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**YOURSAY**  
Community panel



# YourSay Community Panel Transport & City Services Survey

## Summary Report

27 April 2021





**Background:** Transport Canberra and City Services (TCCS) utilised the YourSay Community Panel to undertake research with the ACT community about a range of services they provide. This included questions relating to use and experiences with public transport and active travel, bulky waste collection, and dog registration.

**Purpose:** The findings from the survey will help TCCS and the ACT Government more broadly to plan and refine policies and programs according to how Canberrans are engaging with services. Results will also help to inform communication and messaging approaches about these services to the public.

**Timeframe:** The survey took place between **24 Feb-1 March 2021**.

**Sample:** **1,766** YourSay Community Panel members completed the survey.

**Weighting:** The results have been weighted to reflect relative population proportions based on Australian Bureau of Statistics (ABS) Census figures.

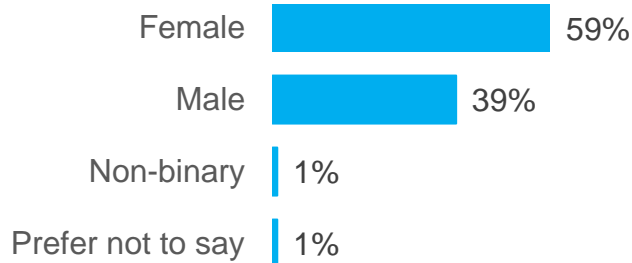
**Rounding:** In single choice questions, results may not add up to 100% due to rounding.

**Limitations:** The methodology is biased towards those with internet and computer literacy.

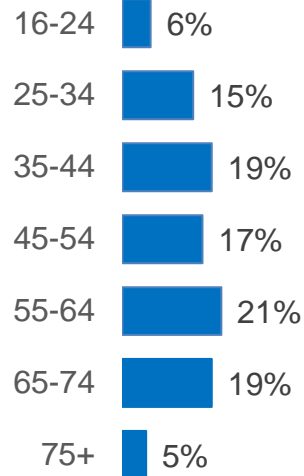


## Sample profile (unweighted)

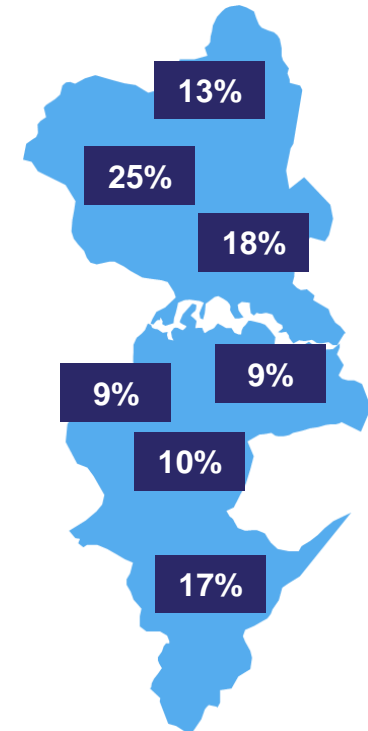
### Gender



### Age



### Region





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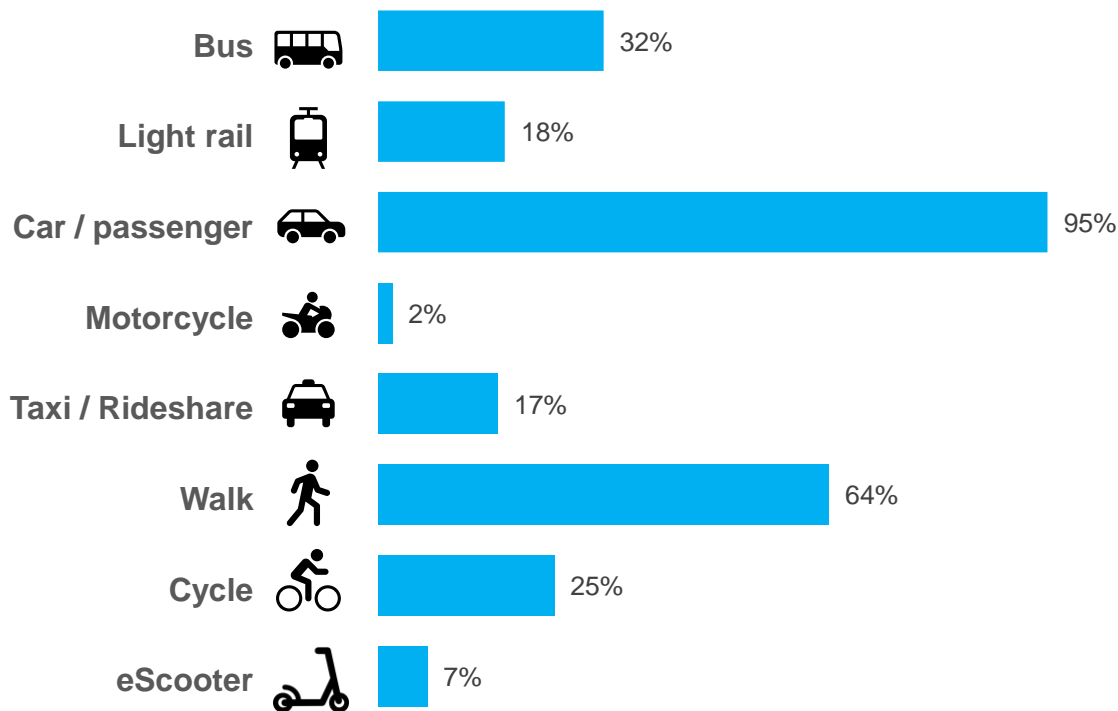
# Travel methods





## Car use is dominant though active options and public transport also emerge for travel to some activities

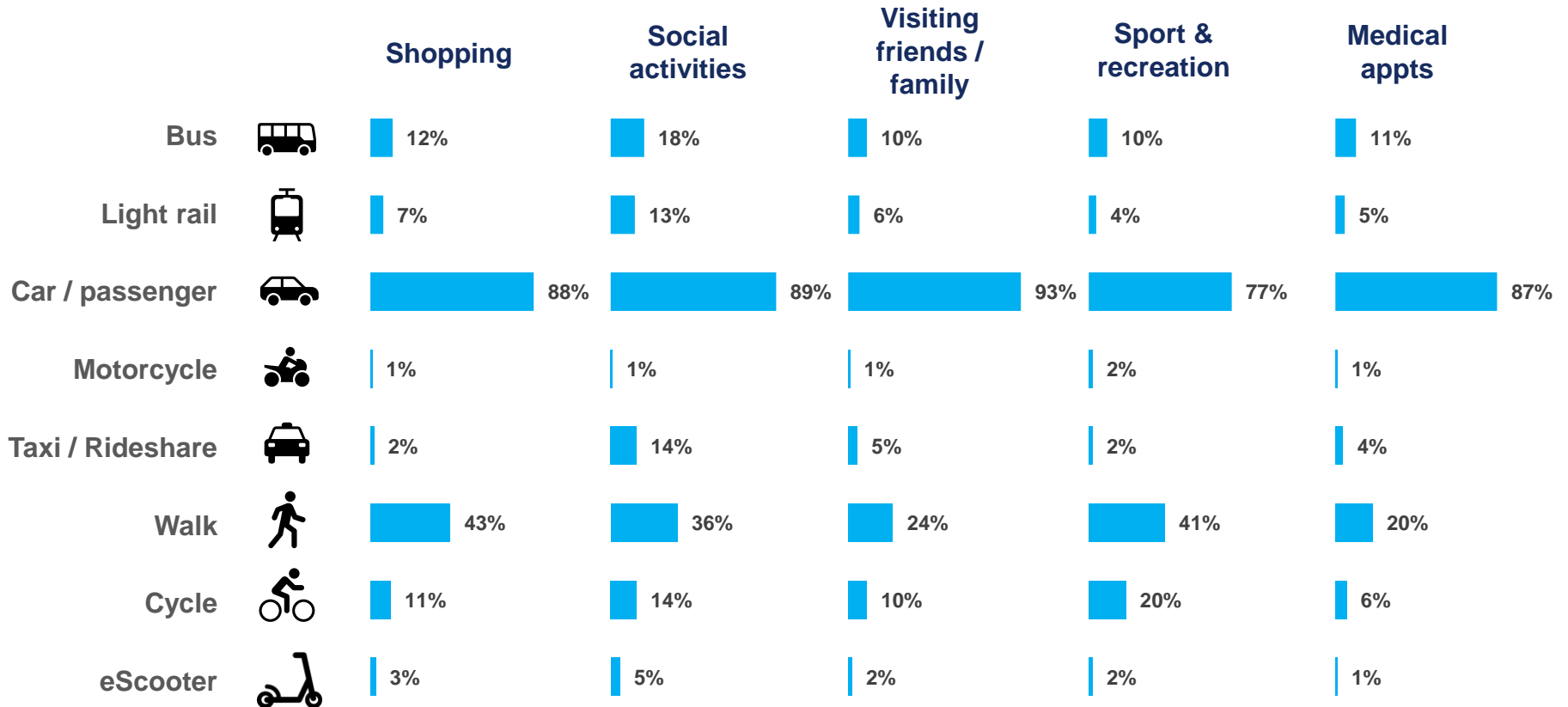
Q. How are you travelling for the following activities? – any activity





# Car is the dominant form of transport for all activities

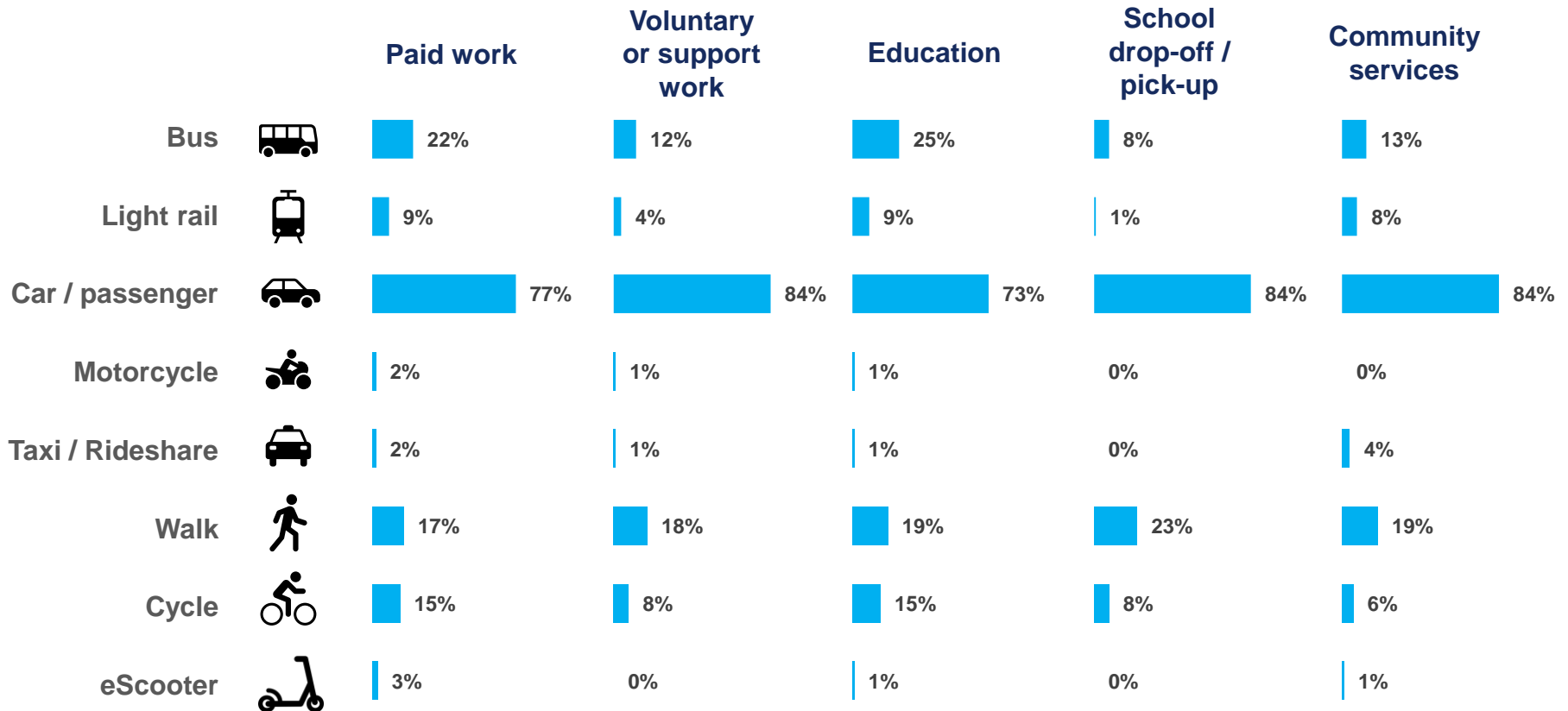
Q. How are you travelling for the following activities? \*





# Work and education are the most common purpose for which public transport is used

Q. How are you travelling for the following activities? \*





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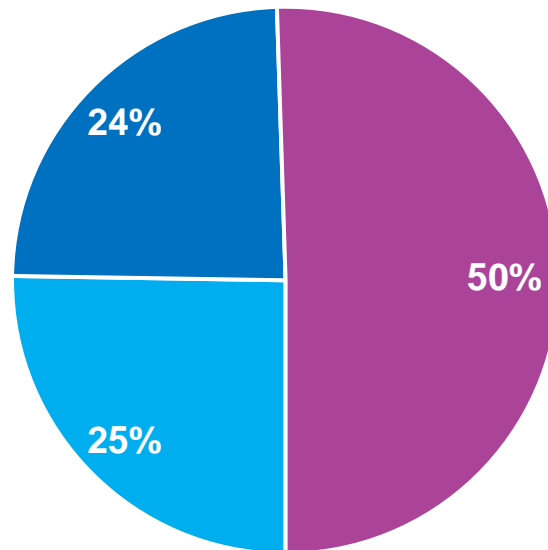
# Public transport





## Around half of Canberrans are using public transport

*Q. Do you currently use public transport (bus or light rail) or have you done so in the last 3 months?*

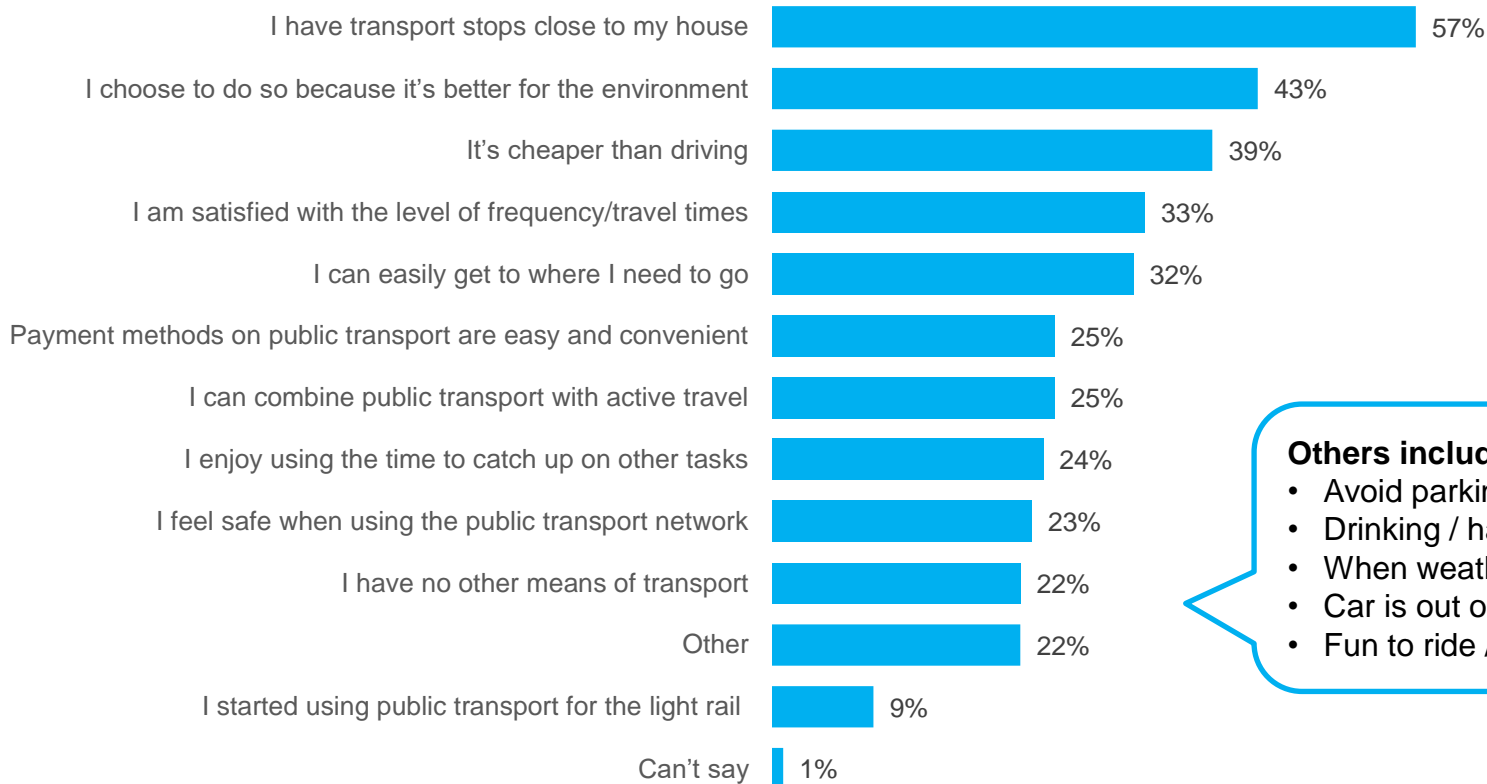


- Yes - currently use
- Yes - have used in past 3 months
- No



# Convenience, environmental good and cost saving are key drivers of public transport use

Q. What are some of the reasons you use public transport?



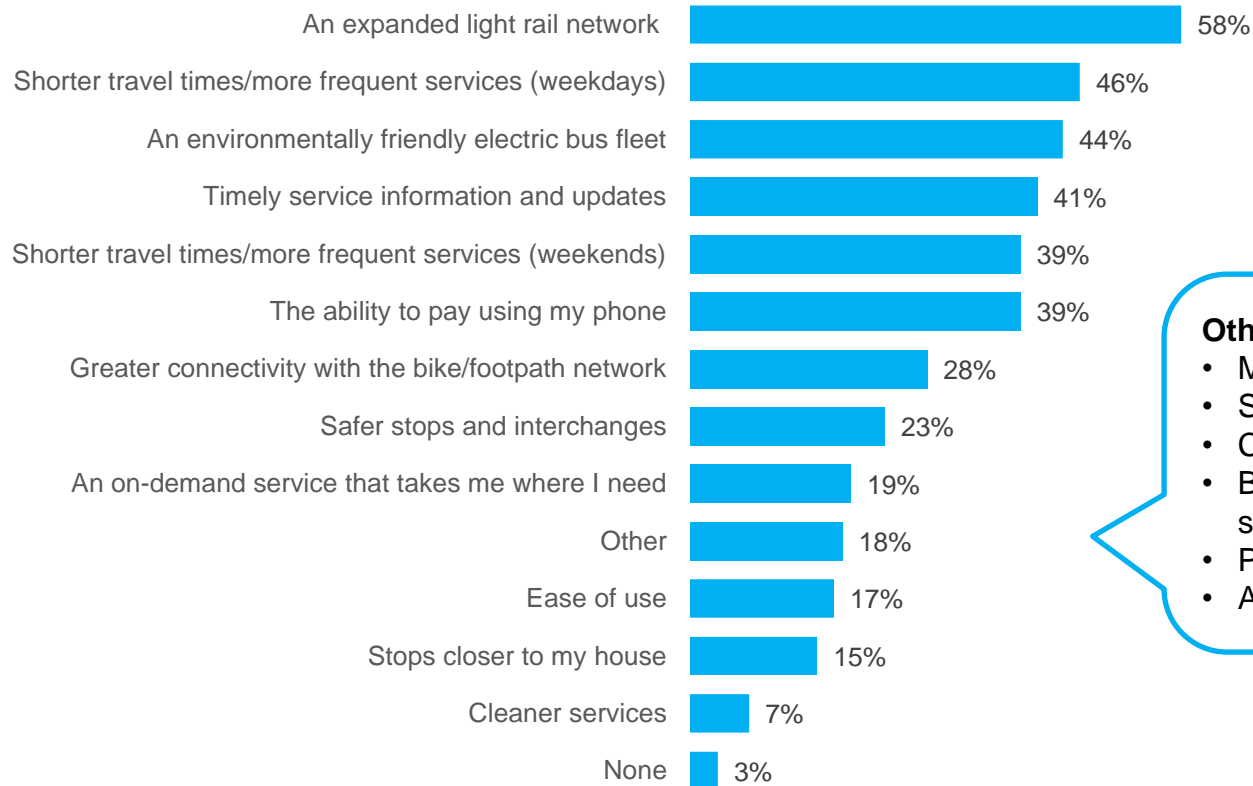
**Others include:**

- Avoid parking charges
- Drinking / having a night out
- When weather is bad
- Car is out of action / used
- Fun to ride / more relaxing



# Expansion of light rail, service frequency, and service information all key aspects which users feel could improve experience

Q. What are some of the things to do with public transport you feel could be improved?



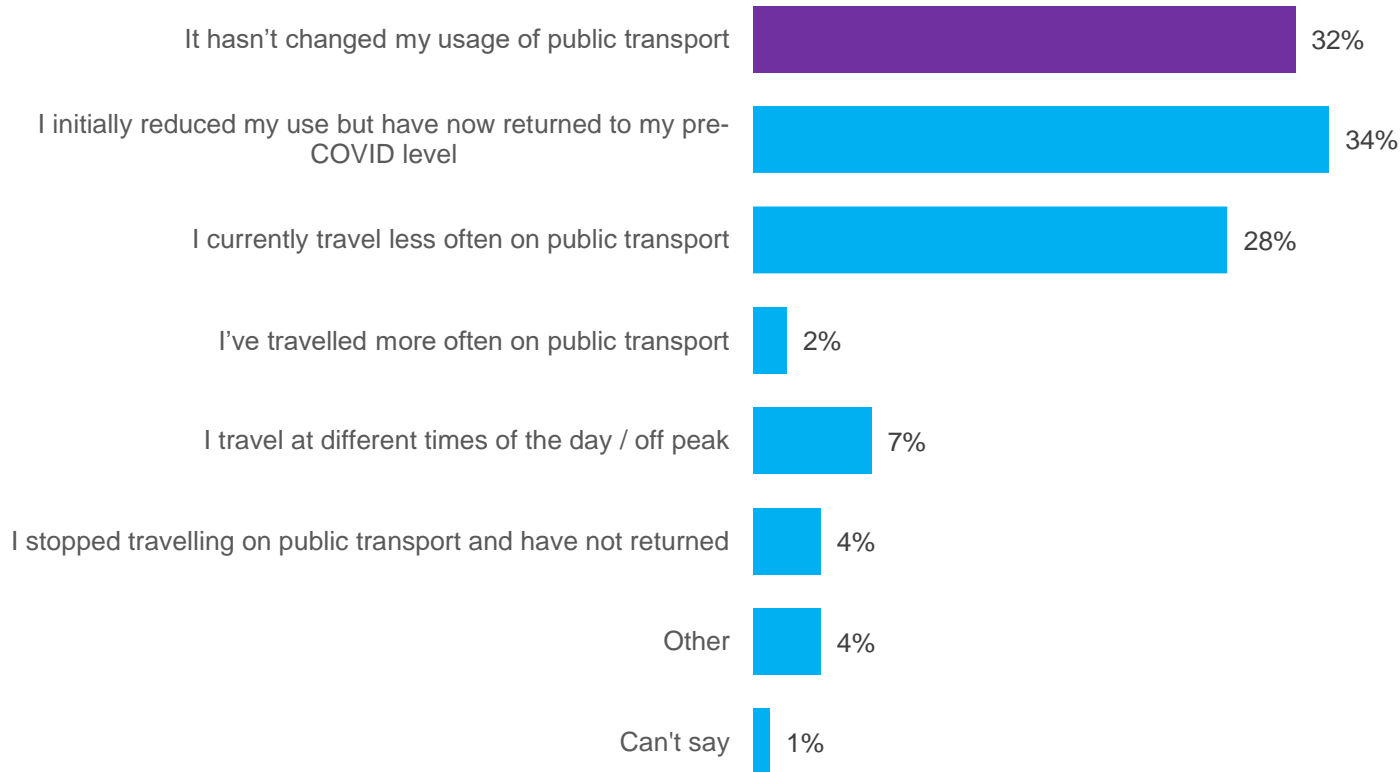
**Others include:**

- More direct / express routes
- Stops closer to me
- Cheaper / subsidised fares
- Better facilities (stops, shelters, interchanges)
- Park and ride options
- An app / live tracking



## Around two-thirds of users are travelling at 'pre-COVID' levels

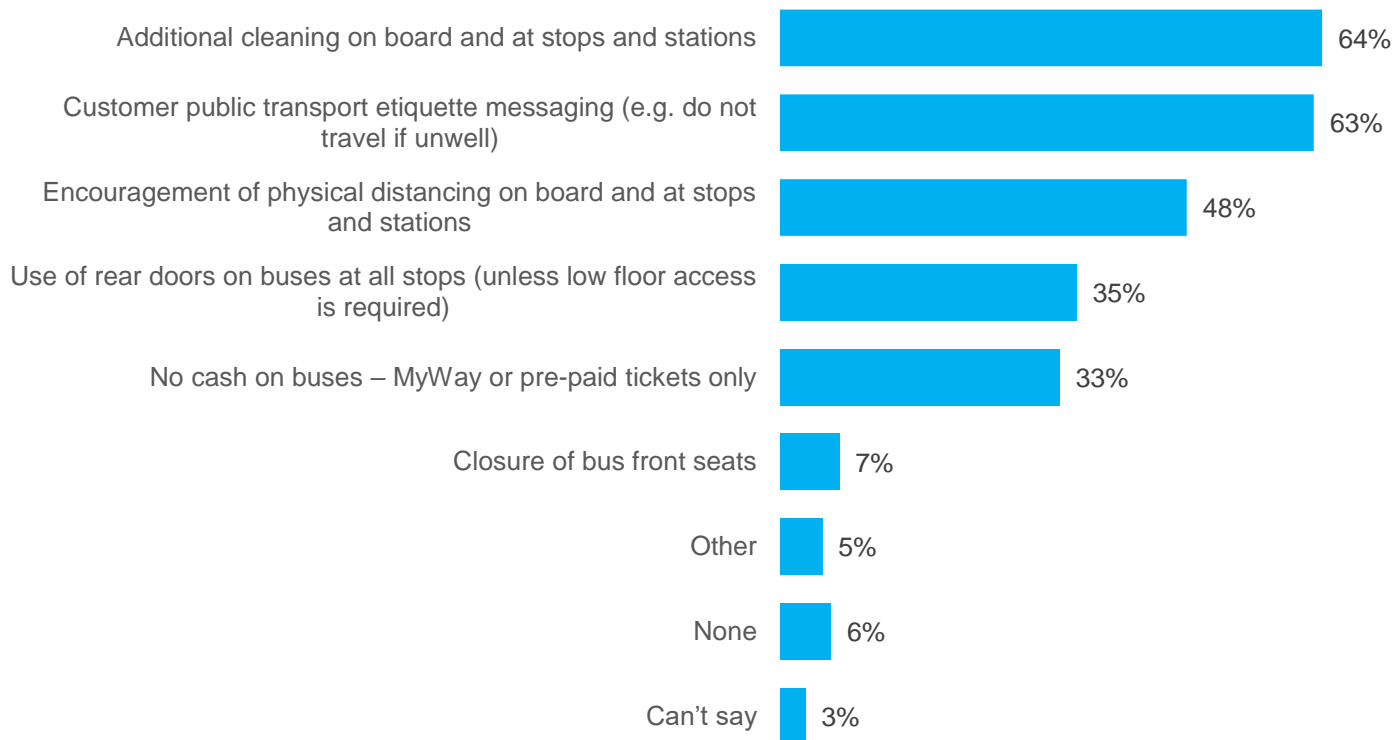
*Q. How has your use of public transport changed due to COVID-19, if at all?*





## Additional cleaning and health messaging have majority support for continuing after COVID-19

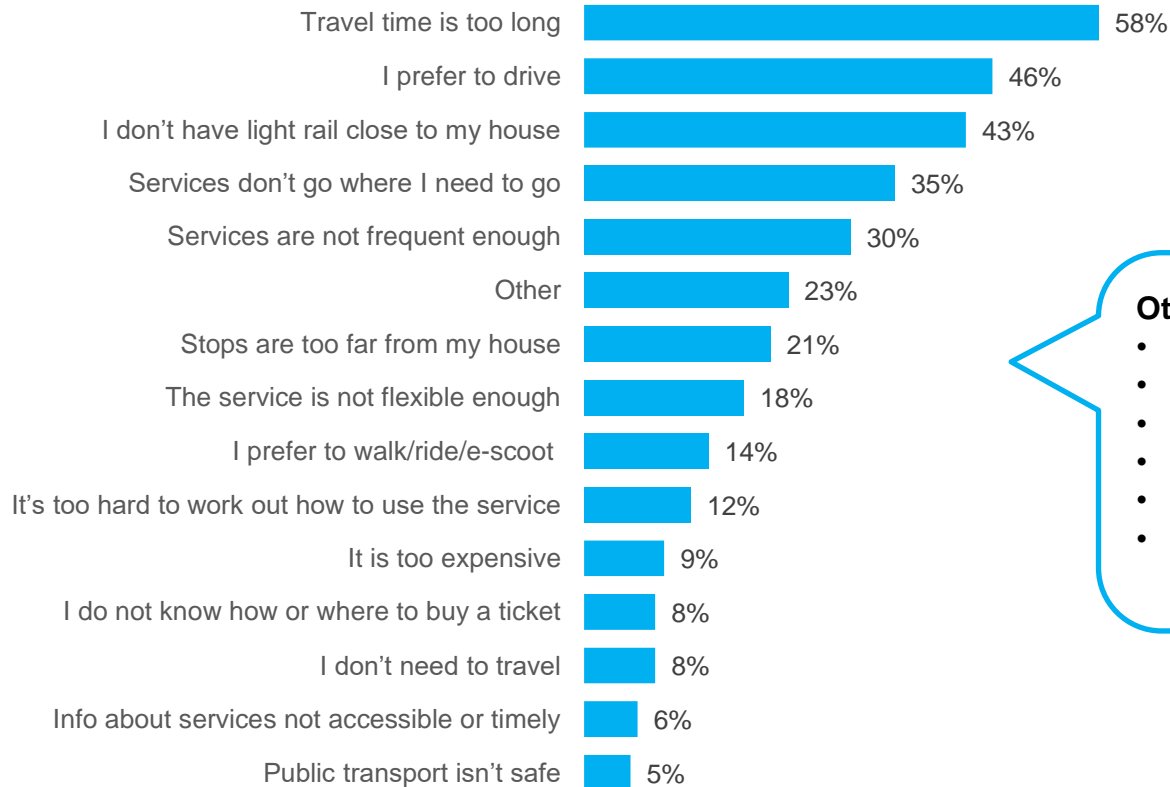
*Q. Of the current COVID-19 safety measures in place on public transport which do you believe should continue into the future (post COVID-19)?*





## Convenience factors are common barriers to use, with travel time having a key bearing

Q. Why do you not use public transport at the moment?



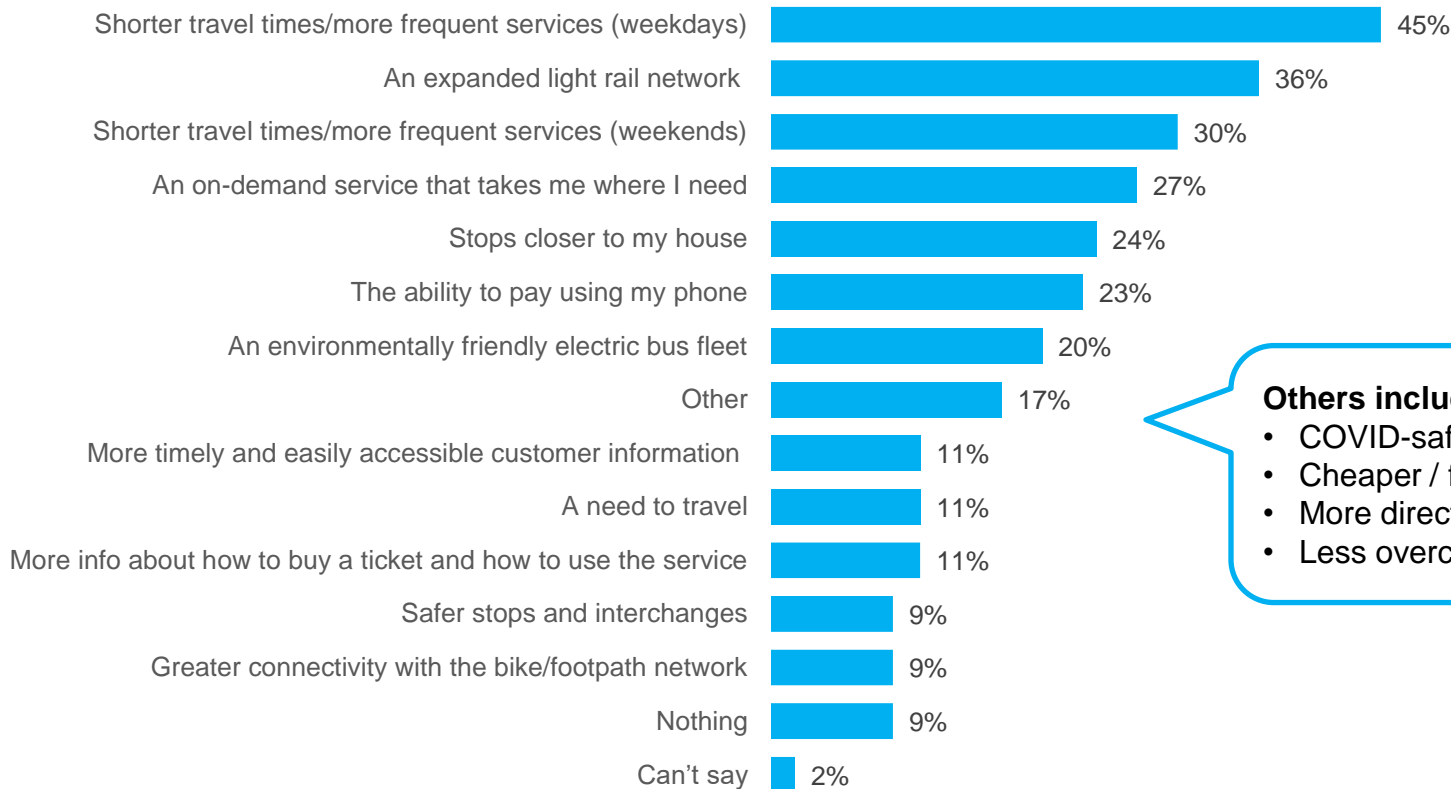
**Others include:**

- Concerns due to COVID-19
- Accessibility, mobility issues
- Services too busy, packed
- Doesn't run when needed
- Weather – too hot / cold to wait
- Need to drive for school drop-off / pick-up



## Travel time and frequency, along with expansion of service network, act as the main motivators for potential uptake

Q. What, if anything, might encourage you to use public transport?



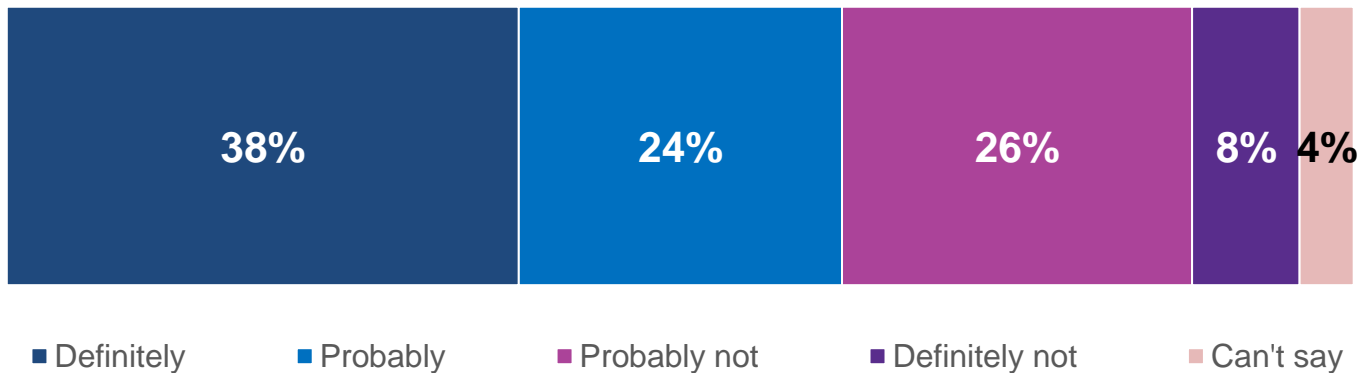
**Others include:**

- COVID-safety, end of pandemic
- Cheaper / free services
- More direct services
- Less overcrowding



## Just over six in ten Canberrans will consider using public transport in the next six months

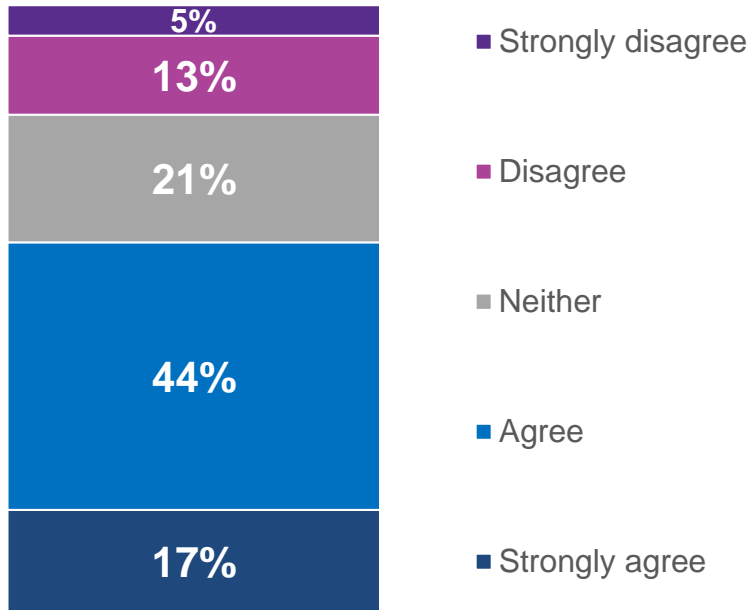
*Q. Do you think you will use or consider using public transport in the next six months?*



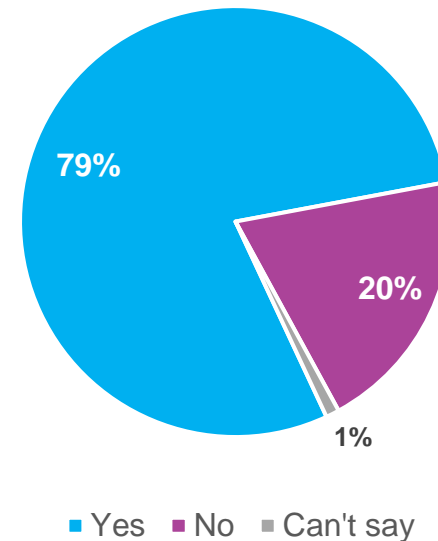


## Six in ten feel well informed about public transport options, while eight in ten know where to get a ticket

*Q. How much do you agree or disagree...  
I feel well informed about public transport  
(bus/light rail) options in my area*



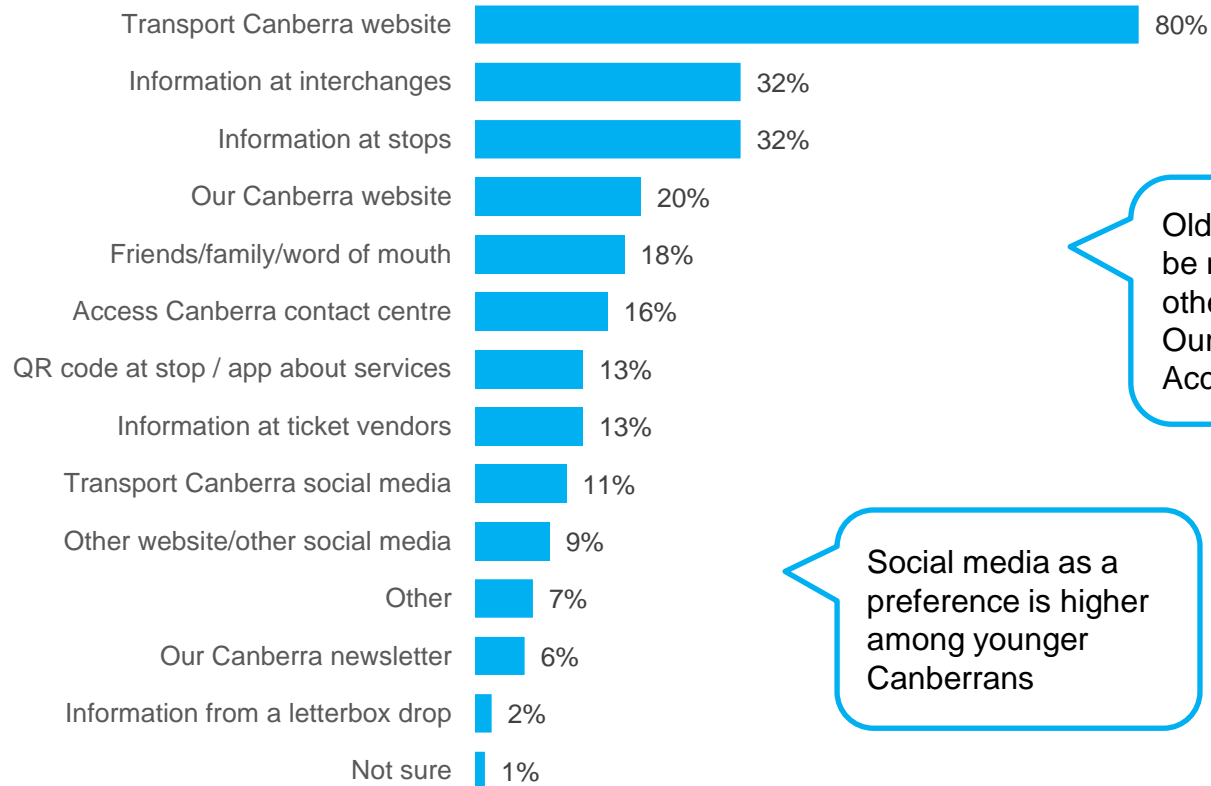
*Q. If you were to use public transport,  
would you know where to get a  
ticket/card?*





# Transport Canberra website is the 'go to' source for information, supplemented by point of use sources

Q. Where would you go to get information about services and ticketing?



Older residents tend to be more likely than others to seek info from Our Canberra and Access Canberra

Social media as a preference is higher among younger Canberrans



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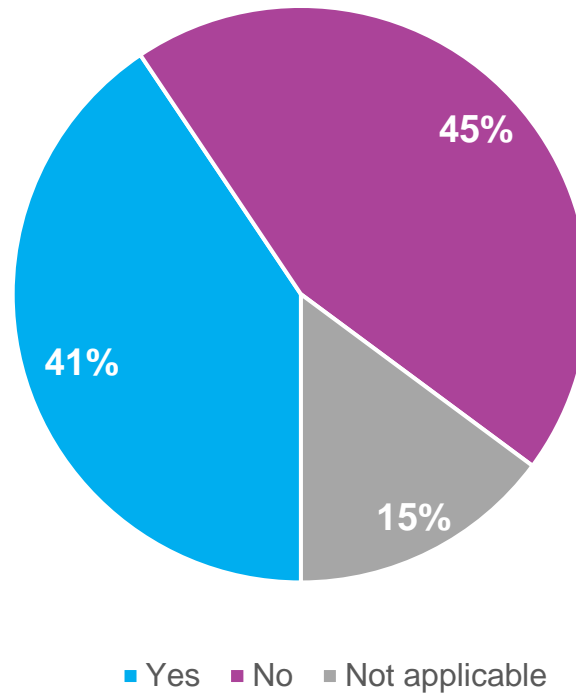
# Active travel





## Four in ten Canberrans participate in active travel as part of their daily commute

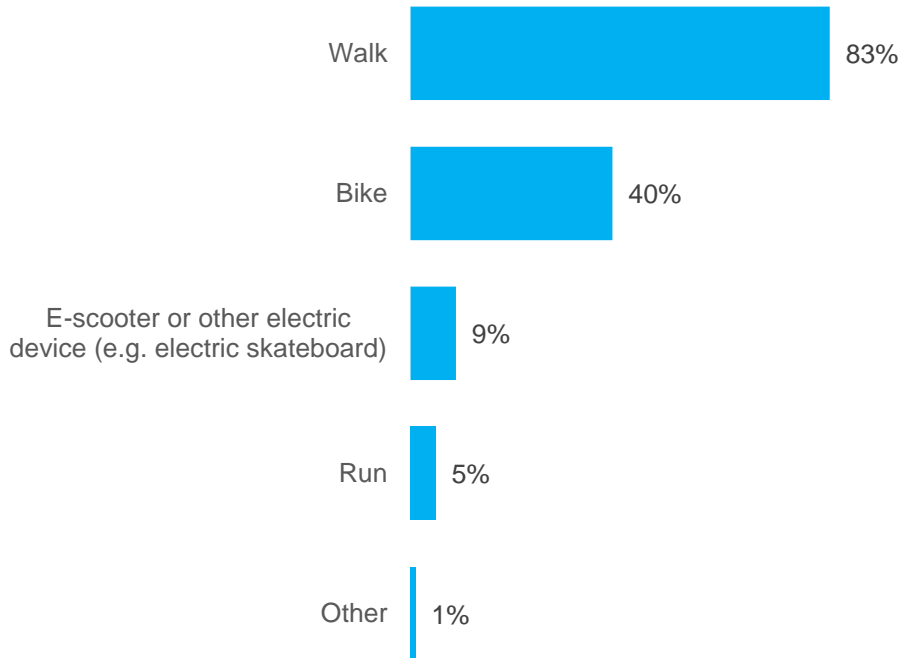
Q. Do you walk / run / cycle or e-scoot as part of your daily commute?



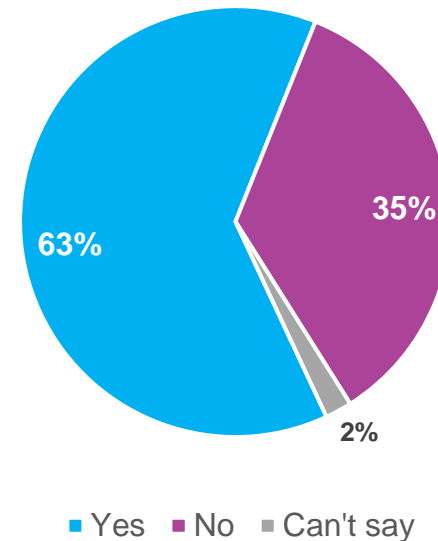


## Walking is most common, while two-thirds combine active travel with public transport use

*Q. What mode of active travel do you use?*



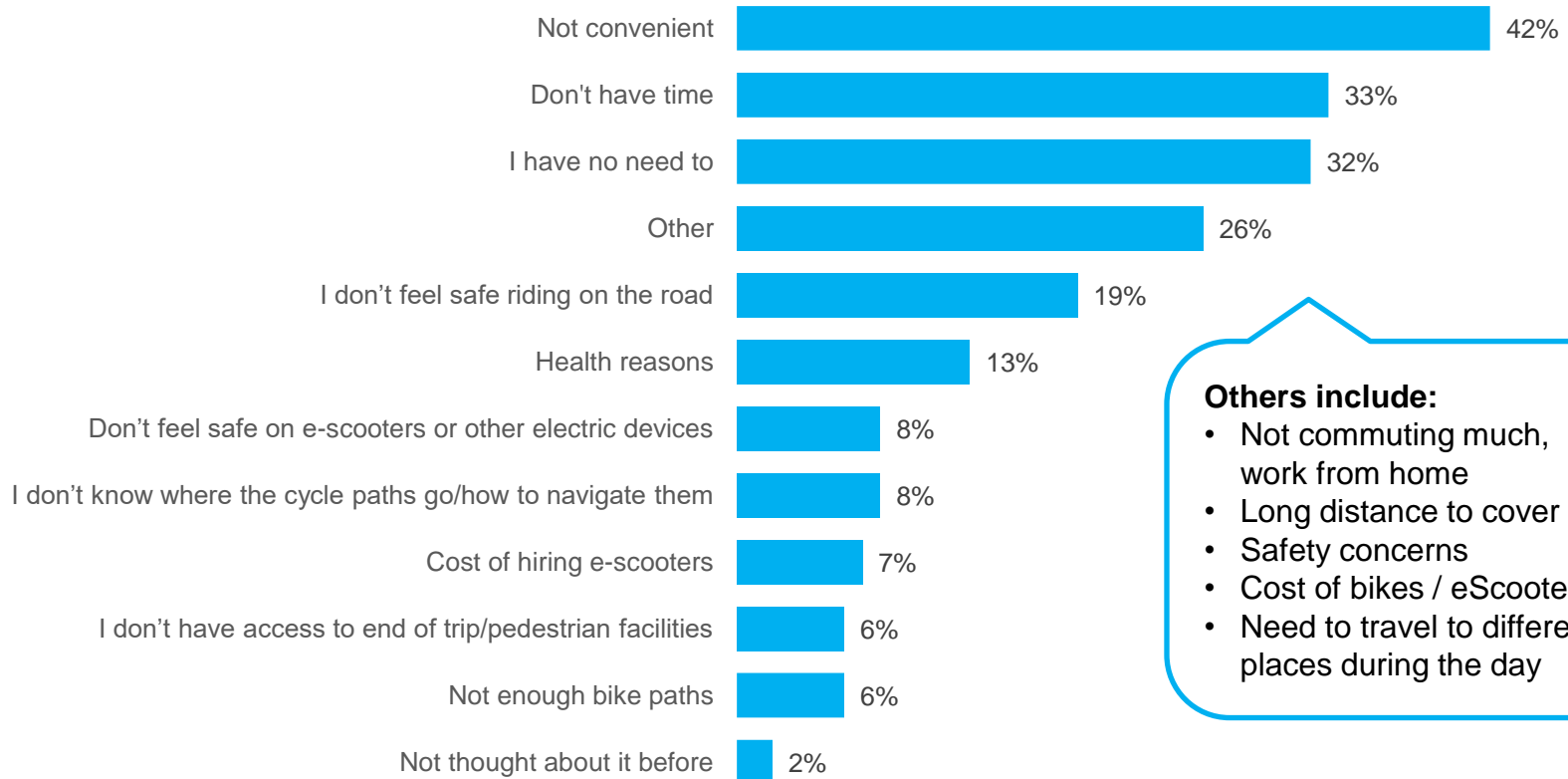
*Q. Do you combine any of this active travel with public transport?*





## Convenience and necessity are the main barriers to people engaging in active travel

Q. Why don't you walk / run / cycle or e-scoot as part of your daily commute?





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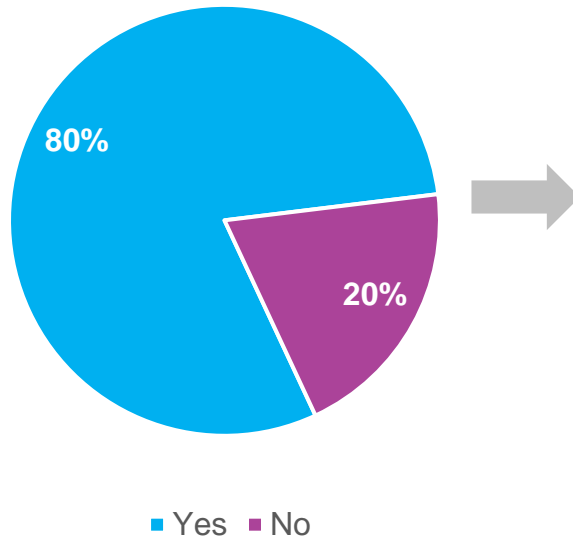
# Bulky waste collection



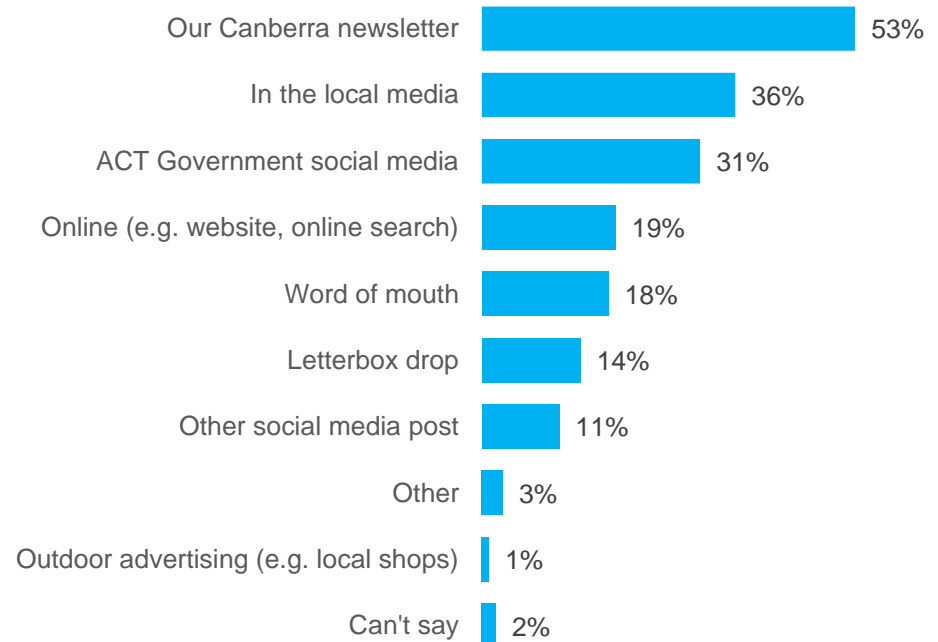


## Eight in ten Canberrans have heard of the free bulky waste collection service

Q. Before today, had you heard about the bulky waste collection service?



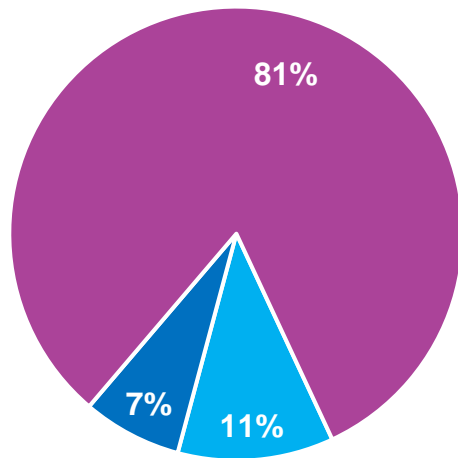
Q. How did you hear about the bulky waste collection service?





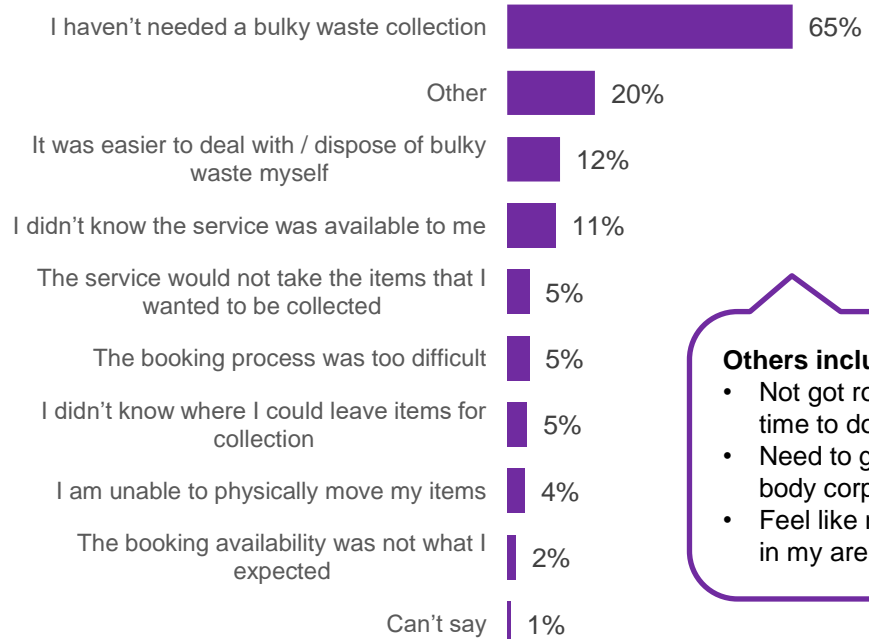
# Eight in ten of those eligible for the service have not used it yet, largely because they have not needed to

*Q. Have you used the ACT Government's free bulky waste collection service?*



- Yes, and I booked it online
- Yes, and I booked it over the phone
- No

*Q. Why have you not used the bulky waste collection service to date?*



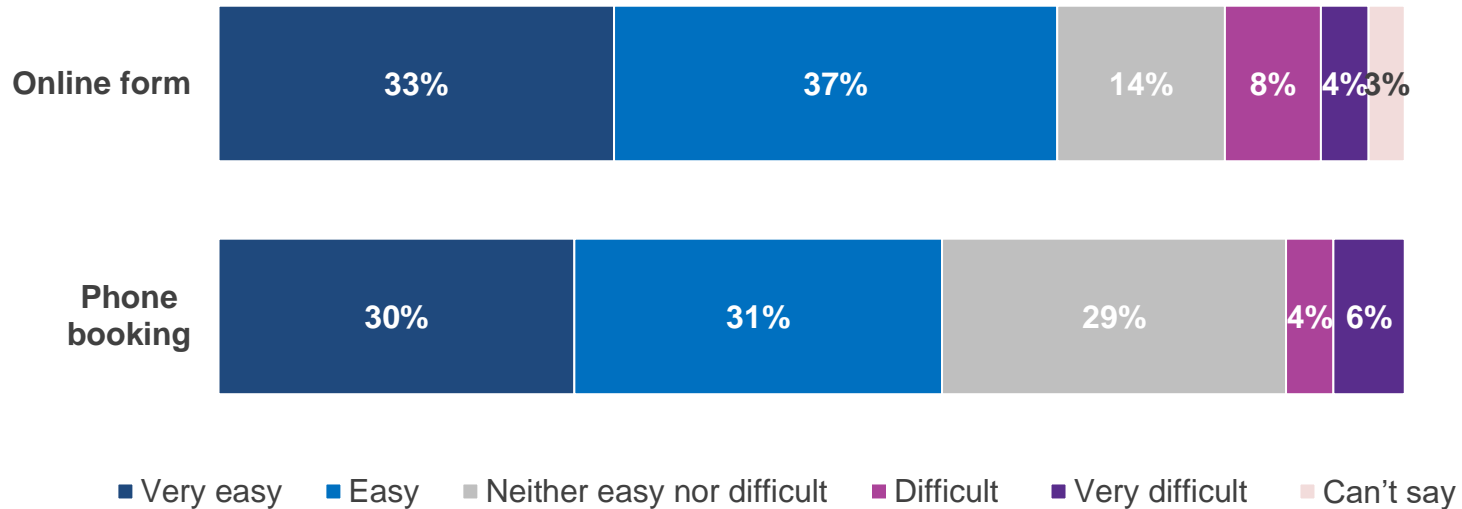
**Others include:**

- Not got round to it / time to do it
- Need to go through body corp / strata
- Feel like not available in my area yet



## Majority felt that the booking process was easy or very easy, but appeared more complex for some

Q. Thinking about the booking process, how easy or difficult was this?

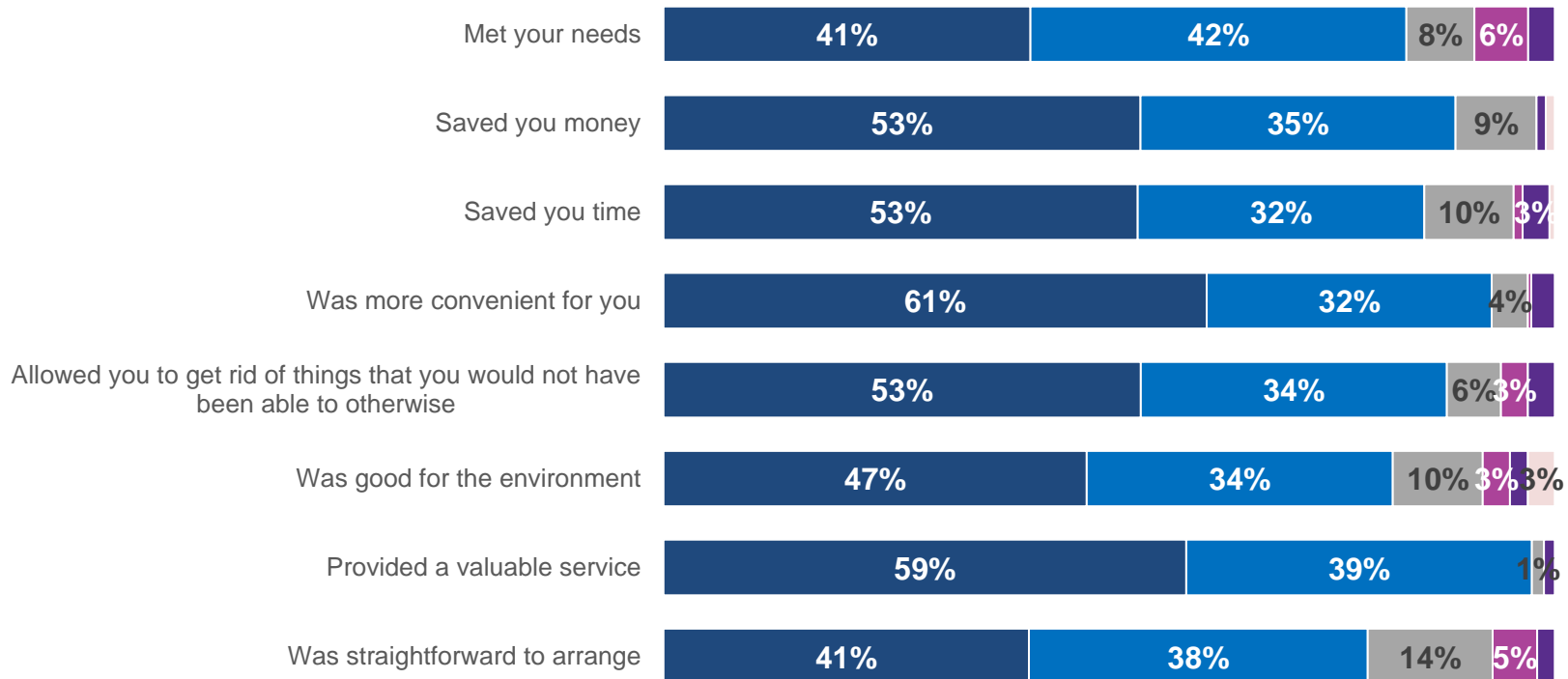




# User experience is highly positive – if anything, weakest area appears to be the ease of arranging the collection

*Q. How much do you agree or disagree that the bulky waste collection service...*

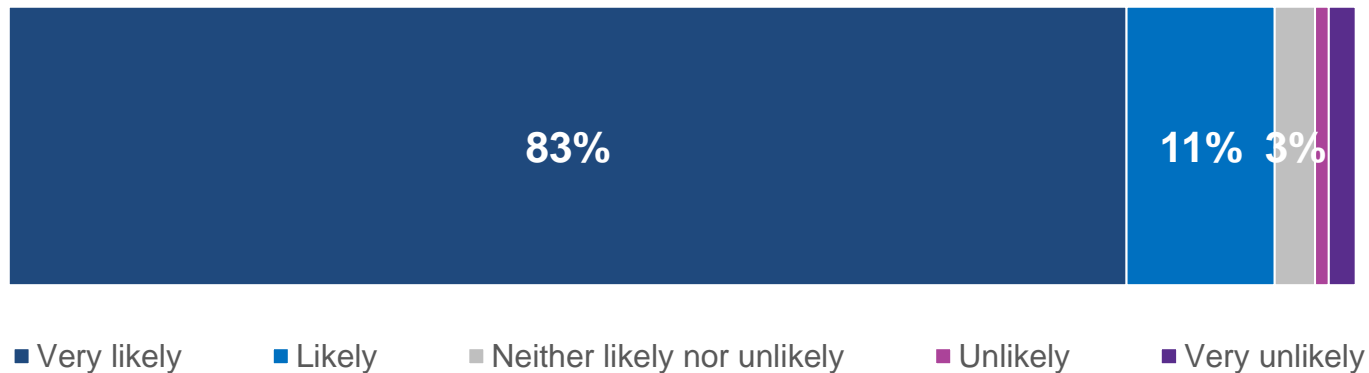
■ Strongly agree 
 ■ Agree 
 ■ Neither agree nor disagree 
 ■ Disagree 
 ■ Strongly disagree 
 ■ Can't say





## Widespread endorsement of service among those who have used it, with strong likelihood to use again

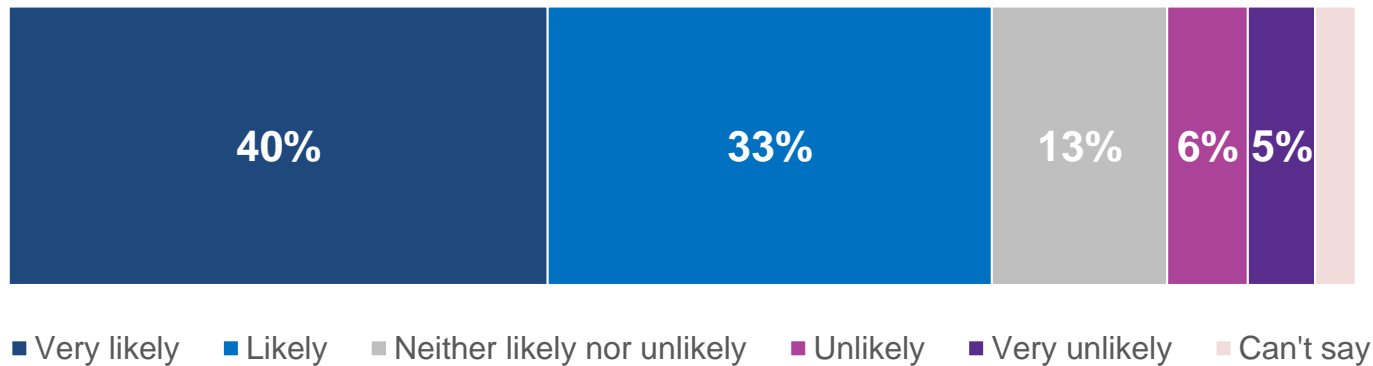
Q. How likely would you be to use the service again in the future?





## Almost three-quarters suggest they will use the bulky waste service once available to them

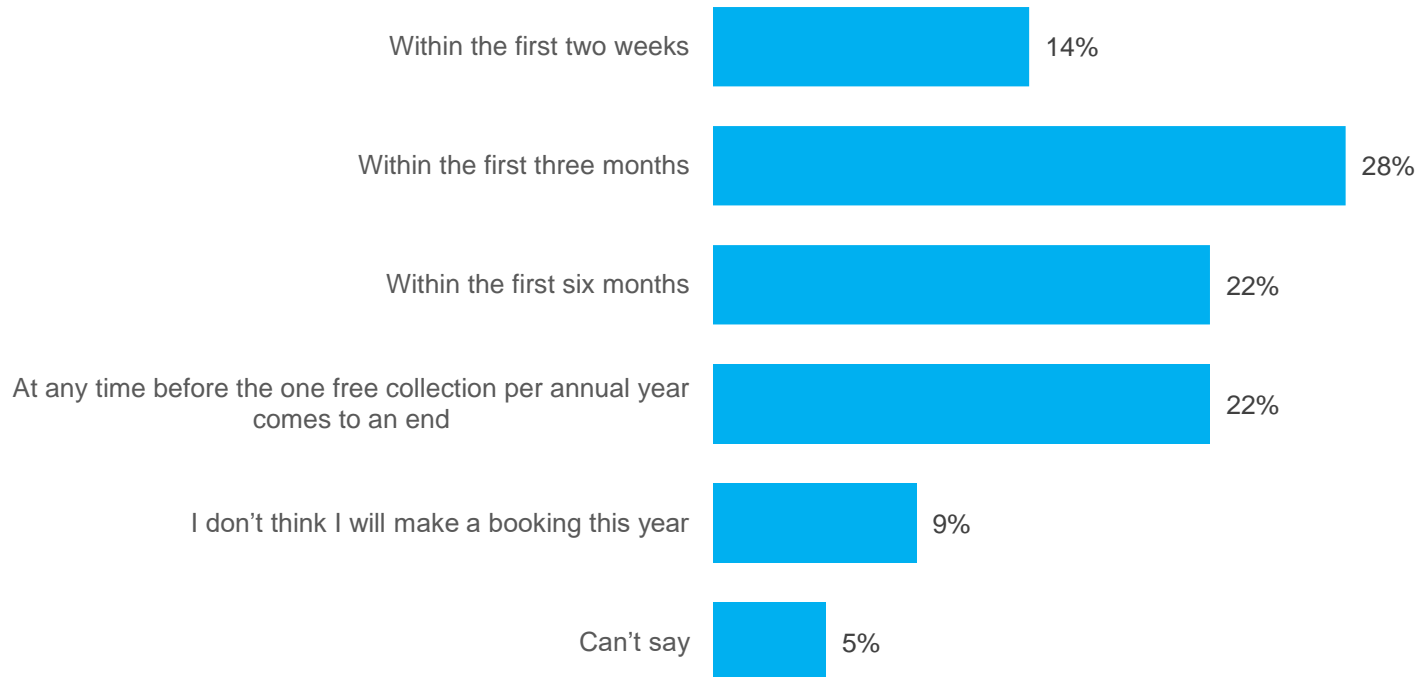
*Q. How likely do you think you are to use the bulky waste collection service once it becomes available in your area?*





## Around 4 in 10 say they'll use the service in the first three months

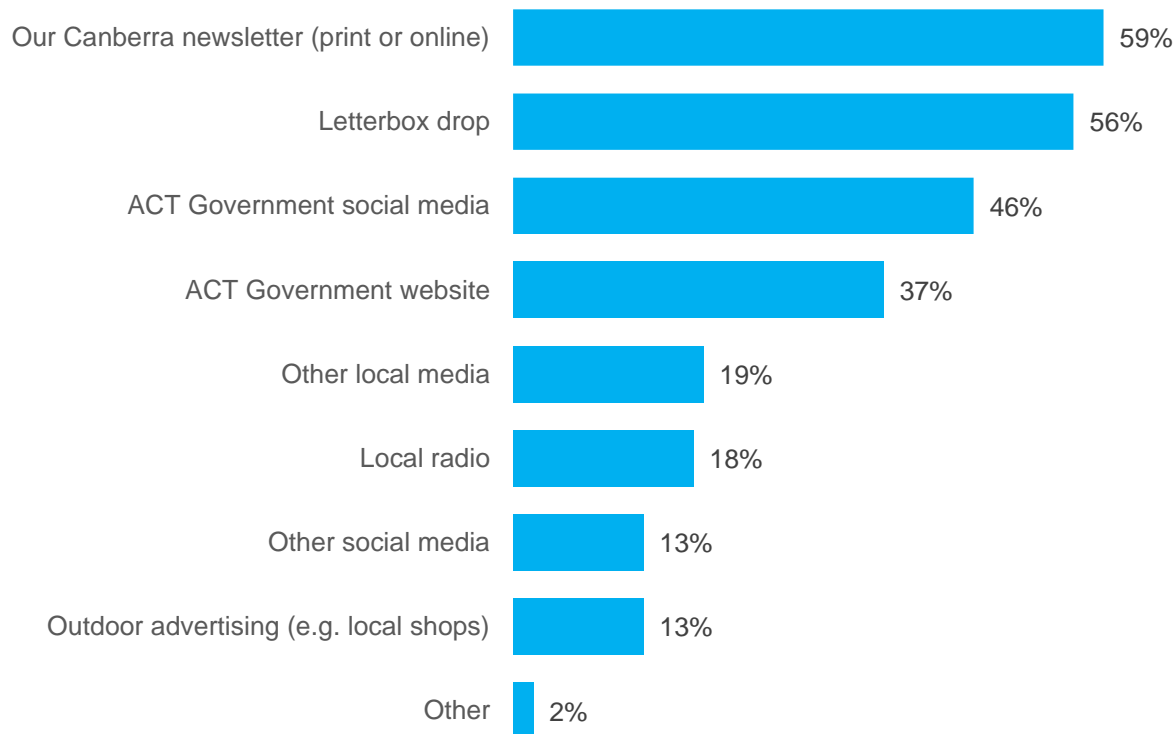
*Q. Once the bulky waste service is available in your area, how soon do you think you will make a booking?*





## Our Canberra and a letterbox drop are most preferred means to hear about availability of service

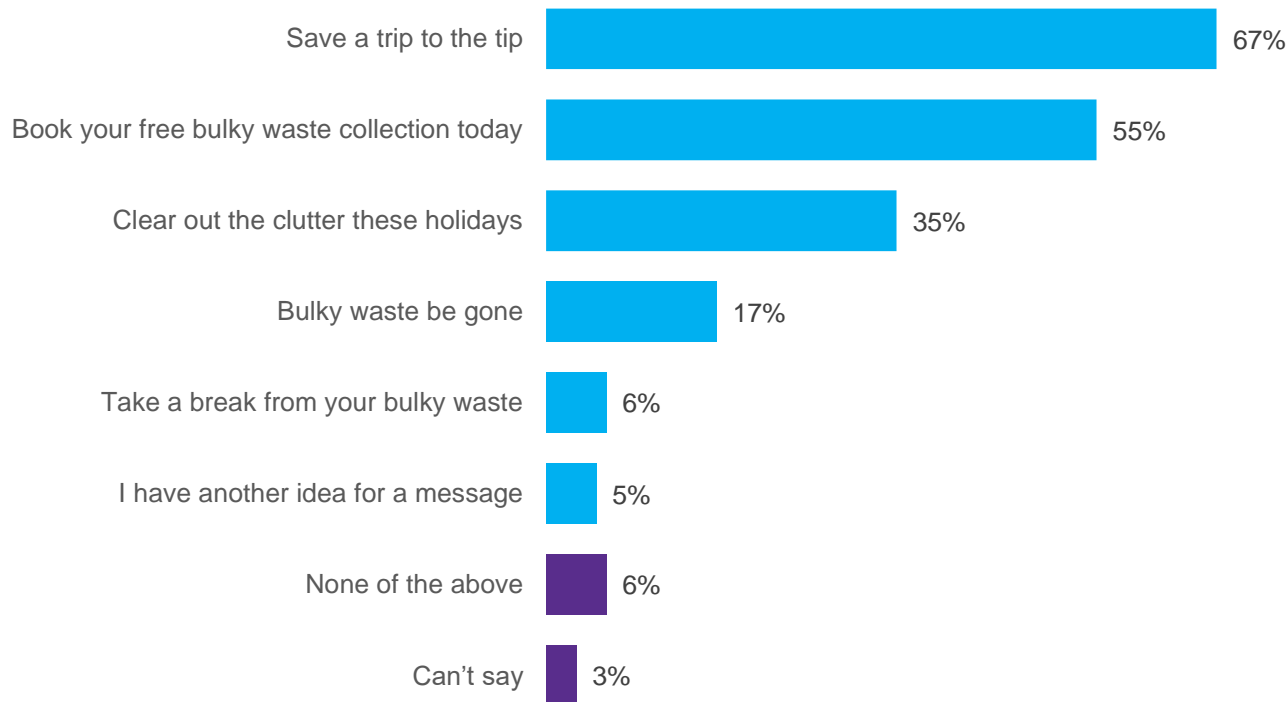
*Q. How would you like to hear from us when the bulky waste collection service is rolled out to your area?*





## 'Save a trip to the tip' is most favoured message to encourage uptake of service

*Q. Please select the messages you feel would most likely motivate you to book a bulky waste collection*





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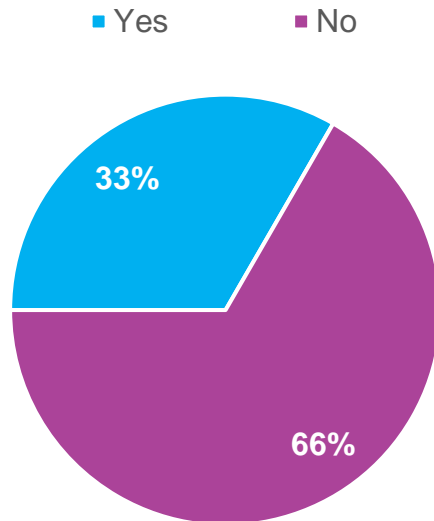
# Dog registration



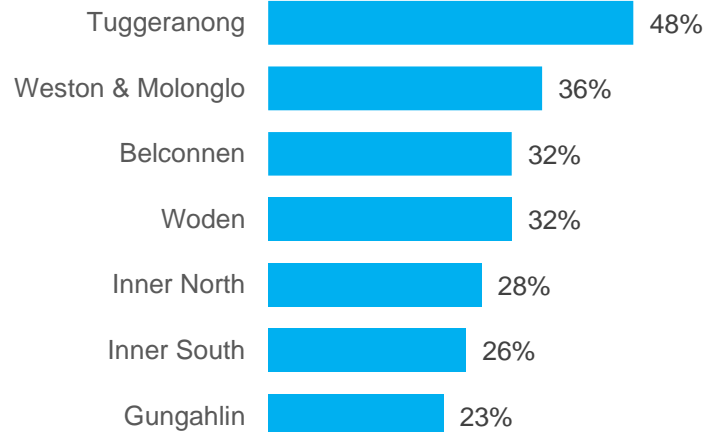


# Around a third of Canberrans own dogs, significantly higher in Tuggeranong

Q. Do you currently own a dog/s?



Ownership by region

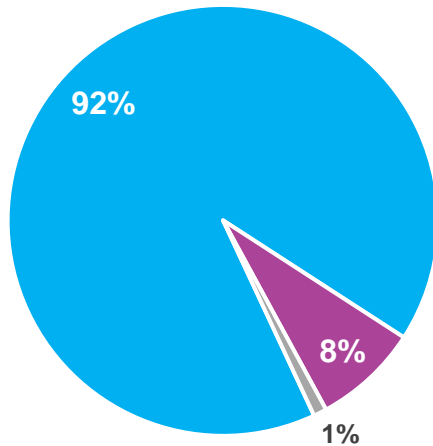




# Large majority of dog owners are aware of need and have current registration

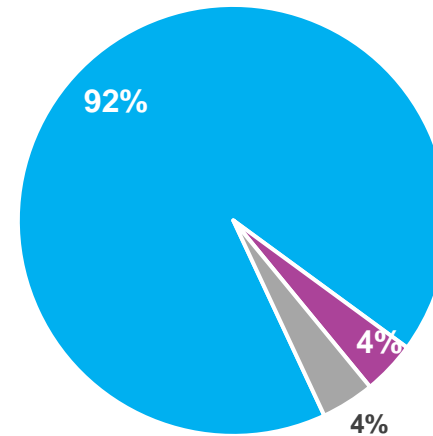
*Q. Are you aware that your dog/s need to be registered?*

■ Yes ■ No ■ Can't say



*Q. Are your dog/s currently registered?*

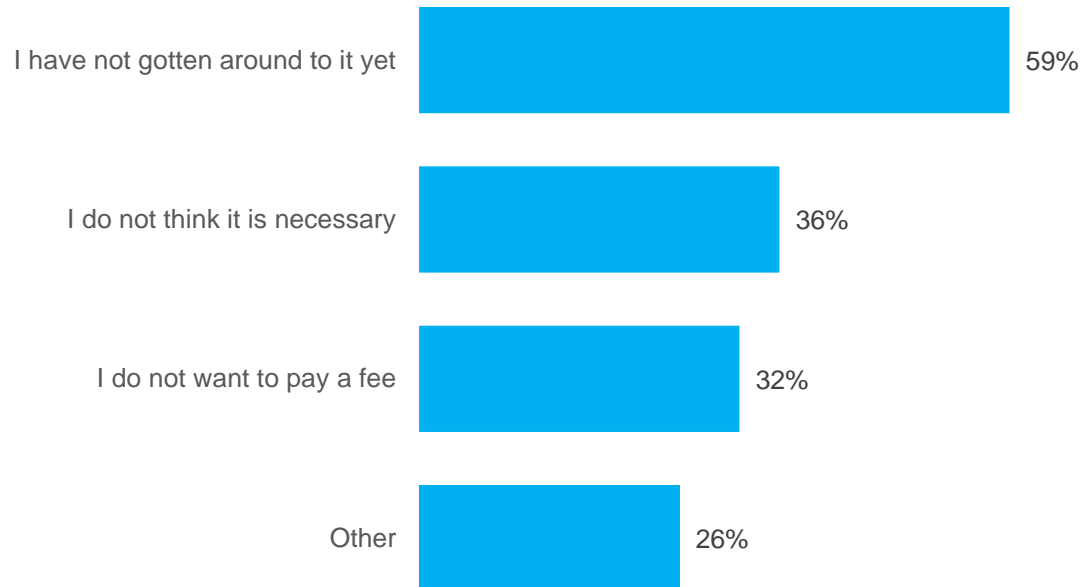
■ Yes ■ No ■ Can't say





## Biggest reason for non-registration is not having got round to it \*

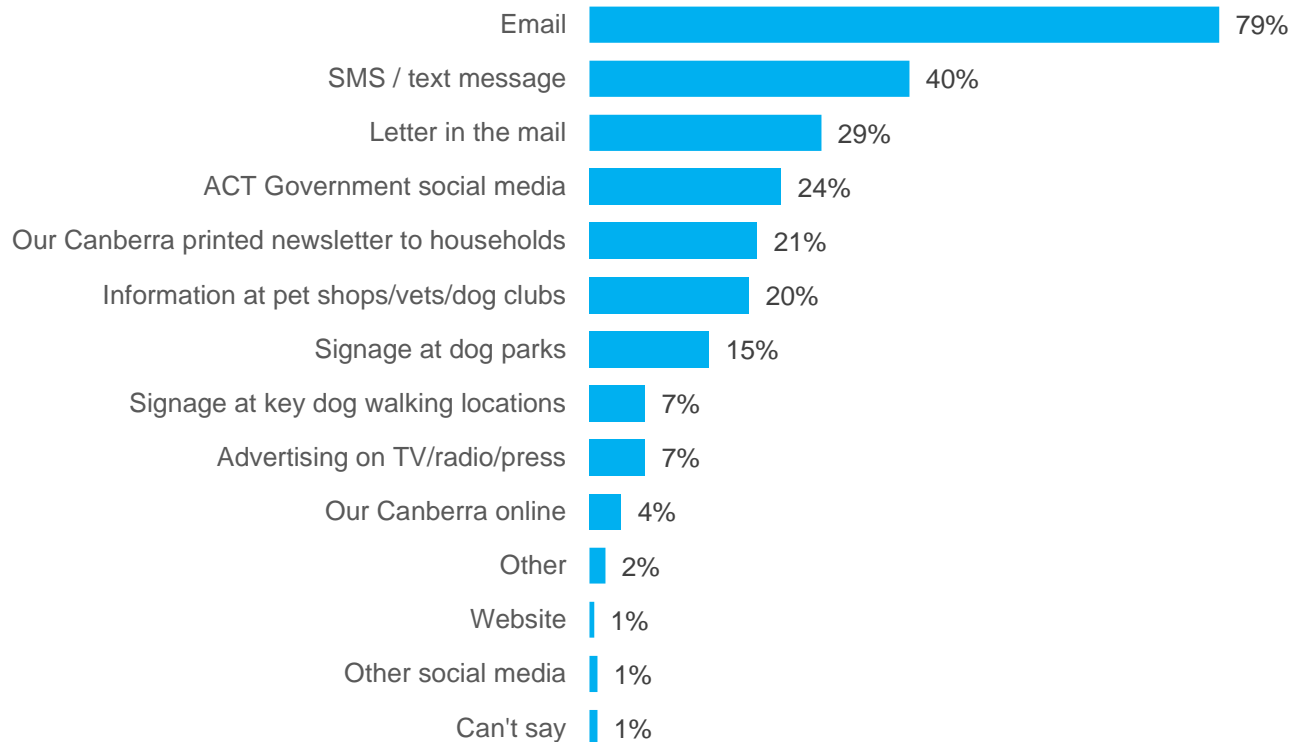
Q. Why are your dog/s not currently registered?





## Direct email, text or letter is the most preferred option for communication about dog registration

*Q. How could the ACT Government best communicate with you about the need to keep its details up to date?*





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