



LEGISLATIVE ASSEMBLY
FOR THE AUSTRALIAN CAPITAL TERRITORY

SELECT COMMITTEE ON ESTIMATES 2024-2025

Ms Nicole Lawder MLA (Chair), Ms Suzanne Orr MLA (Deputy Chair),
Miss Laura Nuttall MLA

ANSWER TO QUESTION ON NOTICE

Asked by: Mr Mark Parton MLA

Addressed to: Minister for Transport

Redirection:

Reference: Budget Statement H

Hearing Date: 05/08/2024

In relation to: Transport Canberra Customer Satisfaction and Accountability Indicators

QON lodgement Date: 06/08/2024

Answer Due date: 8/8/2024

Regarding the Transport Canberra accountability indicators in Table 10 on page 22 of budget statement H.

- 1) The 2023-24 target for customer satisfaction of bus operations was 85%, yet the estimated outcome was 5% lower. Is there any specific reason for not reaching this accountability indicator?
 - a) Note 1 says that the satisfaction surveys for Transport Canberra are undertaken by an external provider and gathers data using telephone surveys. Given that reputable polling companies like Roy Morgan and YouGov have moved away from telephone polling, can the results still be considered a true reflection of satisfaction?

Mr Chris Steel MLA: The answer to the Member's question is as follows:

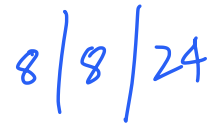
- 1) A number of factors may have contributed to the lower customer satisfaction outcome. Some customers may have experienced longer journey times to accommodate planned disruption associated with raising London Circuit and infrastructure works throughout the City and Woden.
 - a) The survey method combines a melded sample of landlines plus mobile phones plus a small online sample. The sample is weighted by age, gender, area and education to align to with ABS population estimates to provide the most accurate representation of the population.

Approved for circulation to the Select Committee on Estimates 2024-2025

Signature:

A handwritten signature in blue ink, appearing to be 'Chris Steel', written in a cursive style.

Date:

A handwritten date in blue ink, '8/8/24', written in a simple, vertical format.

By the Minister for Transport, Chris Steel MLA