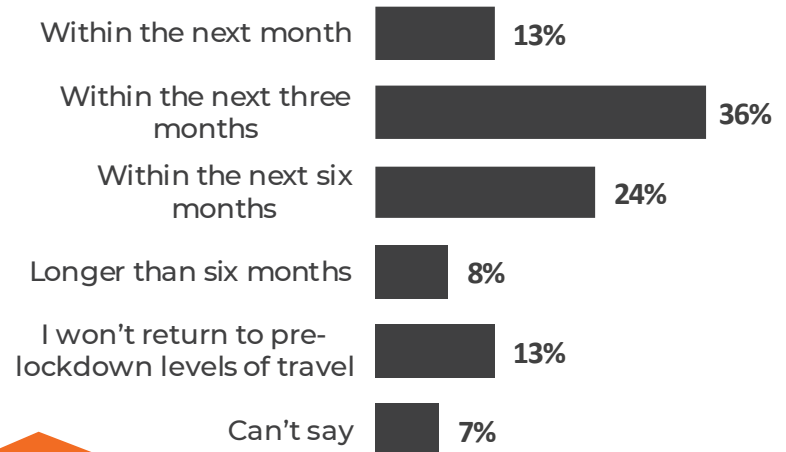
*Q. Has the amount of travel you make to, from or through the city centre returned to pre-lockdown levels?*



- Yes
- No
- Can't say



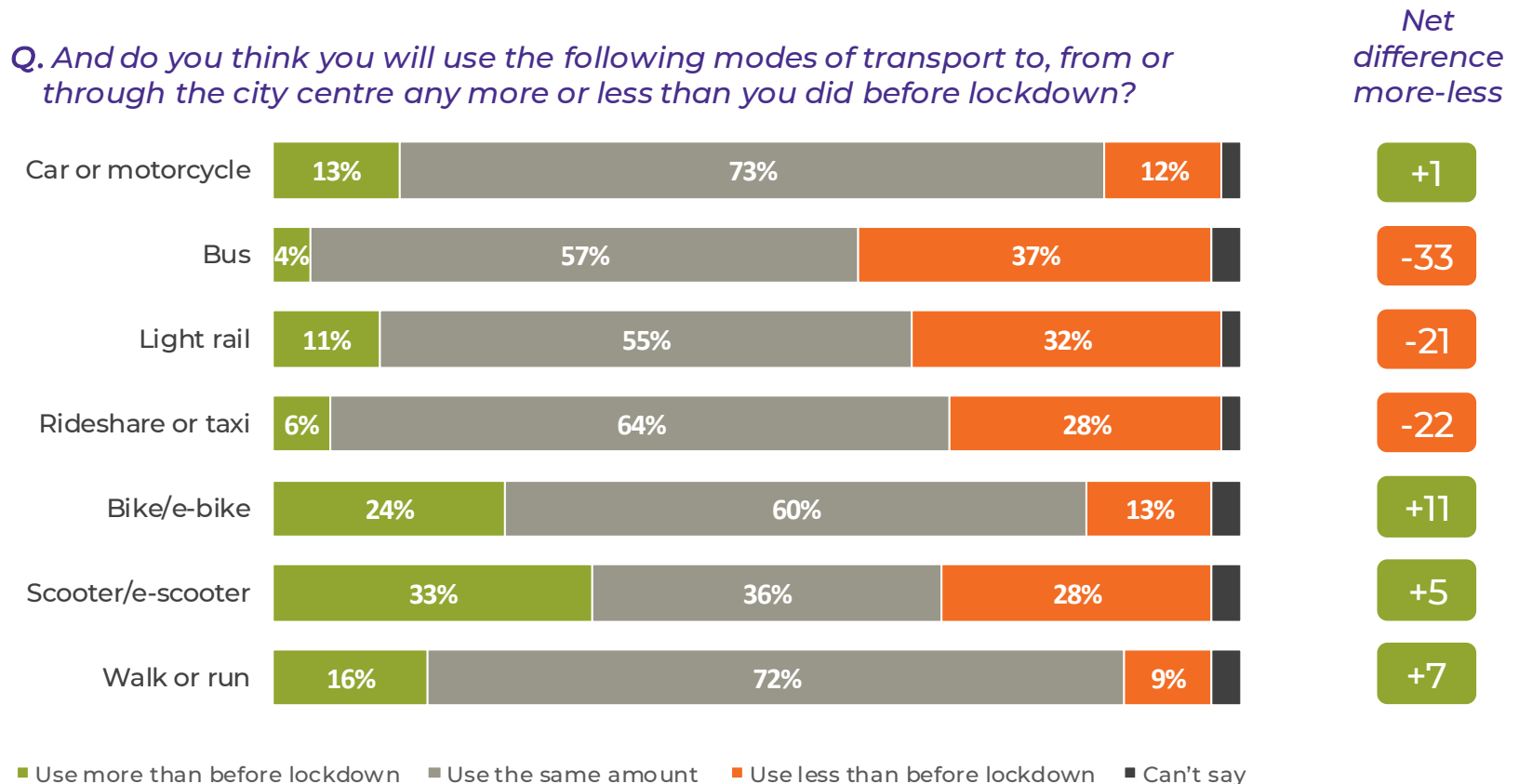
*IF NO: Q. When do you think you will return to pre-lockdown levels of travel to, from or through the city centre?*



### Why unlikely to return?

- Changes in circumstances e.g. changed jobs or moved to a different area
- Working from home / flexible work
- Health concerns related to COVID-19
- Cost of parking in city

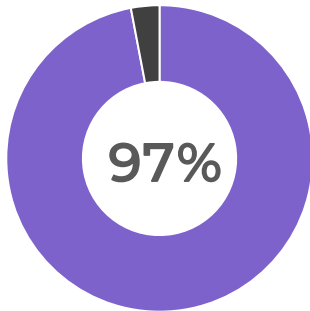
## Intentions suggest an increase in active travel and decrease in public transport use following the lockdown



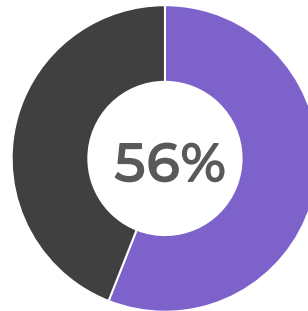
# Understanding of Light Rail to Woden construction



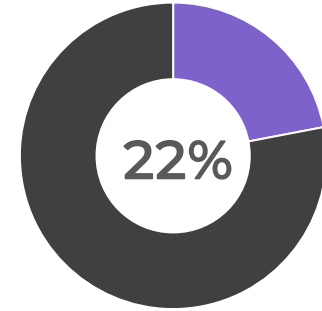
## Awareness of construction of Light Rail to Woden is high but consideration of travel impact and planning is lower



Are aware of the light rail to Woden project



Have considered impacts of construction on their travel behaviour  
(All survey participants)

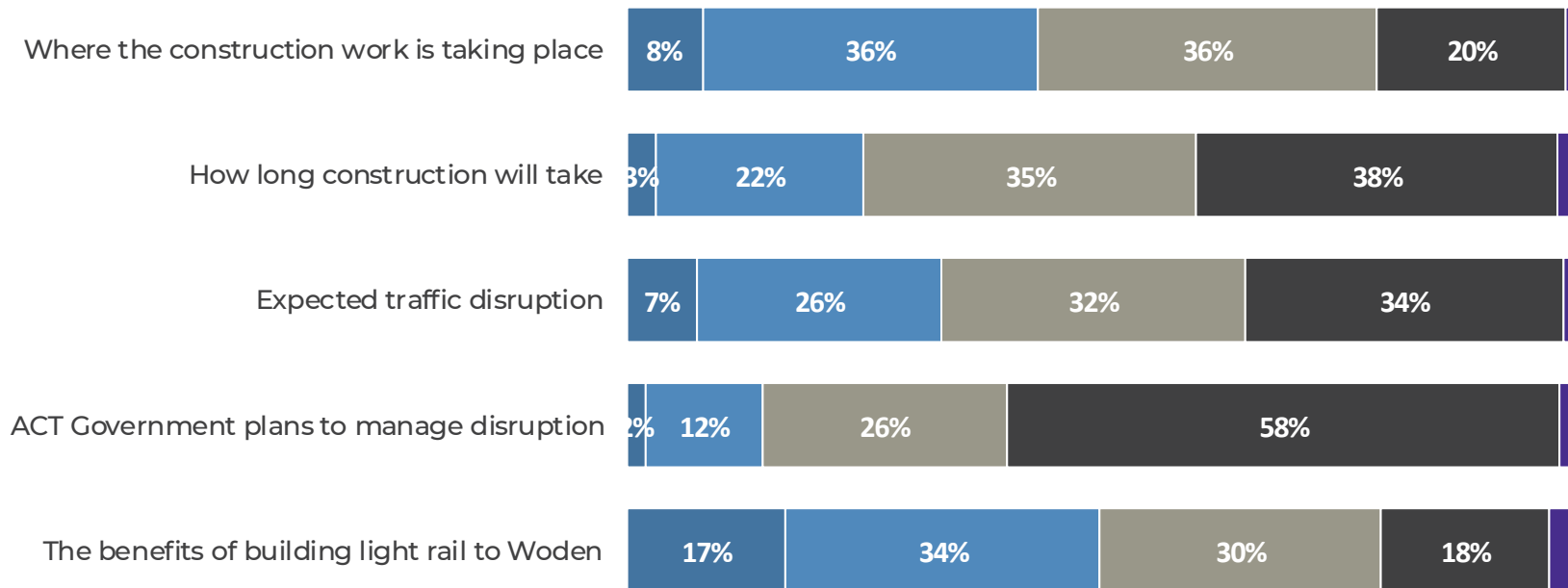


Have considered alternative steps or actions for their travel to, from or through the city  
(All survey participants)

n.b. 41% of those who have considered the impacts of construction on their travel behaviour have also considered alternate steps for travel to, from or through the city centre

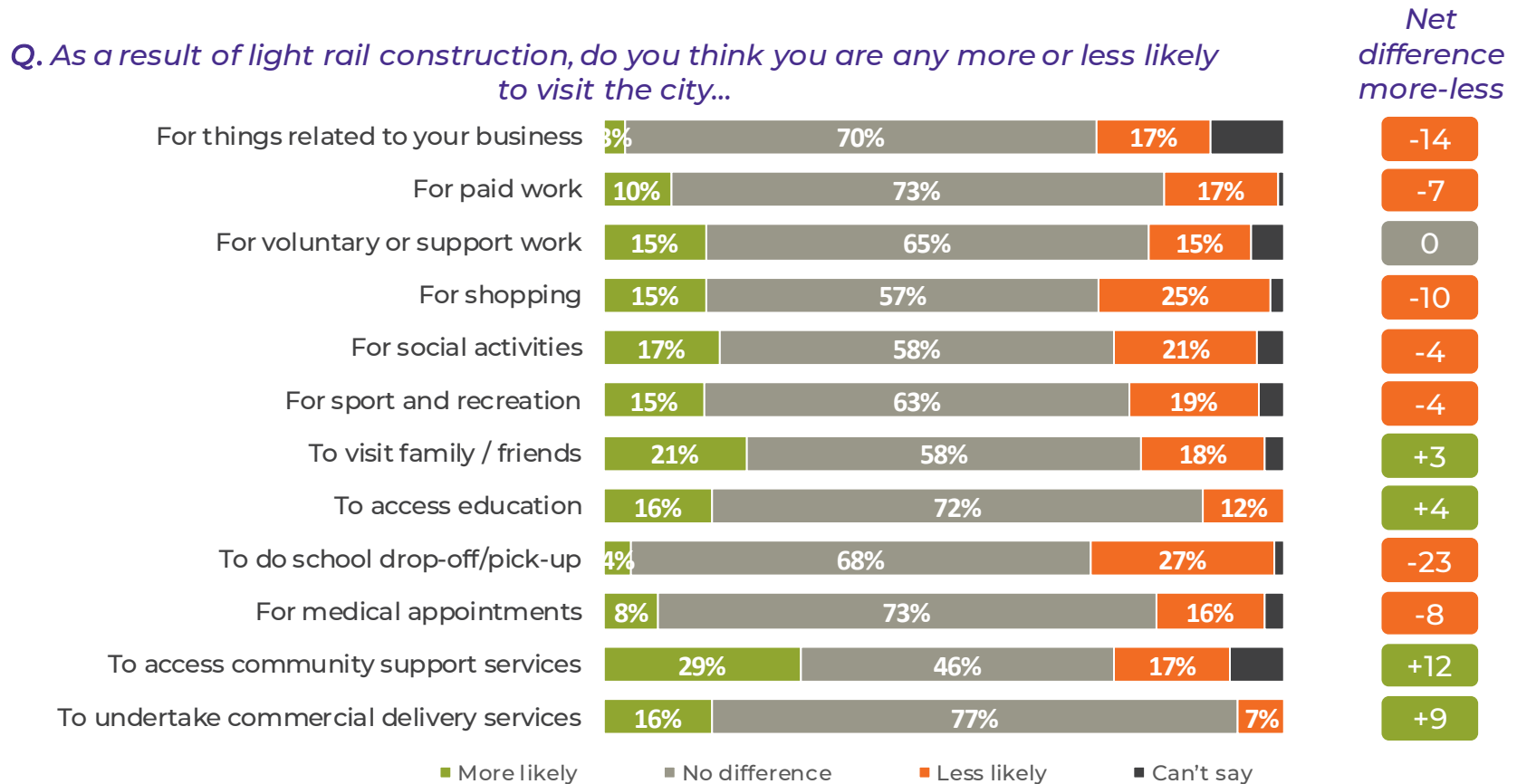
## Detailed knowledge concerning different aspects of light rail construction is somewhat limited

*Q. How much do you know about the following aspects of the project*



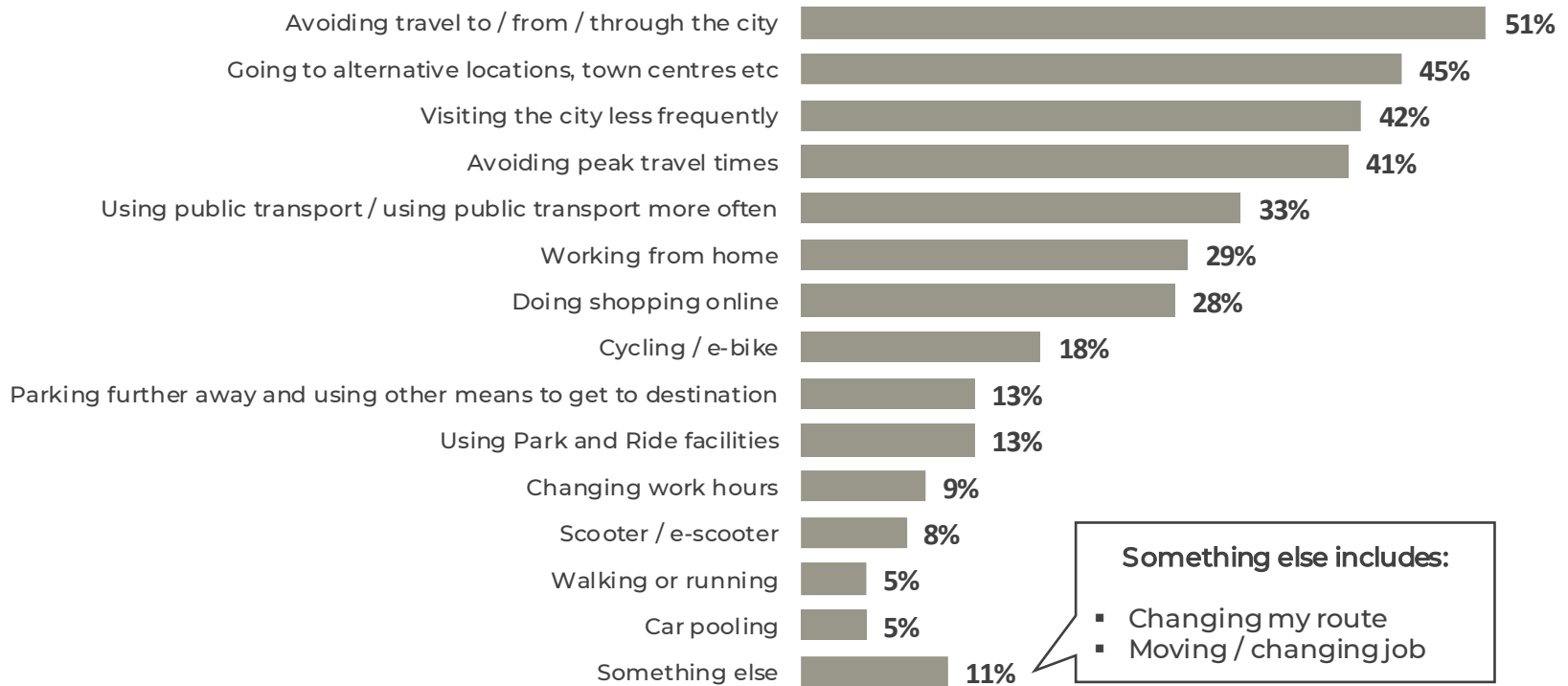
■ I know a lot about this 
 ■ I know some details about this 
 ■ I know a little about this 
 ■ I know nothing about this 
 ■ Can't say

# Majority of Panel members say they are no more or less likely to go to the city for different activities



# Of those who have considered travel alternatives, intent to avoid the city tends to arise most often

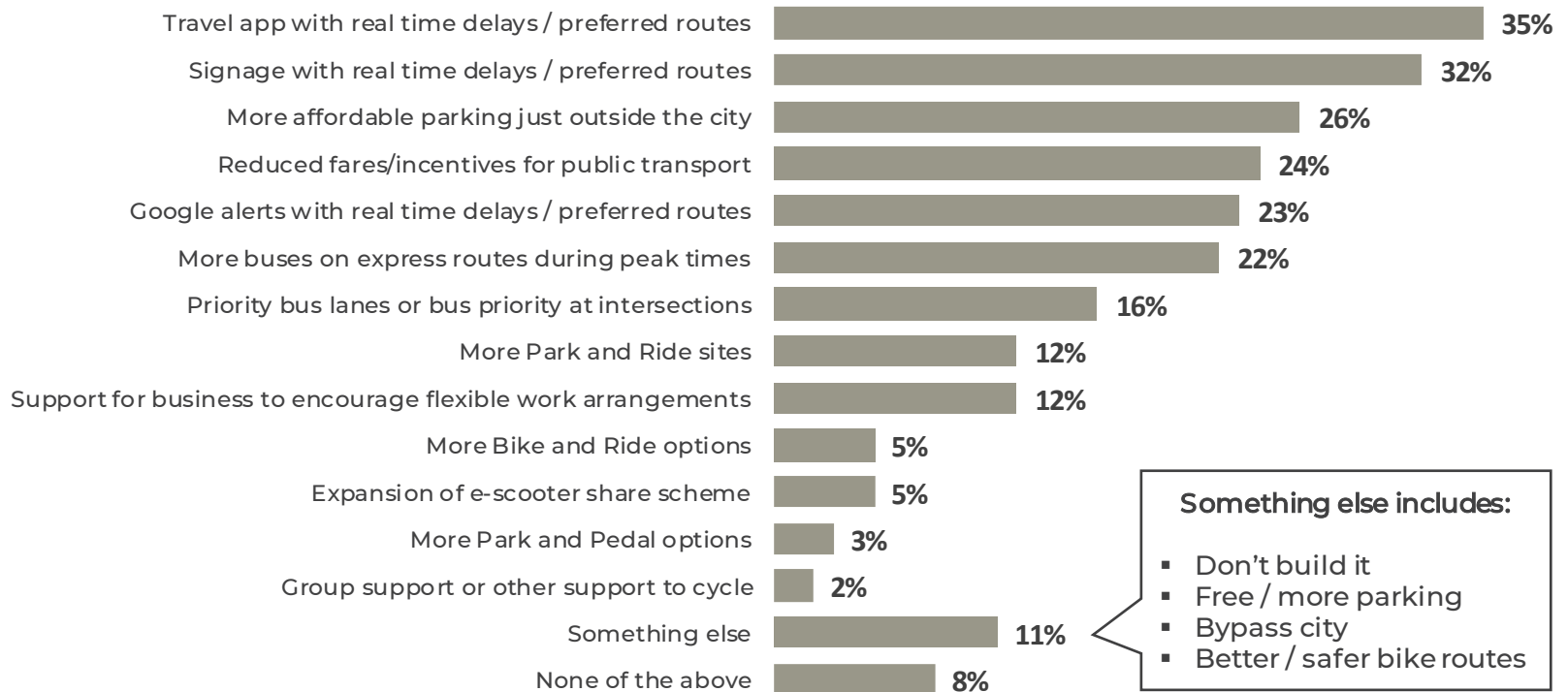
## Q. What actions or alternative steps have you considered?





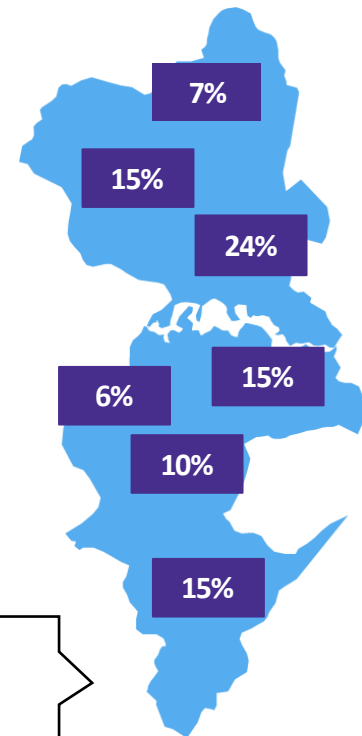
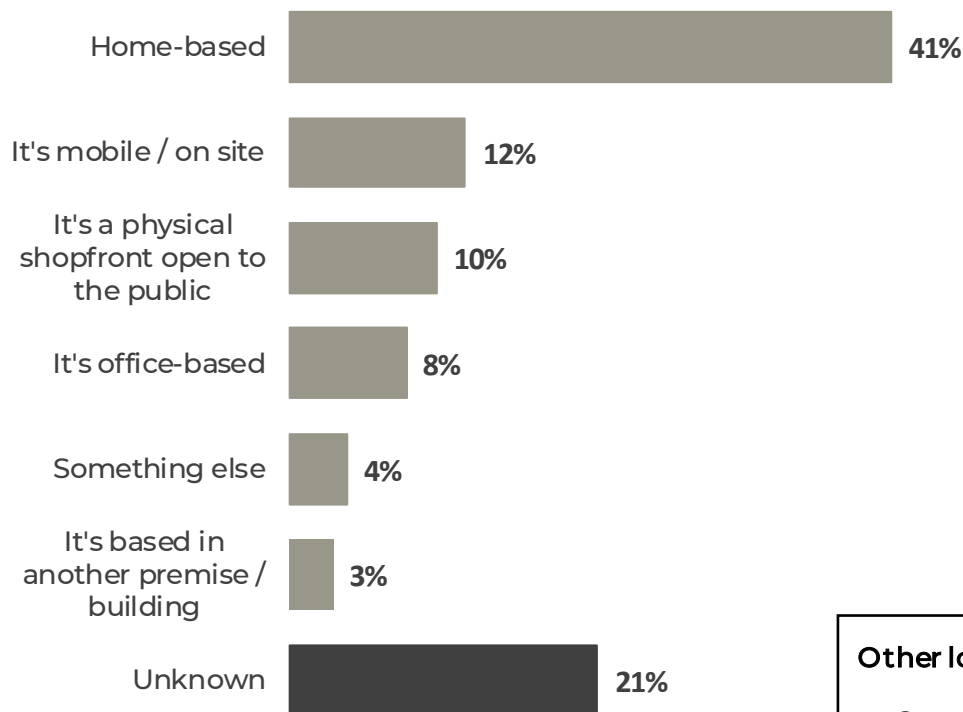
# Real time information along with incentives to promote alternative behaviour tend to resonate most

Q. Which of the following, if any, would best help you to manage travel disruption? (Select up to 3)



# Business owner perspectives

Business owner perspectives should be treated with caution as participation is skewed toward home-based businesses or business type is unknown (sample profile unweighted)



**Other locations**

- Outside ACT (3%)
- Somewhere else (2%)
- Prefer not to say (2%)

## Business meetings and access to business premises tend to be the main reasons for travel to or from the city

*Q. For what purpose/s do you travel to, from or through the city for business?*

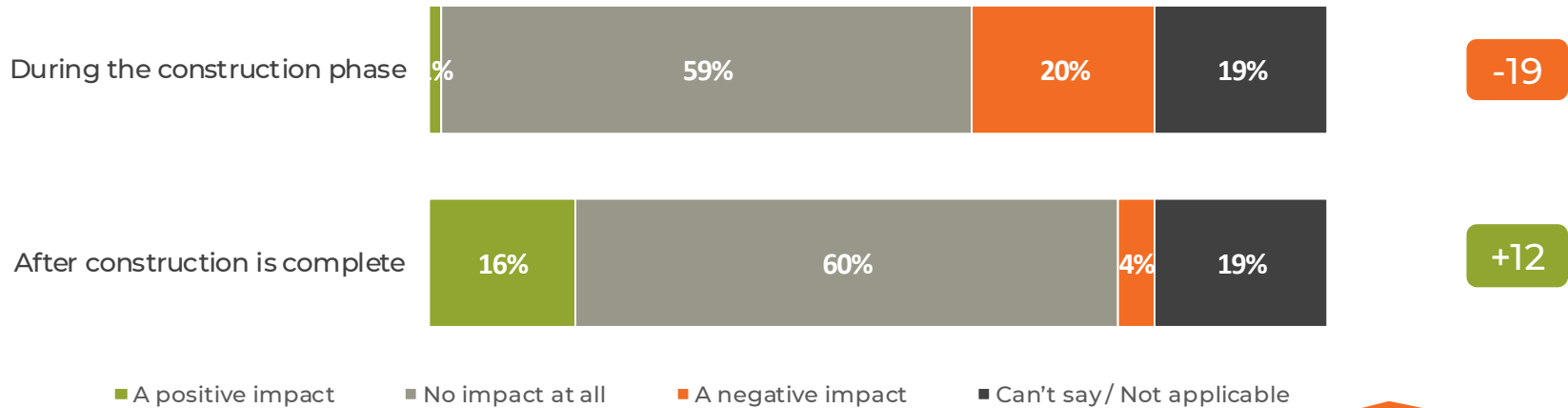




# One in five business owners feel there will be a negative impact on their business during construction

Q. What kind of impact, if any, do you think light rail to Woden will have on your business?

Net difference more-less



### How negatively impacted?

- Increased time spent travelling
- Decreased demand / fewer customers
- Difficulty getting to meetings, business appts
- Difficulty for staff getting to work
- Will restrict accessibility for customers / clients

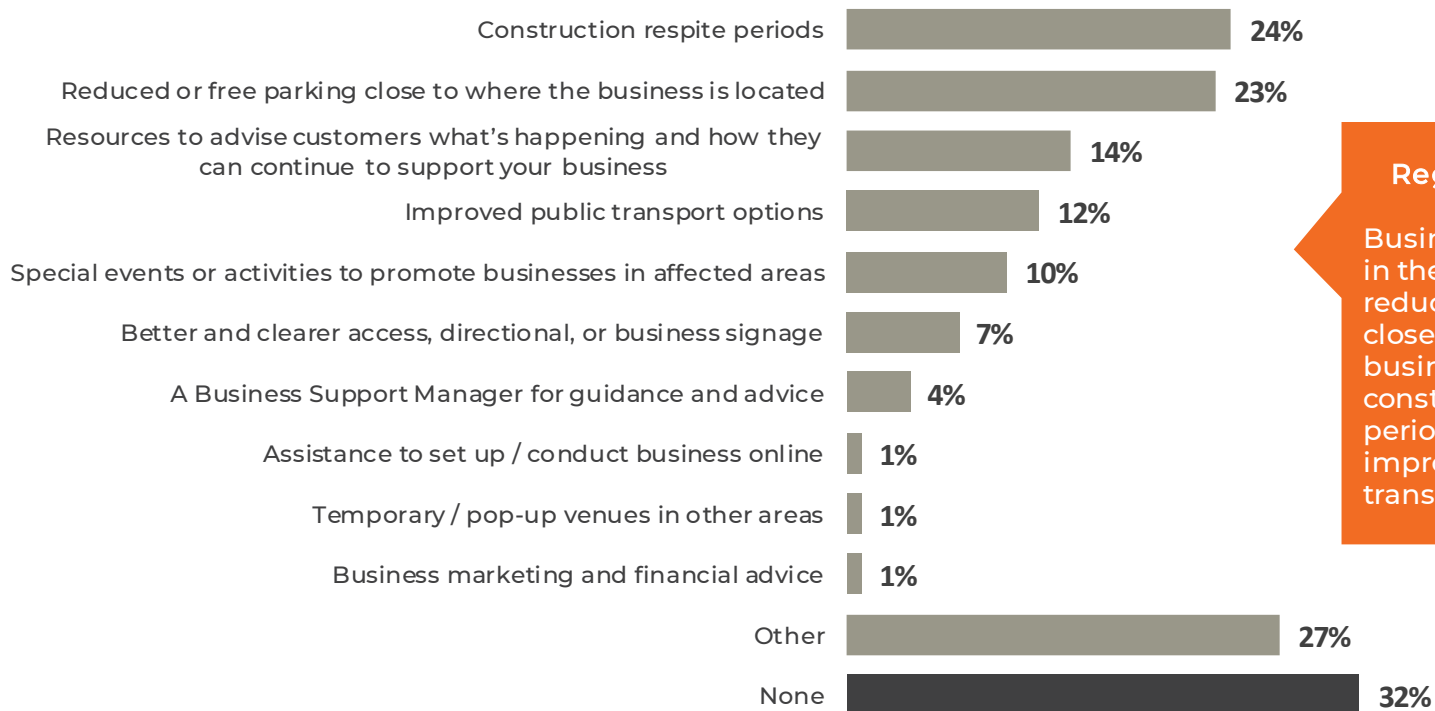
### Regional perspectives

22% of businesses located in the Inner North (including Civic) feel that construction of light rail will have a negative impact on their business. Total sample n=52

**Caution low base:** Less than a third (31%) of the sample are mobile (6%), have a physical shopfront (10%) or occupy office space (15%).

## Elements that might help businesses to manage impacts include construction respite periods and reduced or free parking

*Q. What, if anything, might help your business to manage these impacts?*



### Regional perspectives

Business owners located in the Inner North prefer reduced or free parking close to where the business is located (41%), construction respite periods (34%) and improved public transport options (34%)

# Appendix



## Additional comments or questions about the construction of light rail to Woden covered a very wide range of topics

*Q. Do you have any other comments or questions regarding the construction of light rail to Woden?*

It's a positive step / looking forward to it being built / sooner the better / just get on with it

Prioritise extension of light rail to Belconnen and/or Tuggeranong

Concerns about cost/benefits of the project / spend money on other essential services first

Consider alternate technology such as trackless trams or electric buses

Extend light rail to other key locations including Mawson, the Canberra Hospital and Canberra Airport

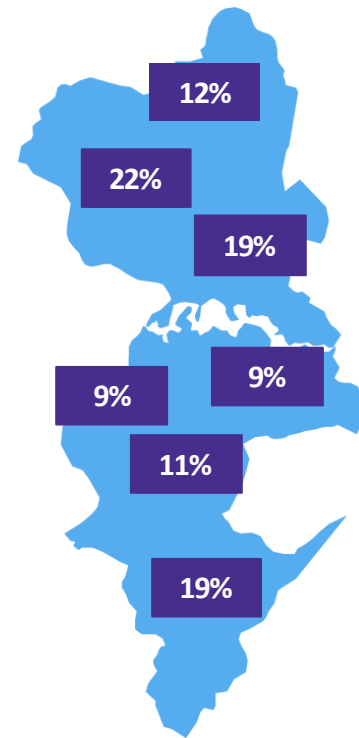
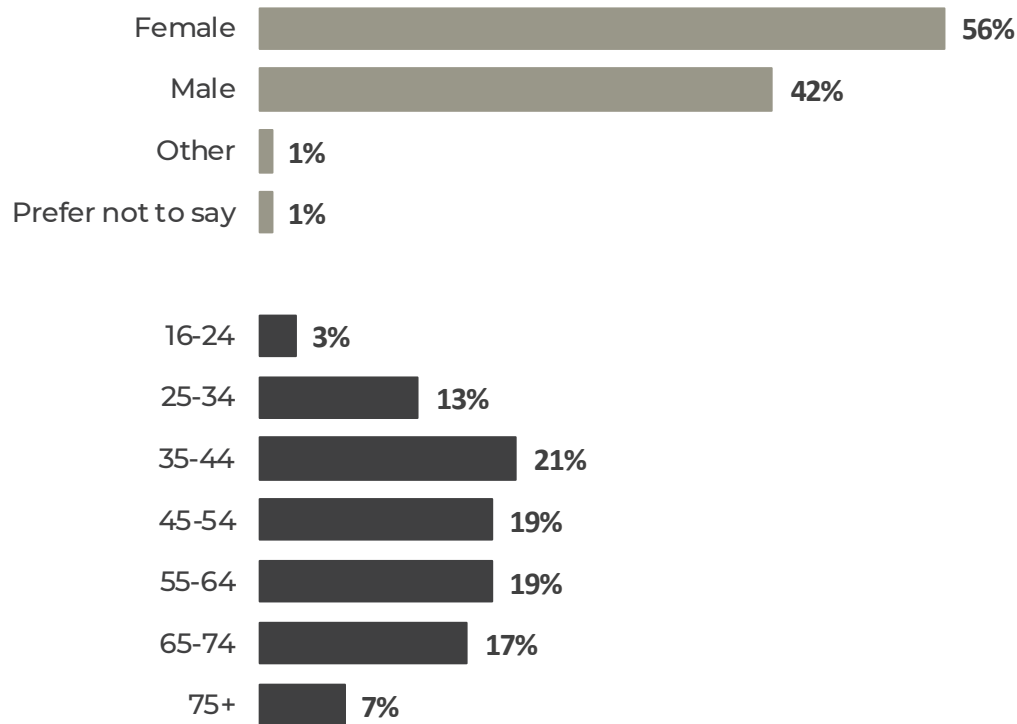
Concerns about impacts of construction and roadworks on commute times and mobility

Concerns about likely travel times compared to alternate modes of transport

Consider impacts of construction on the environment / City Hill



## Survey sample profile (unweighted)



## About the YourSay Panel

- Around **6,000** Panel members have signed up to have their say through the YourSay Community Panel
- The Panel captures the pulse of the community at a given point in time through regular online surveys about a range of topics
- Panellists are recruited through a mix of online and offline channels but must have internet access and an email account to take part
- The Panel closely resembles the overall ACT population by age, gender, region as well as a range of other demographic characteristics
- Members are invited to take part in approximately two activities per month and participation is completely voluntary
- The membership base is highly active with around 4 in 10 members completing each survey on average
- Regular checks are made to ensure results are accurate by comparing them to other independent survey research

**5,880**

Current members

**41%**

Survey response rate

**88%**

Active in past 12 months

**40+**

Major surveys completed



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