



## Standing Committee on Planning, Transport and City Services

### **Inquiry into Annual and Financial Reports 2022-2023** **ANSWER TO QUESTION ON NOTICE**

#### **Asked by Mrs Elizabeth Kikkert MLA**

Reference: Hearing on 20 November 2023, Annual Report of Transport Canberra and City Services

In relation to: Community Path Satisfaction

1. Since the 2019-2020 TCCS Annual Report, customer satisfaction with the public road network has fallen from 81% to 69% in the latest annual report. Has TCCS held any formal discussions about what might be driving this drop in satisfaction levels?
  - a. If so, what were the outcomes and findings from these discussions?
2. Can the Minister attach to his answer, a copy of the survey and data referenced on page 297 of the latest annual report?

#### **Minister Chris Steel: The answer to the Member's question is as follows: –**

1. No formal discussions have been held.
2. A copy of the survey is attached at the following link  
[https://www.cityservices.act.gov.au/\\_data/assets/pdf\\_file/0018/2333340/TCCS-2023-satisfaction-Survey-Report-final.pdf](https://www.cityservices.act.gov.au/_data/assets/pdf_file/0018/2333340/TCCS-2023-satisfaction-Survey-Report-final.pdf)

Approved for circulation to the Standing Committee on Planning, Transport and City Services

Signature:

Date:

29/11/23

By the Minister for Transport Canberra and City Services, Chris Steel MLA

