



STANDING COMMITTEE ON PLANNING, TRANSPORT, AND CITY SERVICES
JO CLAY MLA (CHAIR), SUZANNE ORR MLA (DEPUTY CHAIR), MARK PARTON MLA

Inquiry into referred 2019–20 Annual and Financial Reports and Budget Estimates 2020-21
ANSWER TO QUESTION ON NOTICE

Asked by Nicole Lawder:

In relation to: Annual Report – Page 31. Customer Satisfaction.

- 1) I note that TCCS customer satisfaction decreased from 94% in 2018-19 to 82% in 2019-20. Why was this found to be the case?
- 2) Does TCCS have strategies in place to improve the results from the customer satisfaction survey for future years?
- 3) What area in particular were participants of the survey dissatisfied with?

CHRIS STEEL MLA: The answer to the Member's question is as follows:–

- 1) The 2019-20 TCCS satisfaction survey of 1,000 Canberra residents showed a change in overall customer satisfaction with city services, from 94% in 2018-19 to 84% in 2019-20.

The year-to-year change may reflect the use of a new provider to undertake the survey as well as the timing of the survey in March 2020 following drought and bushfires (and associated smoke) which may have reduced access to services – especially sportsgrounds, libraries and other public spaces.

It is also important to note that in addition to the general fluctuation in results that is expected year-to-year with any survey, the methodology for calculating the score related to this question changed. Previous years' overall satisfaction results were based on an average of scores against specific questions for each city service, whereas the 2020 survey had a standalone question on satisfaction with city services overall. Therefore, a direct comparison with previous years' results is less accurate.

In 2020-21, TCCS will look to use the same methodology for this question as was used in 2019-20. This will allow TCCS to track future performance against this new benchmark.

- 2) TCCS is constantly improving access to local facilities and services. In 2020 several initiatives were introduced that may have a positive impact on people's overall satisfaction with city services.

These include, but are not limited to:

- the bulky waste service which started in Tuggeranong and Gungahlin in 2020
- additional funding to fast-track pothole repairs across the ACT road network
- increased mowing of urban open spaces to respond to rapid grass growth
- additional tree plantings, with 8,900 trees to be planted in 2020



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- rollout of the mystery box service delivered by Libraries ACT
- new nature play spaces at Kambah Adventure Playground and Yerrabi Pond District Park and new and improved play areas in Torrens, Higgins, Waramanga, Richardson and Narrabundah
- new cycling and pedestrian facilities as part of the Belconnen Bikeway
- upgrades to the town square and laneways at the Tuggeranong Town Centre
- fast-tracked infrastructure upgrades across the city to deliver path upgrades and other cycling and pedestrian improvements.

- 3) The overall question on satisfaction with city services did not ask people to identify the areas with which they were least satisfied.

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

Signature:

A handwritten signature in blue ink, appearing to read "Chris Steel", is written over the signature line.

Date:

12/3/21

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