



**National Transport Commission
Smart Transport for a Growing Nation:**

**Public Attitudes to Mobility and Access
Social Research Report**

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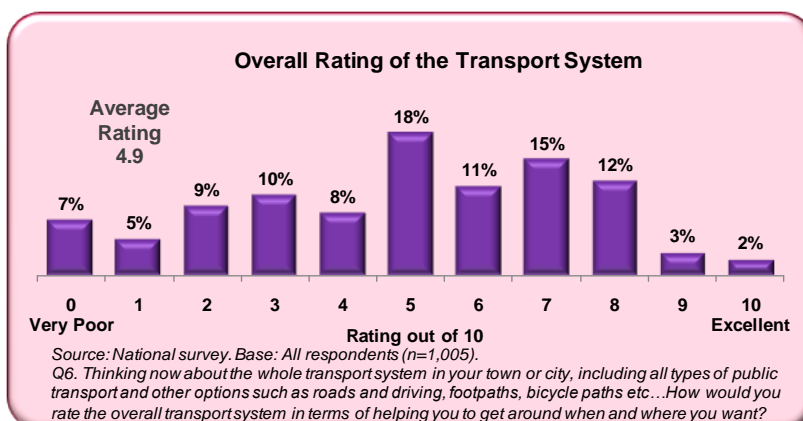
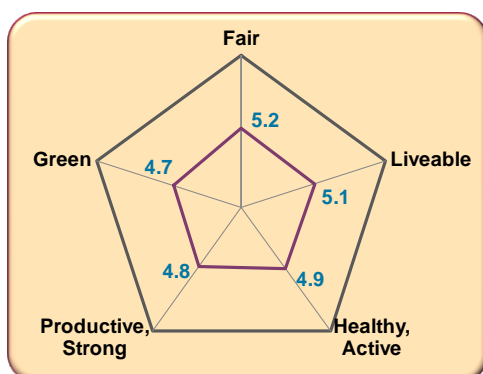
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1. Executive Summary

This executive summary is based on a major social research study conducted by GA Research on behalf of the National Transport Commission (NTC). The research focused on the Australian public's experiences, hopes and fears for the passenger transport system. It involved a series of eight deliberative community workshops in cities across the country, and a national online survey of n=1,005 adults.

The research showed that overall, the Australian public is not satisfied with the passenger transport system. The average rating of the overall transport system in helping people to get around was 4.9 out of 10, reflecting a raft of challenges, issues and growing tensions.

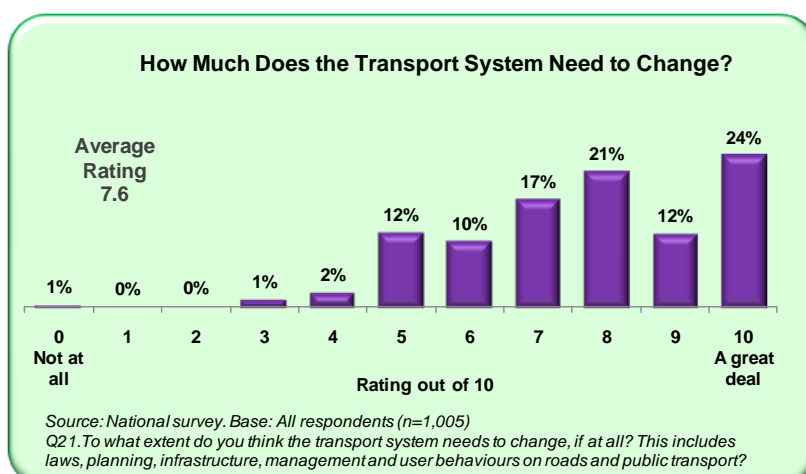
In terms of the public's perceptions of the transport system against the five most common policy objectives across the country's jurisdictions, ratings were quite similar. The lowest rated area was being *green and environmentally sustainable* (4.7 out of 10), and the highest rated was being *fair and accessible for people from all walks of life* (5.2 out of 10).



Public transport tended to be the first thing research participants thought of in relation to 'the transport system', even though they were asked to consider all aspects of the system including roads and driving. Public transport received a similar overall rating of 4.8. Roads were rated significantly higher at 5.6 out of 10 on average.

The key attribute driving overall perceptions of public transport is the frequency of services (rated 4.7 out of 10 on average). While reliability and overcrowding of public transport are issues for many people, quite a few participants in the qualitative research spoke of their experiences with overseas transport systems being much more frequent and how in effect this reduces the importance of reliability – i.e. if the next train is coming in two minutes, it doesn't matter if the last one is late. However for many Australians the sheer lack of public transport services altogether is the critical issue.

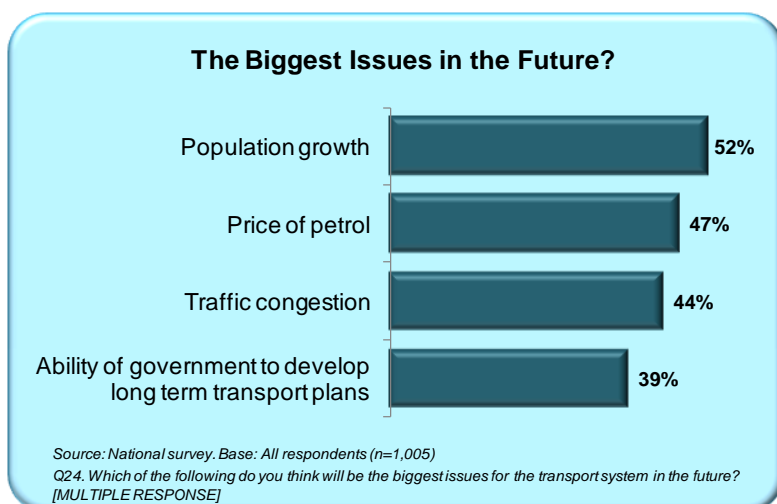
Not only is Australians' love of driving increasingly constrained by growing traffic congestion and travel times, but they also expect this to worsen if a business as usual path is taken. As such, there is a strong appetite for change. When asked how much they think the transport system needs



to change on a 0-10 scale where ten meant 'a great deal', the national average rating was quite a high 7.6 out of 10. Significantly, around one in four (24%) gave a rating of 10.

The most consistent priorities were thought to be improving existing services and roads, and developing new and more comfortable public transport services to help reduce traffic congestion and people's dependence on the car.

Around half the population agreed they'd like to be able to drive less (48%) and most (81%) agreed that the government should develop more public transport services to give people a realistic alternative to driving.



When asked what they thought would be the most pressing issues in the future, the number one issue was population growth (nominated by a particularly high 52% of respondents).

This was followed closely by the price of petrol (47%), traffic congestion (44%) and the ability of Government to develop long term transport plans (39%).

Participants tended to conclude that urban planning requires a holistic approach to reduce

people's need to travel so much. Their visions for a better, smarter transport system very much centred on public transport over private car-based transport.

Notably, buses featured very prominently in the perceived solutions and yet only a small minority usually use them now (9% always or most of the time when they need to go somewhere). This highlights the significant issues inherent in existing bus services across Australia. It was acknowledged that these issues are partly due to the fact that bus services are part of the road system and subject to the effects of congestion, although these were by no means the only issues experienced in relation to the bus system.

There was a strong call for innovation, decentralisation, transport hubs and more localised services (e.g. mini-buses and feeder buses), cross-town train connections, and safer, more comfortable public transport.

The main barriers to a more sustainable transport system were cultural, comprising a lack of willingness to pay or fund the change, a lack of public knowledge about the issues and the extent of the challenges, individualism and the car culture, as well as a lack of government vision and courage.

The key factors that participants thought would stimulate change were an increase in community awareness and engagement on the issues and solutions, a crisis (e.g. fuel price skyrockets, oil runs out, system grinds to a halt), the different levels of government working together, and/or an independent transport authority that makes long-term planning decisions that transcend political cycles.

Within the national survey, the top five attributes that respondents thought would stimulate behaviour change were all public transport related. This included public

transport being more frequent (44%), cheaper (42%), more reliable (37%), running over extended hours (i.e. earlier / later / weekends, at 36%) and being closer to home or work (34%). Around three in ten (29%) also said that increased security on public transport would also encourage them to change (i.e. at night).

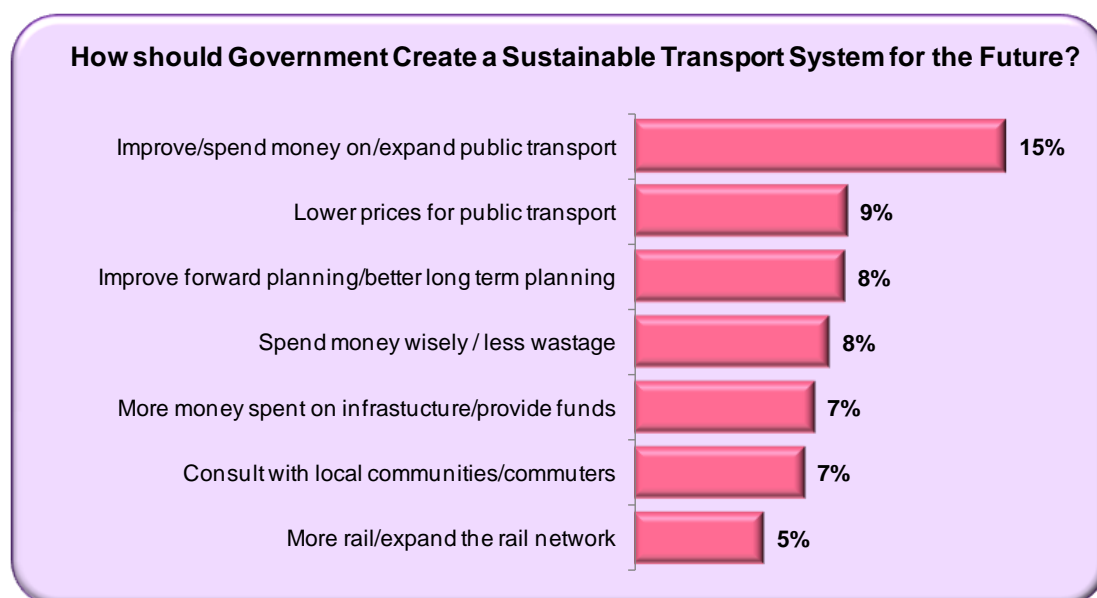
During the course of the workshops most participants realised there is no single solution to generating the funding required for the desired changes, and that multiple mechanisms will be needed.

The idea of transitioning to more of a user pays system, and a means-tested national public transport levy were the concepts that generally received the most support. This came after some hours of deliberation, while in the national survey opinions were quite divided in response to all of the proposed funding concepts presented – reflecting both the community's resistance to the idea of paying for a better system, and a desire for change.

The funding concepts that held the greatest appeal were incentive related rather than punishment based (e.g. cheaper public transport during off-peak times), which was also a strong theme in the qualitative research.

Although some participants were surprised to find themselves saying so, the way forward for the passenger transport system appears to be placing a far greater emphasis on public transport in terms of preparing for future demands. In turn, there are significant cultural challenges that will need to be overcome in order to shift the Australian public's expectations in relation to transport towards a more sustainable future.

Importantly, this is an issue the community takes very seriously. There is a genuine desire for public consultation and input into transport planning, and a wish for government to take a long term, visionary and collaborative approach.



There is an expectation from the community that government will play a major role in stimulating and incentivising the required change. Many participants in the research saw this as a particular challenge in terms of government's willingness and preparedness to look beyond the electoral cycle and towards a future that would create very challenging circumstances for people unless decisive planning and action are taken now.

2. Introduction

2.1 Background

The National Transport Commission (NTC) is an independent agency advising the federal, state and territory governments on land transport regulatory and operational reforms. NTC's role is to develop national regulatory and operational reform and implementation strategies for road, rail and intermodal transport.

As part of its strategic work plan agreed by Transport Ministers, NTC is developing the Smart Transport for a Growing Nation project. NTC would use this project to inform its future strategic plan and work program. This project required research to understand emerging issues and identify future national transport reform opportunities. A key element was community consultation to understand public attitudes towards transport, mobility and access across Australia.

The NTC commissioned GA Research to undertake this community research to inform its discussion paper for the project.

GA Research is a social and market research agency that specialises in transport and infrastructure, corporate issues, finance, communications and sustainability. It is a division of Kreab Gavin Anderson, one of Australia's leading strategic issues management and communications consultancies.

2.2 Research Objectives and Scope

The objective of this research was to provide insights into the Australian public's current perceptions of transport, mobility and access, and opportunities for future reform in order to reduce transport emissions and improve productivity by reducing congestion and other barriers within the passenger transport system.

The **specific lines of enquiry** that were addressed in the research were:

- Understand **current behaviours** and the underlying motivations;
- Gauge the public's **satisfaction and attitudes** to transport, mobility and access;
- Identify the public's views about the current and future **challenges** of the transport system;
- Understand the public's **appetite for changing** the transport system;
- Identify what the public sees as the current and future **possibilities and opportunities** in which the transport system could improve and develop;
- Views of **sustainable transport modes**; and
- Understand the public's perceived and desired **role of government** within the provision of sustainable passenger transport

Prior to this review, the NTC undertook a review of passenger transport policy objectives in all of the jurisdictions and identified five common themes:

- Being fair and accessible
- Contributing to liveability
- Helping people to be safe, healthy and active
- Being green or environmentally sustainable
- Being strong, smart and productive

These themes were explored with project participants in terms of the extent to which users of the transport system feel that these objectives are currently being met, the challenges associated with them, and what they see as the potential solutions.

The lines of enquiry for the research comprised both qualitative and quantitative questions, which guided the research design.

Target Audiences

The primary target audience for the research was users of the Australian passenger transport system. This included:

- People using different modes of transport - including those who only use the car and those who also use other modes such as public transport, cycling and walking
- Drivers and non-drivers (e.g. pre-driving age, ex-drivers and those who are of legal age but are non-drivers);
- People of different life-stages – including older people given the need to explore concepts around the ageing population
- Toll road and non-toll road users
- Different ethnicities
- People from different socio-economic situations – e.g. different income levels, working and non-working
- People living in different locations – urban, suburban, peri-urban, regional and rural
- Commercial users of the passenger transport system – e.g. taxi and delivery drivers

2.3 Research Methodology

The research methodology consisted of a literature review, an internal stakeholder focus group, an innovative participatory research technique known as deliberative fora, and a national quantitative survey. The program involved three broad stages, which are outlined below.

Stage 1: Project Establishment

The first stage included:

- A review of existing literature in relation to public perceptions of transport;
- An extended focus group discussion with NTC stakeholders to fine-tune the methodology and question lines on March 21; and
- Attendance at an external stakeholder workshop on April 5.

Stage 2: Deliberative Fora

Deliberative fora were used to gain an in-depth qualitative understanding of public behaviours, experiences, knowledge, perceptions and hopes for the future among users of the passenger transport system.

This methodology was recommended given the complex subject matter, and to allow sufficient time to consider the issues and develop more informed responses.

The fora allow for the collection of both qualitative and quantitative data. The format involved individual response elicitation (using self-completion questionnaires), facilitated round table discussions, open fora, and a plenary session delivered by a member of the NTC team.

Forum Segmentation

In light of the need to provide a national perspective, eight sessions were conducted in the following locations. Each ran for four hours and comprised between 14 and 16 participants (n=117 in total):

- Melbourne, 6 April
- Bendigo, 14 April
- Perth, 18 April
- Adelaide, 19 April
- Cairns, 27 April
- Brisbane, 28 April
- Canberra, 2 May
- Sydney, 3 May

Participant Recruitment

The forum participants were recruited from the general community according to the following specifications, with strict quotas set to ensure that each forum was as representative of the broader community in that location as possible:

- Of legal driving age, across age group specifications;
- Half males and half females;
- A good mix of different types of users of the passenger transport system;
- A mix of income levels;
- Residents from a range of locations including inner, middle and outer suburbs including peri-urban areas;
- A good mix of people who only use the car and those who also use other modes of transport;
- A mix of life stages;
- A mix of ethnic backgrounds; and
- We also used creative elicitation questions to ensure that participants were likely to be able to articulate their views within the group setting

Session Conduct

At least two researchers facilitated each session, with the room set up with a presentation area and screen for the session chair, and two to three tables with between six and eight participants and a facilitator at each table.

An NTC team member was present at all sessions with the exception of Perth, and some sessions were also attended by local transport sector stakeholders in an observer role.

A summary of the forum agenda is provided overleaf.

Forum Agenda	Notes
Registration	Participants pre-assigned a table to ensure a good mix at each table.
Welcome and introduction	Session chair welcomes everyone using a PowerPoint presentation to run through the agenda for the session and 'house rules'.
The Current Situation	Individual perspective – self-completion questionnaire Part A. Covering satisfaction, perceptions, knowledge and experiences, across issues such as city liveability, overall experience of the transport system, specific ratings of the system, plus travel times, accessibility, congestion, mobility costs and affordability, reasons for travel decisions and perceived social, economic and environmental impacts, perceived need for change, role of government, priorities for improvement.
	Roundtable discussion in smaller groups, on items covered in the self-completion survey, including strengths, weaknesses, opportunities, threats and priorities associated with the existing system. Individual examples of positive and negative experiences and challenges explored.
Priorities for the Future	Each group to briefly report back to the group on key observations and priorities for the future. Comments / voting invited from the floor.
Plenary session: The Transport System and Challenges for a Growing Nation	Information session delivered by a member of the NTC team (or the session chair). To cover facts on the local transport system, challenges around infrastructure, population growth, travel and lifestyle trends, the need for reducing transport impacts, emissions, congestion, improving productivity, existing and potential policies, and some of the solutions.
Checking in	Individual self-completion questionnaire Part B – brief series of questions to collect observations on the session and key take-outs, and understand any opinion changes. Chair to invite comments from the floor on observations so far, and set the scene for the rest of the session.
Break	5-10 minute break
Looking to the Future	Session chair to set the scene for a series of round-table workshops / discussions on the way forward, which will use various stimuli including fact sheets, and worksheets to record the outcomes of the discussions
Public vs. Private Transport: What is the right balance?	Round table discussion in groups on what participant see as the ideal mix of public and private transport, and why. Where should government / public money be invested?
Pricing to drive change	Round table discussions on ideas and perceptions of pricing models such as congestion pricing, pay as you drive, carbon pricing, a national public transport levy etc.
'Smart Transport': Vision, Principles & Benefits	Round table workshops and reporting back to the group. What needs to stay, what needs to change? How to minimize negatives / maximise positives? Participants provided with various stimuli including maps of their city, images from other cities and transport systems around the world, fact sheets about existing infrastructure, key challenges, identified opportunities etc.

Forum Agenda	Notes
<p>The 5 policy objectives: Challenges and solutions</p> <ul style="list-style-type: none"> • <i>Fair</i> • <i>Liveable</i> • <i>Safe, healthy and active</i> • <i>Green and sustainable</i> • <i>Smart & strong economically</i> 	<p>Participants to work in small groups, each focusing on the challenges and solutions (what government, business and individuals should do) to achieving one of the common five transport policy objectives. Outcomes presented back to the group, comments invited.</p>
Drivers and barriers to achieving the Smart Transport vision	Open forum: Exploring the drivers and barriers to consumer behaviour change, covering travel modes, times, locations etc. Shows of hands to understand extent of key drivers and barriers.
Priorities for the Future	Final individual perspective – self-completion questionnaire Part C on the priorities for the future.
Wrap-up and Closing Remarks	Chair to summarise observations on the session and invite final comments from the floor.
Message to Government	Participants invited to write a message to government.

As relevant new issues emerged during the course of the fora they were explored in subsequent sessions. Note that this was done in a way that maintained the integrity of the core research design and our ability to compare results across locations.

Stage 3: Quantifying Sentiment – National Survey

Following the exploratory qualitative research, a survey was conducted to quantify the extent to which certain findings from the qualitative research exist nationally.

An online survey method was used, with participants drawn from the QSOAP Gold Standard accredited MyOpinions panel, with programming assistance from GA Research's fieldwork partner Australian Fieldwork Solutions. The online survey approach enabled respondents to physically see the questions on screen and consider them more carefully.

- **Target audience:** Nationally representative sample of the Australian public aged 18+ years.
- **Sample size and quotas:** n=1,005, which is a robust sample size with a low margin of error of +/-3.1% at the 95% confidence level.
 - Strict quotas (shown overleaf) were set by state and metropolitan versus regional areas, with n=610 for capital cities and n=390 for regional and rural areas. The target sample size was n=1,000. An additional n=5 surveys were completed before the survey was closed and these were retained within the final sample
 - Approximately half male / half female across a good mix of ages

Age and Gender Quotas	Male (n=)	Female (n=)	Total (n=)
18-24	100	100	200
25-34	100	100	200
35-44	100	100	200
45-54	100	100	200
55+	100	100	200
Total	500	500	1,000

Location Quotas	Capital Cities (n=)	Regional / Rural (n=)	Total (n=)
VIC	125	75	200
NSW	125	75	200
QLD	100	100	200
TAS	30	20	50
NT	30	20	50
WA	75	50	125
SA	75	50	125
ACT	50		50
Total	610	390	1,000

- Data was post weighted to reflect actual population incidences by age, gender, state and metropolitan versus regional dwellers, based on the latest ABS Census (2006).
- **Survey length:** 18-20 minutes, with two of the open-ended questions subsequently coded to measure response themes.

GA Research prepared the questionnaire based on outcomes from the previous stages of the research. It was designed to enable a range of analytical techniques, including multiple linear regressions to determine the key influencing factors that are driving perceptions and opinions.

2.4 Reading this Report



In preparing this report GA Research has presented and interpreted information that it believes to be relevant to the objectives of the research project. We sought to bring together qualitative findings from the eight deliberative forums as well as quantitative results from the national online survey.

Where assumptions have been made as part of interpreting the data incorporated in this report, these assumptions have been outlined. Similarly, where professional opinion is expressed rather than simply reporting findings we have sought to make this clear.

The results from the national online survey are weighted to reflect the actual population proportions (by gender, age and location) according to the Australian Bureau of Statistics 2006 Census. Where the base size is shown, this is the unweighted sample size i.e. the actual number of people in the online survey who answered the particular question.

While there were many statistically significant differences observed between subgroups in the online survey, the report focuses on those that help add value, meaning and context to the report.

Significance testing between subgroups in the online survey sample (e.g. metropolitan vs. regional areas) has been conducted at the 95% confidence level. Significant differences in tables are highlighted by green and red shading:

	Significantly <u>higher</u> than the total sample or another sub-group
	Significantly <u>lower</u> than the total sample or another sub-group

Unless otherwise stated, quotes throughout the report are taken from the deliberative fora.

This project was conducted in compliance with AS: ISO20252 guidelines.

Research Findings



Image source: http://www.motorauthority.com/news/1022799_driverless-podcars-to-revolutionize-urban-transport

3. Literature Review

A range of different transport related papers were reviewed to assist in the development of the materials for this research. Please refer to Appendix 2 for the reference list of papers reviewed.

In addition to these reports, GA Research also drew on its learnings from various research studies conducted by the firm and its team members for a range of transport sector clients over the last five years. These are not cited for client confidentiality reasons.

It is important to note that the focus, purpose, scope and origin of the papers reviewed were hugely varied. In addition to a number of Australian policy analyses, some related to particular Australian municipalities or jurisdictions, others were based on academic research from the UK, were based on specific client issues, or were broad thought pieces on a global scale.

The research papers revealed a number of common themes. In recent years, increased congestion was found to be attributable almost entirely to population growth, rather than to increased wealth or other factors as had been suggested in the past (DITRDLG 2009, p.113).

Globally, road traffic congestion is seen as a significant and growing issue causing, and having the potential to cause, high economic costs and decreases to standards of living. Environmental concerns are also gaining prominence. These challenges are enhancing the public's demand for public transport. In Australia – and specifically, in Victoria – research suggests that in recent years these factors, supplemented by a greater consciousness about health and fitness, as well as rising fuel prices, have led to unforeseen increases in public transport patronage (DoT 2010, p.2 & UTS:CEnSoC, 2010, p.124).

The research and discussion papers suggest the public expects government to avoid future congestion through better planning and coordination and the better provision of public transport (e.g. DITRDLG 2009, DoT 2010). Industry stakeholders in particular expect the federal government to take a greater role in the funding, coordination and long term planning of transport needs and infrastructure.

The literature suggests there is limited public support for greater road use charges and congestion charges (e.g. Goodwin & Lyons 2010, p.131). However, the level of support increases if such charges are seen to be part of a suite of transport improvements, and if they are targeted (such as limiting charges to peak hours). An example of this is the variable toll system on the Sydney Harbour Bridge which is seen to have been successful in reducing peak hour congestion. However, while the vast majority perceive that congestion is a problem, fewer people claim it is actually a problem for them personally (e.g. Goodwin & Lyons 2010, p.67). The literature suggests this may be partly due to the fact that some people change their travel behaviour to avoid congestion where possible.

Despite the community's increased demand for better public transport, many people still have an emotional and practical attachment to car usage and the flexibility and independence associated with it (DoT 2010, p.7). Different categories of travellers have different motivations and propensity to change their travel habits – there is no single answer for all consumers.

Within the available literature we did not find a social research study that was directly comparable in nature to this project in terms of having a national scope and focus

across the whole passenger transport system. National studies that did exist tended to focus on roads *or* public transport.

Rather than single out specific questions from the different studies reviewed, it should be noted that GA Research used the insights from the review, as well as the internal stakeholder focus group and the external stakeholder workshop, to guide and shape its research design and question lines in order to meet the information needs of this project, and identify issues to explore and quantify at the national scale.

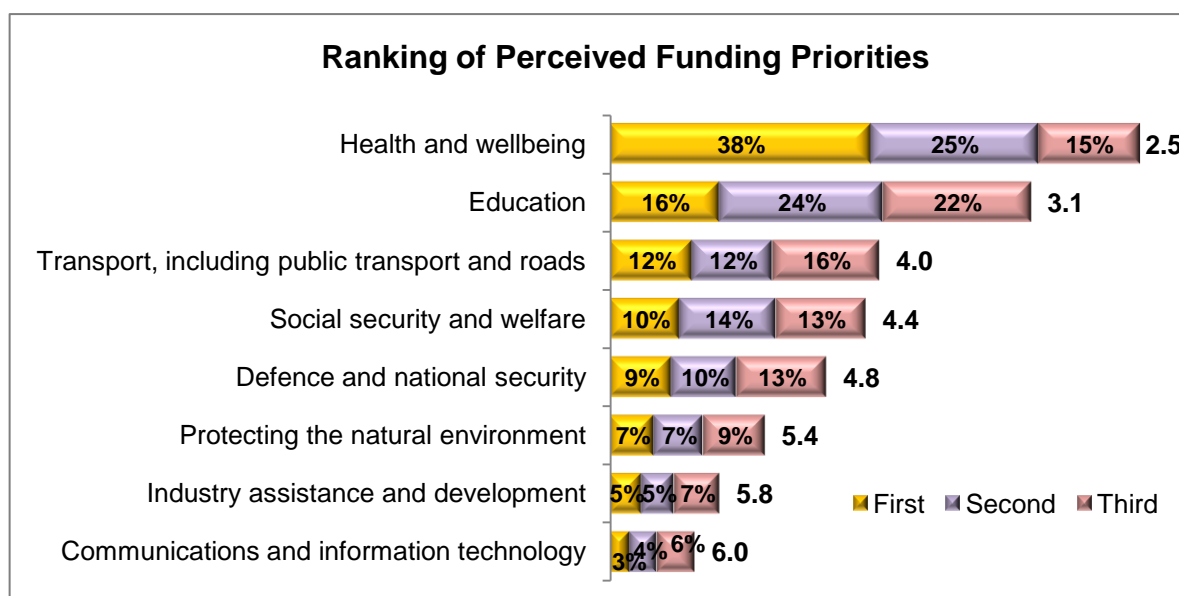
4. The Current Situation

4.1 Context of Transport

The national survey opened with a contextual question about how respondents thought the government should prioritise funding across key portfolios, by ranking them from highest to lowest. Importantly, at that point they did not know the survey was about transport.

The chart below shows the proportion of people who gave each item a first, second and third priority ranking, as well as the average rank for each.

The highest priority by far is seen as *health and wellbeing* (average rank 2.5 out of 8, with 38% nominating this as the top priority), followed by *education* (average rank 3.1, 16% number one), with *transport* in third position (average rank 4.0, with 12% nominating this as the top priority). This puts transport ahead of other issues such as social security, defence, environmental protection, and industry assistance and development suggesting the Australian public sees transport as a relatively high priority.



Source: National survey. Base: All respondents (n=1,005).

Q1. Thinking about important issues for Australia, how do you think the government should prioritise funding across the following areas? Please order the items from what you see as the highest through to the lowest priority. Items randomised.

When considering results by jurisdiction, respondents in NSW ranked transport as a significantly higher priority than those in all other states and territories, with 19% listing this as the number one priority. This related much more to Sydney than the rest of the state; with 22% of Sydney based respondents ranking this number one versus 12% across regional NSW. This result is not surprising given that Sydney is the most populous of the capital cities and considering the linkages between population size and traffic congestion identified in the literature review.

In the deliberative forum held in Sydney, participants spoke of significant travel times and difficulties in getting around – especially those who rely more on their car than public transport. Having said this, public transport users also talked about long travel times when trains are delayed.

"I take the train from Blacktown to the city. I don't use a car, there's just too much traffic. It would take me 2-3 hours to get there by car and the train is pretty fast. There's no parking in the city anyway." (Sydney)

"I take the train everywhere. I don't like driving in Sydney – just the traffic and driving in general; I find it very stressful and scary." (Sydney)

4.2 Transport Behaviours and Motivations

4.2.1 Vehicle Ownership and Behaviours

The type and number of vehicles owned by survey respondents is shown below. The car clearly dominates, with most (85%) owning one or more cars.

Number and Type of Vehicles Owned	Car	Bicycle	Motorcycle/scooter	Van, truck, or other commercial vehicle	Other vehicle
0	15%	80%	95%	96%	99%
1	64%	14%	5%	3%	1%
2	20%	4%	1%	0%	0%
3 or more	1%	2%	0%	0%	0%

Source: National survey. Base: All respondents (n=1,005).

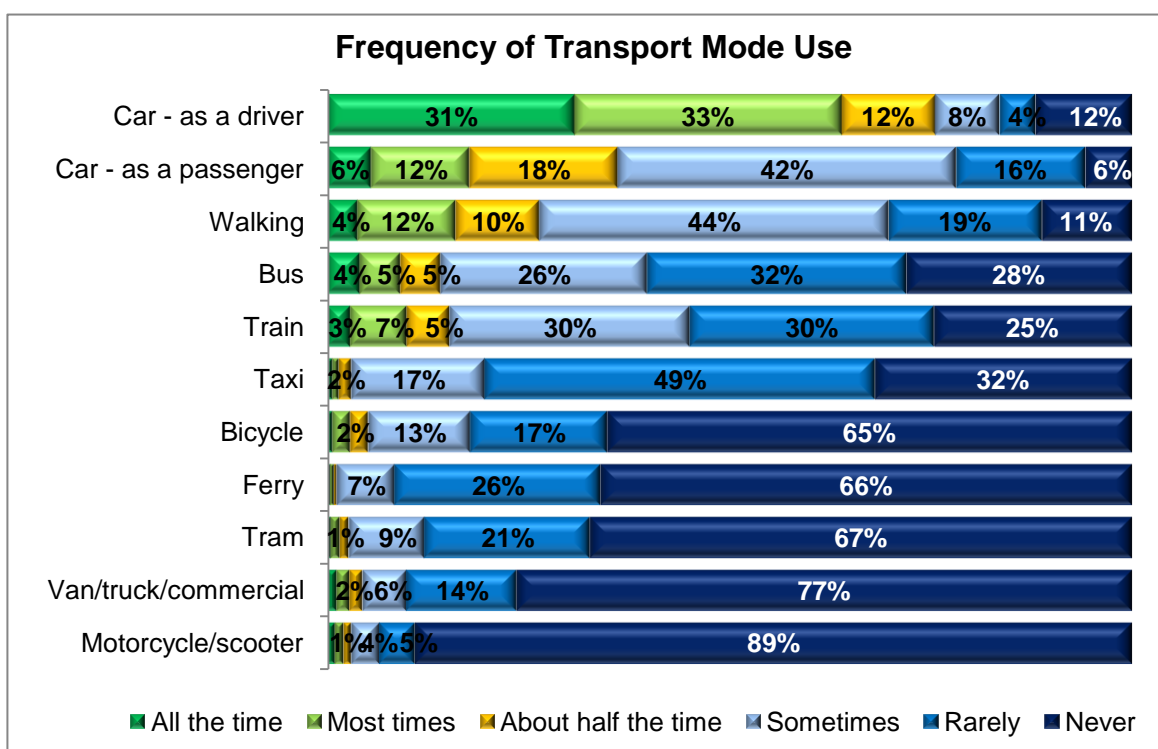
Q2. How many of the following vehicles do you own?

Despite the growth in cycling, just 20% of respondents reported owning one or more bicycles. While this was consistent between those living in metropolitan and regional areas, there were some differences in bicycle ownership for other demographic characteristics. Specifically, ownership was higher among: males (25% vs. 16% of females), those aged 18-24 years (33%), those living in the ACT (28%) and Victoria (24%), those with children under 18 years of age (26%), and those with a personal income of \$60,000 or more per annum (28% vs 18% of those with a lower income).

When considering transport behaviours at a national level, the chart overleaf shows the relative frequency with which Australians use each mode.

In line with other transport surveys, the most frequently used transport by far is the car – almost two in three respondents (64%) reported driving their car always or most of the time when needing to go somewhere. At a much lower level, just 16% reported always/mostly using walking, when they could use other modes, 10% the train, 9% the bus and 3% cycling.

Reflecting differences in service availability, those living in the capital cities were more likely to report using trains and buses than those in regional areas (see table overleaf).



Source: National survey. Base: All respondents (n=1005).

Q3. When you have to go somewhere, how often do you tend to use the following modes of transport?

Mode Use by Net % All the time / most of the time		Base (n=)	Car (driver)	Walking	Train	Bus	Bicycle
	TOTAL	1,005	64%	16%	10%	9%	3%
GENDER	Male	503	64%	16%	11%	9%	4%
	Female	502	64%	16%	9%	10%	2%
AGE	18-24	203	48%	21%	22%	19%	7%
	25-34	200	61%	21%	13%	13%	4%
	35-44	202	69%	12%	9%	7%	3%
	45-54	200	65%	14%	6%	7%	2%
	55+	200	69%	15%	6%	6%	1%
LOCATION	Metro	613	62%	17%	15%	11%	3%
	Regional	392	67%	15%	2%	6%	3%
VIC	Melbourne	127	64%	16%	20%	10%	3%
	Rest of VIC	75	70%	16%	3%	12%	4%
NSW	Sydney	125	56%	24%	22%	14%	3%
	Rest of NSW	76	56%	22%	2%	6%	3%
QLD	Brisbane	100	69%	13%	4%	5%	4%
	Rest of QLD	100	67%	7%	2%	5%	3%
TAS	Hobart	30	76%	12%	0%	4%	0%
	Rest of TAS	20	85%	21%	0%	0%	3%
NT	Darwin	30	88%	5%	0%	3%	0%
	Rest of NT	20	64%	7%	0%	4%	4%
WA	Perth	76	62%	7%	10%	13%	2%
	Rest of WA	51	74%	17%	1%	2%	2%
SA	Adelaide	75	62%	10%	5%	13%	3%
	Rest of SA	50	82%	5%	0%	2%	3%
ACT	ACT	50	75%	9%	2%	10%	5%

Transport mode is closely linked with vehicle ownership. For example, those who own a car usually use it to get around (64% all the time / most times as a driver), while those who usually get around by train are much more likely to not have a car; i.e. 26% of those without a car usually use the train, while just 7% of those with a car usually use the train.

Most participants also reported nearly always driving alone, with just 8% saying they always have someone in the car with them (net 37% always / most of the time). Those with children tend to be more likely to have multiple occupants, with 55% reporting that they have someone else in the car with them always or most of the time.

The amount of time people spend travelling was also asked of those who are employed or studying. The average time to work or school was reported as 38.0 minutes, while average time travelling home was 38.7 minutes. The total average travel time was 76 minutes, with responses ranging from 10 minutes to 4 hours a day.

Mean daily travel time <u>to</u> work/school/uni (minutes)			
TOTAL	38.0	Metro	42.7
VIC	41.3	Regional	27.1
SA	39.0	Melbourne	49.4
NSW	38.9	Adelaide	38.3
QLD	38.7	Sydney	43.4
WA	29.4	Brisbane	40.3
ACT	27.4	Perth	37.4
TAS	26.6		
NT	26.1		

Source: National survey. Base: Respondents working / studying part time or full time (n=662).
Q5. And on average, how long do you spend travelling to and from work or school/uni each day?

Travel times differed by transport mode, with the longest reported journeys generally taken by those who use public transport always or most of the time (e.g. an average of 59 minutes to the destination for train users) and the shortest by those who mostly drive their car (35 minutes)¹.

Always / most of the time use...	Average travel time to work / school (mins)	Average travel time home (mins)	Total daily average travel time (mins)
Train	59	61	118
Bus	56	60	113
Bicycle	45	50	89
Walking	42	44	84
Car – as passenger	39	40	78
Car – as driver	35	36	69
Any Public Transport	58	60	115

Source: National survey. Base: Respondents working / studying part time or full time (n=662).
Q3. When you have to go somewhere, how often do you tend to use the following modes of transport?
Q5. And on average, how long do you spend travelling to and from work or school/uni each day?

¹ Note that there is some overlap in these results where some respondents always / most of the time use both their car and public transport.

Asking transport behaviour questions enables analysis of the impact of behaviours and travel times on attitudes, perceptions and future intentions, which are considered throughout this report.

Forum participants were recruited to ensure that a mix of transport modes was represented so that the motivations for their behaviours could be explored.

- Convenience – the easy way
- Habit and ‘automatic’ behaviour, particularly among drivers
- The quickest way
- The most comfortable way
- The cheapest way
- The safest way
- A lack of alternatives – whether perceived or actual, with responses varying by mode choice;
 - For public transport users these included a lack of car parks where they need to go, the cost of parking, not having a license or not having access to a car, the rising price of fuel; and
 - For drivers, it included not having public transport services nearby, or not being aware of them, as well as necessity (e.g. some people simply need their car for work).

"I live in the city and we didn't have a car for a long time but we had to get one a few years ago because I had some health issues and have to make visits to the doctor, and we use the car when we have to carry shopping home." (Melbourne)

"I drive because it's what I've always done. I don't even think twice about getting in the car and going." (Adelaide)

"I use the bus and occasionally take a taxi. I don't drive – never have. I come from the era when public transport was the norm. My mother never drove a car either." (Bendigo)

"I drive because I go to uni and work and have to drop the kids off. I have no time to catch public transport and I am travelling at odd hours when services don't run anyway. Logistically it would be very difficult to get the children on and off public transport and I don't want to expose my children to rowdy and unruly people on public transport – they could pick up all sorts of bad language." (Bendigo)

"I use all modes except buses; car, motorbike, walking, jogging, cycling, the tram. Sometimes I drive the car because it's the quickest way. But I go out of my way to avoid the peak times in traffic – I'm a pretty aggressive person and I'd go crazy if I spent more time in traffic." (Melbourne)

"To take public transport would take so much longer and I value the time that I can spend at home with my children more than that." (Perth)

These motivations reveal that people want to spend as little time as possible travelling, and that they would prefer to do so comfortably. This desire outweighs considerations of the lowest cost way. Necessity though, is a key factor for many who do not have other alternatives.

When breaking down motivations further by main mode of transport, there is a different mix of reasons for people's transport behaviours. Driving one's own car is very much about convenience and habit. While using public transport is also about convenience for some, it is also about avoiding the stress, cost and time it would take to drive the journey. For the few who cycle, this is very much for health reasons, but also passion and speed over other modes. The modal reasons are considered further below:

- Reasons for using a car:
 - Convenience, ease of use
 - Independence and flexibility; can go where you want when you want
 - Work – especially commercial drivers and mobile workers
 - When needing to carry shopping home
 - Transporting children – too risky and costly on public transport
 - Considered the quickest way, especially over long distances or across town, or at unusual hours when public transport services do not run
 - Safety, especially at night in comparison with public transport
 - Concerns about comfort and cleanliness of public transport, including the risk of catching other passengers' germs and getting sick
 - No other options

"My car is comfortable and convenient; I can listen to my music." (Perth)

- Reasons for using public transport:
 - Convenience, services available, doesn't require much effort
 - Quickest way
 - Cheapest way / cost of petrol
 - To avoid traffic

- Less stressful than driving
- No parking / cost of parking
- Don't own a car / drive / have a licence

"Public transport lets you see the world, read the paper." (Perth)

- Reasons for cycling:
 - Health benefits – physical as well as mental
 - To reduce emissions and help the environment
 - To avoid the stress of having to drive in traffic congestion
 - To avoid public transport
 - It is quicker than other modes, including driving for some

"I ride mainly for health reasons, and cycling is my passion. It's also quick. I average 38kms an hour, and I get there quicker than if I was driving." (Perth)

4.2.3 Past Behaviour Change

Participants were asked whether they had changed their transport behaviours in the past, and if so, in what way. Some had changed their behaviours, mainly due to a change in life circumstances – e.g. moving home, having children, changing jobs.

Those who said they had *increased* their driving talked of doing so to transport their children around, moving to a new location without public transport services, no longer *wanting* to use public transport, and/or having health issues which necessitated driving.

Those who had *reduced* their driving had mainly done so to save money, improve their health (e.g. by cycling or walking instead), or to avoid the stress and even anger associated with driving in traffic. To a lesser extent, a few said they were driving less because alternative transport modes saved time (e.g. public transport or cycling in areas that are heavily congested with traffic). A small minority had reduced their use of the car to reduce their environmental impact.

"I got a job closer to home and started using public transport because driving was costing me a fortune and driving me mad; I was always in a bad mood when I got to work." (Adelaide)

The impact of the Internet upon transport behaviours was explored, with a few participants giving examples of how they had been able to shop around online rather than driving from shop to shop, or occasionally work from home by using a Virtual Private Network (VPN) connection.

"The net streamlines my shopping and hence need to travel." (Brisbane)

"I was looking for a fridge and found that the online one was better and cheaper than getting it from the shops, and I worked out that I saved about \$100 in petrol from not driving around to do it." (Brisbane)

"It means I can work from home one day a week and I get so much more done on those days because I have fewer distractions, and it's nice because I can take the kids to school whereas I normally don't have time to do that." (Adelaide)

4.2.4 Costs of Transport

One of the research objectives was to explore the perceived costs of transport, in financial, social and environmental terms.

Within the deliberative fora many participants spoke of the rising price of fuel and its impact upon their behaviours. Those on a very tight budget described having to be careful with their travel decisions as a result. However the majority of participants did not appear to have significantly changed their behaviours due to rising prices. This suggests that prices may need to rise substantially before it directly leads to a large number of people making more significant changes. Potential behaviour change due to further price rises is considered further in section 5.5.

"The price of fuel has already affected my behaviours; I'm using the train more. I'm a single mother and even a ten cent increase hurts. It comes down to a decision between food or fuel and I just have to go with food." (Melbourne)

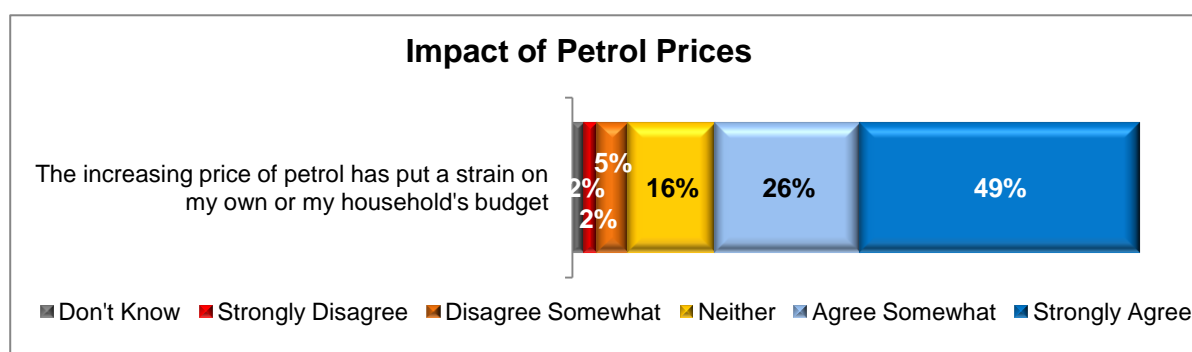
"The price has risen, but it's still pretty low. Versus a bottle of Coke, it's cheap." (Perth)

"Sometimes I might choose fuel instead of alcohol or going out to a restaurant but I won't forego my holiday." (Adelaide)

"We might grumble about the cost but we haven't changed. You have to go, so you might just spend less on other things." (Cairns)

"I won't change my driving because of fuel – it's too inconvenient." (Adelaide)

To measure the impact of petrol prices at the national level, the online survey respondents were asked their level of agreement with the statement, *"The increasing price of petrol has put a strain on my own or my household's budget"*. Three in four (75%) agreed, and half (49%) agreed strongly, while just 8% disagreed (2% strongly). This indicates that most Australians have been financially affected in some way by the rising cost of fuel. Indeed, even half of those claiming to have a personal income of \$100,000 or more agreed with the statement (49%).

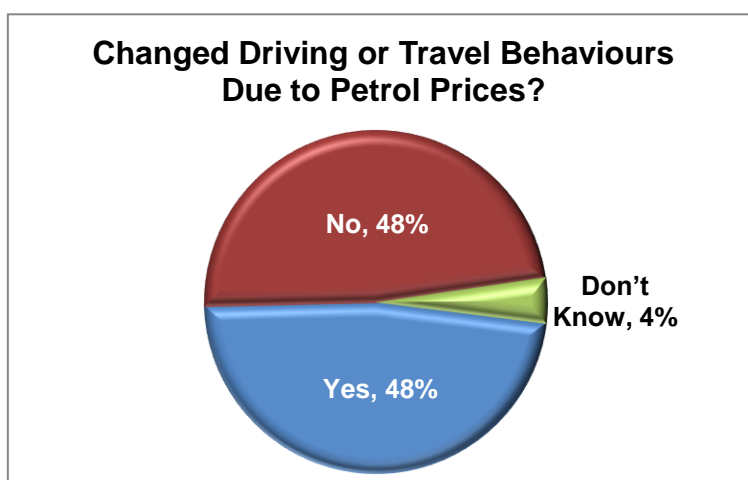


Source: National survey. Base: All respondents (n=1,005)

Q15. To what extent do you agree or disagree with the following statements about the transport system in your city or town?

The survey went on to explore the extent to which this had changed behaviours. Well over half (58%) of those who agreed with the statement said in a later question that they had actually changed their driving or travel behaviours as a result of a rise in petrol prices. By comparison, among *all* respondents, almost half (48%) said they had changed their driving or travel behaviours as a result of a rise in petrol prices, while the same proportion said they hadn't (48%). These results reinforce that people

say they have made sacrifices in other areas rather than change their transport behaviours.



Source: National survey. Base: All respondents (n=1,005)

Q16. Have you ever changed your driving or travel behaviours as a result of a rise in petrol prices?

In terms of demographics, residents of Queensland were most likely to report having made changes to travel behaviour in response to rising petrol prices (55%), followed by Tasmanians (53%) and then Victorians (51%). Females were more likely to have changed than males (52% vs. 43%), as were those in the 35-44 year age group (52%) and respondents born overseas (52% versus 46% of Australian born respondents).

Changed Driving /Travel Behaviours	Total	Location		State							
		Metro	Regional	VIC	NSW	QLD	TAS	NT	WA	SA	ACT
Base (n=)	1,005	613	392	202	201	200	50	50	127	125	50
Yes	48%	45%	52%	51%	42%	55%	53%	36%	46%	45%	34%
No	48%	51%	44%	45%	51%	42%	44%	61%	53%	51%	64%
Don't Know	4%	4%	4%	3%	7%	3%	3%	3%	2%	5%	2%

Changed Driving / Travel Behaviours	Total	Gender		Age Group					Country of Birth	
		Male	Female	18-24	25-34	35-44	45-54	55+	Australia	Overseas
Base (n=)	1,005	503	502	203	200	202	200	200	748	257
Yes	48%	43%	52%	48%	46%	51%	45%	48%	46%	52%
No	48%	51%	46%	41%	47%	46%	51%	51%	49%	46%
Don't Know	4%	6%	3%	12%	7%	2%	4%	1%	5%	3%

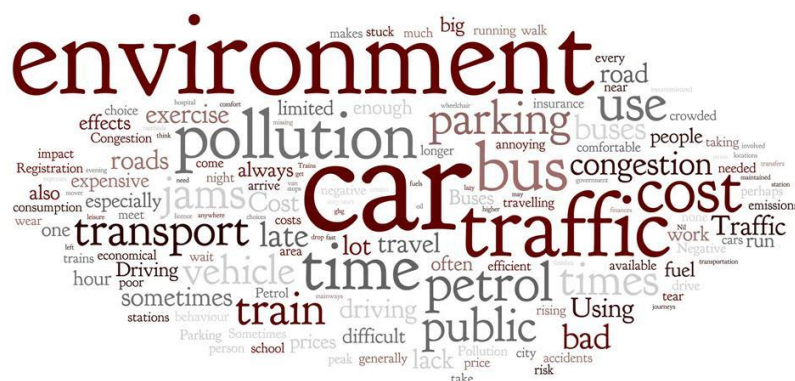
Source: National survey. Base: All respondents

Q16. Have you ever changed your driving or travel behaviours as a result of a rise in petrol prices?

The main change reported was simply driving their car less (78%). Almost half of those who had changed had made efforts to shop more locally (45%), and around a third had changed the way that they drive – e.g. driving more smoothly (35%). More than one in four reported using public transport more (27%) and/or cycling or walking

- Comfort
- Positive effects of using public transport:
 - No/low stress
 - Get some exercise
 - Lower cost than driving and parking
 - Helps reduce congestion on roads
 - Don't have to worry about parking
 - Can use the time productively – e.g. to read / work / study / socialise
 - Better for the environment
- Positive effects of cycling:
 - Exercise / health benefits
 - Avoid traffic congestion and associated stress
 - In some situations quicker than other modes
 - Low cost – no fuel or tickets required
 - Good for the environment – no emissions

The negative effects (see word cloud) were most commonly thought to be linked to the car and its impact on the environment. Despite this, participants struggled to articulate the specific ways in which driving affects the environment, other than a very basic “pollution”, and most did not appear to consider the environment in relation to transport. Many also felt that driving in particular contributes to traffic levels and congestion. Some commented on the cost imposed associated with their choices.



"The only time I ever think about the environment is if there's a car in front of me with fumes." (Melbourne)

"I never think about the environment. I can't afford to. At this time in my life, I have to say I just don't care." (Melbourne, single mother with a young child)

"There's a health and fitness boom, and people are thinking more about the environment too." (Melbourne)

The negative effects also differed between driving and public transport, with a broader range of effects mentioned for driving than for public transport. Notable effects distinct to driving were reduced physical activity, stress that is mainly associated with congestion and bad drivers, and environmental impacts.

"We're more careful using the car because of the higher fuel costs, but it's still more convenient to use the car." (Perth)

The negative effects of public transport were largely centred on it being unreliable – reducing their sense of control over punctuality and causing them to be late, as well as safety issues and concerns, particularly at night and in some (lower socioeconomic) areas.

“I’m not keen on public transport. It’s inconvenient and unsafe at night, and I have a disability so it’s harder. I tried to catch the bus three times and it either doesn’t come at all, or it’s really late, or even early sometimes and doesn’t wait so you miss it.” (Brisbane)

4.3 Knowledge of the Transport System and Government Responsibilities

Part of understanding perceptions and experiences involves exploring people’s knowledge of the transport system. This was primarily undertaken within the deliberative fora sessions.

4.3.1 The Transport System and Related Terminology

One of the topics explored quite early within the deliberative fora was participants’ understanding of what the transport system encompasses and what a range of related terms mean to them.

When referring to ‘the transport system’, participants didn’t generally think about the whole system; the first thing that tended to come to mind was ‘public transport’ although they quite easily understood that it includes roads and how the various forms of transport all work together. Quite a few also went on to identify bicycle paths, pedestrian paths, taxis and even airports / air travel as being part of the transport system.

It should be noted that the facilitators took care to ensure participants thought about the whole system as much as possible throughout the sessions, as some participants tended to automatically think about ‘public transport’ and not the roads and driving when asked about ‘the transport system’.

The level of understanding of the related terminology was reasonably consistent across groups. The most common meanings of these terms are as follows, loosely ordered from most to least well understood:

- **Access** – thought to relate to availability of services, as well as the ability of people to use the services that are available when and how they need to, without any obstructions; some thought about congestion and access to parking. A small number thought about access to transport for people with a disability.
- **Mobility** – this made participants think of *how* people get around (i.e. different modes), and being able to do so easily, especially those with disabilities and special needs such as the elderly and the pregnant.
- **Liveability** – a nice place to live that is easy to get around, somewhere you want to be, somewhere that provides a good quality of life, is healthy, safe and stress free. For many participants this was an overarching term that included the other terms discussed (access, mobility, sustainability), although it was not in itself a particularly familiar term to people.

- **Sustainability** – something that is effective, lasts and can continue to be used, doesn't waste resources or destroy the environment. To a very limited extent, sustainability was also recognised as meeting the needs of people. Participants generally felt quite unsure about what sustainability means, especially in relation to transport.

These findings were taken into consideration when designing the national quantitative survey, and should be considered when developing transport related communications aimed at the public, in order to maximise comprehension.

4.3.2 Government Responsibilities and Plans

Forum participants were asked to outline their knowledge of what the different levels of government are responsible for in relation to the transport system. Their broad assumptions are summarised below.

- **Local government / councils:** Public transport, footpaths, bicycle paths, local roads, maintenance and repairs
- **State government:** Public transport, main roads, building new roads
- **Federal government:** Air services, funding, national highways, road rules

Few participants had previously given much thought to the question of the division of government responsibility in relation to transport. Instead, many tend to think of 'the government' as a general entity that is responsible for overseeing transport management, development and issues.

However, many participants across Australia commented that the responsibility appears to be passed between the different levels of government (especially local and state) when there is a problem, resulting in inaction or ineffective action.

"It becomes an issue when there's a problem and no-one wants to own up to the problem." (Brisbane)

"The federal government should come in and say these roads are terrible – fix them. There's a street in Kuranda that's been under construction for two years. The people down in Brisbane need to look at the local conditions and draw on local knowledge – it's different up here." (Cairns)

Some participants added that they would like to be able to know which level of government to go to if they do have a problem, suggesting that there may be a role for a centralised transport information hub.

"They tell you to go to someone else if you complain. And it's hard to know who to go to. For example, if there's an abandoned car in a bus stop, who is responsible – the police, the council, or someone else?" (Adelaide)

Participants' awareness of government transport plans in their city was quite limited. Typically a few mentioned one or two plans related to road or rail developments, but most admitted that they didn't really know.

Those in Brisbane appeared to be the exception, with most participants able to describe a range of actions and plans for the transport system. This is possibly a reflection of the high visibility of transport works currently underway in Brisbane. To a lesser extent Adelaide residents appeared reasonably well informed about transport plans, citing specific roads that were being targeted for improvements and upgrades.

Community consultation on transport planning is addressed later in the report under section 5.10, *The Role of Government*.

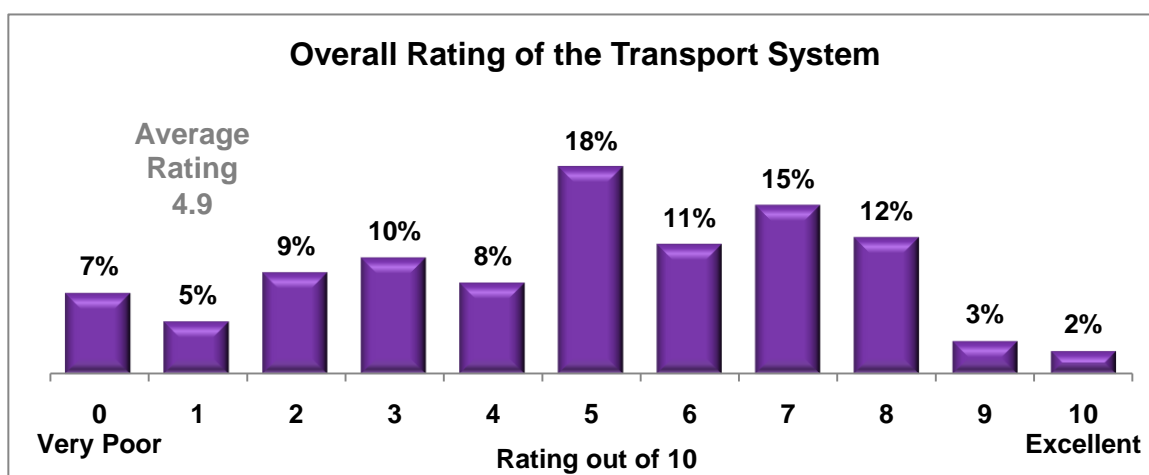
4.4 Perceptions of the System

4.4.1 Overall Rating of the Passenger Transport System

As a measure of satisfaction, research participants were asked to think about the whole transport system in their town or city, including all types of public transport and other options such as roads and driving, footpaths, bicycle paths etc, and to rate the system for helping them to get around when and where they want.

In the fora, none of the participants rated their transport system as 10 out of 10, although some in Adelaide, Bendigo and Perth came close, offering a 9 out of 10. The average rating overall was 5.8 out of 10. Ratings varied somewhat by location, with the lowest ratings recorded in Cairns (4.9), Melbourne (5.1) and Sydney (5.2), and the highest in Perth (7.1).

Within the national online survey, the average rating was 4.9 out of 10, with 39% of respondents rating the transport system as just 4 or lower.



Source: National survey. Base: All respondents (n=1,005).

Q6. Thinking now about the whole transport system in your town or city, including all types of public transport and other options such as roads and driving, footpaths, bicycle paths etc...How would you rate the overall transport system in terms of helping you to get around when and where you want?

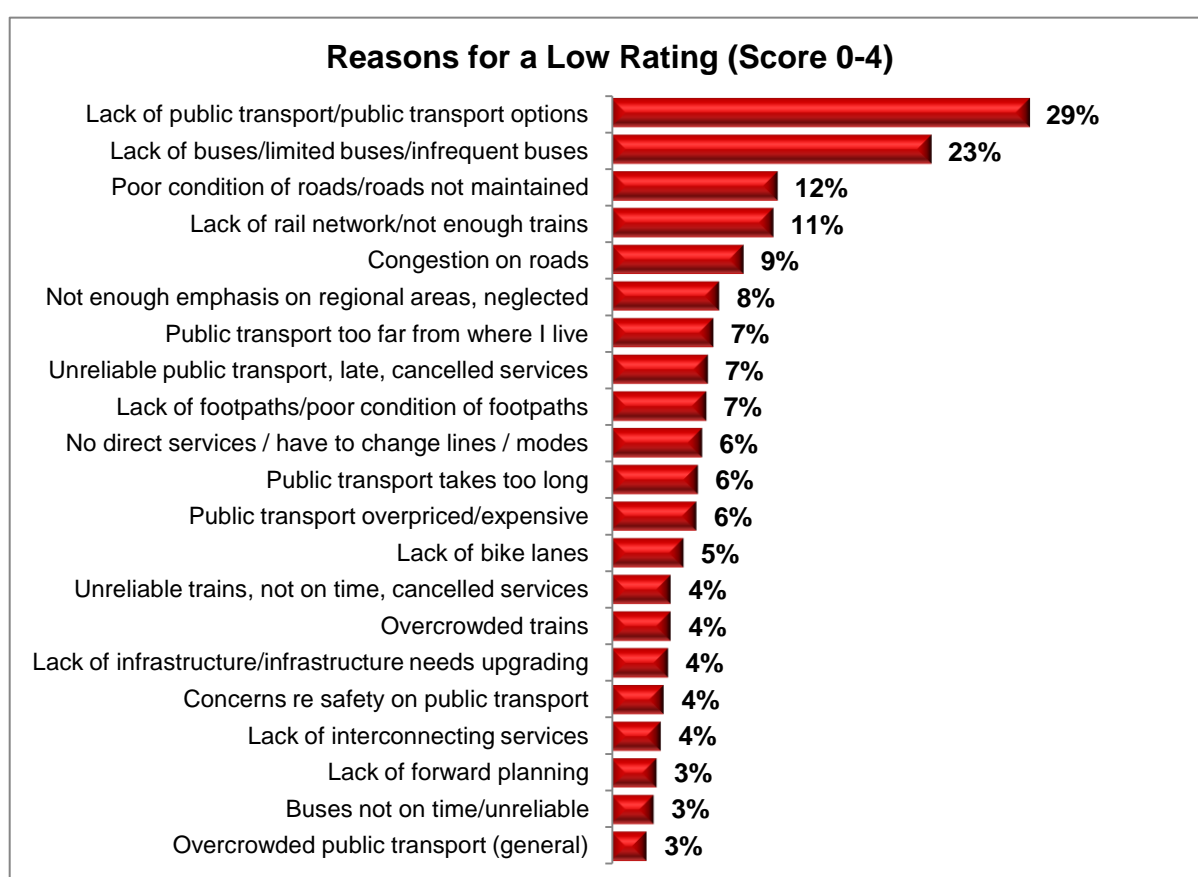
When asked about their reasons for rating the transport system that way, 29% of those who gave a rating of 4 or less (17% of the total sample) said it was due to a lack of public transport or public transport options in general. A further 23% (14% total sample) specifically mentioned a lack of buses or limited or infrequent buses.

"The public transport system is abysmal. You need to drive to train stations; there are rarely buses that interact with the trains. The trains stop at the time that people like me would actually use them (i.e. coming home from a

night out) and then even if I do use a train, there's no way to get home from the train station!" (Perth, online survey)

"There is not much option for public transport except the Vline train which runs at odd times. You really need a car to work outside the town I live in." (Melbourne, online survey)

"Canberra has very little in the way of public transport; limited routes and very infrequent - I can drive to work in 15 minutes, or catch a 7.30am bus that takes around 20 minutes. The bus only departs once each morning, and again a single bus returns, leaving the city at exactly 5pm. In addition to this single route, there are half-hourly (peak) / less-than-hourly (off-peak) buses that will reach the same destination with a transfer at a dingy terminal, taking a total of almost an hour to complete the trip. It's just not convenient or flexible. There are also certain areas that don't even have a bus service." (Canberra, online survey)



Source: National survey. Base: Respondents who gave a rating between 0 and 4 (out of 10) of the transport system in their area (n=398)

Q7. What made you rate the transport system that way? [MULTIPLE RESPONSE]

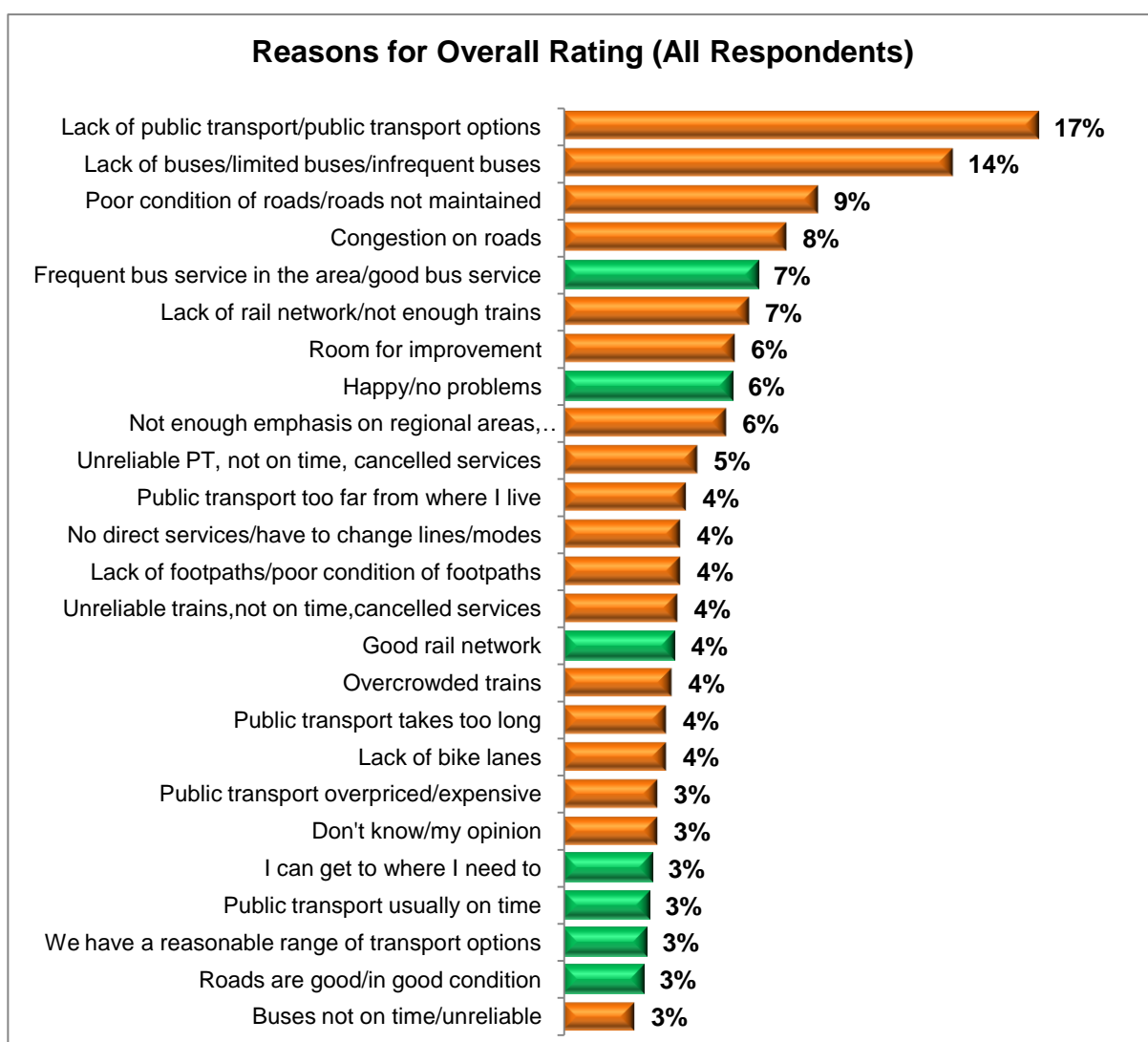
Responses less than 3% not shown

Other areas of concern were the poor condition of roads (mentioned by 9% of all respondents), and congestion on the roads (8%). Many participants in regional Queensland in particular also expressed a sense of dismay that they do not receive the same level of attention as those of south east Queensland or Brisbane.

*“Roads are all breaking up, traffic too busy for the area, no public transport available, have to drive over 10kms to get to nearest public transport.”
(Brisbane, online survey)*

“Roads are terrible – we are the beef capital, we have constant traffic from mines and our roads are terribly unsafe, but this is central Queensland not south east Queensland, so money doesn’t get spent here for two reasons: the politicians don’t live here and we are not south east Queensland.” (Regional QLD, online survey)

*“For what it would cost to build a new tunnel in Brisbane, they could fix all of our transport problems here in Cairns, but they look after themselves first.”
(Cairns)*



Source: National survey. Base: All Respondents (n=1,005)

Q7. What made you rate the transport system that way? [MULTIPLE RESPONSE]

Responses less than 3% not shown

The national survey also included a series of attitudinal questions of which two related to the transport system in general. The strongest sentiment was in response to the statement *“I never experience any difficulties or delays getting around”*, with 24% of respondents strongly disagreeing and 28% somewhat disagreeing with this (net 51%). This is reflected in some of the comments made throughout the online survey.

"I have two preschool and four school aged children which makes transport difficult when getting off and on buses when there is no disabled access. I am not disabled; one of my children is in a pram, there is no space provided for people like me in the trams. I have to use the disabled area and often I see other parents having to use these areas on public transport because prams are not given space. Public transport is not family friendly. Footpaths are often too narrow for me to push the pram and walk alongside anyone."
(Adelaide, online survey)

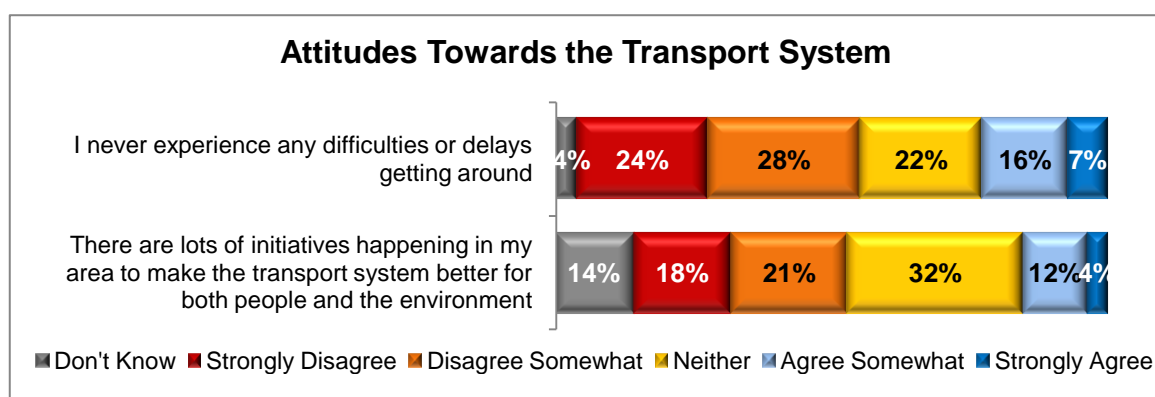
"Difficulty of using buses; at times I require that they have walker access."
(ACT, Female aged 65 to 74, online survey)

"Because it does not help me get to and from work easily. I would have to take 3 buses or 2 buses and a ferry." (Brisbane, online survey)

"Bad facilities for walkers, bike riders (hardly any cycle paths available), terrible train, bus system, simply not enough buses or trains to cope with passenger demand. I often have to wait at the station and miss 2-4 trains in the morning or evening because there is simply no room to get on. I stopped catching the bus as the timetables were NEVER stuck to. So unreliable I could not rely on them getting me to work on time. Not enough security on trains, seen two people bashed on peak hour home time trains in the last month. Not enough parking in heavy work areas (i.e. CBD) and way too expensive, I would have to pay over \$100 a week to park in the city where I work." (Perth, online survey)

"I drive my son to school, but I take the bus to work. I almost got sacked once because the bus didn't turn up at all and I got to work really late. My boss rang the bus company and they said they did turn up but I was there early; they were lying. That's the problem with having a monopoly bus company."
(Cairns)

When it came to sustainable transport developments, for the most part this is not perceived to be happening. Around four in ten respondents disagreed to some extent (39% net disagree somewhat / strongly) with the statement *"there are lots of initiatives happening in my area to make the transport system better for both people and the environment"*. Almost a third (32%) neither agreed nor disagreed with the statement, pointing to a lack of knowledge and understanding of what this would entail, which was observed within the qualitative research.



Source: National survey. Base: All respondents (n=1,005)

Q15. To what extent do you agree or disagree with the following statements about the transport system in your city or town?

4.4.2 Perceptions of Roads

Research participants were asked to rate various aspects of the road system. In the fora, many of the participants had concerns about the roads in their area. In metropolitan areas participants were frustrated by traffic congestion, lack of roads in outer areas, poor synchronisation of traffic lights, the constant and time-consuming road works and the frequently changing speed limits which not only require additional effort and concentration but also appear to increase overall travel times.

*“Road works around the city are numerous and take ages to be completed.”
(Canberra)*

“Main north east road is absolutely congested with no forward planning. Where is the infrastructure? And on the new development about to be [implemented] – we need over passes. Road works everywhere, yet busy at odd times.” (Adelaide)

“Roads - unless you pay lots of tolls, the roads are now diverted into difficult routes and their tollways are often slow in peak times.” (Sydney)

In regional areas in particular, there were concerns about the poor condition of roads and the lack of maintenance, particularly in Cairns where the roads were flood affected and not yet fixed. Another concern in regional areas was the lack of routes into and out of the main towns or between smaller towns.

“There’s only one way in and one way out. If there’s an accident, it can take two hours to get into town.” (Cairns)

“Access to some areas is limited during the wet season. There’s limited access to the city and only single access from the southern corridor.” (Cairns)

“Some of the roads in Bendigo are really rough. They fix the roads in town but not the ones out of town. I ruined my suspension recently driving on a road out of town that was flood damaged.” (Bendigo)

“We need a ring road around Bendigo so that we don’t have to drive through the town unnecessarily.” (Bendigo)

In the online survey participants were asked to give an overall rating of roads in their area as well as specific ratings of road attributes and their attitudes towards roads and driving.

In terms of helping them to get around, the average rating of roads was 5.6 out of 10, with 54% of respondents giving a rating of between 5 and 7 out of 10. Roads were rated the highest compared to the overall transport system rating (4.9) and public transport (4.8) ratings.

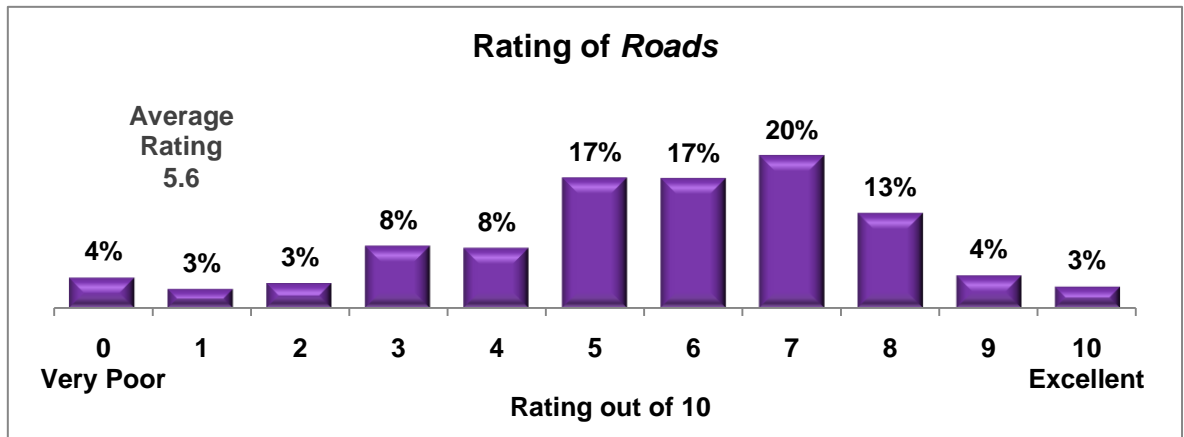
“The coast road from New South Wales is shocking; it’s like a third world country.” (Brisbane)

“Roads are poorly maintained in several main areas including our area. Constantly congested.” (Brisbane, online survey)

“Two lanes for a major highway each way is not enough. It is always a car park in peak hour.” (Brisbane, online survey)

“Roads are not maintained to a reasonable standard. Pot holes emerge and the council tries to fix them, but it ends up worse.” (Regional QLD – online survey)

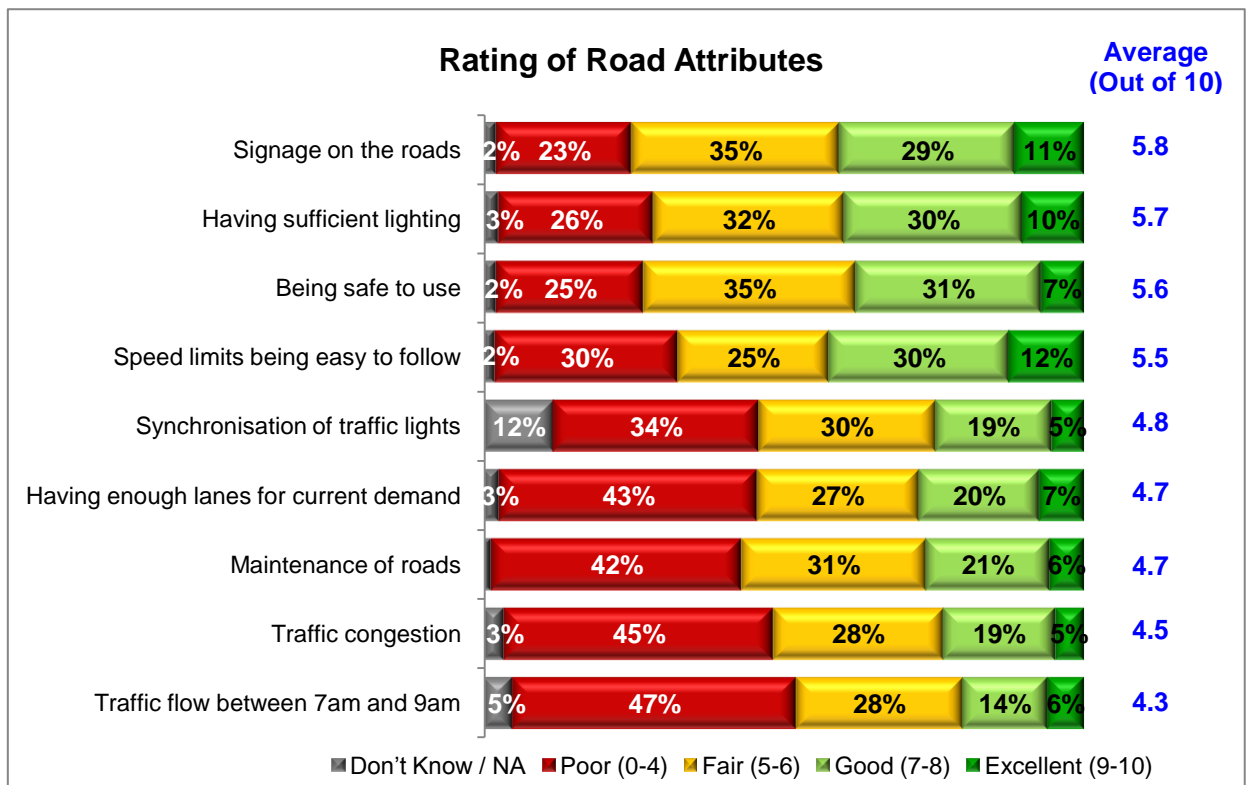
“I live in an area 1 hour from a capital city and the roads are in a dreadful condition, potholes, no shoulder and very few areas to overtake, and generally in bad condition.” (Hobart – online survey)



Source: National survey. Base: All respondents (n=1005).

Q11. Thinking now about the roads in your area, how would you rate the road system in your town or city in terms of helping you to get around?

Respondents in the online survey were asked to rate various aspects of roads in their area. Generally, results were quite low with the highest rating given to ‘signage on the roads’ which received an average of 5.8 out of 10. Furthermore, 40% of respondents gave a rating of 7 or more. The second highest aspect was ‘having sufficient lighting’ (average 5.7, 40% rating 7 or more).



Source: National survey. Base: All respondents (n=1,005)

Q12. And how would you rate the roads in your area on the following aspects?

The biggest areas of concern were 'traffic flow between 7am and 9am' with 47% giving a rating of four or less (average of 4.3 out of 10) and 'traffic congestion' (45% rating 4 or less, average 4.5 out of 10). 'Having enough lanes for current demand' and 'maintenance of roads' (both 4.7 out of 10) were also rated quite poorly.

A comparison of responses from different locations revealed that respondents living in regional areas gave significantly more positive ratings for six out of the nine road aspects. However, 'Maintenance of roads' was rated significantly lower among those living in regional areas (average 4.3 compared to 5.0 among those in metropolitan areas). 'Traffic flow on the roads between 7am and 9am' was seen as a bigger issue among those living in Victoria, New South Wales and Queensland where respondents gave significantly lower ratings for this aspect.

Furthermore, those living in Queensland also gave significantly lower ratings of roads 'being safe to use' (average 5.2 compared to 5.6 for the total sample) and 'maintenance of roads' (4.1 compared to 4.7 for the total sample). This could be a reflection of the recent floods endured by residents of Queensland earlier this year. Analysis of the comments made in the fora suggests that many roads have still not been repaired after the floods and recent cyclones, and that roads need to be 'weather proofed'.

Road Aspects (Average Rating out of 10)	Total	Location		State							
		Metro	Regional	VIC	NSW	QLD	TAS	NT	WA	SA	ACT
<i>Base (n=)</i>	1,005	613	392	202	201	200	50	50	127	125	50
Signage on the roads	5.8	5.7	6.1	6.0	5.6	5.7	6.0	6.0	6.1	6.0	6.5
Having sufficient lighting	5.7	5.7	5.6	5.8	5.5	5.5	5.4	5.2	5.9	5.7	6.8
Being safe to use	5.6	5.6	5.6	5.8	5.5	5.2	5.4	5.7	6.2	5.8	6.6
Speed limits easy to follow	5.5	5.4	5.8	5.5	5.2	5.6	5.5	5.8	6.3	5.7	6.2
Traffic light synchronisation	4.8	4.7	5.1	4.9	4.9	4.4	5.0	5.1	4.8	4.9	5.4
Maintenance of roads	4.7	5.0	4.3	5.1	4.5	4.1	4.2	5.0	5.8	5.0	5.8
Enough lanes for demand	4.7	4.4	5.4	4.6	4.6	4.6	4.8	5.8	5.2	5.4	5.0
Traffic congestion	4.5	4.1	5.3	4.4	4.3	4.4	5.4	5.9	4.9	5.0	5.4
Traffic flow 7am-9am	4.3	3.8	5.3	4.2	4.0	4.2	5.3	5.5	4.9	5.1	5.1

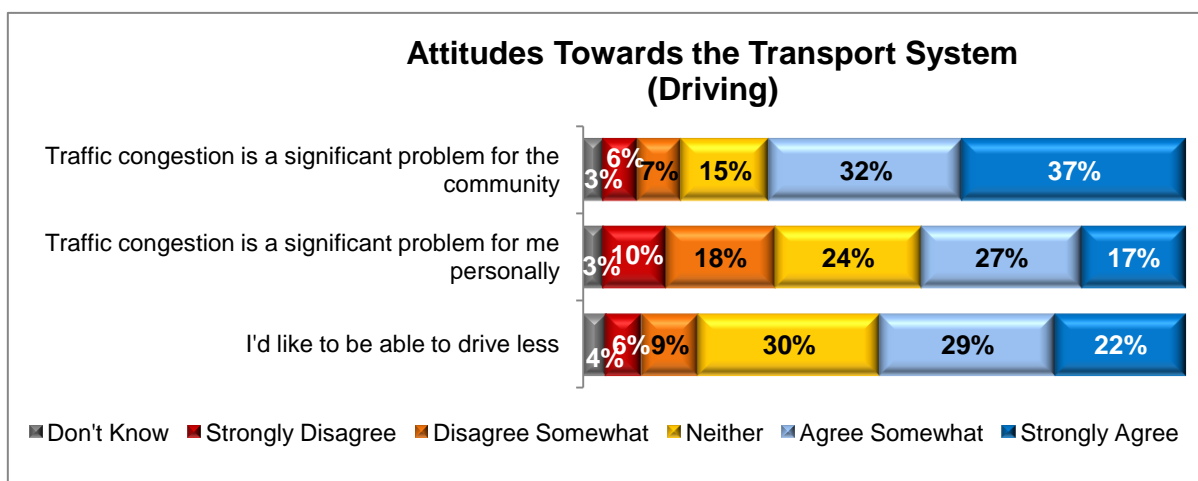
Source: National survey. Base: All respondents
Q12. And how would you rate the roads in your area on the following aspects?

The national survey also included a series of attitudinal questions related to traffic congestion and driving. The strongest sentiment related to traffic congestion in the community, with 37% strongly agreeing that this was a significant problem for the community (69% net somewhat / strongly agree).

As with other recent surveys (e.g. Goodwin and Lyons 2008, p.67), traffic congestion tends to be seen as a bigger problem for the community than for people personally, with only 17% agreeing strongly that it was a significant problem for them personally (44% net somewhat / strongly agree). This was consistent with the results from the qualitative fora where 65% agreed somewhat or strongly that traffic congestion was a significant problem for their community, while 41% thought it was a significant problem for them personally.

Around half of the respondents in the online survey agreed somewhat (29%) or strongly (22%) that they'd like to be able to drive less (net 51%). This was also the case in the fora, where respondents expressed an interest in driving less but felt that public transport was somewhat if not completely inadequate, or simply not convenient for them.

"Most people are open to the idea of using public transport but it needs to be modified, with increased services and new routes." (Adelaide)

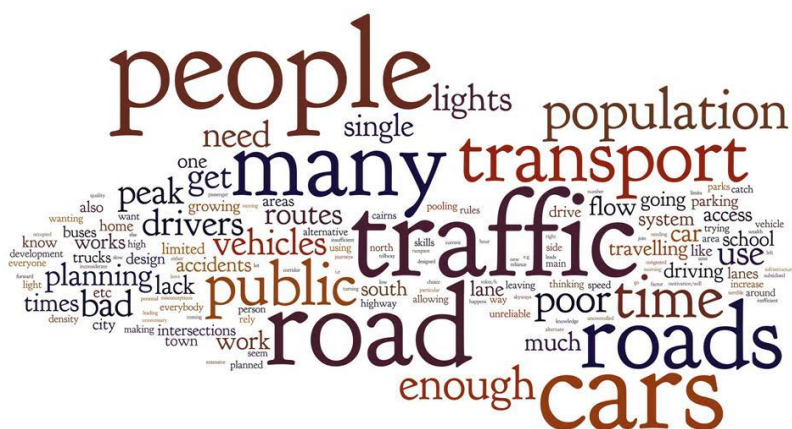


Source: National survey. Base: All respondents (n=1,005)

Q15. To what extent do you agree or disagree with the following statements about the transport system in your city or town?

In both the qualitative and quantitative research, respondents were asked what they thought were the main causes of traffic congestion.

The word cloud opposite illustrates what fora participants thought the main causes of traffic congestion were. The data was collected from their individual self-completion questionnaires (the larger the word, the more frequently it was mentioned).



From discussion within smaller groups, the main causes of congestion were described as:

- Increasing population and more cars on the road
- Everybody going the same way at the same time
- Too many cars with just one occupant
- Bad drivers
- Accidents
- Traffic lights (too many / not enough / lack of synchronisation)
- Poor infrastructure / planning
- Public transport (unreliable / not available).

This question was also quantified in the online survey, with the results shown in the table below.

Respondents gave a range of reasons as to what they thought were the main causes of traffic congestion and results were fairly consistent with the qualitative research phase. The most commonly mentioned causes were the 'increasing population / number of drivers / cars on the road' (61%) and 'peak hours / working hours / time of day' (61%). Other common causes, mentioned by four in ten respondents were 'poorly designed roads / highways / freeway', 'people being bad drivers / lacking skills / alertness' and too many cars with one occupant / not enough car pooling' (all 39%).

At the next level down, 'road works' (37%), 'public transport not adequate / not available' (36%) and 'lack of alternate routes / not enough roads' (35%) were also seen as causes of congestion.

Sentiment was much stronger in metropolitan areas in relation to many of the perceived causes of traffic congestion.

Causes of Congestion (% selected)	Total	Location	
		Metro	Regional
<i>Base (n=)</i>	1,005	613	392
Increasing population / number of drivers / cars on the road	61%	67%	52%
Peak hours / working hours / time of day	61%	68%	48%
Poorly designed roads / highways / freeways	39%	40%	39%
People being bad drivers - lacking skills / alertness	39%	38%	40%
Too many cars with one occupant / not enough car pooling	39%	43%	31%
Road works	37%	36%	40%
Public transport not adequate / available	36%	41%	28%
Lack of alternate routes / not enough roads	35%	36%	34%
Traffic lights not synchronising	31%	37%	22%
Breakdowns / crashes / accidents	28%	31%	22%
Too many traffic lights	22%	26%	14%
Speed limits	22%	22%	20%
Not enough roads	17%	18%	15%
Level crossings / not enough overpasses / underpasses	16%	21%	9%
Vehicles not adhering to clearway signs	13%	16%	8%
Inadequate clearway times / number of clearways	9%	12%	6%
Does not apply / no traffic congestion where I live	1%	0%	3%
Heavy vehicles, transports, trucks on the road	0%	0%	1%
Other	3%	3%	3%

Source: National survey. Base: All respondents
Q13. What do you think are the MAIN causes of traffic congestion? [MULTIPLE RESPONSE]

4.4.3 Rating of Public Transport

Research participants were asked to rate various aspects of the public transport system. In the fora, many of the participants had concerns about the public transport system in their area, particularly around:

- Lack of services near to where they lived;
- Infrequent services;
- Services coming late or not showing up at all (particularly buses);
- Lack of services during off-peak times (including weekends and public holidays);
- Lack of connectivity between services (e.g. between buses and trains);
- Safety on public transport;
- The availability of suitable parking at public transport stops.

These concerns were consistent between metropolitan and regional areas. The following quotes collected from the fora discussions and self-completion surveys reflect these concerns.

“Public transport doesn’t seem to be coordinated, a bus leaves just before a train arrives.” (Perth)

“The public transport system overseas, like in Europe, is so much better. You turn up at the station and two minutes later a train shows up.” (Adelaide)

“No rail system - insufficient parking. No covered bus stops (wet season - rains for months).” (Cairns)

“Public transport is slow, comes infrequently and is often unpleasant to travel on.” (Canberra)

“Public transport finishes too early at night.” (Adelaide)

“Buses are never on time, takes hours to get from one side of Canberra to the other, no trams / underground railway.” (Canberra)

“The transport system is slow and badly planned. People would use more public transport if it was more frequent, efficient, better connected to other forms (tram/bus) and safer to travel on.” (Melbourne)

Overall, public transport was seen as the key to a more effectively functioning transport system, especially once participants were presented with an overview of the key challenges facing the system, centred around population growth and peak oil.

In the online survey participants were asked to give an overall rating of the public transport system in their area as well as rate various aspects of the public transport system.

The overall rating of the public transport system was 4.8 out of 10 (on average) with 40% of respondents giving a rating between 0 and 4. Public transport was rated significantly lower among those living in regional areas (average of 4.3 compared to 5.1 among those living in metropolitan areas).

The comments below, taken from online survey responses, reflect some of the frustrations that commuters have with the public transport system. The themes are in line with those identified in the qualitative research.

“Buses do not run on any sort of decent timetable with up to an hour and a half between them at times during the working day.” (Brisbane, online survey)

“Very limited public transport linking my town to other major towns and our nearest capital city.” (Regional Victoria, online survey)

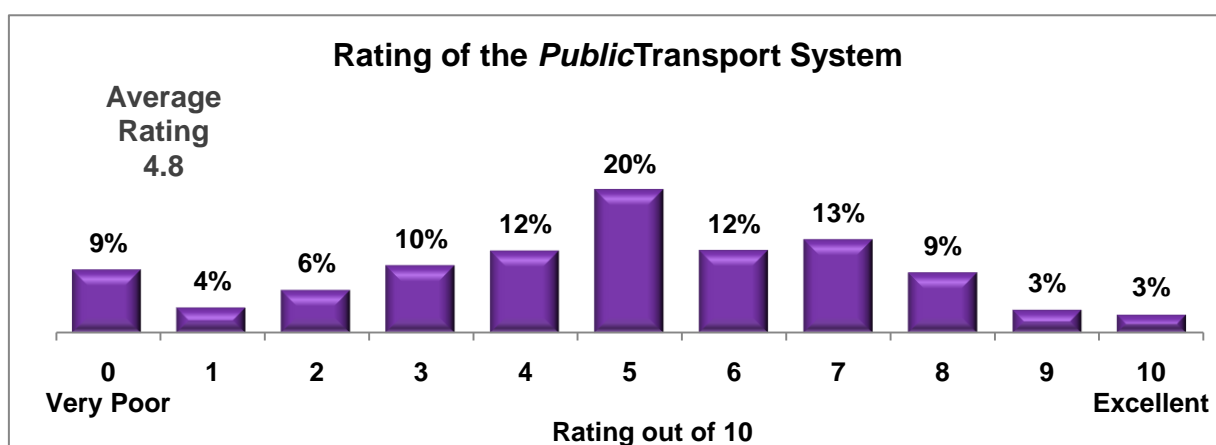
“The public transport system in the ACT is very poor. Bus services are slow and infrequent, often winding their way through many suburbs on one route making a 20 minute car journey a bus trip lasting an hour.” (Canberra, online survey)

“Buses do not provide direct routes to work. It takes twice as long as via car. Also, train stations are not in convenient areas. If I have to drive to the station I might as well do the extra 10km to work.” (Perth, online survey)

“The buses and trains don’t come around often enough. There are never enough seats. It is overpriced.” (Brisbane, online survey)

“Train system is massively overcrowded and inefficient. Links between buses and trains are poor.” (Melbourne, online survey)

“I would have to catch four different buses to get to my work but when they don’t run on time it would take me up to 1 and a half hours just to get to work. The bus routes are not very well designed and don’t easily interact with the trains and trams.” (Adelaide, online survey)



Source: National survey. Base: All respondents (n=1,005).

Q9. How would you rate the public transport system in your town or city?

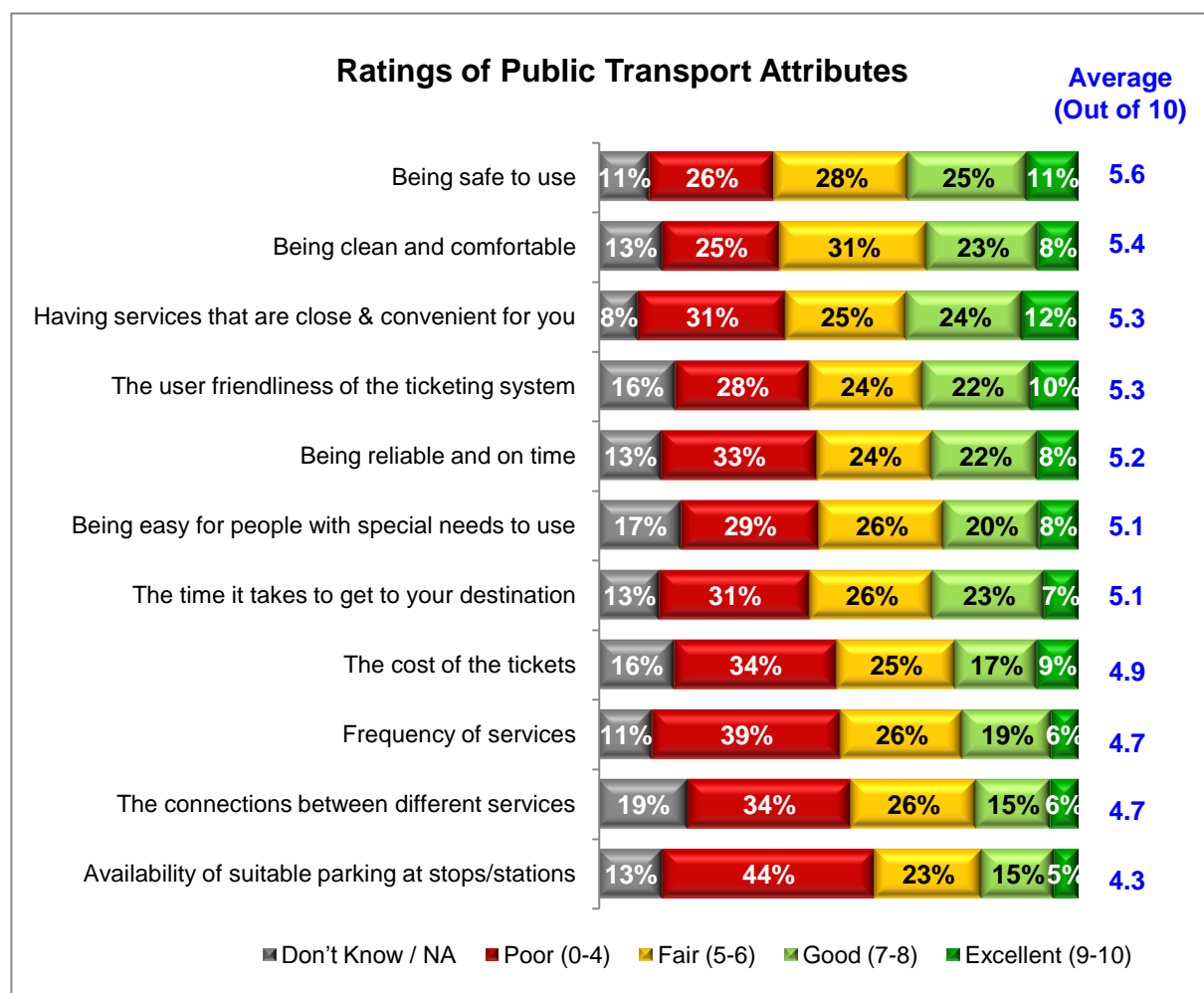
Respondents in the online survey were asked to rate specific aspects of public transport. The results were similar to those for the overall transport system, with the average scores for various aspects ranging from 4.3 to 5.6 out of 10.

‘Being safe to use’ (average score 5.6 out of 10) and ‘being clean and comfortable’ (average score 5.4 out of 10) were the highest rated aspects.

The biggest areas of concern for the public transport system, all receiving average scores of less than five were:

- 'Availability of suitable parking at stops / stations' (average 4.3 out of 10, 44% rating 0-4)
- 'The connections between different services' (average 4.7 out of 10, 34% rating 0-4)
- 'Frequency of services' (average 4.7 out of 10, 39% rating 0-4)
- 'The cost of tickets' (average 4.9 out of 10, 34% rating 0-4).

These results also reflect the sentiment from the deliberative fora.



Source: National survey. Base: All respondents (n=1,005)

Q10. And how would you rate the public transport in your town or city on the following aspects?

The table overleaf shows the differences in ratings between those in regional and metropolitan areas and also between the states. Respondents living in regional areas gave significantly higher ratings of aspects such as:

- Being safe to use (average 6.0 compared to 5.4 among metropolitan areas);
- Being clean and comfortable (5.9 compared to 5.2);
- Reliability (5.5 compared to 5.0);
- The cost of tickets (5.5 compared to 4.7); and
- Availability of parking at stop / stations (4.6 compared to 4.1).

However, they gave significantly lower ratings for:

- Having services that are close and convenient to you (average 4.8 compared to 5.6 among metropolitan areas);
- Being easy for people with special needs to use (4.9 compared to 5.3); and
- Frequency of services (4.3 compared to 4.8).

Public Transport Aspects (Average Rating out of 10)	Total	Location		State							
		Metro	Regional	VIC	NSW	QLD	TAS	NT	WA	SA	ACT
<i>Base (n=)</i>	1,005	613	392	202	201	200	50	50	127	125	50
Being safe to use	5.6	5.4	6.0	5.3	5.6	5.7	6.2	5.4	5.5	5.6	6.4
Being clean and comfortable	5.4	5.2	5.9	5.3	5.1	5.8	5.9	4.7	6.0	5.3	6.3
Having services that are close & convenient for you	5.3	5.6	4.8	5.7	5.4	4.8	4.6	4.8	5.4	5.4	5.4
The user friendliness of the ticketing system	5.3	5.4	5.3	4.8	5.2	5.5	6.0	5.9	6.7	5.6	5.7
Being reliable and on time	5.2	5.0	5.5	5.0	5.0	5.1	5.9	6.0	6.1	5.3	5.4
Being easy for people with special needs to use	5.1	5.3	4.9	5.2	5.2	4.8	4.9	5.6	5.6	4.8	5.5
The time it takes to get to your destination	5.1	5.2	5.1	5.2	4.8	5.1	5.3	5.4	5.9	5.5	4.9
The cost of the tickets	4.9	4.7	5.5	5.0	4.8	4.3	4.9	7.6	5.6	5.4	5.0
Frequency of services	4.7	4.8	4.3	4.7	4.6	4.6	3.9	4.4	4.9	5.0	4.5
Connections between different services	4.7	4.8	4.5	4.7	4.8	4.5	3.9	4.6	4.9	4.9	4.9
Availability of suitable parking at stops/stations	4.3	4.1	4.6	4.3	4.1	4.3	3.8	4.7	4.2	5.0	4.9

Source: National survey. Base: All respondents
Q10. And how would you rate the public transport in your town or city on the following aspects?

Responses varied from state to state depending on the aspect being measured. Those living in the Northern Territory were the most satisfied with the prices of tickets (average score 7.6), however those in Queensland were significantly less satisfied with the prices.

Western Australia received significantly higher ratings for five out of the eleven aspects measured and in particular for the user friendliness of the ticketing system. In contrast, Tasmania received significantly lower ratings for four of the aspects and in particular for frequency of services and connections between different services. Some comments made by Tasmanians in the online survey are shown below.

“The buses to and from bigger cities are limited with bus travelling once or twice a day. We have train tracks that could be utilised but are not used, the trains are for goods carting only. What a waste.” (Regional Tasmania, online survey)

“I live in an area that is about 5-10 minutes drive from the CBD and we have no buses earlier than 0740 and none later than 1740 on week days and no bus service on weekends. It is about 10-15 minutes walk up or down a steep hill to an alternate bus route.” (Regional Tasmania, online survey)

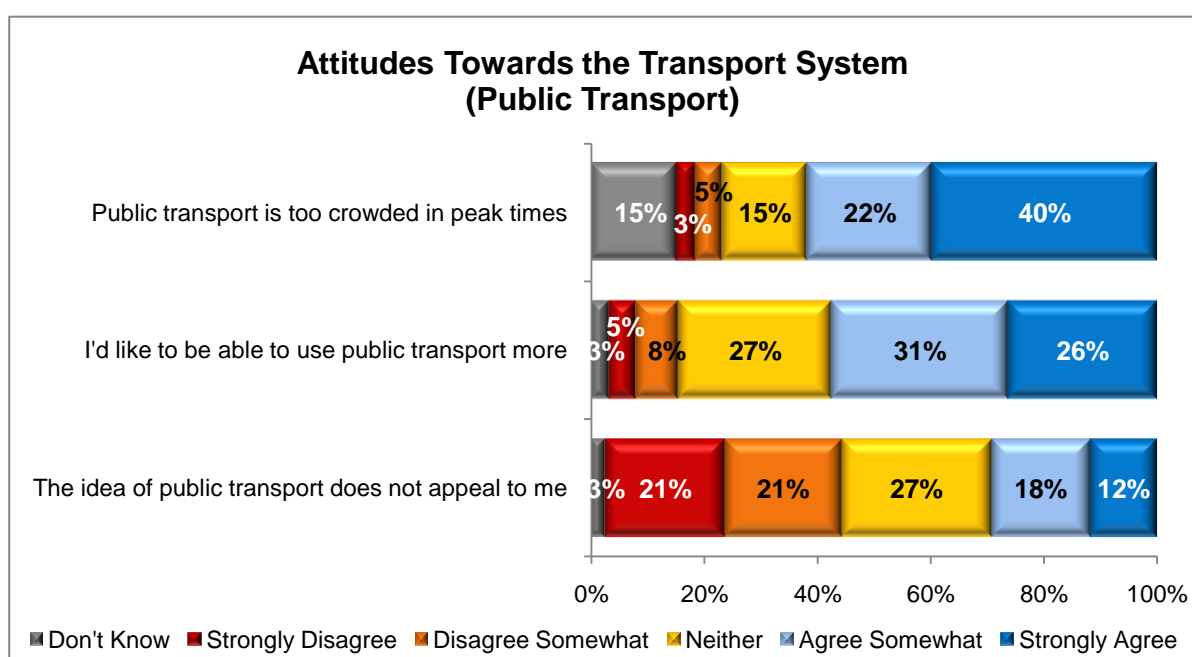
“There are NOWHERE near enough buses, and practically none that come near my house and go directly to the city. And there are no other types of public transport.” (Hobart, online survey)

“Buses only come by the hour and I think it should be more often.” (Hobart, online survey)

The national survey also included a series of attitudinal questions related to public transport. The strongest sentiment was that ‘public transport is too crowded at peak times’ with 40% strongly and 22% somewhat agreeing with the statement (net agree 62%). Agreement was much higher in capital cities, at 77% compared with 36% for those living in regional areas, and highest in Melbourne (85% net agree).

Nearly six in ten respondent (58%) agreed to some extent (26% strongly, 31% somewhat) that they’d like to be able to use public transport more. These results are fairly consistent with the statement ‘I’d like to be able to drive less’ with which 51% of respondents agreed to some extent.

A minority of respondents (29%) agreed either strongly (12%) or somewhat (18%) that the idea of public transport did not appeal to them. More than four in ten (42%) disagreed with this statement to some degree (21% strongly, 21% somewhat).



Source: National survey. Base: All respondents (n=1,005)

Q15. To what extent do you agree or disagree with the following statements about the transport system in your city or town?

4.4.4 Ratings of Cycling Paths and Footpaths

Respondents in the online survey were asked to rate various aspects of cycling paths and footpaths. In general, the results were around the middle of the scale, with the average scores for various attributes ranging from 4.9 to 5.4 out of 10.

Cycling paths and footpaths were rated most positively in terms of being 'available and easy to get to' (average 5.4 out of 10). However, 'having sufficient lighting' was of greatest concern with the lowest average rating (4.9 out of 10).

"We have very few, if any bicycle paths, which means I have to take young children on the roads when using their bikes...Many of the footpaths do not have kerbing to accommodate pushers, strollers or wheelchairs ... instead we have to manoeuvre over the kerb, and the street lighting is almost non-existent in many areas of our city." (South Australia, Regional)

Those living in Western Australia and the ACT generally gave higher ratings of the cycling paths and footpaths compared to other states. In contrast, those living in New South Wales gave significantly lower ratings.

"We need better and safer bicycle paths in order to encourage more cyclists." (Sydney, online survey)

"Local area is not bicycle friendly or pedestrian friendly (lack of continuous footpaths, so need to walk on road)." (Regional NSW, online survey)

Cycling Paths & Footpaths (Average Rating out of 10)	Total	Location		State							
		Metro	Regional	VIC	NSW	QLD	TAS	NT	WA	SA	ACT
<i>Base (n=)</i>	1,005	613	392	202	201	200	50	50	127	125	50
Available & easy to get to	5.4	5.2	5.7	5.7	4.9	5.2	5.0	5.4	6.2	5.4	6.7
Safety of footpaths	5.3	5.2	5.5	5.5	5.0	5.2	5.6	4.9	6.2	5.0	5.9
Safety of bicycle paths	5.2	4.9	5.6	5.6	4.6	4.9	4.9	5.7	6.0	5.3	6.2
Maintenance of paths	5.1	5.1	5.2	5.5	4.6	5.1	5.2	5.1	6.2	4.7	6.0
Having sufficient lighting	4.9	4.9	4.9	5.0	4.9	4.6	4.9	4.2	5.4	4.5	5.0

Source: National survey. Base: All respondents (n=1,005).

Q14. And how would you rate the cycling paths and footpaths in your town or city on the following aspects?

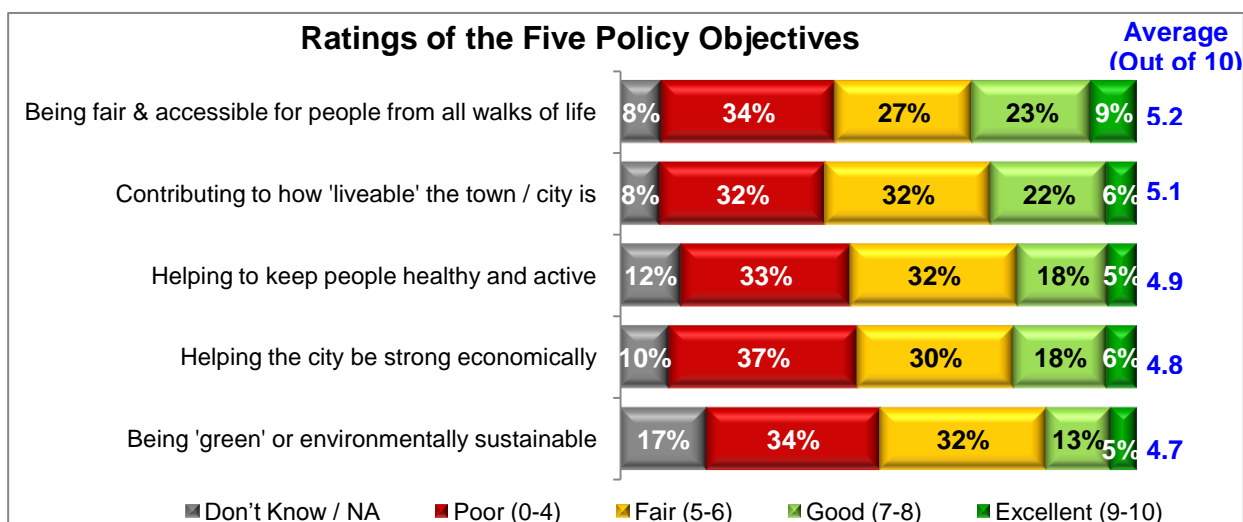
The sentiment about cycling paths and footpaths was the same in the deliberative forums. Many participants said that they would like to ride their bicycles as a mode of travel but didn't feel it was safe. There were also some concerns expressed about car drivers and their lack of consideration or patience for cyclists, as well as the distances and hence travel times that would be required – especially in regional areas. Some participants in Cairns commented that the good footpaths go under roads and bridges and unfortunately get submerged when there is flooding, adding that the government should draw on local knowledge of climatic conditions when planning and building roads, and not just send people up from Brisbane.

"I would ride bikes but there are no "safe" bike paths in our area." (Cairns)

"We need safer places to ride a bike, because all drivers hate cyclists." (Adelaide)

4.4.5 Ratings of the Five Policy Objectives

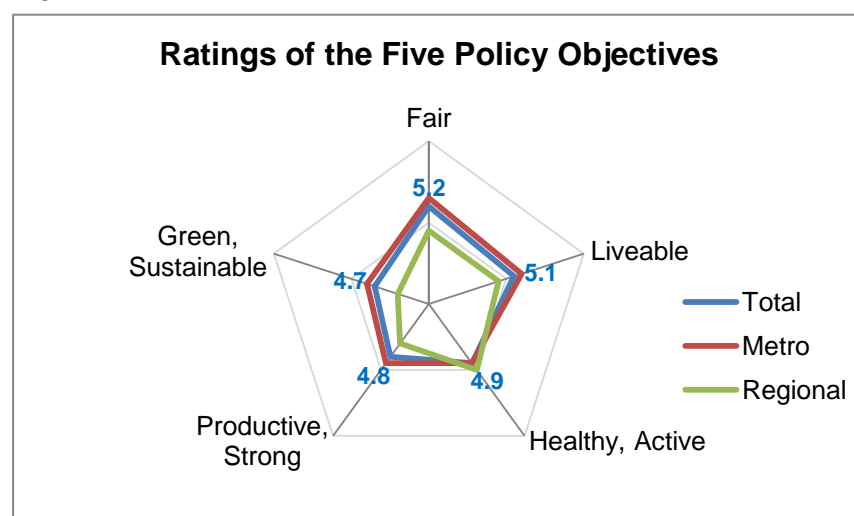
Respondents in the online survey were asked to rate the transport system on each of the country's five common policy objectives identified in the NTC's analysis. There was not much variation in the ratings of the objectives with the average score ranging from 4.7 to 5.2 out of 10.



Source: National survey. Base: All respondents (n=1,005).

Q8. Thinking more specifically, how would you rate the overall transport system in your city / town on the following factors?

The transport system received the highest ratings in terms of being fair and accessible for people from all walks of life (average 5.2 out of 10) and contributing to how 'liveable' the town or city is (average 5.1). The lowest rating was for being 'green' or environmentally sustainable (average 4.7 out of 10). The spider chart below compares the results between those in regional and metropolitan areas. Those in metropolitan areas gave somewhat higher ratings of the transport system for four out of the five policy objectives. Helping to keep people healthy and active was the only objective that received a slightly higher average score among those living in regional areas.



Source: National survey. Base: All respondents (n=1,005), Metro (n=613), Regional (n=392).

Q8. Thinking more specifically, how would you rate the overall transport system in your city / town on the following factors?

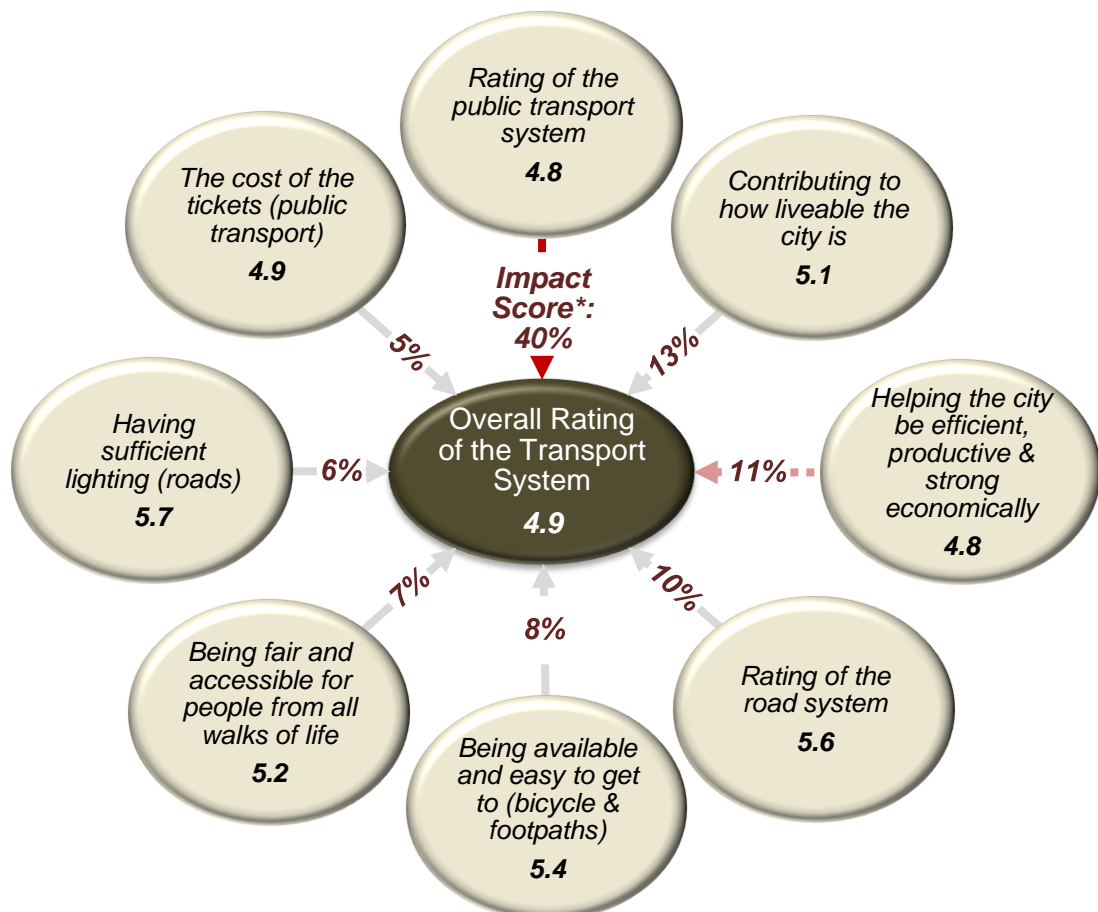
4.4.6 Drivers of Performance Ratings

GA Research conducted various 'driver analyses' using multiple linear regression to determine how well the specific attributes in the survey explained respondents' overall rating of the transport system, roads and public transport, and the relative impacts of each of the attributes on their overall ratings. The analysis looked at all aspects of the transport system rated within the survey, including public transport, roads, bicycle paths and footpaths and the five policy objectives (i.e. questions where a 'very poor' (0) to 'excellent' (10) rating scale was used).

The chart below represents the key factors that respondents were considering when rating the overall transport system. Supporting the findings from the qualitative research, it shows that public transport is the most significant factor and priority in driving overall perceptions of an effectively functioning transport system.

Secondary priorities, with three to four times less impact on overall ratings compared with public transport, are:

- Transport contributing to how liveable the city is;
- Helping the city to be efficient, productive and strong economically; and
- To a lesser extent given its slightly higher average rating, the road system overall.



Source: National survey. Base: All respondents (n=1,005).

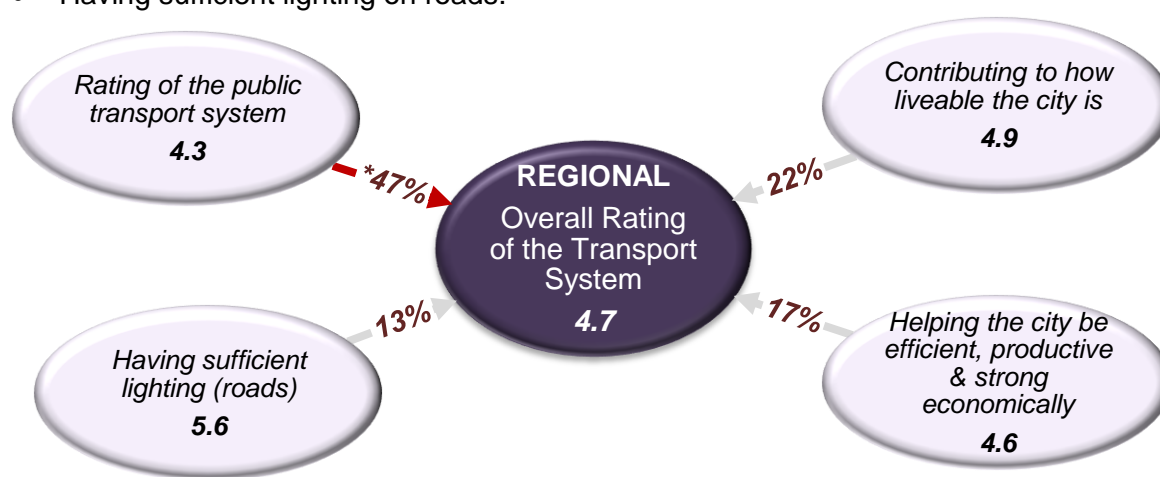
Q6. Thinking now about the whole transport system in your town or city, including all types of public transport and other options such as roads and driving, footpaths, bicycle paths etc...How would you rate the overall transport system in terms of helping you to get around when and where you want?

* The impact score is the rescaled beta score, presented this way to show the relative contribution of each attribute that had a statistically significant role in influencing overall perceptions. The model fit was very good, with an adjusted R^2 score of .623 out of a possible 1.0. Average ratings shown out of 10.

Separate analyses were conducted for metropolitan and regional areas. The metropolitan model was consistent with the overall model in terms of the main priorities for improvement.

The regional model, shown below, differed slightly in that only four attributes had a significant impact on overall ratings of the transport system. In order to improve the overall rating of the transport system in regional areas the focus would be on (in order of priority):

- Improving the public transport system – by far the highest priority;
- Transport contributing to how liveable the city is;
- Transport helping the city to be efficient, productive and strong economically;
- and
- Having sufficient lighting on roads.



Source: National survey. Base: Respondents living in regional areas (n=392)

Q6. Thinking now about the whole transport system in your town or city, including all types of public transport and other options such as roads and driving, footpaths, bicycle paths etc...How would you rate the overall transport system in terms of helping you to get around when and where you want?

* The impact score is the rescaled beta score, presented this way to show the relative contribution of each significant attribute in influencing overall perceptions.

NB: The model fit was very good, with an adjusted R^2 score of .590 out of a possible 1.0

A separate driver analysis was produced to determine the specific attributes that had a significant impact on respondents' overall rating of roads. As shown in the chart overleaf, the analysis identified four aspects that had a significant impact on overall ratings of the road system.

Maintenance is the biggest priority for roads, given that it accounts for more than half of the impact on the overall rating score (51%) and has a lower performance score compared with other measures (average of 4.7 out of 10). This is not surprising given that 9% of respondents mentioned, without prompting, the 'poor conditions of roads / roads not maintained' as their reason for giving the rating they did for the overall transport system.

The second biggest driver of the overall rating of the road system was 'being safe to use' (26% of the impact, performance score 5.6 out of 10). Although they had slightly less impact, 'having enough lanes for current demand' (16% of the impact, performance score 4.7 out of 10) and 'synchronisation of traffic lights' (7% of the impact, performance score 4.8 out of 10) were also identified as priorities for improvement in this analysis.

Separate models were produced to compare the results between the states and the metropolitan and regional areas. However the findings were consistent between the locations.



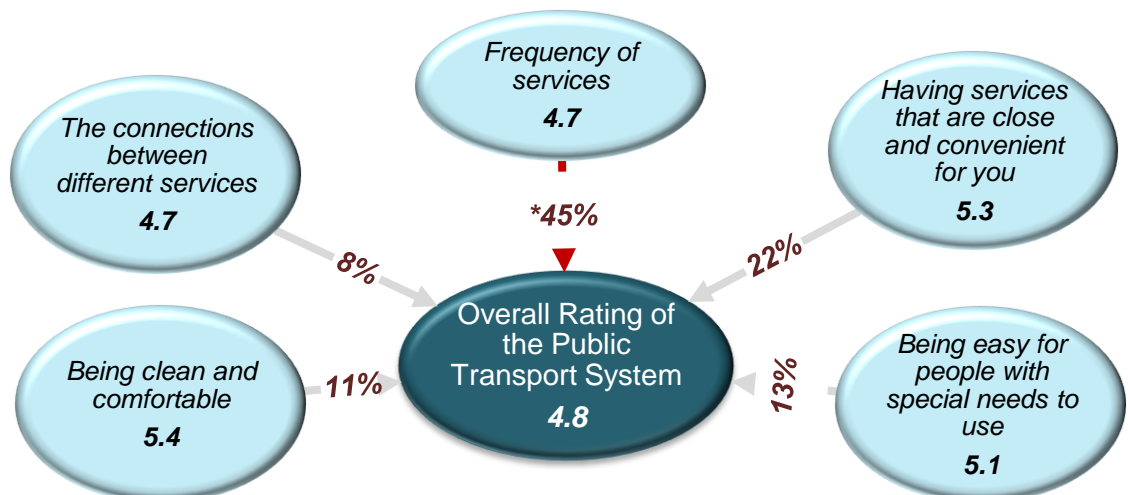
Source: National survey. Base: All respondents (n=1005).

Q11. Thinking now about the roads in your area, how would you rate the road system in your town or city in terms of helping you to get around?

* The impact score is the rescaled beta score, presented this way to show the relative contribution of each attribute that had a statistically significant role in influencing overall perceptions. NB: The model fit was very good, with an adjusted R^2 score of .57 out of a possible 1.0.

The driver analysis shown in the chart below highlights the specific public transport attributes that had a significant impact on respondents' overall rating of the public transport system. The analysis identified five aspects that had a significant impact.

'Frequency of services' is the biggest priority for roads, accounting for 45% of the impact on the overall rating of public transport and having a relatively poor performance score (average of 4.7 out of 10). This supports the qualitative finding that people generally want to be able to get to their destination as quickly as possible.



Source: National survey. Base: All respondents (n=1,005).

Q9. How would you rate the public transport system in your town or city?

* The impact score is the rescaled beta score, presented this way to show the relative contribution of each attribute that played a statistically significant role in influencing overall perceptions. NB: The model fit was very good, with an adjusted R^2 score of .63 out of a possible 1.0.

The second largest driver of the overall rating of the public transport system was 'having services that are close and convenient for you'. Although this had a relatively higher performance score (on average 5.3 out of 10), it accounted for 22% of the impact on the overall public transport rating and is therefore the second priority for improvement.

Although they had slightly lower impact scores, also identified as priorities for improving satisfaction with the public transport system overall were: 'being easy for people with special needs to use' (13% of the impact, performance score 5.1 out of 10), 'being clean and comfortable' (11%, 5.4 out of 10), and 'the connections between different services' (8%, 4.7 out of 10).

4.4.7 Strengths, Weaknesses, Opportunities and Threats

In each of the deliberative fora a SWOT analysis was conducted where participants identified the main Strengths, Weaknesses, Opportunities and Threats of the transport system in their area. The table below summarises the key themes that emerged, ordered from most to least frequently mentioned. Notably, what were strengths for some participants were identified as weaknesses by others – weaknesses generally reflecting a lack of services in the different locations. Note that the opportunities were later explored in greater detail (see the Visions section 5.7).

Strengths <ul style="list-style-type: none">➤ Accessible, easy to get to➤ Can go where I need to go➤ Alternate routes (roads)➤ Bicycle paths➤ Multiple public transport options / alternatives to driving➤ Quality of roads➤ Trains / buses are good➤ Security and safety (PT)➤ Discounted travel for seniors / students (free off peak)➤ Free public transport in the CBD➤ Express services➤ Cost of public transport included in concert / sporting tickets➤ Better than other areas / better than it used to be➤ Trains to the airport	Weaknesses <ul style="list-style-type: none">➤ Infrequent public transport➤ Not enough car parks in the CBD➤ Not enough car parks at stations➤ Driver behaviours / skills (including individuals and public transport drivers)➤ Safety on public transport – especially at night➤ Public transport unreliable / delays➤ Public transport not available late at night, weekends / public holidays➤ Traffic congestion➤ Indirect public transport services, no connections➤ Cleanliness / comfort of public transport➤ Congestion on public transport➤ No public transport to airport➤ Roads not adequately maintained➤ Traffic lights not synchronised➤ Lack of public transport near work or home➤ Speed limit variations / poor signage➤ Taxis e.g. too expensive, bad driving➤ Ticketing system is confusing➤ Lack of planning / forward thinking
Opportunities <ul style="list-style-type: none">➤ More security on public transport / at stations➤ Feeder buses / shuttles to stations or car parking areas➤ Free / cheaper public transport➤ More car parking at stations / park and rides➤ More reliable / frequent public transport➤ Light rail / monorails➤ More bicycle paths / safer paths➤ Double Decker trains (like in Sydney)➤ Faster trains➤ More public transport routes, extend lines➤ More roads / widen the roads➤ Synchronise traffic lights for better flow➤ Airport services➤ Good design / planning➤ Promotion of public transport➤ Better education for drivers (how to drive)	Threats <ul style="list-style-type: none">➤ Safety of public transport e.g. drugs, alcohol, terrorism, lack of security, lighting➤ Costs going up e.g. petrol, energy, public transport, tolls➤ Population increasing, ageing population➤ Safety (roads) e.g. driver behaviours, cyclists➤ Lack of funding / resources➤ Weather and other natural disasters e.g. floods, cyclones, fires➤ Unreliable public transport➤ Fuel running out

5. Looking to the Future: Smart Passenger Transport Systems

5.1 Appetite / Need for Change

The public expressed a strong appetite for changing the transport system and this was evident in both the qualitative and the quantitative research.

Roughly half way through the fora and after an information session was presented on the key challenges and solutions for the transport system, participants were asked to indicate how much they thought the transport system needs to change by positioning themselves along an imaginary scale across the room where one side of the room represented 'no change needed' and the other side represented the system needing 'a total overhaul'.

All participants indicated that at least some change was needed; most stood at least in the middle of the room, with some standing right against the wall. Indeed the distribution of participants was quite similar to that of the bar chart below for the corresponding question from the national survey (although the top end of the scale was not as extreme in the latter).

Participants were also asked to stand where they would have stood before they came along to the research session. The majority of participants had not changed their mind and maintained their position, although a few moved. Most of those who did move stepped a little further away from the total overhaul end of the scale, saying they didn't previously realise the extent of the need for change.

To a large extent, the factors that had changed their mind were related to hearing about the experiences of others and learning from the information session. Most participants were unaware of the broader impacts of transport and the extent of challenges presented by the growing population, urban development and population density issues, the costs of congestion, the concepts of peak oil and transition towns, and the environmental impacts of the transport system – in particular driving and emissions. This included the potential environmental challenges associated with powering electric vehicles, which many had previously assumed would be a clean alternative to petrol fuelled cars.

"From hearing others I now believe the transport system is worse than I thought." (Cairns)

Very few had heard of the concept of peak oil – no more than one or two per forum, and in the case of Sydney none had. A few were even genuinely shocked to learn that oil is of finite supply.

"Peak oil - is that a company?" (Sydney)

Many participants indicated that during the course of the evening they had gained more of an understanding of the systemic problems with the transport system and the immensity of the challenges that will be faced in meeting the community's future demands. This learning prompted many to consider that they might need to change their own behaviours and even lifestyles.

"I learnt about the population in Australia and how public transport is really needed, even for those who use cars." (Perth)

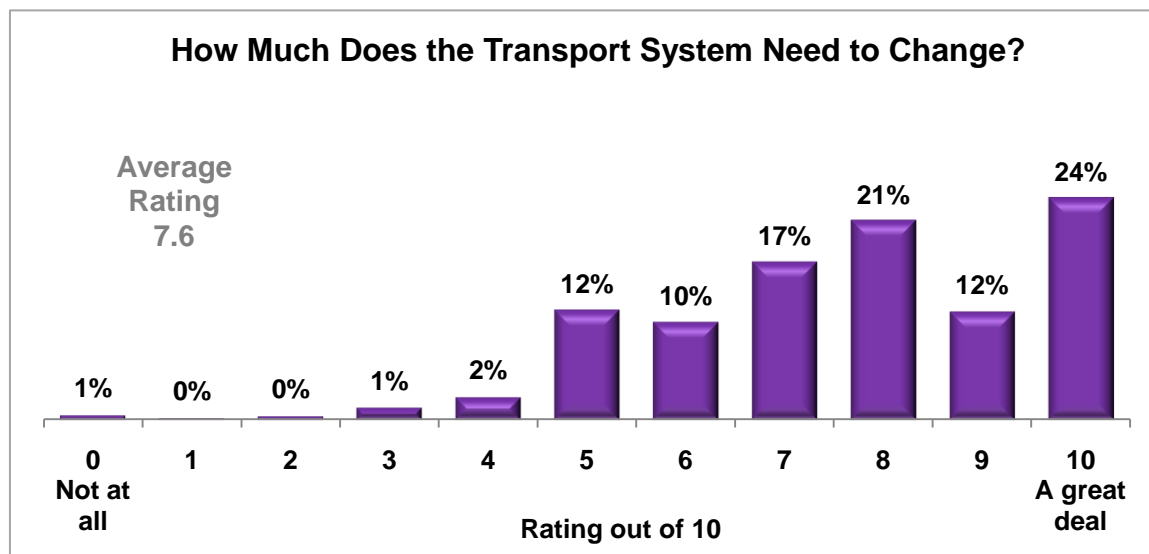
“Most people believe public transport is not safe (not my perception or experience). Also, I learnt that the petrol price does not influence behaviour as much as I imagined.” (Adelaide)

“The price of oil will rise even more, making cars a non-viable option. I am now aware that I need to change my lifestyle quickly.” (Melbourne)

“I now think that electric cars are no better than fuel driven cars, unless the electricity generated is done so in an environmentally clean way.” (Bendigo)

The few who moved in the other direction (indicating they previously thought the system was worse than they now perceived it to be) said that although their own experience may not be that positive, learning about the experiences of others made them think the overall system wasn't quite as bad as they thought. A few added that taking the time to think about the whole system made them more appreciative of what they do have.

Respondents to the national survey had a very similar response to a question about how much they think the transport system needs to change, including laws, planning, infrastructure, management and user behaviours on roads and public transport. On a scale ranging from zero to ten where ten meant 'a great deal', the national average rating was quite a high 7.6.



Source: National survey. Base: All respondents (n=1,005)

Q21. To what extent do you think the transport system needs to change, if at all? This includes laws, planning, infrastructure, management and user behaviours on roads and public transport?

Some respondents had a stronger desire for change:

- Those aged 35+ years (average 7.8 vs 7.1 among 18-24 year olds) – perhaps reflecting that older users have seen more change in the system within their lifetimes than younger people who are less likely to know any different; and
- Residents of New South Wales (7.9) and Victoria (7.8), although there wasn't a great deal of difference by jurisdiction, with the lowest rating in South Australia (7.1).

5.2 Priorities for Change

The priorities for change were considered within the deliberative fora as well as in the national quantitative survey.

Forum participants were asked to indicate what they saw as the priorities for the transport system in their area. This took place both at the start of the session and at the end, after having seen the plenary and discussed the issues with others at some length. This was done to enable any changes in opinion to be explored.

Opinions were fairly divided between public transport and roads improvements overall, perhaps reflecting the mix of different transport users within each forum. However, participants were in stronger agreement with each other in some locations, most notably:

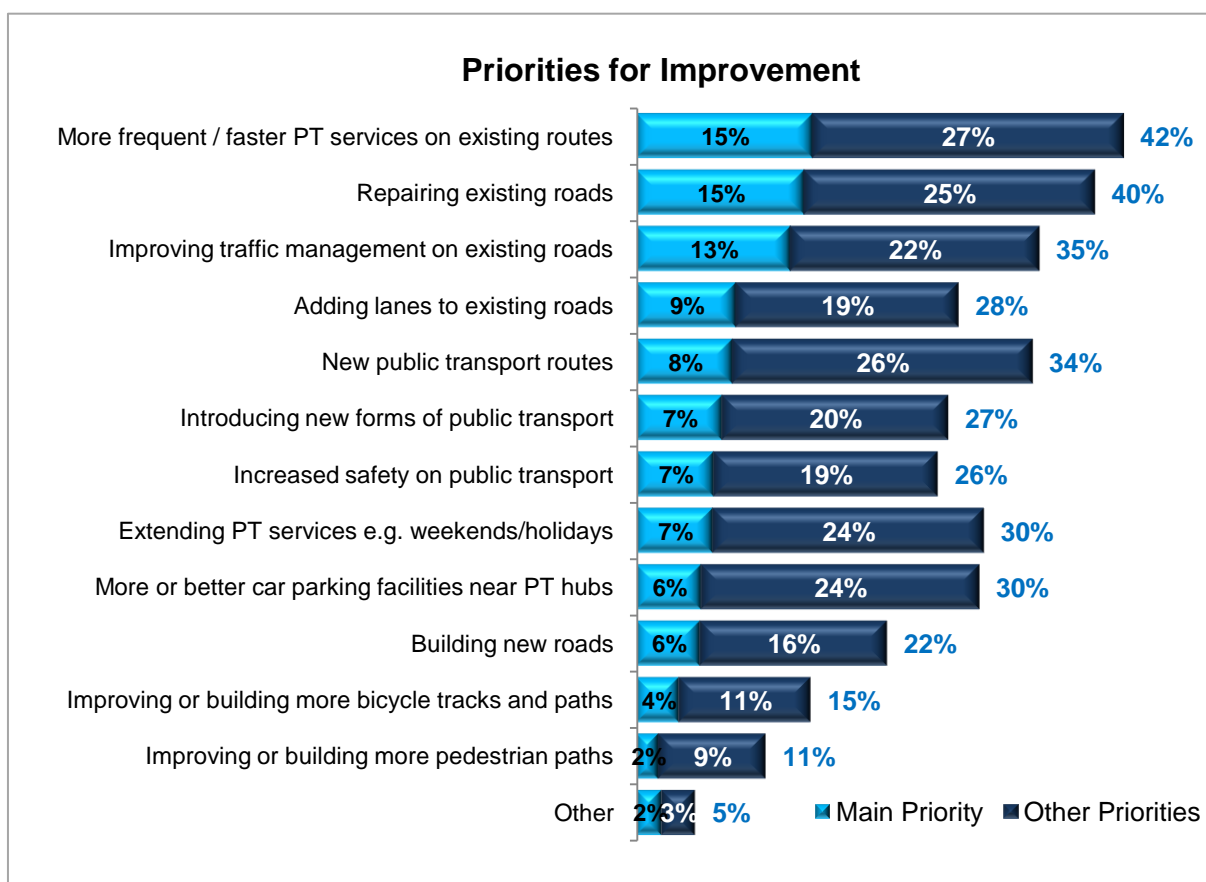
- In Canberra there was the strongest desire for more frequent / faster public transport services and far more desire for public transport improvements over road improvements;
- In Brisbane there was also a stronger desire for public transport improvements over road improvements;
- In Perth there was the strongest desire for *new* public transport routes;
- In Cairns there was the strongest desire for improved roads and new roads, as well as quicker action to fix damaged roads. Not only did they feel that they seriously lacked enough roads from a safety perspective, but they didn't think that they had a large enough population to warrant significant investments in public transport. They also wanted government to make better use of local knowledge in terms of climatic conditions rather than sending in "contractors from Brisbane";
- In Bendigo, there was the greatest call for subsidising more environmentally friendly vehicles, because most participants generally thought that they would need to continue to rely more on cars than public transport;
- Adelaide participants had a stronger desire for roads improvements over public transport;
- Sydney participants were fairly evenly divided over public transport and roads improvements, and the least interested in cycling and walking path improvements – indeed some said they wanted fewer cycling paths; and
- In Melbourne there was the highest perceived need for a community campaign to encourage more sustainable transport behaviours, and a stronger desire for public transport investments over roads.

The strongest message overall was that the existing system should be improved as a priority over the implementation of new services, whether for roads or public transport.

In the online survey, respondents were asked to select what they thought the main priority and other priorities were for the transport system in their area, based on a list of actions developed with the assistance of the qualitative research.

As with the community forums, the highest overall priority was for more frequent or faster public transport on existing routes (15% selected this as the top priority, and in total 42% saw this as a priority). Around a third also saw new public transport routes as a priority (8% top priority, 34% in total).

At the next level down a total of 27% saw the need for new forms of public transport. Qualitatively, these new services most commonly related to more localised services such as satellite mini-bus services that feed into larger transport hubs, and new train lines that connect existing lines across town. A similar proportion (26%) wanted increased safety on public transport. This specifically reflects people's concerns about late-night travel, when forum participants said they feel more afraid and vulnerable to violent and drunken attacks, and to a lesser extent accidents due to reduced visibility or lack of lighting at stops and stations.



Source: National survey. Base: All respondents (n=1,005)

Q22. Which ONE of the following improvements do you think is the biggest priority in your city or town?

Q23. And which OTHER things do you think are the MAIN priorities for improving the transport system in your city or town? [MULTIPLE RESPONSE]

"I actually have been attacked and followed at night – it's real." (Sydney)

"Society just isn't as safe anymore." (Bendigo)

"In Darwin, we are happy with the quality and maintenance of buses. The biggest concern in riding them is our safety from fellow passengers who are drunk and/or stoned, rude, who scream at each other, are violent (we have seen brawls in the buses where people end up bloodied), very dirty and stink to high heavens (more than enough to make you throw up as soon as they

come onboard). They bring alcohol placed in soda bottles, keep it hidden in their clothes and sometimes drink this onboard without the driver's knowledge. The rest of the decent passengers, including tourists, have to patiently endure all these. Many times, drivers are forced to reprimand them and even force them off in the middle of the trip. They should not even be allowed to board the buses. This is the reason many don't want to take the bus. PLEASE HELP US AND DO SOMETHING ABOUT THIS ASAP. Thanks." (Darwin, online survey)

"The trains are always overcrowded and so are the trams, almost all of the times I have caught a train I have had to stand up - no seats available and I don't like travelling on trains at night as I don't feel safe." (Victoria, online survey)

Many respondents also wanted to see improvements made to the roads, focusing on repairing existing roads (net 40%), improving traffic management (net 35%) and adding lanes to existing roads (net 28%).

Just 6% saw building new roads as their main priority, and another 16% identified this as a priority (22% in total). Within the deliberative fora, those who wanted new roads tended to be people who lived in newer outer suburbs where they described a lack of services in general.

"I live in a new estate and they didn't build enough roads. There's only one main road out, so everybody gets stuck trying to get out. They need to think about roads when they're developing new areas and the fact that people are going to want to get in and out at roughly the same time." (Melbourne)

Those in Cairns also appeared to have a genuine need for more roads for safety purposes; with just one road in and out of the area, many expressed concern about their inability to quickly evacuate the area in an emergency such as a cyclone or tsunami. The results indicate the need to consider local conditions and needs when planning transport system developments.

"We need another road in and out of Cairns – there's only one road! The tsunami we didn't have was a case in point – it took 13 hours alone just to evacuate the hospital." (Cairns)

Only a very small number of forum participants appeared to be conscious of the concept of induced demand, commenting that expanding roads or building new roads would only attract more drivers and thus make the problem worse. However, the key here is that the community overwhelmingly sees the priorities as improving existing services and working on public transport as the way to meeting transport demands.

"The public transport system needs to be massively improved, safer, more reliable, more comfortable and more accessible. We will never get cars off the roads but building bigger and better freeways will only attract more cars and more congestion. Surely we have enough historical data to support that." (Melbourne, online survey)

Furthermore, many forum participants perceived that a major challenge around roads was a lack of space to build new ones. This led some to conclude that above ground or underground transport systems such as monorails and subways may be needed.

"There's nowhere to put new roads. Maybe we need a monorail!" (Brisbane)

"I think the priority is to plan and build the infrastructure to sustain an intricate monorail system over all major arterial roads with buses feeding deep into every suburb, linking with the main monorail stations." (Adelaide)

5.3 Willingness to Change

Forum participants were asked whether they were willing or wanted to change their transport behaviours. A minority of drivers said that they did not want to change; they wanted to be able to keep driving as much as they were.

Many participants, however, indicated that they were willing to change and would like to be able to drive less – especially if it meant getting around quicker, cheaper, with greater ease and comfort, and less stress or 'road rage'.

They quickly went on to say that there would need to be alternatives made available so that they would at least be able to get around within the same timeframes and relative ease that they currently do, at more or less the same cost.

'We need a cultural shift'

A strong theme emerged in most of the fora (Sydney being the exception) that there is a need for a cultural shift in terms of people's transport expectations and demands in order to really bring about the sort of change needed to make the transport system more sustainable.

"This will involve re-training people so that we don't grow up expecting to drive." (Cairns)

"I have an extravagant husband who believes he needs two cars – one for work and one for pleasure; it's irresponsible! ...We're spoiled, we're always trying to fit 48 hours into 24 and we have no sense of community anymore... Society needs to change." (Bendigo)

"I feel I need to make a much bigger personal effort to use transport modes other than my car." (Perth)

After some consideration and discussion of the issues, many participants pointed to the 'car culture' and individualism within Australian society as being a major driver of current behaviours, and in turn a major barrier that will need to be overcome. Some groups were quicker to arrive at this conclusion, with Brisbane and Bendigo standing out as being the quickest and most in agreement about this observation.

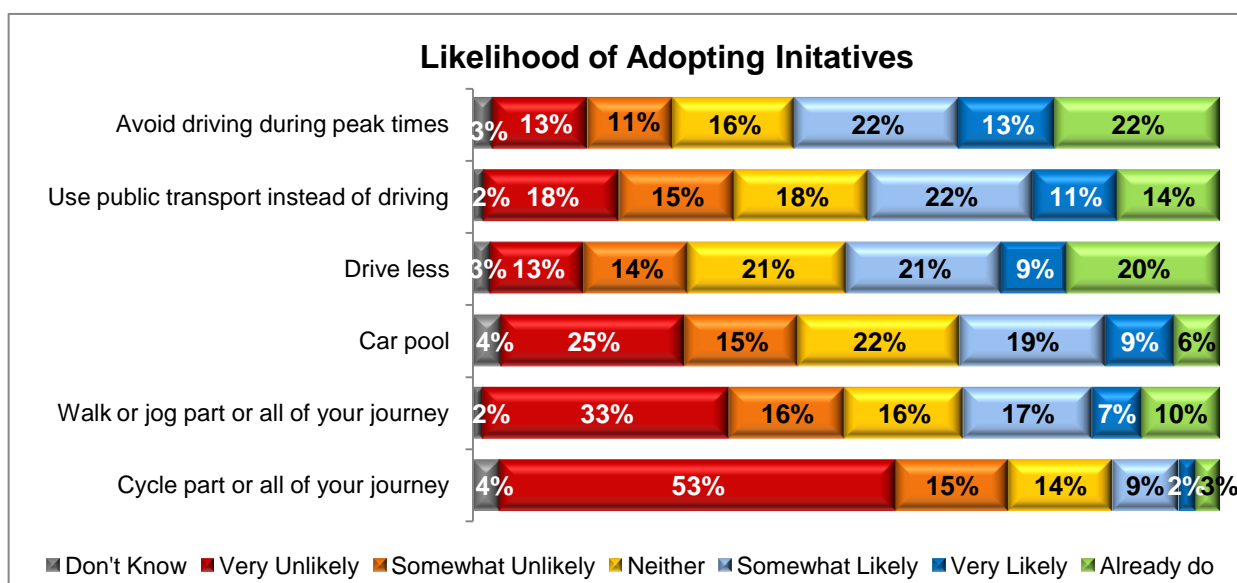
"We need to change our attitudes. We moved to an apartment with three children, but lots of people are not willing to do that, they ask us how we could have done it. They want their big backyard and are prepared to travel for it." (Brisbane)

"We have individual rights. No-one can force me to use public transport." (Sydney)

"People don't appear to be able to change. Driving is like an addiction; that's the Adelaide mentality, there's just so many cars." (Adelaide)

Within the national survey, respondents were asked about their willingness to adopt a range of more sustainable transport behaviours, to 'reduce congestion, save money,

help the environment or for any other reason'. The results reveal a degree of willingness to change, as well as quite solid resistance – especially towards taking up cycling (53% very unlikely) and walking (33% very unlikely).



Source: National survey. Base: All respondents (n=1,005)

Q18. To reduce traffic congestion, save on petrol costs, help the environment, or for any other reason, how likely or unlikely would you be to do some of the following things?

As shown in the chart above, around one in five respondents reported already avoiding driving during peak times (22%) and driving less (20%), with 14% saying they already use public transport instead of driving. These were also the behaviours that other respondents were most likely to adopt, with around one in three saying they were very or somewhat likely to avoid peak traffic (net 35%) and use public transport instead (33%).

A similar 30% said they would be very / somewhat likely to drive less and 29% to car pool. One in four (net 24%) indicated they would be likely to walk part or all of the way, while just 11% said they would cycle part or all of the way.

Results were reasonably consistent across jurisdictions and different demographics. Some notable exceptions are outlined below:

- Older Australians (aged 55+ years) were less likely to car pool (53% net unlikely), walk (57%) or cycle (82%). They were more likely to cite health reasons and a preference for driving than younger Australians, reflecting a reduced physical capability, as well as cultural barriers. This has implications in terms of the ageing population and the need for new transport solutions that cater to the changing physical needs of the community.
- Conversely, younger Australians - especially those aged 18-24 years - claimed a significantly higher likelihood of carpooling (42% net likely vs 29% on average), walking (32% vs 24% on average), and cycling (24% vs 11%). These results suggest that sustainable transport marketing should target younger people in particular – especially with the view of entrenching behaviours as early as possible, and before other behaviours become habit.

- Those in regional Australia were less likely than those living in capital cities to be prepared to drive less and use public transport more, reflecting concerns expressed in the qualitative research over the lack of public transport services, as well as the longer distances that regional dwellers tend to travel. Solutions for regional Australians may need to consider an increased reliance on the Internet for work, study, shopping etc, as a means of reducing vehicle kilometres, as well as support for less environmentally damaging private vehicles, in the case that public transport is not able to effectively cater to people's needs.
- Of all the jurisdictions, there was a notably higher likelihood of using public transport over driving in Victoria (41% vs. 33% among all respondents), and Tasmania (39%). Provided that services are in place to cater for increased demand, marketing public transport in these states is likely to have the greatest return on investment.
- Around double the proportion of Canberrans said they would be likely to take up cycling part or all of the way (20% vs. 11% on average), and in fact they were the most likely to already be doing so (5%). This is possibly due to the relatively compact geography of Canberra, but suggests that a cycling campaign may receive an above average response in the ACT.

5.4 Barriers to Behaviour Change

The barriers to people adopting more sustainable transport behaviours were explored within the research.

Within the deliberative fora, the three greatest barriers were a lack of suitable alternatives to driving (perceived or real), the convenience and habit of driving, and as already touched on, cultural barriers around a love of driving and not wanting to change. The feedback from participants indicated that these are very significant barriers to change.

In terms of walking and cycling specifically, most participants had ruled this out because it would simply require too much effort, or would take too long. Some were also concerned for their safety in relation to cycling.

"I prefer public transport over walking or cycling – they take too much effort."
(Brisbane)

"I don't have very good balance – I can't even ride a bike, so I can't see myself taking my kids to school on a bicycle!" (Adelaide)

Furthermore, many participants described a number of perverse incentives to drive. For example:

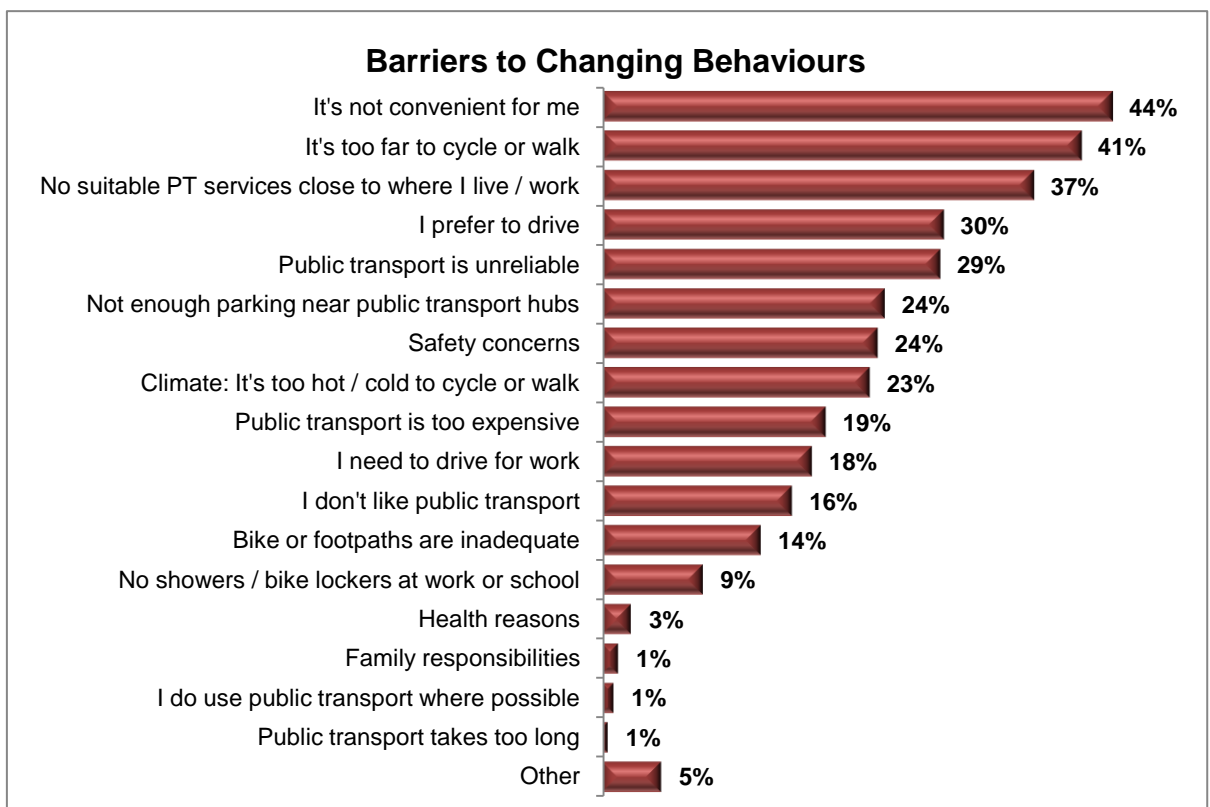
- Those with children tend to see the cost of public transport as a significant barrier, as driving a car is often cheaper. Many participants without children also felt that driving was cheaper;
- Having a fully-paid company car that includes petrol for personal use;

- Employers subsidising car travel but not reimbursing the cost of public transport tickets;
- A range of fuel related barriers for the commercial sector – e.g. the LPG conversion subsidy not being applicable for commercial vehicles, diesel vehicles not being allowed on certain sites like mines; and
- Although mentioned by just one or two participants, the fact that there isn't a 'polluter pays' system in place to make transport with a more negative environmental impact less attractive.

"The air train for example, it would be cheaper to get a chauffeur or taxi or park your car at the airport than to buy air train tickets." (Brisbane)

"The cost of transport will escalate out of control in the next five years. LPG is an answer but there's no business subsidies, so we'd have to deregister our vehicles and register them as private vehicles to get the LPG subsidy." (Brisbane, commercial driver)

The barriers described in the qualitative research were used to develop a question for the national survey. Respondents were asked what is preventing them from adopting some of these more sustainable transport behaviours (i.e. driving less, using public transport, car pooling, cycling), or doing them more often.



Source: National survey. Base: All respondents (n=1,005)

Q19. What would you say is preventing you from doing some of these things or doing them more (i.e. driving less, using public transport, car pooling, cycling)? [MULTIPLE RESPONSE]

The standout reasons were that doing so would not be convenient (44%), their destination is too far to walk or cycle (41%) and they don't have suitable public transport services close to where they live or work (37%).

Many also indicated that they simply prefer to drive (30%), while a similar proportion (29%) pointed to unreliable public transport as a barrier. At the next level down, around one in four cited a lack of parking around stations, safety concerns and issues with the climate and being exposed to the element (too hot / cold). One in five said that public transport is too expensive (19%).

Just 18% said they need to drive for work (leaving the large majority who don't), and 16% indicated that they just don't like public transport.

5.5 Potential Behaviour Change Drivers

The qualitative research explored what participants thought would help, drive or motivate them to change their transport behaviours. They also considered what might drive change in the transport system more broadly. The most common responses in broad descending order of mentions were:

- More public transport services closer to home rather than building more roads (with a few adding that this induces demand and congestion on the roads);
- Public transport being faster than driving – often closely linked with a desire for better connections between services and modes, especially new train lines that link existing lines across town;
- Public transport being cheaper than driving;
- Extended hours on public transport services including during the evening and on weekends;
- Increased security on public transport, particularly at night
- Low effort choices;
- Education and understanding about the impacts of unsustainable transport choices;
- Positive word of mouth about the alternatives; and
- Information and promotion of existing services; what is already available that people may not know about.

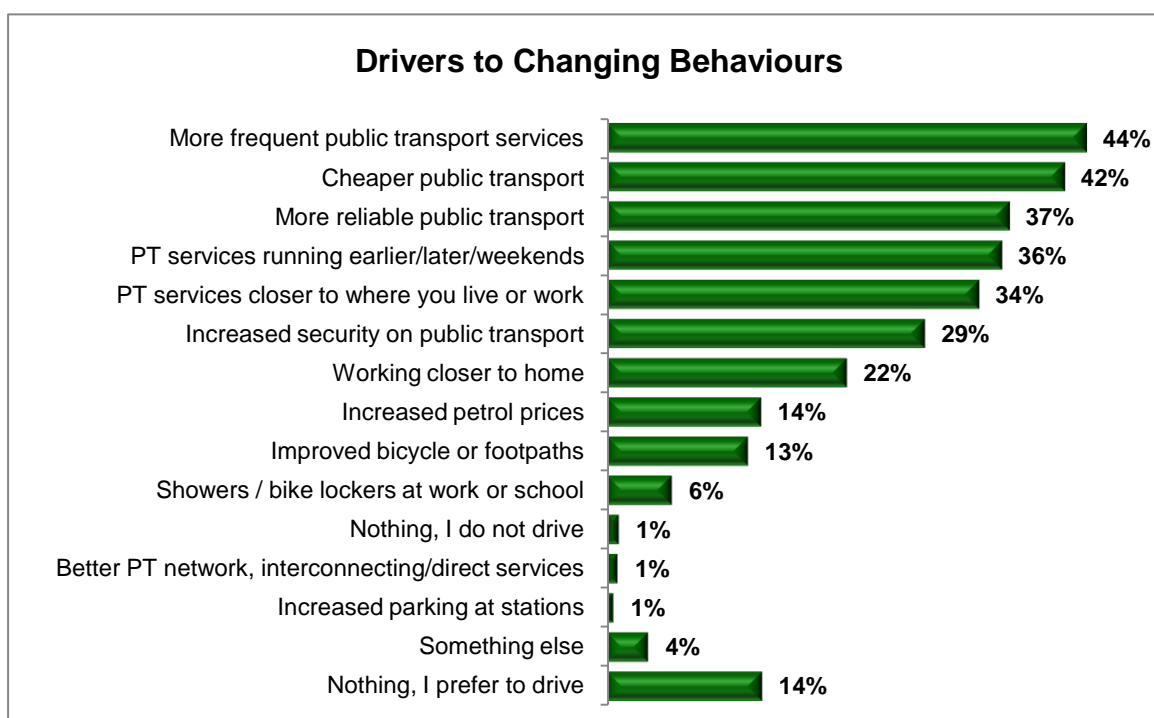
“If public transport is faster and cheaper than driving, I'll use it.” (Brisbane)

“The train is good for social things because it means you can go out and drink and not worry about driving, but after a certain time you don't want to wait half an hour or more for the next service, especially at night. If they ran more often over longer hours, more people would use it.” (Brisbane)

The mix of drivers or motivators among respondents within the national online survey was similar, although it should be noted that the drivers and barriers were explored within the deliberative fora after a few hours of discussion, contemplation and provision of information about the transport system, so it is not surprising that some of the responses within the qualitative research were not more prevalent within the quantitative survey results.

As shown in the chart overleaf, at the national level, the top five attributes that respondents thought would make them more likely to change their behaviour were all related to public transport, including it being more frequent (44%), cheaper (42%), more reliable (37%), running over extended hours (i.e. earlier / later / weekends, at

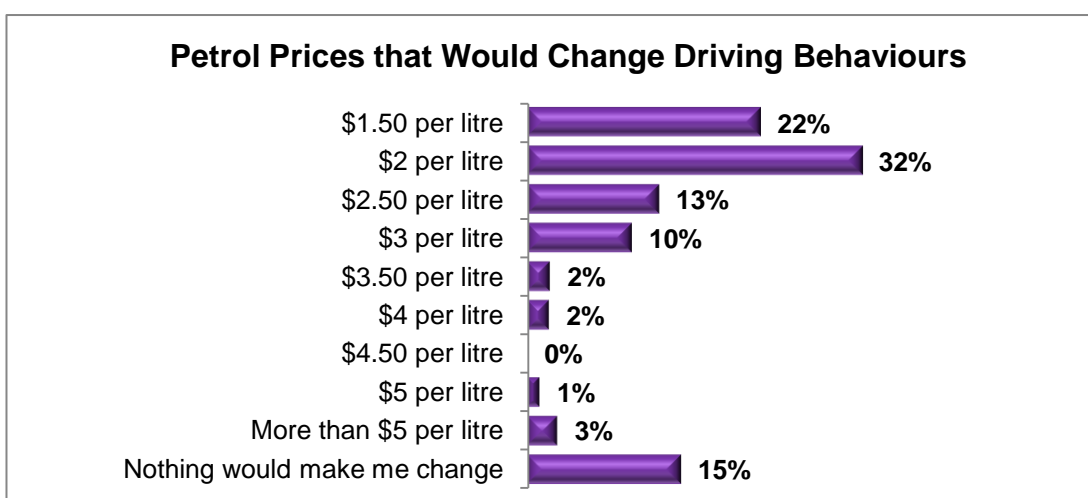
36%) and being closer to home or work (34%). Around three in ten (29%) also said that increased security on public transport would also encourage them to change.



Source: National survey. Base: All respondents (n=1,005)

Q20. What might help or make you more likely to do some of these things or do them more often (i.e. driving less, using public transport, car pooling, cycling)? [MULTIPLE RESPONSE]

Around one in seven respondents (14%) indicated that a rise in petrol prices would encourage them to change. A subsequent question was asked of drivers about what the price of fuel would have to be to make them change their driving behaviours. The chart shows the results just of those with petrol vehicles, in which more than half (54%) claimed that a price of \$1.50-\$2.00 per litre would make them change. Others required a more substantial price of \$2.50-\$5.00/L (28%), while some said nothing would make them change (15%), or the price would have to be more than \$5/L (3%).



Source: National survey. Base: Respondents who use a petrol fuelled car (n=766)

Q28. The price of fuel changes for various reasons. Please indicate what the price of petrol would have to be to make you change your driving behaviours – whether that would mean driving less, or buying a car that uses less fuel or alternative fuels.

"I drive a company car in peak hour every day. I only use public transport maybe once a year. Because I have a company car, the price of fuel is no issue for me." (Melbourne)

5.6 Public vs Private – What is the 'Right' Mix?

Some consideration was given to exploring the balance of public and private transport, and what the forum participants saw as the 'right mix' of modes.

The right mix was thought to be dependent on what services are available. A small minority of participants took offence to the question, perceiving that it implied a removal of choice regarding individual transport mode usage, saying that individuals should have the choice to use whatever mode of transport they wished, and that no-one should restrict that choice.

"If public transport was free and door to door, I still wouldn't use it. I don't want to sit next to people who are noisy or smelly. You'll never ever, ever, ever get me on public transport. I'll drive my car, that's what it's for." (Cairns)

"You could push people onto public transport, but it will be almost impossible because we are individuals. In 300 years maybe we must do this sort of thing but not now, we don't need to." (Sydney)

"I want to keep driving. I want to be able to drive to a particular address and park right there where I need to go, without having to walk some distance to get there." (Brisbane)

"People expect and think they deserve to be somewhere quickly. We're getting intolerant of having to wait." (Brisbane)

Many participants spoke of the cultural mindset being very ingrained and focused on individual choice as well as a higher social status of car travel over public transport.

"I'm from overseas. Public transport was a real shock for me when I got here because over there [Bolivia] it ran every two minutes. Here it only runs every half an hour. Everyday, I was late for everything. You really need a car here in Adelaide, otherwise you have to get up so early." (Adelaide)

"There's a real snob factor – people don't take a client or a date somewhere with them on a train. It happens in other parts of the world and is perfectly normal, but not here. It's our love affair with the car and the snob factor against public transport." (Brisbane)

However, the vast majority of participants arrived at the conclusion that ideally, the only people who should really be driving are the ones who *need* to drive – i.e. those who drive for work and mobile workers, especially those who need to carry tools, while the primary modes for others should be public transport, cycling and walking. Again, there were strong caveats around this, with participants saying that such a system would be entirely contingent on the availability of services to enable people to affordably travel where and when they want to, with a suitable level of comfort, speed and safety.

While such a system was seen to be substantially different from the current system, it is important to note that participants did not see it as unattainable, nor unattractive.

Participants were also asked to consider three city models and which model they preferred; the walking city, the transit city and the car / automobile dependent city. (See Appendix 4 for the definitions provided.)

Opinions were somewhat divided, with the most common preference being the transit city, although with one major difference: connections between the 'spokes' to enable cross-town travel.

While a walking city held appeal for some, many participants thought this to be impractical considering how spread out their cities already are, and people's preference for lower density living – especially in regional cities. There was a sense among participants that a walking city would be very difficult to achieve, although walking areas could be developed over time if decentralisation is encouraged and activity hubs or satellite cities are built up away from the CBD.

“Part of the whole reason we live in the country is because we like our big backyards and not being too close to our neighbours.” (Bendigo)

“If you have a walking city then you have to decentralise and build services outside of the CBD.” (Brisbane)

5.7 Principles and Visions for the Future

Towards the end of the deliberative fora, participants were given the opportunity to outline what they thought the principles of a smart transport system would be, and in turn, their vision for how these principles would be realised.

Ultimately, people want to spend as little time travelling as possible, and more time engaged in meaningful activities. Notably, when given the opportunity to develop their vision for a smart transport system, participants tended to wish for more significant changes to the system than when simply focusing on the priorities for improvement. Taking such an approach enables freer and more holistic thinking, and provides useful insights from a long-term policy and planning perspective.

5.7.1 Principles of a Smart Transport System

Participants described a range of principles that were remarkably similar to the five policy objectives. The principles were also highly consistent across the forum locations and can be grouped into the followed broad themes:

- Effective
- People friendly
- Promotes change and constant improvement
- Government responsibility and accountability
- Green
- Economically sustainable

The key principles within each theme are tabled overleaf, with attributes ranked from highest to lowest priority of mentions.

Broad Principle Categories	Specific Principles
Effective	<ul style="list-style-type: none"> • Accessible and available • Efficient – keeps moving and is not congested • Fast – minimises travel time • Reliable and on time
People friendly	<ul style="list-style-type: none"> • Safe for all types of users • Fair/equitable system – no-one is disadvantaged • Convenient and easy to use • Comfortable • Attractive, to encourage usage and pride • Reduces stress • Enables people to go where they want to go • Quiet • Provides shelter from the elements • Promotes a healthy lifestyle and outcomes
Promotes change and constant improvement	<ul style="list-style-type: none"> • Helps decrease people's reliance on the car • Promotes and makes public transport more attractive • Educates and informs people about services and options available • Is innovative
Government responsibility and accountability	<ul style="list-style-type: none"> • Money is used wisely • Transparent funding and spending • Accountable and responsive • Low cost maintenance • Rules and regulations are policed and monitored • Has a long-term view • Ensures transport is taken into consideration in town planning to minimise distances people have to travel and support re-localising • Makes use of local knowledge / community consultation
Economically sustainable	<ul style="list-style-type: none"> • Low cost / affordable • Enables people to be more productive • Makes public transport cheaper than driving <p><i>While this category was mentioned in all fora, it was not well articulated and appeared to have a low level of passion or feeling behind it compared to other categories.</i></p>
Green	<ul style="list-style-type: none"> • Is environmentally friendly / sustainable • No pollution / low emissions <p><i>Note that this category emerged in all fora but was generally lower on the list of priorities than other principles, and feelings were noticeably half-hearted about including it – especially in Sydney where very few thought of it.</i></p>

5.7.2 Visions of a Smart Transport System

The next step was for participants to describe what a smart transport system built upon their stated principles would look like; their vision for a smart transport system. This was done in smaller groups, with two to three visions produced per location – 18 in total. As with the principles, there was a high level of consistency in the visions within and across locations.

As a broad observation, the visions were *much* more centred on appropriate urban planning, decentralisation and developing an effective and efficient public transport system for the majority of people, than they were on developing more roads and the private, individualised transport system.

There was also a significant expectation that buses would play a much more prominent role in the future, although these were not the buses of today – people want them to be smaller, faster, cleaner, more flexible and personalised, better promoted and much more effectively linked with other modes, particularly trains.

Importantly, the visions reflect an enhanced level of understanding that participants had reached by this stage of their deliberations, especially having learnt about the bigger picture issues and challenges associated with the system.

The vision themes generally fell into the following categories, which are ranked from highest to lowest incidence of mentions:

- Urban planning
- Public transport - system design
- Services management /interconnectedness
- Roads
- Associated services and comfort
- Services governance
- Social marketing
- Fuels
- Vehicles
- Other

The key characteristics and actions within each vision category are tabled below, ranked from highest to lowest frequency and priority of mentions.

Vision Categories	Specific Characteristics and Actions
Urban planning	<ul style="list-style-type: none">• Plan the transport system in new areas before they are built• Plan with the growing population in mind – build roads in new areas and wider roads• Decentralise from the city / CBD – shift towards more of a transit city / hub model to promote re-localisation and support businesses in this process• Work to separate modes with under and overpasses to enhance passenger / user safety• Encourage higher population density – more apartments and associated services to meet potentially enhanced community amenity needs as a result of reduced individual amenity (e.g. more public gardens)• Conduct trials in small areas to see what works

Vision Categories	Specific Characteristics and Actions
Public transport - system design	<ul style="list-style-type: none"> • Feeder / community / shuttle buses / minibuses doing local circuits / buses to trains • Spoke-style train lines to be connected via middle and outer rings • A sufficiently extensive system to enable people to not have to use their cars, with genuine alternatives • Buses to more areas, to fill in the gaps, especially in new areas • More / extended train lines into outer areas • Fast trains to be safe and separate road and train crossings (under and over passes) • Light rail • Monorail / sky rail • More parking near stations • Ferries • Public transport / train line to/from the airport • A new mode – e.g. high street spiral, elevated walkways • Extended tram lines • Create more public transport hubs • Separate tracks / lanes for express services • A personal rapid transport (PRT) system • Link public transport to employment and shopping centres • Better located bus stops
Services management /inter-connectedness	<ul style="list-style-type: none"> • Safe: <ul style="list-style-type: none"> ◦ More than just CCTV, but also preventative / security at night / policed / dedicated safety personnel especially on trains ◦ Well lit ◦ Safe and easy to board and use for those with special needs • Good connectivity between services and modes • Dedicated bus / tram lanes • More services (full stop) – earlier, later, on weekends and public holidays <ul style="list-style-type: none"> ◦ Services designed to meet demand - more during peaks, less off-peak (efficiency), with different sized vehicles • Clean • Reliable - use reliable live timetables, GPS linked • Comfortable: more carriages, bigger seats, more leg room • Fast trains: <ul style="list-style-type: none"> ◦ Tunnels / overpasses to enable this ◦ More express services • Buses: <ul style="list-style-type: none"> ◦ More direct ◦ Better promotion of park and ride ◦ More bike parking near bus terminals ◦ Bike to a rapid bus system corridor ◦ Affordable bus service to the airport • Taxis: <ul style="list-style-type: none"> ◦ Better training of drivers ◦ Cheaper at night ◦ Better answering system ◦ More disability access ◦ Allow more taxi-pooling • Variable pricing – e.g. off-peak PT be discounted or free • Parking outside the city with shuttle buses going into the city • Customer service: <ul style="list-style-type: none"> ◦ Better training for bus drivers ◦ Better customer service ◦ Communication between services, if one is running late, the other waits ◦ Digital timetables at bus stops, live ones

Vision Categories	Specific Characteristics and Actions
Roads	<ul style="list-style-type: none"> • More over and underpasses - get rid of traffic lights • More efficient roads, road widening • Parking prices to be increased in the city • Maintenance / fix potholes • More ring roads • More roads in new areas, planning before the new houses are built • Introduce one way areas in congested areas • Keep the roads moving by having fewer changes in speed limits • Fewer tolls • Shift the heavy transport back to the rail system and off the road • Have more passing lanes (especially on highways – a particular concern in Cairns) • Better drains in underpasses to reduce flooding (and on all roads) • More roads – particularly to enable escape in emergencies • Peak/off peak car lanes • Change the number of lanes depending on traffic flow direction, overhead signals to show which lanes are open
Associated services and comfort	<ul style="list-style-type: none"> • Apps for checking services, the next bus, delays • Shelter e.g. footpaths / tunnels to walk under, undercover car parks/bus shelters • Has air-conditioning • Nice looking trains, attractive • Live updates: <ul style="list-style-type: none"> ○ Information at every stop ○ Information online ○ Updates on radio (for those not online) • Ticketing: <ul style="list-style-type: none"> ○ Allows purchases on-route, like on trams in Melbourne ○ Allows you to scan your credit card and go ○ Simpler system – price structure and payment methods – time based, not location based prices ○ An iPhone app to buy more tickets • WIFI on trains/buses • A free number you can call to get a courtesy bus during off peak times – others can view the request online and know that a service will run • Hail buses anywhere along a painted line - no need for stops • Buses at night that go where you tell them • Free shuttle in the CBD, helping with mobility issues, more attractive for tourists
Services governance	<ul style="list-style-type: none"> • Long term thinking / Government not short-sighted or electoral / vote focussed • A carbon tax is in place • Sustainable transport is incentivised and affordable • More of a pay as you go system • Possibly a levy for public transport – seen as cost effective and equitable if means tested • Fines for unsatisfactory public transport • Government decides to take action sooner • Locals are involved in the decisions and planning • Government wastage is reduced - e.g. defence, entertainment • Some privatisation to stimulate developments • Mandatory public transport services around shopping centres • Good planning • Gives feedback to the community • Employers are supported to encourage staggered working hours 24/7

Vision Categories	Specific Characteristics and Actions
Social marketing	<ul style="list-style-type: none"> • People encouraged to use public transport • Majority of people are using public transport (60-70%) • Services widely promoted: where you can go, what you can do, the benefits • Marketing / promotion and community education, matched by improvements in the infrastructure • People have a more sustainable attitude to transport and lifestyles, consumption in general • Companies are encouraged to decentralise and move their head office out into the new “hubs”
Fuels	<ul style="list-style-type: none"> • Wind / solar power • Electric motors • Diesel fuel injection • Minimal reliance on carbon/ fossil fuels • Low emissions • Hydrogen cars • Sugar cane • Gas
Vehicles	<ul style="list-style-type: none"> • More flexible / smaller / better technology buses, not one size fits all • Healthier options – allow bicycles on buses • New types of buses that are more environmentally friendly • Safe – all buses to be low rider with safer locations for getting on / off • Smaller cars, avoid large cars if they're not necessary • Community fleets for driving cars charged per km or for time used • Remove less efficient cars and vehicles • Make more use of waterways for transport • Introduce very fast trains
Other	<ul style="list-style-type: none"> • Cycling services: <ul style="list-style-type: none"> ○ Bike paths / better ones ○ Consistency in bicycle lane times across councils ○ Cycling groups ○ Motorised push bikes or scooters • Pedestrian services: <ul style="list-style-type: none"> ○ Improved walk ways and paths and encourage people to use them ○ Better foot paths near schools, slower near schools ○ Overpasses and travelators to public transport stops • Some kind of car pooling system, must have 2 to 3 people inside the car to get into the city • Airports – make it easier to get in and out for pick-up and drop-off • More services around major sporting and cultural events e.g. footy

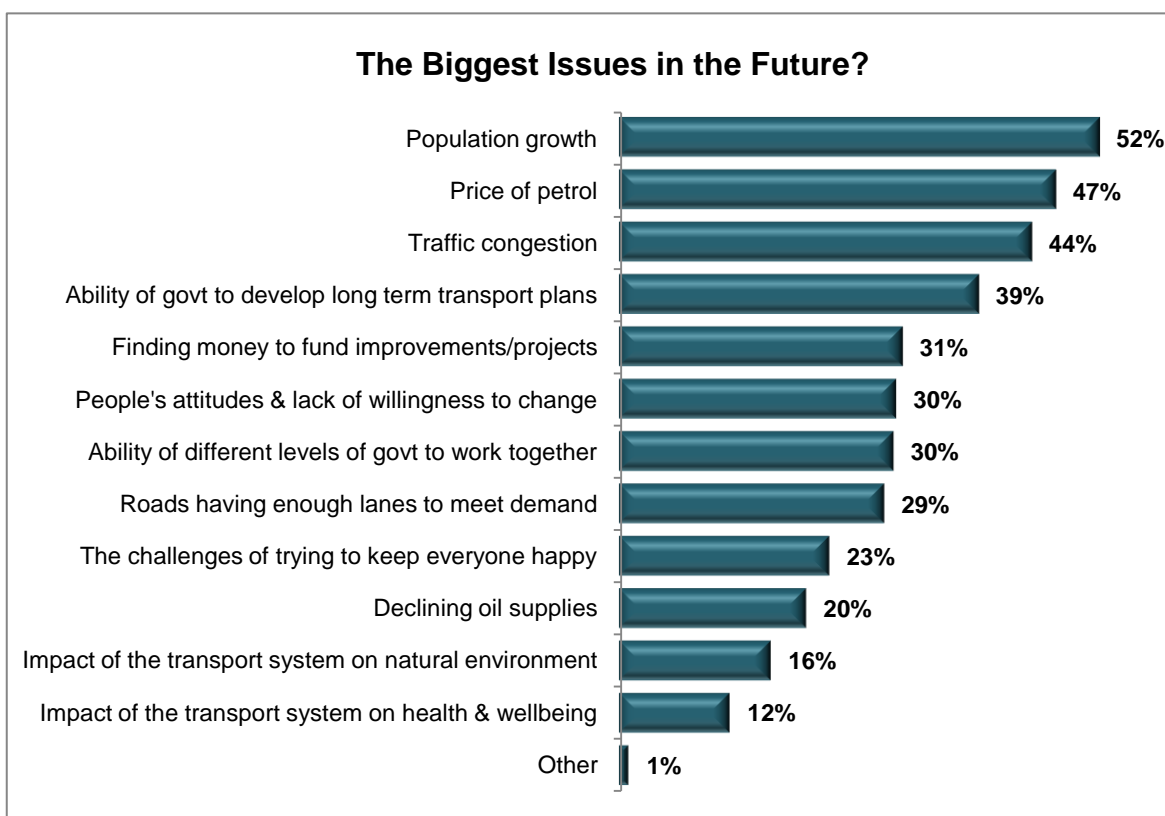
5.8 Challenges and Solutions to Achieving the Vision

In the online survey, respondents were asked to indicate what they thought the biggest issues would be for the transport system in future. The issues identified were fairly consistent with the ‘Threats’ identified in the SWOT analysis during the deliberative fora.

The issue that the largest number of respondents thought would be one of biggest for the transport system in the future was population growth (a particularly high 52% of all respondents). This was followed closely by the price of petrol (47%), traffic congestion (44%) and the ability of Government to develop long term transport plans (39%).

At the next level down, respondents thought that funding (31%), people's attitudes and lack of willingness to change (30%), the ability of different levels of Government to work together (29%) and roads having enough lanes to meet demand (29%) would also be issues in the future.

To a lesser extent, the challenges of trying to keep everyone happy (23%), declining oil supplies (20%), and the impacts of the transport system on the natural environment (16%) were also seen as issues for the transport system in future. It is not surprising that a relatively small proportion identified this last issue, as this and other research has found that the environmental impacts of transport are largely invisible to people – both literally and in terms of a lack of information reaching people.



Source: National survey. Base: All respondents (n=1,005)

Q24. Which of the following do you think will be the biggest issues for the transport system in the future?
[MULTIPLE RESPONSE]

Participants in the fora were divided into small groups, each of which discussed one of the five policy objective themes in detail, talking about the extent to which users of the transport system feel that these objectives are currently being met, the challenges associated with them, and what they see as the potential solutions.

Responses between different cities were largely consistent. The results of these discussions are summarised in the table on the following pages, with the challenges and solutions in each policy theme ordered from most frequently mentioned to least.

In summary, the challenges solutions were much more likely to focus on public transport than on private car travel. This reflects the conclusion that participants had generally arrived at by this point in their deliberations that public transport will be the key to developing better, smarter transport system for Australia.

Policy Theme	Challenges	Solutions
Being fair and accessible	<ul style="list-style-type: none"> The vast size of Australia means good transport options for all are not financially viable – it makes more sense to provide more infrastructure in high density areas which means regional and rural areas miss out Need to keep the costs low so people can access it regardless of their income – this is a challenge for the budget Need to have wheelchair and pram access on public transport and the ability to put bikes on buses Difficulty in measuring and monitoring fairness Need for high quality infrastructure planning <i>Other challenges mentioned in only one location each included the fact that some people choose not to use public transport; the need to improve customer service, frequency of service, safety, shelters, parking at stations, availability of community buses and directness of bus routes; and address vandalism.</i> 	<ul style="list-style-type: none"> Most participants suggested the solution lay in working out how to fund better transport infrastructure and build a sustainable public transport system which covers its own costs while ensuring that cost is not a barrier to use Cost related suggestions included means testing for transport pricing and rewarding frequent public transport users with lower fares Extend the public transport network and frequency of services Ensure accessibility for the elderly, people with disabilities, prams and bikes Encourage greater population density <i>Other solutions mentioned in only one location each included the need to set up an independent body to monitor transport usage and direct funds to ensure fairness and accessibility; introduce a card system to enable transport across different modes; and improve public transport safety to encourage more people to use it.</i>
Contributing to liveability	<ul style="list-style-type: none"> Being more accessible, faster, safe, clean and air-conditioned – to better match individual users' needs The ability to provide the necessary infrastructure from both the cost, time and planning/delivery perspective – it's an overwhelming task to develop an integrated system to meet the needs of each area, particularly in the context of a growing population Some regional areas (e.g. Cairns) may not have the population density, critical mass or demand to sustain a far superior transport system Resistance to the behavioural changes that may be required from the community and potential backlash against the politicians who impose these changes – the need to become more community-minded <i>Other challenges mentioned in only one location each included the personal circumstances of individuals in terms of where they live and need to travel to; the ageing population; and the fact that the population is spreading out rather than up.</i> 	<ul style="list-style-type: none"> Think ahead and develop a more strategic, integrated transport system; conduct research to find truly sustainable options and don't just pay lip service to the idea; ensure better coordination between governing bodies; put in place good transport regulations and enforce them Spend more money to improve transport infrastructure; consider a broad public transport levy to fund it Improve public transport – more frequent, running on time, safer, cleaner; more bus lanes and express trains so people spend less time travelling; expand the network; better communications around routes and services; more rail services; introduce smaller more fuel efficient buses in places where larger buses are not full Educate the community so they understand the benefits <i>Other solutions mentioned in only one location each included: market public transport better to youth and Gen Y; put appropriate metrics in place to measure progress; build new roads and upgrade existing roads.</i>

Policy Theme	Challenges	Solutions
Helping people to be safe, healthy and active	<ul style="list-style-type: none"> Issues associated with the public transport system which detract from its attractiveness - safety was the main issue mentioned across all groups; some also mentioned lack of accessibility, reliability and frequency The community's resistance to giving up their cars The community's lack of motivation to become more healthy and active The cost of providing the necessary security, cleaning staff, lighting, toilets, bus accessibility ramps etc The size of the country and low population density mean we travel long distances, so cycling or walking is not always viable Barriers to cycling in particular, including the number of cars on the road / lack of dedicated/separated bicycle lanes, and bikes not being allowed on trains <i>Other challenges mentioned in only one location each included the need for safety mechanisms to stop people falling on train tracks; bus driver behaviour in terms of not waiting for people to be seated before moving on; train congestion; lack of incentive to have a healthier system; vandalism of bike paths, shelters and footpaths; lack of local transport hubs; anti-social behaviour from some segments of the community; lack of power of public transport security staff.</i> 	<ul style="list-style-type: none"> Better security on bike paths and public transport – e.g. more cameras, alarms, emergency phones, more security staff and better lighting; ensure bus stops/shelters and stations are located in busy areas Better funding of public transport More reliable public transport Improved town planning to develop better cycleways and paths; provide more resources for cyclists such as secure lockers at train stations More education for the community about how to become more healthy and active; incentivise it if necessary <i>Other solutions mentioned in only one location each include build level train platforms with incline away from railway lines; use of renewable energy sources for public transport; set aside corridors for higher density housing, run public transport through them and ensure better access to these corridors; reduce pollution from cars and public transport; design cities better for walking e.g. pedestrian overpasses; reduce speed zones near schools; more regulation and consequences for anti-social behaviour on public transport; bus driver education about use of accessibility ramps and better driving; and provide off-peak fare reductions to encourage more use of public transport.</i>
Being green or environmentally sustainable	<ul style="list-style-type: none"> The existing transport system is reliant on oil / fossil fuels Most modes of transport require some kind of energy to run and some of the greener sources of energy will be hard to source Lack of technology; it is still evolving The expense; generally the greener the option the more expensive it is; it's not appropriate for the government to spend a lot of money on this when so many families are struggling; affordability - modification of vehicles may be too costly for the community; who will pay? Being green is not a high priority for some people who have a sense that it is not worth the effort and cost The community's resistance to change and the lack of convenience of options such as cycling, walking and carpooling in many situations Lack of working examples to copy and 	<ul style="list-style-type: none"> Introduce government subsidies and incentives to: drive changes in vehicles and infrastructure; encourage people to use public transport; encourage companies to create the necessary technologies; encourage people to use solar power; make solar panels mandatory on new buildings including office towers Conduct more research into how such a system could be developed; find alternative fuels for cars Community education about the benefits; manage expectations Any costs to individuals would need to be means tested to ensure fairness and accessibility Introduce a carbon tax or system where there are higher charges for transport that has a higher carbon footprint; government to tax high polluters Find funds; redirect proceeds from fuel tax into greener solutions

Policy Theme	Challenges	Solutions
	<p>learn from; the research required would be costly and time consuming; transfer from one system to another will be fraught</p> <ul style="list-style-type: none"> • <i>Other challenges mentioned in only one location each included the need for a better transport system; need for incentives for people to move to the countryside; electric cars are quiet and so pose safety risks to pedestrians and cyclists; will need to cope with the growing population; lack of drive from government.</i> 	<ul style="list-style-type: none"> • Reconfigure our cities; develop more community hubs for shopping and services; move major companies out of big cities; • <i>Other solutions mentioned in only one location each included: use freight trains to replace trucks; use trams and bikes to replace buses; introduce driver-less taxis; embrace new technologies; encourage more people to work from home; build safer bike lanes and pedestrian paths and fine bike riders for not obeying road rules.</i>
Being strong, smart and productive	<ul style="list-style-type: none"> • Funding the development of new infrastructure and then its ongoing running costs; the community's objection to new taxes and user pays systems; the fares must be fair and ensure accessibility for all Australians while those who can afford it should pay more • Community resistance to change; car-centred society • Lack of leadership on the issue; need for better planning across jurisdictions; complex issues to address in making the system work better • Lack of population to support better transport infrastructure; Australia's low density living • Australia's transport system is reliant on oil 	<ul style="list-style-type: none"> • Government willingness to pay; introduce a means-testing system; spend money raised from parking, fuel excise, fines and registration on public transport; consider targeting a philanthropic donations; limit foreign aid; • Government needs to bring the community 'on the journey'; sell the benefits of change; start with young people • Government to plan better for the future; develop more integrated systems • Government incentivising PT use • <i>Other solutions mentioned: government making private transport uneconomical; enforce higher density living; introduce business class public transport; standardise transport systems across Australia.</i>

5.9 Paying For It

After considering their priorities and vision for the transport system, forum participants were given a brief explanation of how the system is currently funded. On the basis that there is currently insufficient funding to pay for many of the actions identified by participants, they were asked how they think improvements should be funded in the future. As part of this discussion, participants were asked to consider some funding and behaviour-change mechanisms that are in place in other cities around the world or have been considered for Australia.

After hearing an explanation of how the current transport system works, many participants were surprised to hear that a significant proportion of the money raised through fuel excise goes into consolidated revenue rather than directly into the transport system. They had assumed all this money was going into transport generally, if not into roads specifically. Throughout the forums many participants expressed a desire for government transparency on how the revenue that is generated (e.g. taxes, vehicle registration, fines and the like) is allocated – i.e. how much of it goes back into the system and how much is available at any given time.

Overall, most participants did not really want to have to personally pay more for improvements to the transport system. Many had not really ever thought about how

transport infrastructure is funded and hoped that it was just a matter of the government taking money from somewhere else.

While most were not especially keen to change their transport behaviour, in particular the way they use their car, many acknowledged that they probably will have to change in the medium to long term as Australia's population continues to grow, roads become increasingly congested and environmental concerns become more pronounced. Predominantly, the reason given for not being able to do this at the moment is the lack of sufficient, fast, well connected and reliable public transport infrastructure.

In considering different options which did involve paying more in some way, there was a clear preference for those options that appeared to be fairer and did not involve any limitation of car use, even if they might mean that to do so would cost more. Overall, the idea of a national public transport levy, which would work in a similar way to the Medicare levy with means testing, was consistently the most popular idea across all the forums.

Each option discussed is presented below in an order which reflects the broad descending order of participant support.

Funding Concept <i>(with the definition as provided)</i>	Summary of Forum Participant Reactions
<p>National Public Transport Levy</p> <p>This would work a bit like the Medicare levy where there is means testing, but public transport is then free to use. The idea is that there would be no costs associated with ticket administration or fare evasion.</p>	<p>This was the most popular of all the concepts tested for the following reasons:</p> <ul style="list-style-type: none"> • Free public transport is a good incentive to encourage those who <i>can</i> use public transport to use it, thereby freeing up the roads for those who do not realistically have that option • Funds raised would be directly linked to public transport improvements and this is expected to mean substantial improvements • It is fair because only those above a certain income threshold would pay the levy • Those who pay the levy would benefit from free use of public transport <p>The main issue was lack of accessibility of public transport in some regional areas and no real prospect that it will improve in the short to medium term due to lack of population density.</p> <p><i>"I don't mind provided the money goes where it should – into developing the public transport services. The cost of building one tunnel in Brisbane would fix all of our transport problems." (Cairns)</i></p> <p><i>"If you've paid for it, you'll want to use it." (Perth)</i></p> <p><i>"The quicker we use the oil the better because it will force them to change. There are other fuel sources that are being ignored." (Cairns)</i></p>

Funding Concept (with the definition as provided)	Summary of Forum Participant Reactions
<p>Congestion Pricing</p> <p>Vehicles are charged a per use fee or toll for driving into the city during peak traffic times. For example Singapore, London and Stockholm.</p>	<p>Awareness of this concept was relatively low, with a few participants primarily aware of its implementation and success in London. There was a sense that it probably would only be considered for major cities like Sydney and Melbourne.</p> <p>The main concern about this proposal was its perceived lack of fairness. There was a feeling that a system like this would mean the only people who could drive into the city would be those who could afford it, further deepening the divide between rich and poor. Many also said that this would not stop people from driving during peak hours.</p> <p><i>"It only reduced the traffic on the Sydney Harbour Bridge by 5%."</i> (Brisbane)</p> <p>The idea that funds raised from congestion pricing would be directed to improving public transport was acknowledged, but there was a sense that this would take time to flow through the system. Many thought that congestion pricing would really only become a real option when public transport had been significantly improved, thereby providing a viable alternative to the use of cars.</p> <p>Note that the majority of participants did not live in Sydney or Melbourne let alone regularly drive into their CBDs so overall opinion was fairly neutral. This was seen as a solution for a specific geographical problem and not for the transport system as a whole.</p>
<p>A Pay-as-you-Drive Scheme</p> <p>Instead of paying for registration fees and other road taxes, drivers would pay a few cents for every kilometre they drive. This could be paid annually or in quarterly or even monthly instalments. Some analysis was done that suggested that if the charge was 6c per km, six in ten people would be better off, while four in ten who drive a lot would pay more.</p>	<p>There was virtually no awareness of this model. Most participants got caught up considering how it would potentially work and talked about the need to install some kind of GPS system in cars.</p> <p>The main concerns about this proposal (in broad descending order) were:</p> <ul style="list-style-type: none"> • A system like this may not be appropriate for a country like Australia where many people have to travel long distances – it may be better suited to a country like The Netherlands, which has high density living and a relatively good public transport system in place • Many don't believe they have viable public transport options and that this system would effectively mean only the rich could afford to drive • They don't like the idea that they would have to think before they get into their car • Privacy issues associated with GPS tracking of cars <p>While some participants who do not drive much felt this approach could benefit them because they would probably end up paying less, on balance they did not think it was a good option for the community more broadly, for fairness reasons. Little consideration was given to its potential effectiveness as a behaviour change model, although some participants did acknowledge that it would probably be effective in encouraging heavy drivers to reduce their kilometres.</p> <p><i>"There goes my holidays. I do driving holidays; I drove 11,000 kms in my last Christmas holidays."</i> (Cairns)</p>

Funding Concept <i>(with the definition as provided)</i>	Summary of Forum Participant Reactions
Carbon Tax Any form of transport that produces carbon emissions or pollution is charged at a higher rate to help with the transition to a low carbon future (e.g. the price of petrol would rise)	<p>Most participants were quite confused about the prospect of a carbon tax. They knew it was on the government's agenda but were not really sure how it would affect them personally. They suspected it would mean they would pay more for transport but did not really know anything about it and had not thought through the objective of the tax and its broader implications.</p> <p>At this stage they did not link a carbon tax directly with behaviour change or potential improvements to the transport system.</p> <p><i>"Don't penalise us without giving people options." (Perth)</i></p> <p><i>"With the levy idea the people who use it the least would pay the most. A carbon tax would be better because everyone's using the system and you'd pay according to how much you use it." (Perth, an avid cyclist)</i></p>
Low Emission Zones (LEZ) Higher polluting vehicles must pay to enter more built up areas to keep the air cleaner.	<p>Participants understood that this was a concept designed to encourage people to buy environmentally friendly cars. While they appreciated the intent, they did not think it would be an effective or practical solution.</p>
Electric Vehicle Scheme People can buy an electric vehicle that they lease the battery for, so that the cost is comparable if not lower than the total cost of running a petrol vehicle.	<p>Many participants were interested in the concept of electric cars in the medium to long term when they become more affordable (i.e. prices drop). Very few had made the connection that electricity in Australia is largely generated by burning coal and made the point that unless these are somehow powered by alternative, clean fuels, then this is not a strong solution. Hardly any participants had given any serious prior thought to purchasing an electric vehicle themselves.</p>
Registration fee for bicycles This will help pay for more and better bicycle facilities (e.g. bicycle lanes and paths, storage areas, public showers etc)	<p>There was some resentment about bike lanes being built in city streets, there was also a sense that bike riding should be encouraged and that it doesn't make sense to introduce a disincentive. However, some participants were supportive of the concept, including cyclists.</p> <p><i>"I would support this if the funds went towards public showers and place to lock up your bike in the city." (Adelaide, cyclist and non-driver)</i></p>

Reactions to the various pricing concepts were measured in the national online survey, with results shown in the table overleaf. In general, sentiment was fairly equally divided between support and opposition for the various pricing concepts, and at least a third of the nation supported the various concepts. Many did not have an

opinion, reflecting a lack of knowledge, understanding as well as the complexity of the issues.

The most popular concepts were cheaper public transport fares during peak times (net support 43%), the Government taking the money from other sectors e.g. health, education, defence (40%) and a national transport levy which is means tested (40%).

The Government borrowing more money to spend on transport infrastructure and improvements had the lowest levels of support (34%), indicating that the public does not favour increased public debt over transport developments.

Concepts (See Appendix 1 for full concept descriptions)	Sentiment							
	Strongly Support	Mildly Support	Total Support	Neutral	Mildly Oppose	Strongly Oppose	Total Oppose	Don't Know
Cheaper public transport fares during off-peak times	26%	17%	43%	18%	13%	23%	36%	3%
Government taking money from another areas e.g. health	25%	15%	40%	19%	12%	27%	39%	2%
A national public transport levy, means testing, PT free to use	22%	17%	40%	19%	16%	22%	38%	4%
Congestion pricing during peak traffic times	22%	17%	39%	19%	18%	22%	40%	3%
A pay as you drive scheme	21%	18%	39%	21%	16%	21%	37%	4%
Government seeking more private sector involvement	15%	22%	38%	28%	19%	11%	30%	5%
A 'carbon price'	21%	15%	36%	23%	13%	23%	36%	5%
Government borrowing more money to spend on transport	14%	20%	34%	29%	20%	14%	34%	3%

Source: National survey. Base: All respondents (n=1,005)

Q29. Currently, there is not enough funding to make the transport system truly sustainable in terms of meeting the needs of people or the environment. Various actions may be needed to help gain more funding. In principle, how much would you support or oppose the following concepts to not only help fund improvements to the transport system but to also encourage more sustainable transport behaviours and reduce congestion on roads?

5.10 The Role of Government

One of the key objectives of the research was to explore and determine the public's expectations and wishes in relation to the role of the government in the passenger transport system. This was considered both within the qualitative and quantitative components of the research.

Many forum participants expressed a desire for government to start taking visionary leadership on the issue of transport, if not communicating the ways in which it is

already taking leadership. Some called for government representatives to lead by example and change their own unsustainable expectations about how they use the transport system.

“Government behaviours need to change – their attitudes to cars for example; they all drive around in big cars.” (Perth)

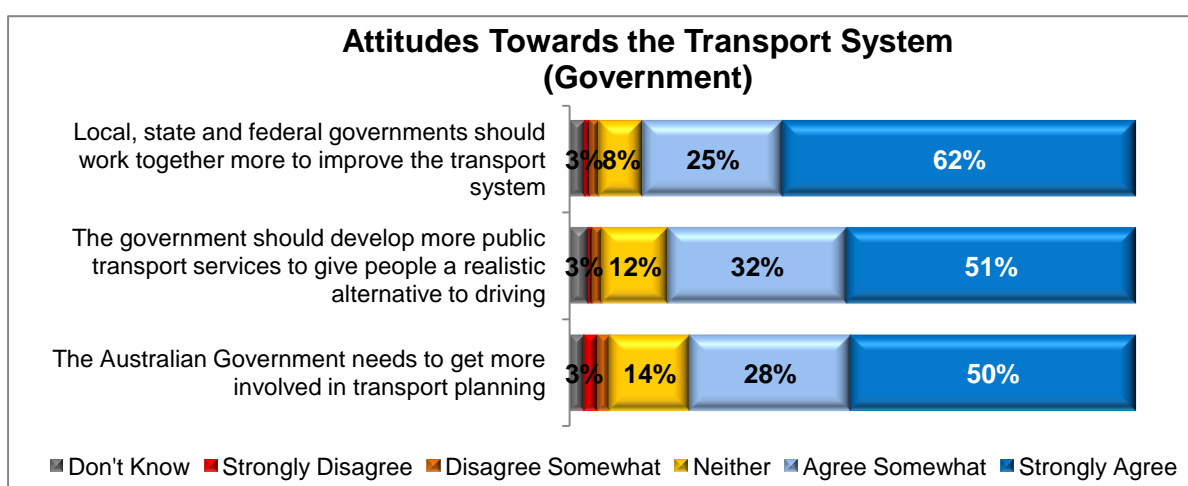
Final messages from forum participants for the government and transport ministers towards achieving a better transport system focused on the following themes:

- Consult the community / listen to the people / local experts
- Take action, don't wait until it's too late e.g. oil runs out, total gridlock
- Educate people – show them the benefits of using public transport
- Look for long term solutions / have vision
- Prioritise the transport system
- Increase funding
- Improve public transport

The national survey included a series of attitudinal questions on the government. The strongest sentiment was in response to the statement “local, state and federal governments should work together more to improve the transport system”, which 62% of respondents agreed strongly with (87% net agree somewhat/strongly). This reflects concerns expressed by many participants in the qualitative research that the various levels of government tend to shirk responsibility and defer problems to other levels of government.

Further supporting the strong public transport theme, most respondents also agreed that “the government should develop more public transport services to give people a realistic alternative to driving” (51% strongly, 83% net agree strongly/somewhat).

Most would also like to see the federal government taking a more active role in addressing transport issues. Half of all respondents (50%) agreed strongly that “the Australian Government needs to get more involved in transport planning” (79% net agree).



Source: National survey. Base: All respondents (n=1,005)

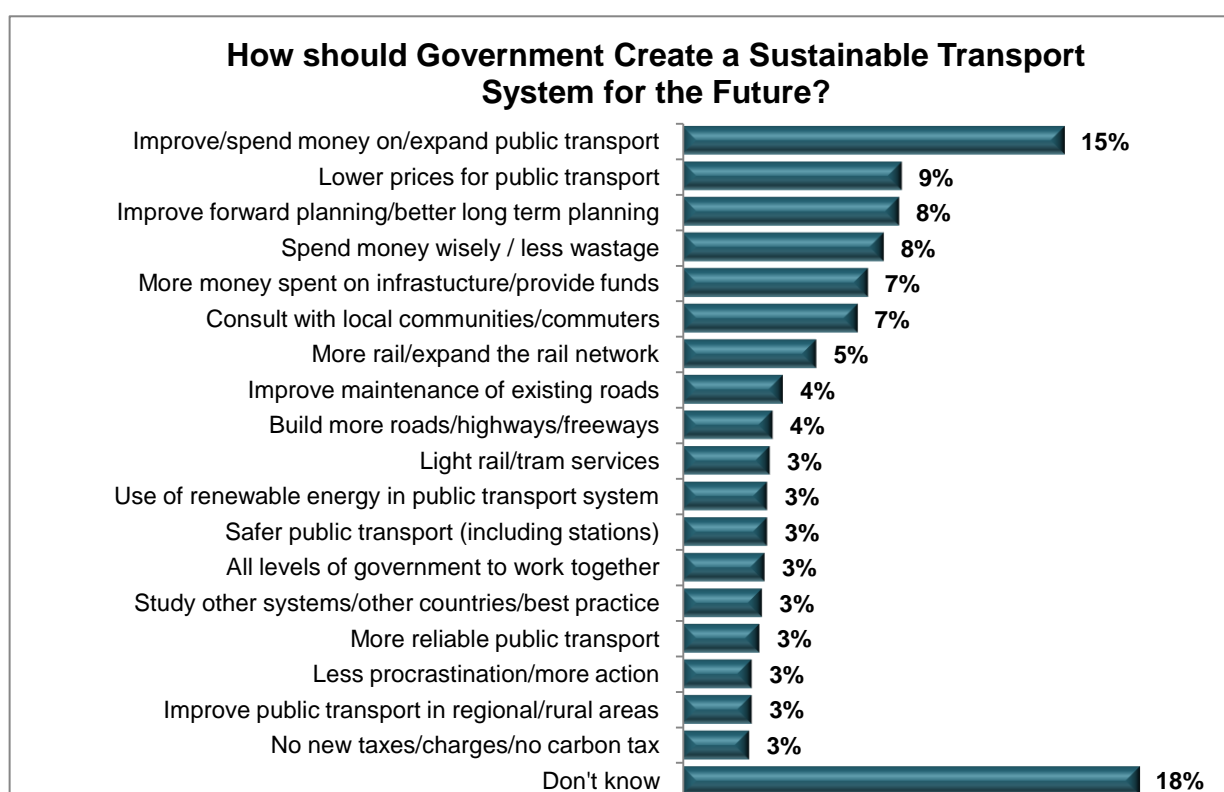
Q15. To what extent do you agree or disagree with the following statements about the transport system in your city or town?

5.10.1 Sustainable Transport

When asked what they think the government should do to create a sustainable transport system for the future, in terms of meeting the needs of both people and the environment, the overwhelming majority of responses related to public transport rather than roads. This was an open question for which responses were subsequently coded into themes. The results are charted below.

The standout response was to improve and spend more money on public transport (15%). This was followed by a raft of other public transport related responses including lowering public transport prices (9%), expanding the rail network (5%), light rail/ tram services (3%), use renewable energy for powering services (3%), making it safer (3%), more reliable (3%) and more available in regional areas (3%).

“Start travelling on public transport not just for a day but for a month so they see firsthand what we face. Then set up public forums so people can have their say and listen to what is said. Look at alternatives such as monorail which frees up ground space and is environmentally friendly. Use smaller buses (gas powered) on the lighter used routes like the small 24 seaters etc. Have a car free day each month so people remember why they should be grateful for the option to drive.” (Brisbane, online survey)



Source: National survey. Base: All respondents (n=1,005)
 Q30. To create a sustainable transport system for the future, in terms of meeting the needs of both people and the environment, what do you think the government should do? Open-ended; responses coded into themes. Responses < 3% not shown

“The public transport system needs to be massively improved, safer, more reliable, more comfortable and more accessible. We will never get cars off the roads but building bigger and better freeways will only attract more cars and more congestion. Surely we have enough historical data to support that.” (Melbourne – online survey)

Reflecting some of their concerns, other reasonably common response themes related to having longer-term planning (8%), more appropriate spending (8%), injecting more money into the system (7%), and consulting with the community about their needs and wishes (7%).

“They’re replacing the wrong roads. It’s a waste of government money and reflects their short-sightedness.” (Perth)

“Some parts of the highway down to Melbourne are terrible. I had just given birth via c-section there were huge holes in the road which made the trip home from the hospital very painful; I actually needed morphine to cope with it.” (Bendigo)

“They’re fixing perfectly good roads in towns and not fixing the ones out of town that really need fixing – especially after the floods. Why do they do that?” (Bendigo)

“There’s potholes and such shoddy work. This season alone they’ve fixed one pothole in my street seven times. Why can’t they just get it right?” (Cairns)

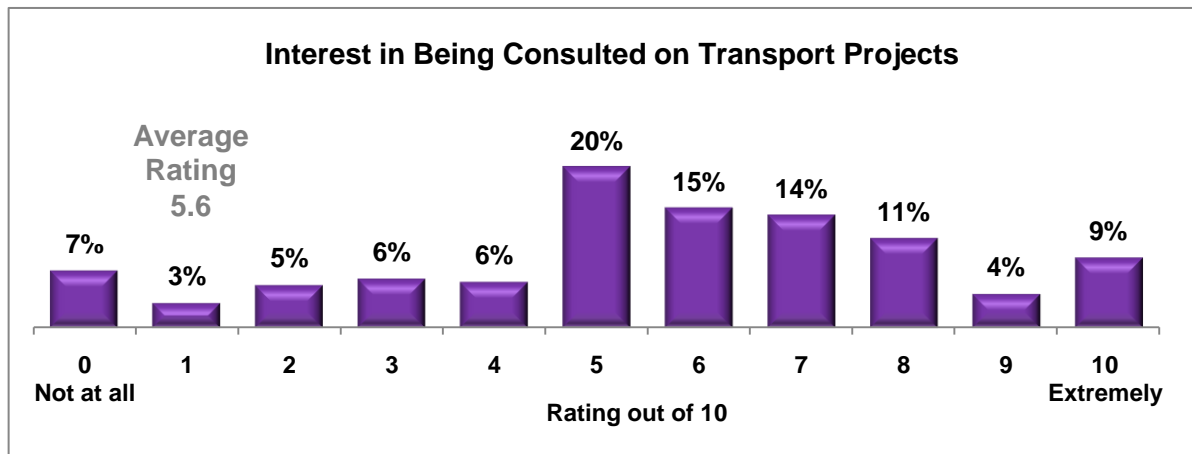
“We’ve been putting up with it for too long. The people in Brisbane aren’t listening – they fix their own roads first and then they send people here who don’t understand the local conditions. They tried to flood proof the whole road from Cairns to Townsville in one go and it kept getting washed away so they’d have to start again. They should do it in small sections properly; do it once and do it well, and why not use local knowledge?” (Cairns)

Many respondents struggled to answer the question though, with 18% saying they didn’t know. This was similar to discussions within the deliberative fora, wherein many participants felt that they didn’t know enough about sustainability to provide an informed recommendation.

5.10.2 Community Consultation

Many participants also commented that the government should consult the community a great deal more, both as a way of educating people about the issues, as well as gaining their input and local knowledge on decisions, and creating closer ties with the community.

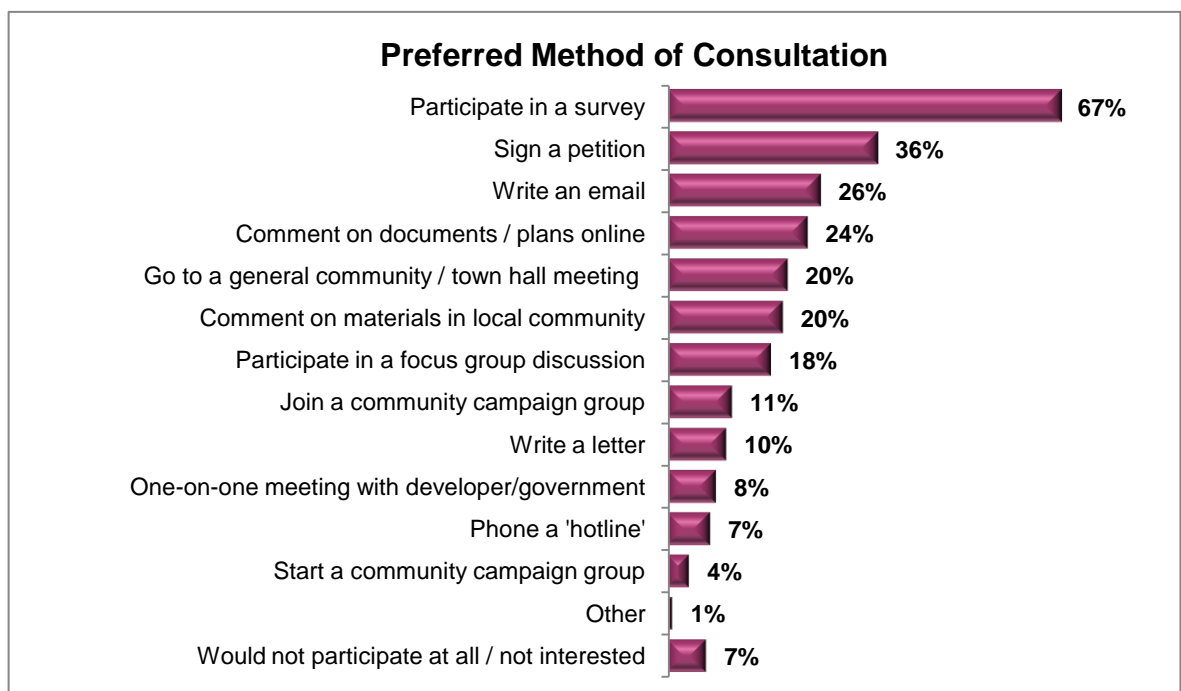
At the national level, the vast majority of respondents expressed at least some interest in getting involved, being consulted, or having their say on local development projects rather than simply 'letting the experts decide what's best'. Around three in four respondents (73%) gave a rating of 5 or more out of 10 on the interest scale where 10 was 'extremely interested' (an average of 5.6), and almost one in four expressed a high level of interest (24% at 8 or more out of 10).



Source: National survey. Base: All respondents (n=1,005)

Q25. How interested are you personally in getting involved, being consulted, or having your say on transport related developments in your city or town?

The most preferred way of being consulted by far was via participating in a survey, which two thirds of respondents (67%) indicated was their preference. Clearly there are many ways in which people can participate in a survey, and transport related decisions may not always involve straightforward questions. However, there are various techniques that can be used including newer methodologies such as Teleforums, which are like a town-hall meeting but they are conducted via telephone using a secure online platform and can allow for a much larger number of participants (i.e. many thousands at a time)².



Source: National survey. Base: All respondents (n=1,005)

Q26. If you were to be consulted or have your say on transport related developments in your city, how would you most prefer to do that? [MULTIPLE RESPONSE]

² GA Research has used this technique on a number of community consultation projects in consultation with our parent company Kreab Gavin Anderson.

At a much lower level, around a third said they would participate by signing a petition (36%), one in four (26%) said they would write an email, and one in five would go to a town hall meeting (20%) or comment on documents or displays in a local community centre or shopping centre (20%).

These results show that there is room for an increased level of community consultation on transport planning and developments, and show that a range of consultation methods should be offered in order to meet the community's expectations and preferences.

6. Appendices

6.1 Online Survey Questionnaire

INTRODUCTION

INTERNET SCRIPT: [EMAIL INTRODUCTION TOPIC: HAVE YOUR SAY ON IMPORTANT ISSUES FOR THE FUTURE OF AUSTRALIA]

Thank you for helping us with this survey. Your views are important to us. Please be assured that your open and honest feedback will be treated confidentially and the results will not identify you. The purpose of this survey is to understand your attitudes and thoughts about important issues in your area. The survey should take about 10-12 minutes, depending on your responses.

Use your mouse to 'Click' the relevant circles or boxes to mark your selection. Some questions require you to type your answers in the space provided.

Please remember:

- When you have completed all questions on the screen, click the >> button to proceed to the next page.
- Your views are important to us and your answers will be kept in the strictest confidence.
- None of the responses you give will be directly linked to you as an individual. They are used purely for statistical purposes only.
- To see the privacy statement click the link at the bottom of the screen.
- To begin the survey, click on the >> button below
- If you need to return to the survey later, click the >> button and close the webpage. The next time you click on the invite link, it will automatically take you back to the last webpage you left.

Once again, thank you for taking the time to participate in this survey.

Please click >> to continue."

SCREEN OUT MESSAGE

Thank you for your interest. Unfortunately, you have not qualified to complete the survey. If you have any questions or concerns, please contact AFS, on (03) 8789 4414 or Julian.James@afs-smart.com.au. Press Submit below to exit

PROGRAMMING: ALL QUESTIONS TO BE ONE PER SCREEN UNLESS OTHERWISE INSTRUCTED. INSTRUCTIONS IN BOLD IN PROGRAMMING INSTRUCTIONS ONLY, NOT TO BE SHOWN ON SCREEN

SCREENING

Firstly, we would like to ask you a few questions to check if you qualify for this survey...

S1. Are you...? [SINGLE RESPONSE]	<ol style="list-style-type: none">1. Male (Check quotas)2. Female (Check quotas)
S2. Which of these age groups are you in? [SINGLE RESPONSE – CHECK QUOTAS]	<ol style="list-style-type: none">1. Under 18 [TERMINATE]2. 18 to 203. 21 to 244. 25 to 295. 29 to 346. 35 to 397. 40 to 448. 45 to 499. 50 to 5410. 55 to 5911. 60 to 6412. 65 to 7413. 75 or over

	14. I would really rather not say [TERMINATE]
--	--

S3. What is the postcode where you live? [SINGLE RESPONSE] (Check quotas)	1. _ _ _ _ [ALLOW FOUR DIGITS. AUTOCODE TO STATE AND LOCATION] 2. Don't Know [TERMINATE]
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S4. What is your employment status? (Single response)	1. Working full time 2. Working part time / casually 3. Full time student 4. Unemployed 5. Home duties 6. Retired 7. Other (please specify)_____
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SECTION 1: IMPORTANCE OF ISSUES

Q1. Thinking about important issues for Australia, how do you think the government should prioritise funding across the following areas? Please order the items from what you see as the highest through to the lowest priority.

Q1. **ON THE NEXT SCREEN:** Out of these remaining areas, which would you say is the highest priority?

(Randomise a-h on first screen and then keep the order the same for the remaining screens. Autocode the lowest priority.)

a. Education	
b. Defence and national security	
c. Health and wellbeing	
d. Transport, including public transport and roads	
e. Protecting the natural environment	
f. Social security and welfare	
g. Communications and information technology	
h. Industry assistance and development	

SECTION 2: USE OF THE TRANSPORT SYSTEM

SINGLE SCREEN: The main focus of this survey is on transport, covering your experiences, challenges and hopes for the future. It is being conducted on behalf of the National Transport Commission and is an important opportunity for Australians to have their say.

Q2. How many of the following vehicles do you own?	ENTER NUMBER [ALLOW TWO DIGITS]
a. Car	
b. Motorcycle/scooter	
c. Van, truck, or other commercial vehicle	
d. Bicycle	
e. Other vehicle (specify):	

Q3. When you have to go somewhere, how often do you tend to use the following modes of transport? (Single response. Randomise a-j)						
	All the time	Most times	About half the time	Sometimes	Rarely	Never
a. Car – as a driver	<input type="checkbox"/> ¹	<input type="checkbox"/> ²	<input type="checkbox"/> ³	<input type="checkbox"/> ⁴	<input type="checkbox"/> ⁵	<input type="checkbox"/> ⁶
b. Car – as a passenger	<input type="checkbox"/> ¹	<input type="checkbox"/> ²	<input type="checkbox"/> ³	<input type="checkbox"/> ⁴	<input type="checkbox"/> ⁵	<input type="checkbox"/> ⁶
c. Motorcycle/scooter	<input type="checkbox"/> ¹	<input type="checkbox"/> ²	<input type="checkbox"/> ³	<input type="checkbox"/> ⁴	<input type="checkbox"/> ⁵	<input type="checkbox"/> ⁶
d. Van, truck, or other commercial vehicle	<input type="checkbox"/> ¹	<input type="checkbox"/> ²	<input type="checkbox"/> ³	<input type="checkbox"/> ⁴	<input type="checkbox"/> ⁵	<input type="checkbox"/> ⁶
e. Taxi	<input type="checkbox"/> ¹	<input type="checkbox"/> ²	<input type="checkbox"/> ³	<input type="checkbox"/> ⁴	<input type="checkbox"/> ⁵	<input type="checkbox"/> ⁶
f. Bus	<input type="checkbox"/> ¹	<input type="checkbox"/> ²	<input type="checkbox"/> ³	<input type="checkbox"/> ⁴	<input type="checkbox"/> ⁵	<input type="checkbox"/> ⁶
g. Tram	<input type="checkbox"/> ¹	<input type="checkbox"/> ²	<input type="checkbox"/> ³	<input type="checkbox"/> ⁴	<input type="checkbox"/> ⁵	<input type="checkbox"/> ⁶
h. Train	<input type="checkbox"/> ¹	<input type="checkbox"/> ²	<input type="checkbox"/> ³	<input type="checkbox"/> ⁴	<input type="checkbox"/> ⁵	<input type="checkbox"/> ⁶
i. Ferry	<input type="checkbox"/> ¹	<input type="checkbox"/> ²	<input type="checkbox"/> ³	<input type="checkbox"/> ⁴	<input type="checkbox"/> ⁵	<input type="checkbox"/> ⁶
j. Bicycle	<input type="checkbox"/> ¹	<input type="checkbox"/> ²	<input type="checkbox"/> ³	<input type="checkbox"/> ⁴	<input type="checkbox"/> ⁵	<input type="checkbox"/> ⁶
k. Walking, when you could use other modes	<input type="checkbox"/> ¹	<input type="checkbox"/> ²	<input type="checkbox"/> ³	<input type="checkbox"/> ⁴	<input type="checkbox"/> ⁵	<input type="checkbox"/> ⁶

IF Q3.a=1-5 ASK Q4

<p>Q4. When you use a car to get around, how often are there other people in the car with you? [SINGLE RESPONSE]</p>	<p>a. All the time</p> <p>b. Most of the time</p> <p>c. About half the time</p> <p>d. Sometimes</p> <p>e. Rarely</p> <p>f. Never</p>
---	--

IF S4=1-3 ASK Q5

<p>Q5. And on average, how long do you spend travelling to and from work or school/uni each day? [SINGLE RESPONSE]</p>	<p>a) TO: __ (Hours) : __ (Minutes)</p> <p>b) FROM: __ (Hours) : __ (Minutes)</p>
---	---

SECTION 3: SATISFACTION WITH THE TRANSPORT SYSTEM (OVERALL)

KEEP Q6 – Q7 ON A SINGLE SCREEN.

Thinking now about the whole transport system in your town or city, including all types of public transport and other options such as roads and driving, footpaths, bicycle paths etc...

<p>Q6. How would you rate the overall transport system in terms of helping you to get around when and where you want? (Single response)</p>										
Very poor										Excellent
<input type="checkbox"/> 0	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6	<input type="checkbox"/> 7	<input type="checkbox"/> 8	<input type="checkbox"/> 9	<input type="checkbox"/> 10

<p>Q7. What made you rate the transport system that way?</p>	
--	--

NEW SCREEN

<p>Q8. Thinking more specifically, how would you rate the overall transport system in your city / town on the following factors? (Single response per row)</p>												
RANDOMISE	<div style="display: flex; justify-content: space-between; width: 100%;"> Very poor Excellent </div>											Don't Know / NA
1. Being fair and accessible for people from all walks of life	<input type="checkbox"/> 0	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6	<input type="checkbox"/> 7	<input type="checkbox"/> 8	<input type="checkbox"/> 9	<input type="checkbox"/> 10	<input type="checkbox"/> 99
2. Contributing to how 'liveable' the town / city is	<input type="checkbox"/> 0	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6	<input type="checkbox"/> 7	<input type="checkbox"/> 8	<input type="checkbox"/> 9	<input type="checkbox"/> 10	<input type="checkbox"/> 99

3. Helping to keep people healthy and active	<input type="checkbox"/> 0	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6	<input type="checkbox"/> 7	<input type="checkbox"/> 8	<input type="checkbox"/> 9	<input type="checkbox"/> 10	<input type="checkbox"/> 99
4. Being "green" or environmentally sustainable	<input type="checkbox"/> 0	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6	<input type="checkbox"/> 7	<input type="checkbox"/> 8	<input type="checkbox"/> 9	<input type="checkbox"/> 10	<input type="checkbox"/> 99
5. Helping the city to be efficient, productive and strong economically	<input type="checkbox"/> 0	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6	<input type="checkbox"/> 7	<input type="checkbox"/> 8	<input type="checkbox"/> 9	<input type="checkbox"/> 10	<input type="checkbox"/> 99

PROGRAMMER NOTE: RANDOMISE SECTIONS 4 AND 5

SECTION 4: SATISFACTION WITH PUBLIC TRANSPORT

Now thinking specifically about **public transport** in your area, including any trains, buses, trams, ferries, taxis etc.

Q9. How would you rate the public transport system in your town or city? (Single response)												
Very poor											Excellent	Don't Know
<input type="checkbox"/> 0	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6	<input type="checkbox"/> 7	<input type="checkbox"/> 8	<input type="checkbox"/> 9	<input type="checkbox"/> 10	<input type="checkbox"/> 99	

Q10. And how would you rate the public transport in your town or city on the following aspects? (Single response per row)													
RANDOMISE. SPLIT ACROSS TWO SCREENS.	Very poor										Excellent	Don't Know / NA	
	a. Being easy for people with special needs to use (e.g. the elderly, disabilities, prams)	<input type="checkbox"/> 0	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6	<input type="checkbox"/> 7	<input type="checkbox"/> 8	<input type="checkbox"/> 9	<input type="checkbox"/> 10	<input type="checkbox"/> 99
	b. Having services that are close and convenient for you	<input type="checkbox"/> 0	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6	<input type="checkbox"/> 7	<input type="checkbox"/> 8	<input type="checkbox"/> 9	<input type="checkbox"/> 10	<input type="checkbox"/> 99
	c. Being safe to use	<input type="checkbox"/> 0	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6	<input type="checkbox"/> 7	<input type="checkbox"/> 8	<input type="checkbox"/> 9	<input type="checkbox"/> 10	<input type="checkbox"/> 99
	d. Frequency of	<input type="checkbox"/> 0	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6	<input type="checkbox"/> 7	<input type="checkbox"/> 8	<input type="checkbox"/> 9	<input type="checkbox"/> 10	<input type="checkbox"/> 99

services	0	1	2	3	4	5	6	7	8	9		
e. Being reliable and on time	<input type="checkbox"/> 0	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6	<input type="checkbox"/> 7	<input type="checkbox"/> 8	<input type="checkbox"/> 9	<input type="checkbox"/> 10	<input type="checkbox"/> 99
f. The time it takes to get to your destination	<input type="checkbox"/> 0	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6	<input type="checkbox"/> 7	<input type="checkbox"/> 8	<input type="checkbox"/> 9	<input type="checkbox"/> 10	<input type="checkbox"/> 99
g. The connections between different services	<input type="checkbox"/> 0	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6	<input type="checkbox"/> 7	<input type="checkbox"/> 8	<input type="checkbox"/> 9	<input type="checkbox"/> 10	<input type="checkbox"/> 99
h. Availability of suitable parking at stops/stations	<input type="checkbox"/> 0	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6	<input type="checkbox"/> 7	<input type="checkbox"/> 8	<input type="checkbox"/> 9	<input type="checkbox"/> 10	<input type="checkbox"/> 99
i. Being clean and comfortable	<input type="checkbox"/> 0	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6	<input type="checkbox"/> 7	<input type="checkbox"/> 8	<input type="checkbox"/> 9	<input type="checkbox"/> 10	<input type="checkbox"/> 99
j. The cost of the tickets	<input type="checkbox"/> 0	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6	<input type="checkbox"/> 7	<input type="checkbox"/> 8	<input type="checkbox"/> 9	<input type="checkbox"/> 10	<input type="checkbox"/> 99
k. The user friendliness of the ticketing system	<input type="checkbox"/> 0	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6	<input type="checkbox"/> 7	<input type="checkbox"/> 8	<input type="checkbox"/> 9	<input type="checkbox"/> 10	<input type="checkbox"/> 99

SECTION 5: SATISFACTION WITH THE ROAD SYSTEM

Q11. Thinking now about the **roads** in your area, how would you rate the road system in your town or city in terms of helping you to get around? **Please use a scale of 0 to 10 where 0=very poor and 10=excellent (Single response)**

Very poor											Excellent	Don't Know
<input type="checkbox"/> 0	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6	<input type="checkbox"/> 7	<input type="checkbox"/> 8	<input type="checkbox"/> 9	<input type="checkbox"/> 10	<input type="checkbox"/> 99	

Q12. And how would you rate the **roads** in your area on the following aspects? **(Single response)**

RANDOMISE	Very poor											Excellent	Don't Know / NA
a. Being safe to use	<input type="checkbox"/> 0	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6	<input type="checkbox"/> 7	<input type="checkbox"/> 8	<input type="checkbox"/> 9	<input type="checkbox"/> 10	<input type="checkbox"/> 99	
b. Maintenance of roads	<input type="checkbox"/> 0	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6	<input type="checkbox"/> 7	<input type="checkbox"/> 8	<input type="checkbox"/> 9	<input type="checkbox"/> 10	<input type="checkbox"/> 99	

c. Traffic flow on the roads between 7am and 9am	<input type="checkbox"/> 0	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6	<input type="checkbox"/> 7	<input type="checkbox"/> 8	<input type="checkbox"/> 9	<input type="checkbox"/> 10	<input type="checkbox"/> 99
d. Signage on the roads	<input type="checkbox"/> 0	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6	<input type="checkbox"/> 7	<input type="checkbox"/> 8	<input type="checkbox"/> 9	<input type="checkbox"/> 10	<input type="checkbox"/> 99
e. Synchronisation of traffic lights	<input type="checkbox"/> 0	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6	<input type="checkbox"/> 7	<input type="checkbox"/> 8	<input type="checkbox"/> 9	<input type="checkbox"/> 10	<input type="checkbox"/> 99
f. Speed limits being easy to follow	<input type="checkbox"/> 0	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6	<input type="checkbox"/> 7	<input type="checkbox"/> 8	<input type="checkbox"/> 9	<input type="checkbox"/> 10	<input type="checkbox"/> 99
g. Having sufficient lighting	<input type="checkbox"/> 0	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6	<input type="checkbox"/> 7	<input type="checkbox"/> 8	<input type="checkbox"/> 9	<input type="checkbox"/> 10	<input type="checkbox"/> 99
h. Traffic congestion	<input type="checkbox"/> 0	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6	<input type="checkbox"/> 7	<input type="checkbox"/> 8	<input type="checkbox"/> 9	<input type="checkbox"/> 10	<input type="checkbox"/> 99
i. Having enough lanes for current demand	<input type="checkbox"/> 0	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6	<input type="checkbox"/> 7	<input type="checkbox"/> 8	<input type="checkbox"/> 9	<input type="checkbox"/> 10	<input type="checkbox"/> 99

<p>Q13. What do you think are the MAIN causes of traffic congestion? <i>Select those that apply the <u>most</u></i> (Multiple response. Randomise 1-16.)</p>	<ol style="list-style-type: none"> 1. Poorly designed roads / highways / freeways 2. Not enough roads 3. Increasing population / number of drivers / cars on the road 4. Too many cars with just one occupant / not enough car pooling 5. Vehicles not adhering to clearway signs 6. Inadequate clearway times / Inadequate number of clearways 7. Public transport not adequate / available 8. People being bad drivers – lacking skills / alertness 9. Breakdowns / crashes / accidents 10. Too many traffic lights 11. Traffic lights not synchronising 12. Lack of alternate routes / not enough roads 13. Peak hours / working hours / time of day 14. Level crossings / not enough overpasses / underpasses 15. Road works 16. Speed limits 17. Other (Specify)_____
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Q14. And how would you rate the <u>cycling paths and footpaths</u> in your town or city on the following aspects? (Single response)												
RANDOMISE	Very poor Excellent											Don't Know / NA
a. Being available and easy to get to	<input type="checkbox"/> 0	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6	<input type="checkbox"/> 7	<input type="checkbox"/> 8	<input type="checkbox"/> 9	<input type="checkbox"/> 10	<input type="checkbox"/> 99
b. Safety of bicycle paths	<input type="checkbox"/> 0	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6	<input type="checkbox"/> 7	<input type="checkbox"/> 8	<input type="checkbox"/> 9	<input type="checkbox"/> 10	<input type="checkbox"/> 99
c. Safety of footpaths	<input type="checkbox"/> 0	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6	<input type="checkbox"/> 7	<input type="checkbox"/> 8	<input type="checkbox"/> 9	<input type="checkbox"/> 10	<input type="checkbox"/> 99
d. Maintenance of paths	<input type="checkbox"/> 0	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6	<input type="checkbox"/> 7	<input type="checkbox"/> 8	<input type="checkbox"/> 9	<input type="checkbox"/> 10	<input type="checkbox"/> 99
e. Having sufficient lighting	<input type="checkbox"/> 0	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6	<input type="checkbox"/> 7	<input type="checkbox"/> 8	<input type="checkbox"/> 9	<input type="checkbox"/> 10	<input type="checkbox"/> 99

SECTION 6: ATTITUDES

Q15. To what extent do you agree or disagree with the following statements about the transport system in your city or town? (Single response)						
SHOW IN 3 SETS OF 4 STATEMENTS. KEEP QUESTION ON SCREEN. RANDOMISE	Strongly disagree	Disagree somewhat	Neither agree nor disagree	Agree somewhat	Strongly agree	Don't Know
a. Public transport is too crowded in peak times	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 9
b. I never experience any difficulties or delays getting around	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 9
c. Traffic congestion is a significant problem for the community	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 9
d. Traffic congestion is a significant problem for me personally	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 9
e. The idea of public transport does not appeal to me	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 9
f. The Australian Government needs to get more involved in transport	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 9

planning						
g. There are lots of initiatives happening in my area to make the transport system better for both people <u>and</u> the environment	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 9
h. Local, state and federal governments should work together more to improve the transport system	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 9
i. I'd like to be able to use public transport more	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 9
j. I'd like to be able to drive less	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 9
k. The increasing price of petrol has put a strain on my own or my household's budget	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 9
l. The government should develop more public transport services to give people a realistic alternative to driving	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 9

SECTION 7: BEHAVIOUR CHANGE

Q16. Have you ever changed your driving or travel behaviours as a result of a rise in petrol prices? (Single response)	1. Yes 2. No 3. Don't know
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IF Q16=1 ASK Q17

Q17. What changes did you make as a result of rising petrol prices? <i>Select all that apply</i> (Multiple response) (Randomise 1-10)	1. Bought a smaller or more economical vehicle 2. Converted my car to LPG 3. Reduced the number of cars in the household 4. Car pooled 5. Drove my car less 6. Changed the way I drive e.g. driving more smoothly to save petrol 7. Shopped more locally 8. Worked from home (even if occasionally) 9. Cycled or walked more instead of driving 10. Used public transport more 11. Something else (please specify) _____
---	--

ASK ALL

Q18. To reduce traffic congestion, save on petrol costs, help the environment, or for any other reason, how likely or unlikely would you be to do some of the following things? **(Single response)**

RANDOMISE	Very Unlikely	Somewhat Unlikely	Neither likely nor unlikely	Somewhat Likely	Very Likely	Already do	Don't Know
a. Car pool with colleagues, family, friends, neighbours or registered groups	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6	<input type="checkbox"/> 7
b. Use public transport instead of driving	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6	<input type="checkbox"/> 7
c. Avoid driving during peak times	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6	<input type="checkbox"/> 7
d. Cycle part or all of your journey	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6	<input type="checkbox"/> 7
e. Walk or jog part or all of your journey	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6	<input type="checkbox"/> 7
f. Drive less	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6	<input type="checkbox"/> 7

Q19. What would you say is preventing you from doing some of these things or doing them more (i.e. driving less, using public transport, car pooling, cycling)?

Select all that apply

(Multiple response)

(Randomise 1-13)

1. I prefer to drive
2. It's not convenient for me
3. Safety concerns
4. I don't like public transport
5. Public transport is unreliable
6. There are no suitable public transport services close enough to where I live or work
7. It's too far to cycle or walk
8. Climate: It's too hot / cold to cycle or walk
9. Bike or footpaths are inadequate
10. No showers / bike lockers at work or school
11. I need to drive for work
12. Public transport is too expensive
13. Not enough parking near public transport hubs
14. Other (please specify) _____

<p>Q20. What might help or make you more likely to do some of these things or do them more often (i.e. driving less, using public transport, car pooling, cycling)?</p> <p><i>Select all that apply</i></p> <p>(Multiple response)</p> <p>(Randomise 1-10)</p>	<ol style="list-style-type: none"> 1. Working closer to home 2. More reliable public transport 3. More frequent public transport services 4. Public transport services running earlier, later, on weekends and more frequently at these times 5. Cheaper public transport 6. Increased security on public transport 7. Public transport services closer to where you live or work 8. Improved bicycle or footpaths 9. Increased petrol prices 10. Showers / bike lockers at work or school 11. Something else (please specify) _____ 12. Nothing, I prefer to drive
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SECTION 8: PRIORITIES FOR IMPROVEMENT

<p>Q21. To what extent do you think the transport system needs to change, if at all? This includes laws, planning, infrastructure, management and user behaviours on roads and public transport?</p> <p>(Single response)</p>										
Doesn't need to change at all										Needs to change a great deal
<input type="checkbox"/> 0	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6	<input type="checkbox"/> 7	<input type="checkbox"/> 8	<input type="checkbox"/> 9	<input type="checkbox"/> 10

<p>Q22. Which ONE of the following improvements do you think is the biggest priority in your city or town?</p> <p>(Single response)</p> <p>(Randomise 1-12)</p>	<ol style="list-style-type: none"> 1. Adding lanes to existing roads 2. Repairing existing roads 3. Improving traffic management on existing roads (e.g. traffic lights, overpasses, speed limit changes etc) 4. Building new roads 5. New public transport routes 6. Introducing new forms of public transport e.g. light rail, trams, ferries etc. 7. More frequent / faster public transport services on existing routes 8. Extending the hours of public transport services including weekends and public holidays 9. More or better car parking facilities near public transport hubs 10. Increased safety on public transport 11. Improving or building more bicycle tracks and paths 12. Improving or building more pedestrian walkways and paths 13. Other (Please specify) _____
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<p>Q23. And which OTHER things do you think are the MAIN priorities for improving the transport system in your city or town? <i>Select the main priorities</i></p> <p>(Multiple response) (Suppress response from Q22) (Randomise 1-12)</p>	<ol style="list-style-type: none"> 1. Adding lanes to existing roads 2. Repairing existing roads 3. Improving traffic management on existing roads (e.g. traffic lights, overpasses, speed limit changes etc) 4. Building new roads 5. New public transport routes 6. Introducing new forms of public transport e.g. light rail, trams, ferries etc. 7. More frequent / faster public transport services on existing routes 8. Extending the hours of public transport services including weekends and public holidays 9. More or better car parking facilities near public transport hubs 10. Increased safety on public transport 11. Improving or building more bicycle tracks and paths 12. Improving or building more pedestrian walkways and paths 13. Other (Please specify) _____ 14. No others
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<p>Q24. Which of the following do you think will be the biggest issues for the transport system <u>in the future</u>? (Multiple response) (Randomise 1-12)</p>	<ol style="list-style-type: none"> 1. Traffic congestion 2. The impact of the transport system upon the natural environment 3. The impact of the transport system upon people's health and wellbeing 4. Finding the money to fund significant improvements and projects 5. Population growth 6. Price of petrol 7. Declining oil supplies 8. Ability of government to develop transport plans that will meet the long term needs of the community 9. The ability of different levels of government to work together 10. People's attitudes about transport and driving and lack of willingness to change 11. The challenges of trying to keep everyone happy 12. Roads having enough lanes to meet demand 13. Other (please specify) _____
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<p>Q25. Some people like to get involved in decisions or have their say on local development projects that may affect them, while others prefer to 'let the experts decide what's best'. How interested are you <i>personally</i> in getting involved, being consulted, or having your say on transport related developments in your city or town? (Single response)</p>										
Not at all interested					Extremely interested					
<input type="checkbox"/> 0	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6	<input type="checkbox"/> 7	<input type="checkbox"/> 8	<input type="checkbox"/> 9	<input type="checkbox"/> 10

<p>Q26. If you were to be consulted or have your say on transport related developments in your city, how would you most prefer to do that? <i>Select all that apply</i> (Multiple response. Randomise 1-12.)</p>	<ol style="list-style-type: none"> 1. Write a letter 2. Write an email 3. Participate in a survey 4. Comment on documents or plans on a website / blog / online forum 5. Comment on documents or plans on display in a local shopping centre, council offices or library 6. Go to a general community / town hall meeting about it 7. Participate in a focus group discussion 8. Have a one-on-one meeting with the developer or government 9. Phone a 'hotline' 10. Sign a petition 11. Join a community campaign group set up by members of the community 12. Start a community campaign group 13. Other (please specify): 14. Would not participate at all / not interested
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SECTION 9: PRICING

IF Q2A > 00, ASK Q27:

<p>Q27. What fuel/s does your car use? If you use more than one car, please indicate for the one you use most often. (Multiple response)</p>	<ol style="list-style-type: none"> 1. Petrol 2. LPG 3. Diesel 4. Electricity 5. Other (specify): _____
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IF Q2A > 00, ASK Q28:

<p>Q28. The price of fuel changes for various reasons. Please indicate what the price of [INSERT FUEL FROM Q27, IF 1 AND OTHER SELECTED, ONLY SHOW 'PETROL'] would have to be to make you change your driving behaviours – whether that would mean driving less, or buying a car that uses less fuel or alternative fuels. (Single response)</p>	<ol style="list-style-type: none"> 1. \$1.50 per litre 2. \$2 per litre 3. \$2.50 per litre 4. \$3 per litre 5. \$3.50 per litre 6. \$4 per litre 7. \$4.50 per litre 8. \$5 per litre 9. More than \$5 per litre 10. Nothing would make me change
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Q29. Currently, there is not enough funding to make the transport system truly sustainable in terms of meeting the needs of people or the environment. Various actions may be needed to help gain more funding.

In principle, how much would you support or oppose the following concepts to not only help fund improvements to the transport system but to also encourage more sustainable transport behaviours and reduce congestion on roads? **In all of these options, the money raised would be invested directly back into transport system improvements. (Single Response per row. SHOW CODE FRAME IN REVERSE ORDER FOR HALF OF THE SAMPLE, AT RANDOM.)**

Randomise – SHOW IN GROUPS OF 3 OR 4 PER PAGE. REPEAT HEADING AND QUESTION.	Strongly oppose	Mildly oppose	Neutral	Mildly support	Strongly support	Don't Know
a. The government taking the money from another area such as health, education or defence	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 9
b. The government borrowing more money to spend on transport infrastructure improvements	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 9
c. The government seeking more private sector involvement in funding, building and operating transport infrastructure	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 9
d. Congestion pricing, where vehicles are charged a fee or toll for driving into congested areas during peak traffic times, and the money raised would go towards public transport improvements	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 9
e. A pay as you drive scheme to encourage people to drive less, where instead of paying for vehicle registration and other fuel and road taxes, drivers would pay a few cents for every kilometer they drive. Money raised would fund alternatives to driving. Many people would be better off, some would pay	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 9

the same as they do now, and some would be worse off. Country dwellers would pay a lower rate per kilometer than city dwellers						
f. Cheaper public transport fares during off-peak times (e.g. 10am-3pm and 8pm-6am and on weekends and public holidays)	<input type="checkbox"/> ¹	<input type="checkbox"/> ²	<input type="checkbox"/> ³	<input type="checkbox"/> ⁴	<input type="checkbox"/> ⁵	<input type="checkbox"/> ⁹
g. A 'carbon price', where any form of transport that produces carbon pollution costs more, to help fund the transition to a low carbon future	<input type="checkbox"/> ¹	<input type="checkbox"/> ²	<input type="checkbox"/> ³	<input type="checkbox"/> ⁴	<input type="checkbox"/> ⁵	<input type="checkbox"/> ⁹
h. A national public transport levy, a bit like the Medicare levy where there is means testing, but public transport is then free to use	<input type="checkbox"/> ¹	<input type="checkbox"/> ²	<input type="checkbox"/> ³	<input type="checkbox"/> ⁴	<input type="checkbox"/> ⁵	<input type="checkbox"/> ⁹

SECTION 10: ROLE OF GOVERNMENT AND FINAL COMMENTS

<p>Q30. To create a sustainable transport system for the future, in terms of meeting the needs of both people and the environment, what do you think the government should do? <i>Please be as specific as possible</i></p>	
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<p>Q31. Do you have any other comments, issues or concerns you haven't already mentioned about the transport system? (Single response)</p>	<p>1. Yes (please specify) _____</p> <p>2. No</p>
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SECTION 11: DEMOGRAPHICS

Finally, just a few questions about you to ensure we've interviewed a good cross section of the population...

IF S4=1-2 ASK D1

D1. Which of these categories best describes your occupation?	<ol style="list-style-type: none"> 1. Labourer 2. Machinery operator or driver 3. Sales worker or real estate agent 4. Technician or trades person 5. Community or personal service worker 6. Clerical or administrative worker including reception 7. Health or education professional 8. Other professional (e.g. arts, business, marketing, communications, engineering, law etc) 9. Farmer 10. Specialist manager (e.g. hospitality or retail manager, business administration etc) 11. Other senior manager (e.g. CEO / GM / MD) 12. Other (specify)
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ASK ALL

D2. Which of the following ranges best describes your personal annual income (before tax)? (Single response)	<ol style="list-style-type: none"> 1. Less than \$20,000 per year 2. Between \$20,000 and \$39,999 3. Between \$40,000 and \$49,999 4. Between \$50,000 and \$59,999 5. Between \$60,000 and \$74,999 6. Between \$75,000 and \$99,999 7. Between \$100,000 and \$149,000 8. Between \$150,000 and \$199,999 9. \$200,000 or more 10. I'd prefer not to say
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D3. Which of the following best describes your situation? (Single response)	<ol style="list-style-type: none"> 1. Single without children 2. Couple without children 3. Have a child / children under 18 living at home 4. Have adult child / children aged 18 or older living at home 5. Have adult child / children who no longer live at home 6. Other (Please specify)_____
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IF D3=3 ask D4

D4. How does your child / children get to school on most days? (Single response)	<ol style="list-style-type: none"> 1. They walk – on their own 2. They walk – accompanied by an adult 3. They ride their bike – on their own 4. They ride their bike – accompanied by an adult 5. I or someone else drives them 6. They take public transport – on their own 7. They take public transport – accompanied by an adult 8. Some other way (please specify)_____ 9. My child / children do not go to school
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ASK ALL

D5. In which country were you born? *List is in alphabetical order* **(Single response)**

1	Afghanistan	35	Mexico
2	Australia	36	Morocco
3	Belgium	37	Netherlands
4	Brazil	38	New Zealand
5	Bulgaria	39	Nigeria
6	Cambodia	40	Pakistan
7	Canada	41	Papua New Guinea
8	China	42	Philippines
9	Croatia	43	Poland
10	Egypt	44	Portugal
11	Ethiopia	45	Romania
12	France	46	Russia
13	Germany	47	Rwanda
14	Ghana	48	Samoa
15	Greece	49	Saudi Arabia
16	Hong Kong	50	Serbia
17	Hungary	51	Singapore
18	India	52	Somalia
19	Indonesia	53	South Africa
20	Iran	54	South America (specify)
21	Iraq	55	Spain
22	Ireland	56	Sri Lanka
23	Israel	57	Sudan
24	Italy	58	Sweden
25	Japan	59	Switzerland
26	Jordan	60	Taiwan
27	Kenya	61	Thailand
28	Korea	62	Turkey
29	Laos	63	United Arab Emirates
30	Libya	64	United Kingdom
31	Macedonia	65	United States of America (USA)
32	Malaysia	66	Vietnam
33	Malta	67	Zimbabwe
34	Mauritius	68	Other (specify)

IF D5 is not 2 ASK D6

D6. How long have you been living in Australia? (Single response)	<ol style="list-style-type: none">1. Less than 6 months2. 6 to 12 months3. 1-2 years4. 3-4 years5. 5-10 years6. More than 10 years7. Don't know
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The study has been conducted on behalf of the National Transport Commission.

As a market research company, we comply with the requirements of the Privacy Act. The information you have provided will be used only for market research purposes.

Should you need to contact us again please call us on (03) 8789 4444 or email Julian.James@afs-smart.com.au.

Press Submit below to return your responses and you will be redirected to the National Transport Commission's website, where the report on the findings from this study will be published. You may wish to bookmark the site and check back to read the report in the next couple of months. Thank you again for your participation.

6.2 References

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6.3 Demographic Differences on Key Measures

The table below shows the average ratings across the overall transport system, roads and public transport, by gender age and location.

Average Score (Out of 10)		Base (n=)	Overall Rating of Transport	Rating of Public Transport	Rating of Roads
	TOTAL	1,005	4.9	4.8	5.6
GENDER	Male	503	4.8	4.7	5.5
	Female	502	5.0	4.9	5.7
AGE	18-24	203	5.6	5.2	6.1
	25-34	200	4.7	4.7	5.5
	35-44	202	4.5	4.6	5.4
	45-54	200	4.6	4.5	5.3
	55+	200	5.2	5.0	5.8
LOCATION	Metro	613	5.0	5.1	5.7
	Regional	392	4.7	4.3	5.4
VIC	Melbourne	127	5.3	5.1	6.1
	Rest of VIC	75	5.2	4.8	5.5
NSW	Sydney	125	4.9	5.1	5.3
	Rest of NSW	76	4.7	4.4	5.3
QLD	Brisbane	100	4.3	4.8	5.4
	Rest of QLD	100	4.5	4.2	5.0
TAS	Hobart	30	3.5	3.7	4.6
	Rest of TAS	20	5.1	4.4	5.5
NT	Darwin	30	4.6	4.1	6.8
	Rest of NT	20	3.7	3.4	5.7
WA	Perth	76	5.5	5.5	6.4
	Rest of WA	51	4.8	4.0	6.4
SA	Adelaide	75	5.6	5.6	5.9
	Rest of SA	50	4.6	3.7	6.0
ACT	ACT	50	5.3	4.9	6.8

Source: National survey. Base: All respondents. Capital Cities (n=613), Regional Areas (n=392)
 Q6. Thinking now about the whole transport system in your town or city, including all types of public transport and other options such as roads and driving, footpaths, bicycle paths etc...How would you rate the overall transport system in terms of helping you to get around when and where you want? Q9. How would you rate the public transport system in your town or city?
 Q11. Thinking now about the roads in your area, how would you rate the road system in your town or city in terms of helping you to get around?

On average, respondents gave a rating of 4.9 for the transport system overall, 4.8 for public transport and 5.6 for roads. Those aged 18 to 24 gave significantly higher ratings for all three attributes. Those living in Perth (5.5) and Adelaide (5.6) gave significantly higher ratings of the overall transport system compared to other areas (4.9 total).

Respondents in metropolitan areas gave significantly higher ratings of public transport (average 5.1) compared to those living in regional areas (4.3). This was particularly true among those living in Sydney (5.1) and Adelaide (5.6).

Roads were rated significantly higher by those living in Melbourne (6.1) and the ACT (6.8) compared to the total sample (5.6).

6.4 City Models Used in the Qualitative Research

Participants in the deliberative fora were shown the images and associated definitions below when discussing different city typologies. These images are from the Grattan Institute's June 2010 report *The Cities We Need*, by Jane-Frances Kelly (p10).

