



Supported by



The GCC is grateful for the support provided by the ACT Government

Gungahlin Community Council © 2015
Authorised by Ewan Brown, President
PO Box 260, Gungahlin, ACT 2912
www.gcc.asn.au
info@gcc.asn.au

25th February, 2015

Contents

Have Your Say – GCC Community Survey 2014.....	2
Promoting the Survey	3
Responses	3
Demographic Data	4
Gungahlin Town Centre	7
Roads and Traffic.....	12
Commuting	14
Local Area Amenities	20
Communities at Work Section.....	25
Electoral Section.....	27

Have Your Say - GCC Community Survey 2014

The Gungahlin Community Council (GCC) conducted a community survey in late 2014 to determine the attitude of residents in the Gungahlin area regarding:

- The Urban Village Concept of the Town Centre
- Roads and Transport Infrastructure
- Commuting
- Local Area Services
- Community Services
- Electorate

A subcommittee of the GCC created questions in each of those areas. The number of questions was kept to a minimum in an effort to keep the expected time to complete the survey under 5 minutes, if no comments were included. Some basic demographic data was also collected. The survey was trialled and modified several times before being conducted using the online service Survey Monkey (www.surveymonkey.com).

Promoting the Survey

The survey was promoted in several ways:

- Feature banner on the GCC website¹
- A feature page in the October issue of the GCC newsletter Gunsmoke²
- Facebook posts with a banner specifically designed to feature the survey³
- A comprehensive letterbox distribution of a flyer to all Gungahlin residences⁴
- Articles in the Chronicle newspaper
- Email to subscribers to the GCC email list⁵
- Communication with a large number of social, community, educational, business and church groups in Gungahlin
- Extensive promotion throughout the Communities@Work network
- Weekly posts on the MyGungahlin website and newsletter

A total of 1343 individuals responded to the survey. The responses were spread over October, November and early December 2014. The responses over this period were remarkably consistent. The different promotion methods had little overlap and hence it was possible to estimate the effectiveness of the methods. All email promotions where the respondent simply had to click a link had a high response rate that we estimate at 25% of the emails. Any hard copy links including the wide letter box distribution had no discernible effect on the number of responses. Links on the GCC website and links on MyGungahlin appeared to generate about two responses per day.

Responses

The responses can be found at <https://www.surveymonkey.net/results/SM-ZNZY7277/>
The full dataset can be obtained upon request from the GCC (info@gcc.asn.au). Please identify who you are and why you would like access to the data.

The detailed comments will be sent to the relevant departments of the ACT Government.

¹ <http://www.gcc.asn.au/>

² <http://www.gcc.asn.au/gunsmoke-issues>

³ <http://ww.facebook.com/gungahlin>

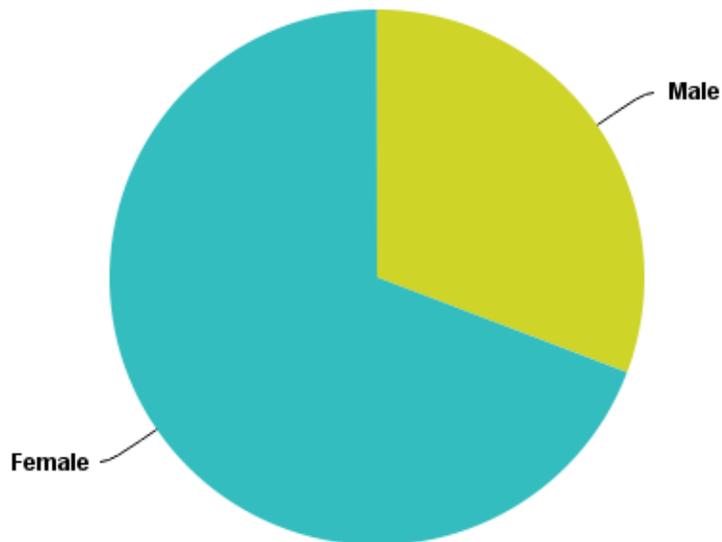
⁴ Apart from the suburb of Crace where another survey was underway

⁵ <http://www.gcc.asn.au/newsletter-sign-up>

Demographic Data

Q1 What is your gender?

Answered: 1,329 Skipped: 14



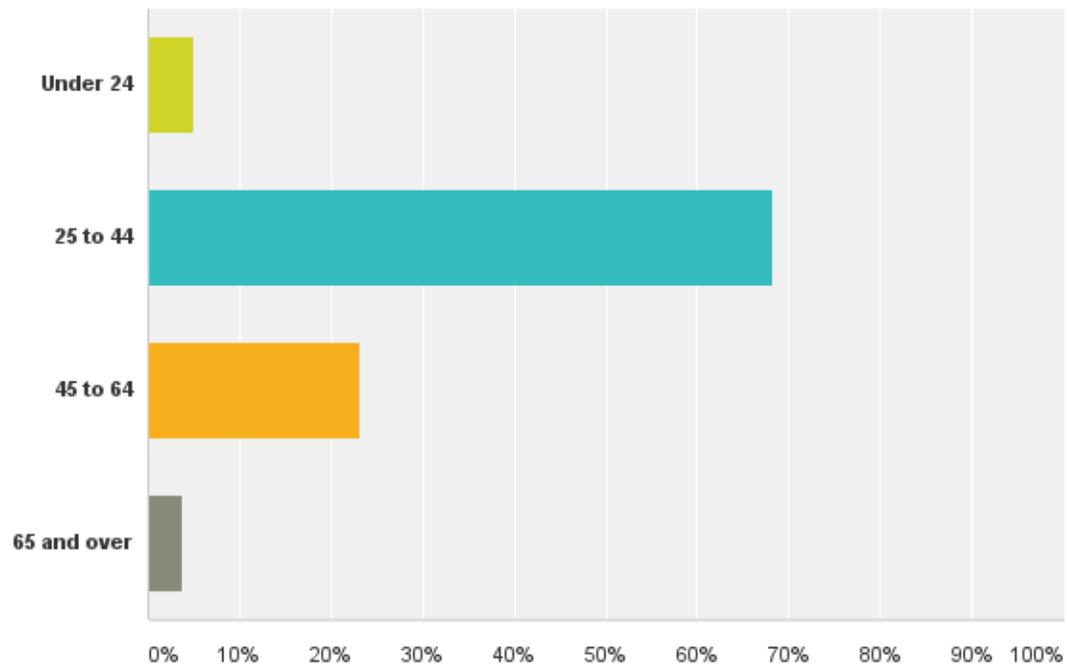
Male/Female ratio

Nearly 70% of the respondents were female. Their differences to other responses were:

- Females wanted a lower maximum heights with 50% wanting 1 to 4 stories compared to 25% of males.
- Females wanted more Fashion and Clothing while men wanted more Sport and Recreation facilities in the town centre.
- Women wanted more traffic lights while men wanted more duplicated roads.
- Twice as many women were home based or worked in Gungahlin as men.
- Men are four times as likely to cycle to work as women.
- For recreation facilities men wanted more sporting activities including fishing and boating while women wanted more playgrounds and picnic areas.
- Women wanted more green waste collection while men wanted more trees and shrubs.

Q2 What is your age range?

Answered: 1,338 Skipped: 5



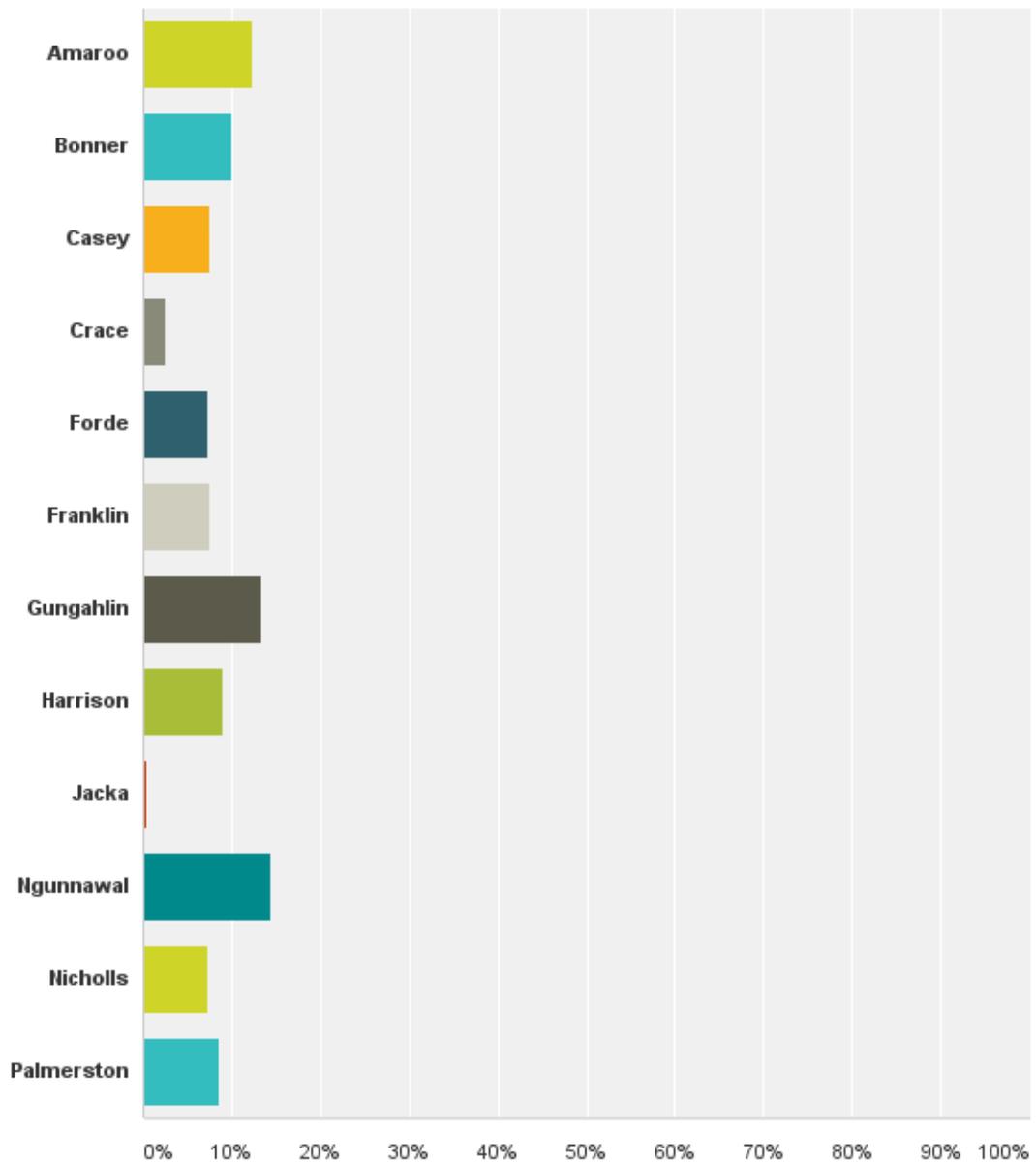
Age Distribution

There were fewer people aged 65 and over and fewer young people than expected. In further surveys we will narrow the age ranges to decades.

The only differences in responses were that young people were more likely to want Fashion and Clothing, Light Rail and Higher Buildings. They were more likely to take the bus to work.

Q3 In what suburb do you reside?

Answered: 1,317 Skipped: 26



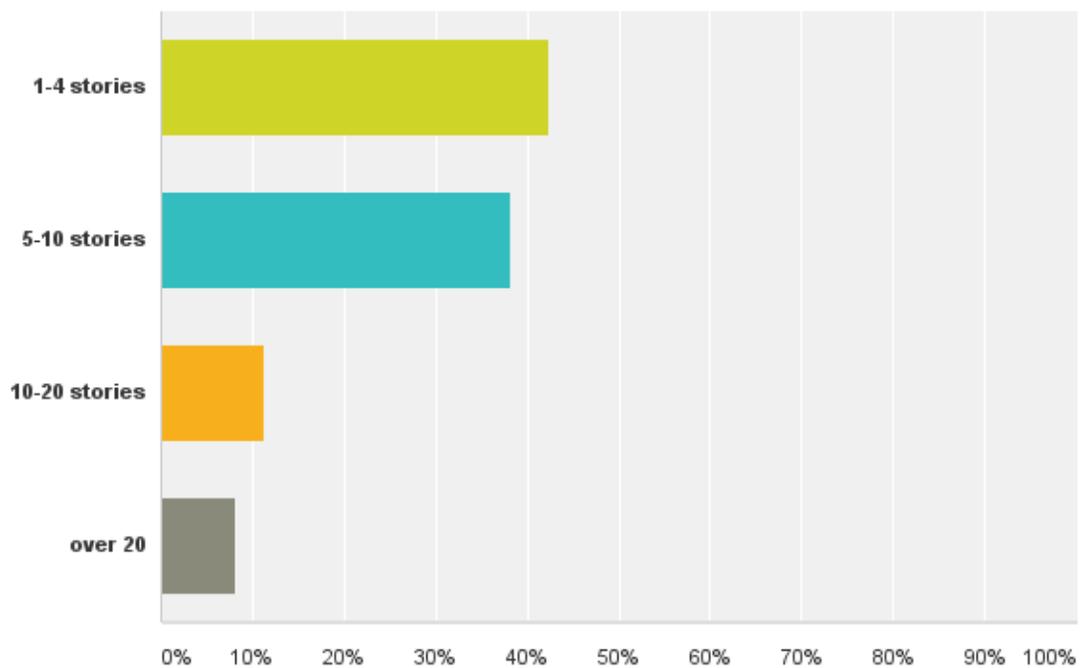
Suburb of residence

Very few non-Gungahlin residents responded to the survey.

Gungahlin Town Centre

Q4 What should be the maximum height of buildings in the Gungahlin Town Centre?

Answered: 1,253 Skipped: 90

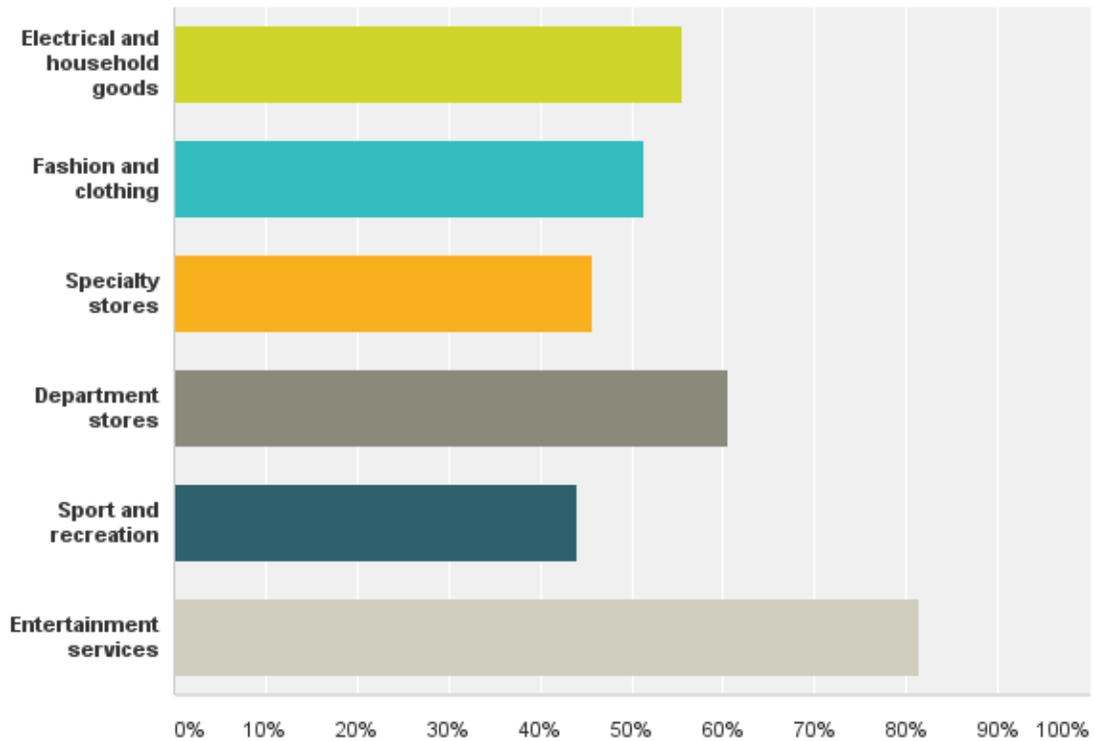


Maximum Height of Buildings in the Town Centre

Most people (just over 80%) wanted the maximum height of buildings in the Town Centre to remain below 10 stories.

Q5 What additional commercial outlets and amenities would you like to see in the Town Centre or other areas?

Answered: 1,256 Skipped: 87

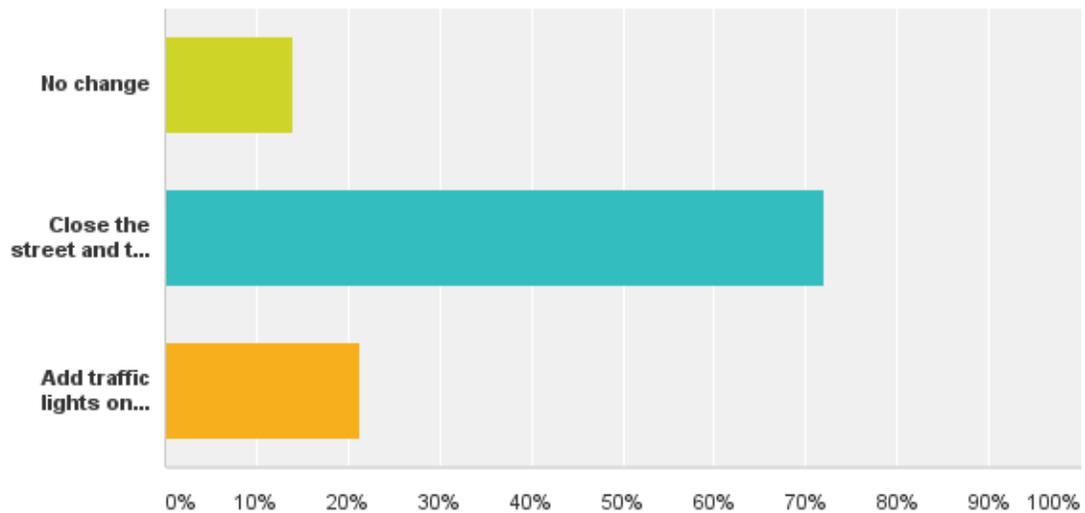


Amenities and Commercial Outlets

Most people responded to this question with 81% wanting more entertainment. A Cinema was the most mentioned item followed by a restaurants. A considerable variety of speciality stores such as fruit market and pet store.

Q6 What changes to Hibberson Street would you like?

Answered: 1,207 Skipped: 136

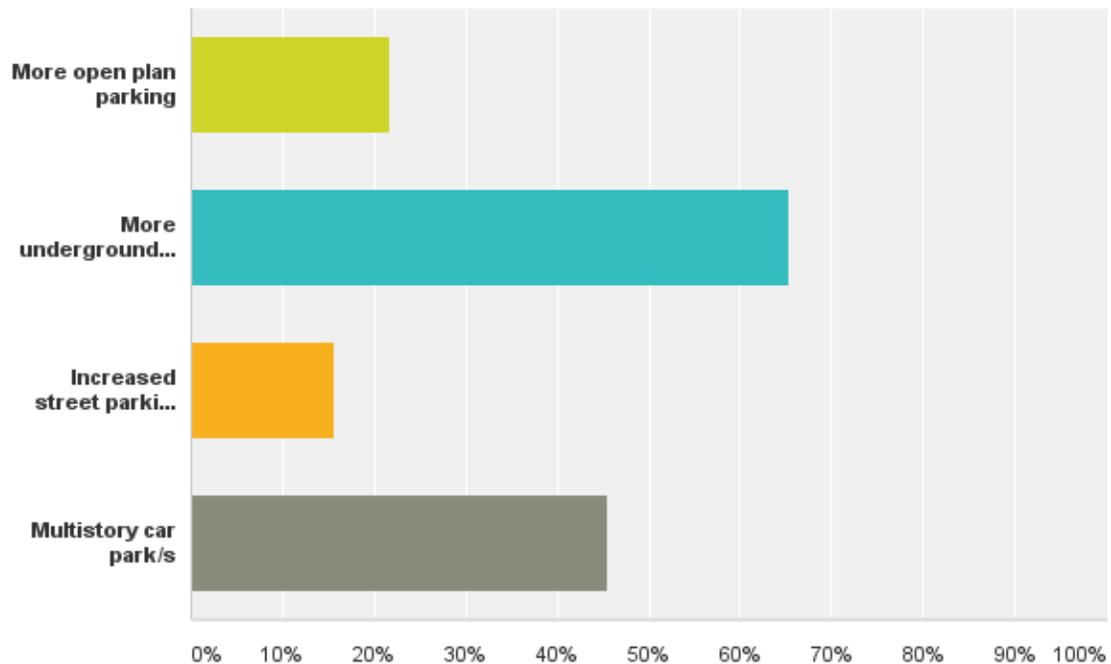


Changes to Hibberson Street

72% suggested turning Hibberson Street into a mall or shared space. This could conflict with the proposed Light Rail route down Hibberson Street.

Q7 What parking solutions would you like in the Town Centre?

Answered: 1,202 Skipped: 141

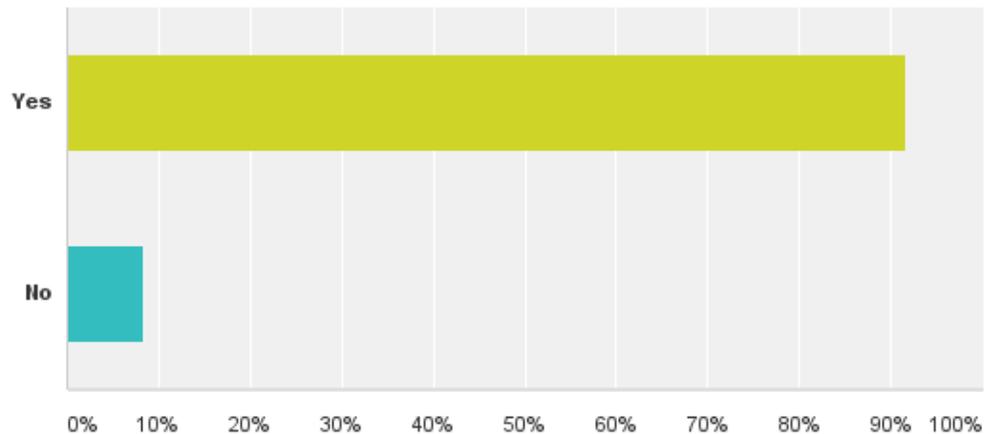


Parking in the Town Centre

The overwhelming response is for more underground and multi storey car parks. People want to park near the shops and facilities and were not in favour of surface parking as it meant longer walks to cars with shopping. There were complaints about shopping trolleys being difficult to manoeuvre on footpaths and open air car parks.

Q8 Would you like to see the Gungahlin Health Care Centre upgraded to a Nurse Walk-in Centre?

Answered: 1,205 Skipped: 138



Health Care Centre upgraded to a Nurse Walk-in Centre

There was 91% support for an upgrade. Several comments made the point that it was a second best alternative to a hospital.

Roads and Traffic

Roads and Traffic Comments

Overwhelmingly people do not understand why roads that are designed for duplication are not built as duplicated roads when first constructed. In Gungahlin the need for duplication of single lane roads has become obvious within a year of opening.

Gundaroo Drive is currently the road with the most issue. Over 50% of people mentioned Gundaroo Drive and its duplication in comments. This is a very large number of people to take the time to write comments about an issue. The next major issue with duplication was Horse Park Drive which 25% of people commented on. The entry and exits to Crace also drew many comments. There were relatively few comments about Gungahlin Drive as it is now duplicated up to the intersection with Gundaroo Drive and appears to be working well. However additional problems are expected to occur following the increased usage of Clarrie Hermes Drive to divert traffic through Gungahlin, the opening of John Paul College and the development of the retirement village opposite. These will lead to calls for duplication of that section of Gungahlin Drive as well.

Many people suggested slip lanes on Valley Way and along Horse Park Drive to mitigate traffic build ups at intersections and traffic lights. As more residents move into newer northern/western suburbs (Jacka, Moncrieff, Throsby and Taylor) and the soon to be completed Majura Parkway attracts more traffic from Gungahlin, the pressure on Horse Park Drive will increase significantly.

The Corner of Hibberson Street and Hinder Street drew many comments about the need for improved safety measures with lights being the most common suggestion.

On Pedestrian Crossings the main concerns were around schools particularly Burgmann College.

In the general comments the main issues concerned buses.

A selection from over 1,000 comments were:

- Better traffic light sequencing on Gungahlin Drive heading towards Civic would greatly assist traffic flow in the morning.
- Flyover at Barton Highway needed, traffic lights would just make it worse.
- New solution needed for Crace, current single lane and poorly thought out line markings at roundabout make it hard enough passing by let alone for the poor people trying to exit the suburb.
- During off-peak times, light changes at the intersection of Mapleton Ave and Flemington Road Harrison are too long.

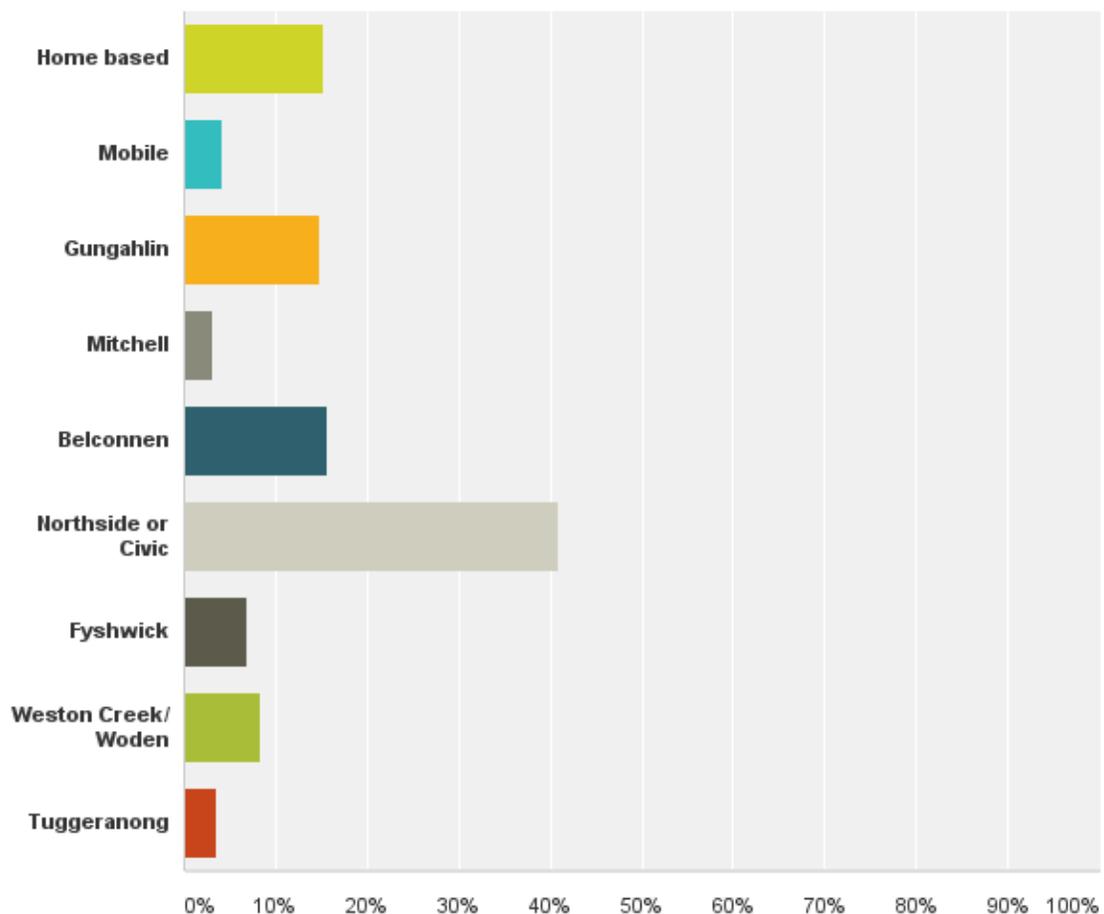
- Add paved footpaths on both sides of Flemington Road between Kate Crace and Manning Clark Crescent;
- Gundaroo Road has too many accidents. Needs to be dual lane or slower speed limit.
- Need to work with Burgmann School Valley Ave campus to fix problems with parking and student drop off and pick times on Valley Way.
- Red light runners along Flemington Road.
- Inappropriately placed Pedestrian Crossings and schools being built on major intersection corners.
- Smaller buses running more frequently and in more areas.
- Gundaroo Drive near the petrol stations towards the Gungahlin Drive intersection needs to be duplicated, especially with more cars turning towards the newer suburbs.
- here needs to be more cycle paths and pedestrian friendly paths from the suburbs leading into Gungahlin Town Centre as a matter of urgency - especially leading up to the incoming Government Department move to the new Winyu house site.
- There are currently no safe ways for pedestrians and cyclists to get into the Town Centre from the suburbs. They need options to keep them off single carriageway roads.

Both Anthony Rolfe Avenue and the Valley Way are intended to provide essential traffic by-pass routes around the Town Centre but remain single lanes unable to cope with growing traffic volumes. The situation will only worsen as more development is completed along each of these transport routes.

Commuting

Q11 If you work where is your work location?

Answered: 942 Skipped: 401

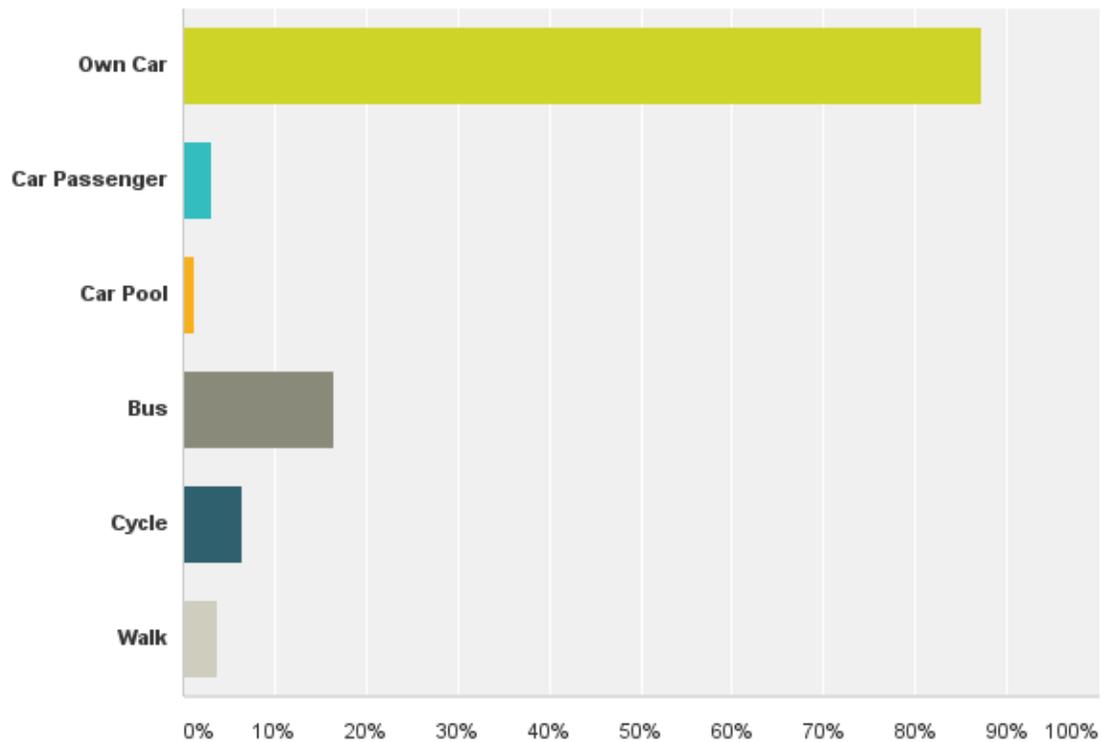


Work Location

The most common work location identified by respondents was Civic and Northside (41%). The Home, Gungahlin and Belconnen locations each accounted for around 15%. There are more people working in Gungahlin either from home or in the Town Centre than expected. The small proportion of people working at Tuggeranong and Mitchell was also a surprise.

Q12 How do you get to work?

Answered: 1,083 Skipped: 260



Getting to work

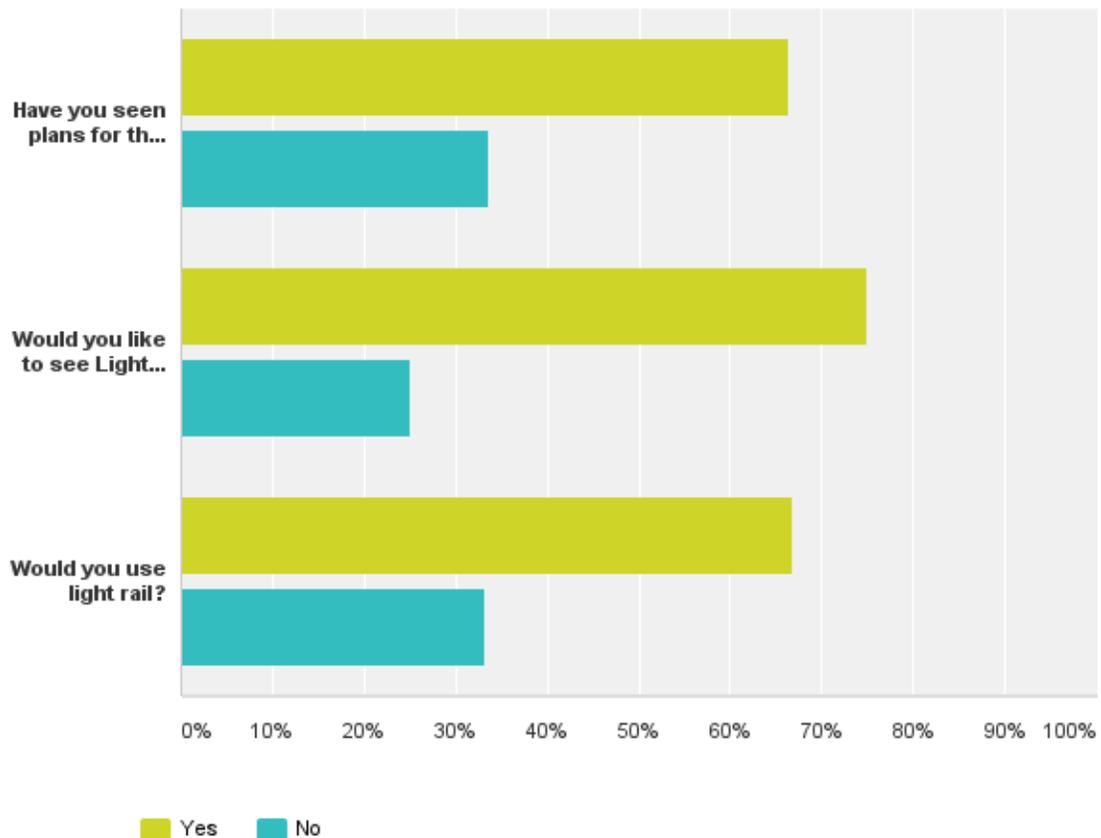
The response rates of greater than 100% indicates that many people have several ways of getting to work - 87% use their own car.

The lack of employment in the Gungahlin district is a significant factor. Most workers have to travel outside the district for employment. In the case of home-based workers a private vehicle was the most effective means of transport.

Public transport networks (buses) do not seem to be providing a significantly attractive alternative mode of transport as one or more connections are often required to complete the journey.

Q13 Light Rail

Answered: 1,207 Skipped: 136



Light Rail

The responses to light rail show strong support in the Gungahlin Community for Light Rail with 75% indicating they support the concept.

Of those who opposed Light Rail the overwhelming number wanted a separate Bus Route on the grounds that it was less expensive. There was little or no opposition to increased public transport.

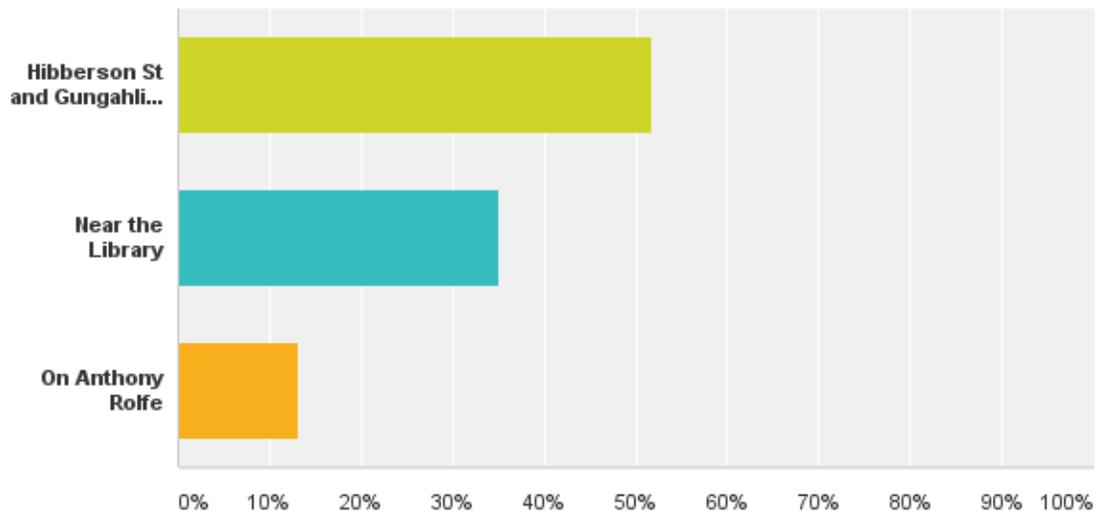
The demographics and correlation with other questions showed that young people overwhelmingly wanted Light Rail. Other strong correlations were with people in the newer suburbs near the route such as Franklin, Harrison and Bonner. People who wanted light rail also wanted higher buildings, more entertainment fashion and speciality outlets. They wanted more high rise and underground parking and were more strongly in favour of an Upgrade the Health Centre. Those that worked from home or in Tuggeranong and took the bus or cycled

were more likely to want Light Rail. Interestingly the Light Rail proponents also favoured increased Tree Planting and Open Spaces and they were in favour of more Festivals and Community Gardens. They were also more in favour of local political representation.

The results of this combined with the previous question on how people get to work indicate that many more people are likely to use Light Rail than use the Red Rapid Bus Transport.

Q14 Where would you like to see the light rail terminus?

Answered: 951 Skipped: 392



Light Rail Terminus

Current plans show Light Rail terminating in Hibberson St at Gungahlin Place.

The responses reflected the fact that Gungahlin residents may not have been given enough options for the proposed location of the terminus during the visits to the district by Capital Metro. Many respondents thought that Light rail should terminate near the Town Centre a block or more away from Hibberson Street. Those who preferred the use of Hibberson Street for Light Rail wanted it to extend through the Town Centre to the Library. Many comments reinforced the need for the terminus to be close to bus connections and Park'n'Ride facilities.

It is notable that the responses to this question were only aligned with preferences for the future development of Hibberson Street if vehicles were excluded.

Respondents saw opportunities for a Light Rail terminus to be associated with future commercial development on the block bordered by Kate Crace St, Anthony Rolfe Ave and Hinder Street.

Concerns were expressed about the loss of Gungahlin Place North to public recreational use if it was converted into a bus interchange to service a Light Rail terminus at its intersection with Hibberson Street.

Comments about Light Rail

Those opposed to Light Rail base their opposition on the cost of Light Rail compared to a Rapid Bus Transit system. Overwhelmingly people want better public transport to complement and take pressure off the road system.

Responses to questions on Roads and other transport issues featured many positive comments about the contribution of Light Rail to needed improvements to the bus system, remedies for the increasing problem of traffic congestion, resolution of parking issues and solutions for general traffic conditions throughout the Town Centre area.

In the longer term Light Rail was seen to have many positive benefits in relation to easing the reliance on the road networks, most of which were seen to be deficient and not capable of coping with the volume of usage now without further consideration of the impact of up to five new suburbs being developed in coming years.

Gungahlin is a car-centric district with very heavy reliance on this form of transport to access employment, vital services and amenities that are not yet available in Gungahlin.

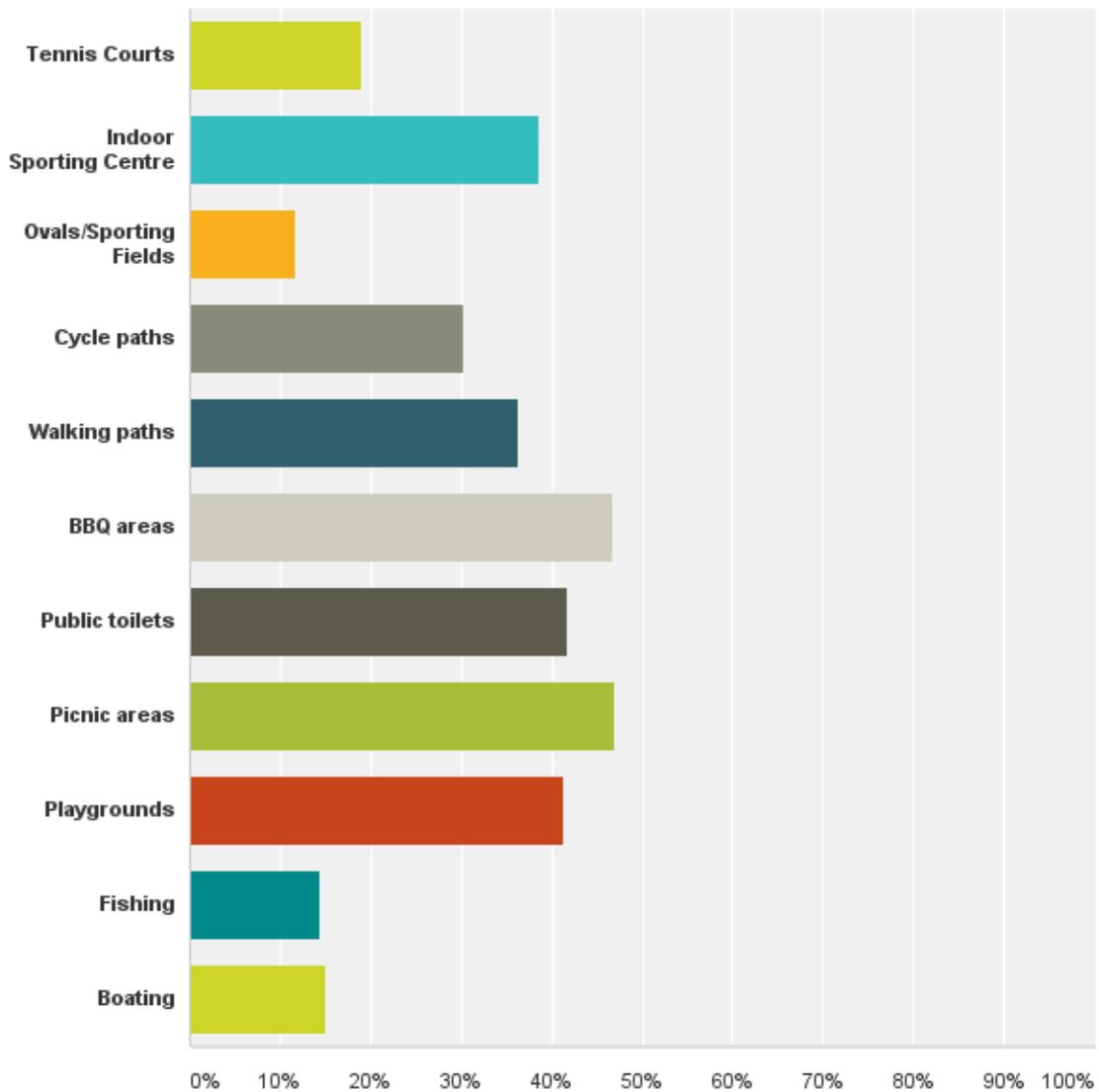
There is a strong call for Gungahlin to become more self-sufficient as a true satellite centre of Canberra. Light Rail is viewed as an important catalyst to achieve that state.

Local Area Amenities

When responding to local shopping amenities there was confusion regarding whether the question referred to local shopping centres or the Town Centre.

Q17 Which of these recreation facilities would you like to see more of?

Answered: 1,035 Skipped: 308



Recreation Facilities

Of significance is support for an indoor sports centre and the lack of interest in more ovals/sporting fields. A common theme with all questions involving facilities was the need for a cinema.

A surprising result was the need for outdoor swimming facilities despite just having benefitted from the opening of the Gungahlin leisure Centre with 50m and 25m pools suitable for year round use.

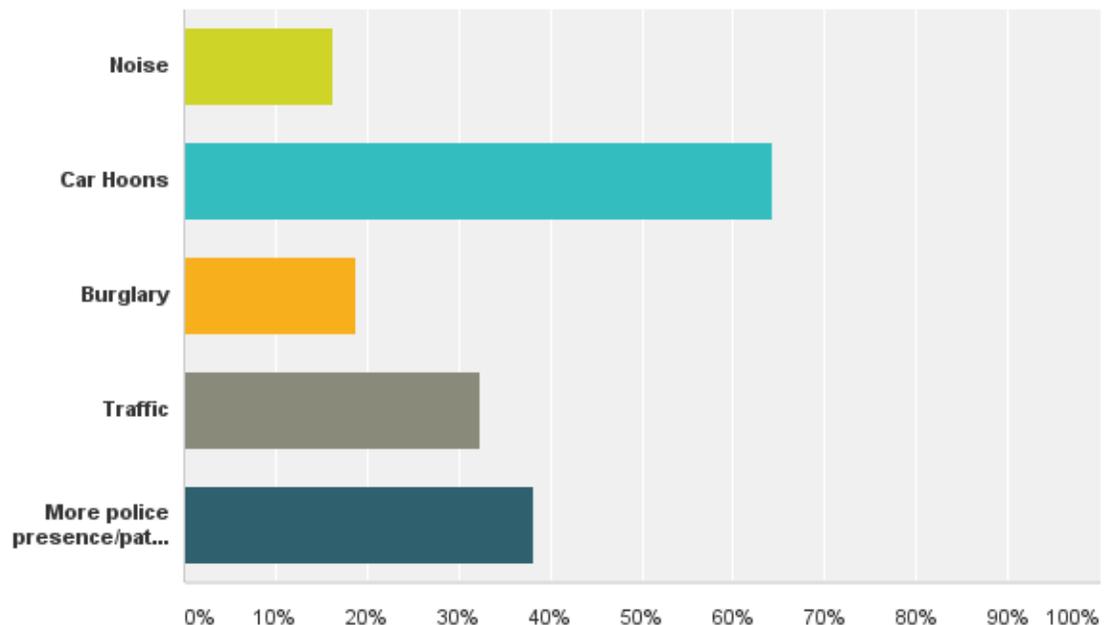
Dog walking facilities was a popular request.

Due to the number of young families another common request was for playground upgrades, better provision of shade sails and appropriate fencing. Others wanted more benches and more water/drinking facilities.

Continuing the outdoor use theme a number of respondents suggested far better lighting around Yerrabi pond to make safer night use of the walking cycling facilities. There was a measure of support for more park areas in the Town Centre.

Q18 What safety or security concerns would you like to see addressed in your suburb?

Answered: 867 Skipped: 476



Safety and Security

The high number of complaints of car hoons is significant. The analysis of comments shows the other areas of anti-social behaviour that concerns people. This extends to noisy
Many people were concerned with excessive traffic speed through suburban streets.

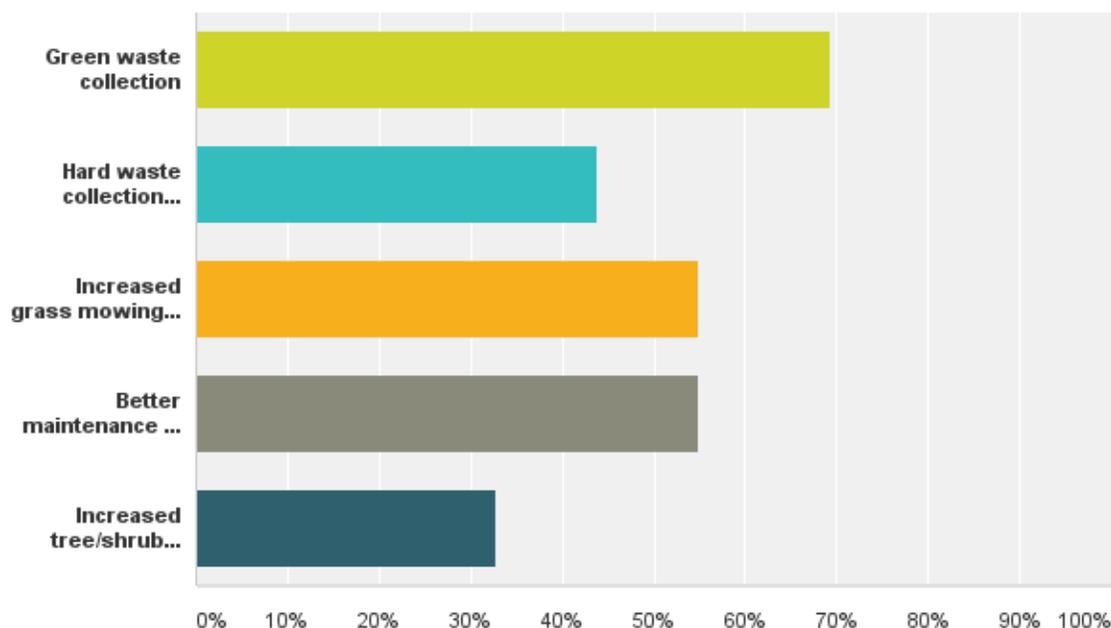
Noisy dogs rated significant mention.

Many older areas of Gungahlin have no or poor footpath facilities often associated with narrow streets so the common practice of parking on nature strips and across footpaths causes a lot of concern, particularly where trucks are involved.

Dumping of rubbish in suburban areas was another area of complaint.

Q19 What environmental services would you like to have or be improved?

Answered: 1,120 Skipped: 223



Environmental Services

A high number of people wanted a green waste collection service. Many also wanted more regular mowing and better maintenance of the nature strips.

There was significant demand for more rubbish bins in public areas plus regular emptying of those bins to avoid overflowing.

Residents indicated the need for more neatness throughout the district in particular so that they could enjoy the few public exercise areas such as Yerrabi Pond. Better policing of vacant blocks (rubbish build up) was requested.

An emerging common theme was a preference for weekly recycling collection as it appears that residents use the rubbish collection on off weeks due to the volume of recyclable waste generated.

Youth Services

The comments overwhelmingly support a Cinema and Youth Centres or meeting places. The other predominant main theme encompassed activities in which Youth can be involved. A significant number of responses had a sports related theme but they varied widely with a Bowling Alley, indoor sports centre games arcades and better skateparks featuring as top preferences.

All these facilities are seen to be integral to keeping youth productively involved within the district although there was a significant reliance on commercial outlets to keep them engaged.

The key requirement is for suitable 'hang out' places.

Senior Citizens

There were half as many suggestions for seniors as for Youth. The major difference was that the suggestions did not focus on commercial activities or outlets. There was strong support for lawn bowls as a recreational activity. Many people wanted dedicated seniors meeting facilities.

Better parking and safer area including paved areas were high on the agenda.

Many of the suggestions revealed that there was insufficient knowledge about existing facilities and services so for better promotion may be needed. The responses also lead to the need for seniors groups and service clubs supporting seniors to be more prominent in the district. This could also apply in the case of many comments about the need for more Nursing homes, retirement centres and motels for senior citizens to be closer to families. Although the survey did not seek responses on NBN-related issues, the response rate and answers for this question may suggest that the benefits of high speed internet services are not being well utilised, let alone exploited, by many senior residents in the district.

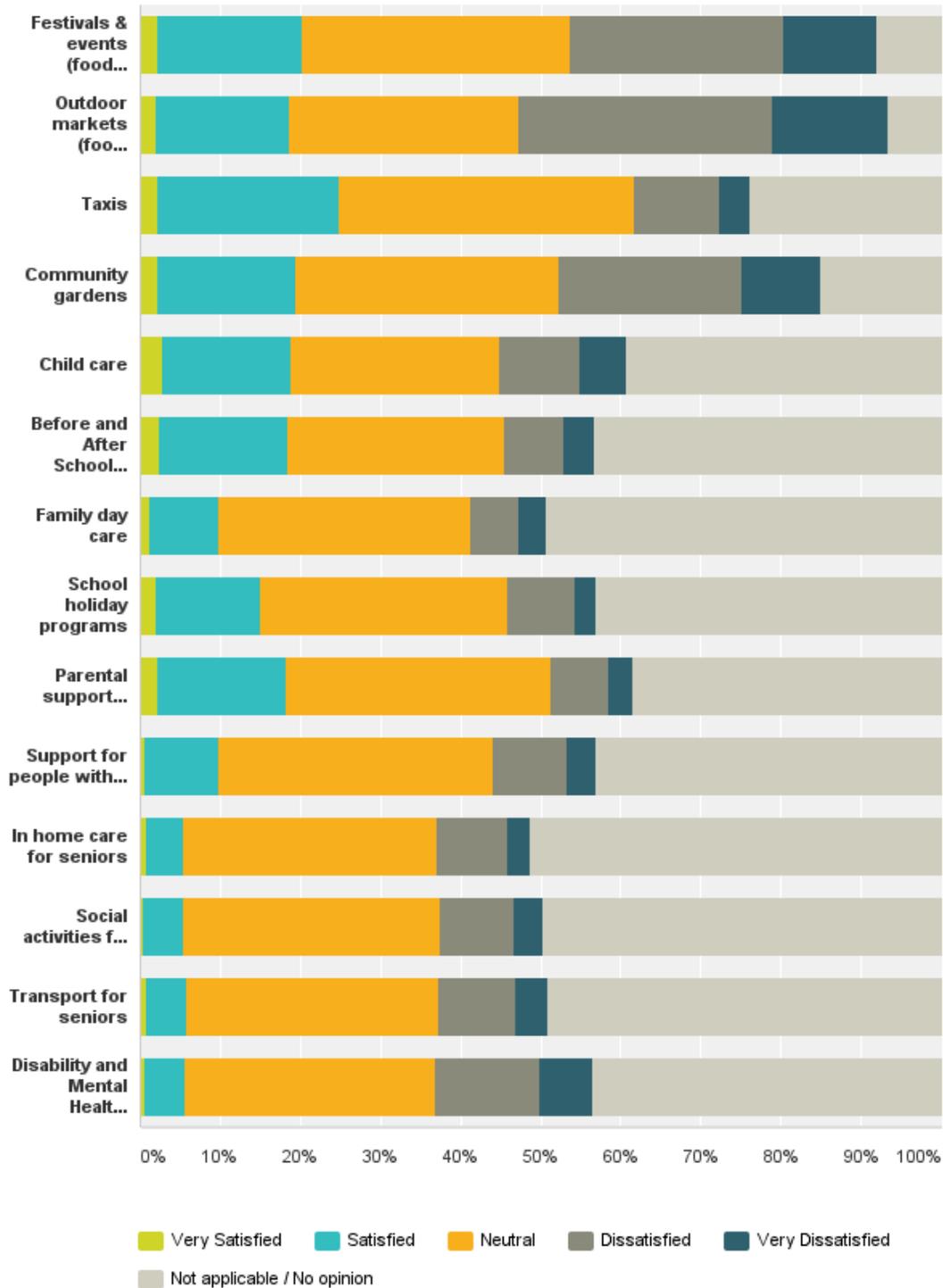
Communities at Work Section

This section was commissioned by Communities at Work. There is a high level of satisfaction with most social services but there were many non-respondents presumably because they have no interaction with the services.

There was a significant level of dissatisfaction with lack of Festivals, Outdoor Markets and Community Gardens.

Q22 How satisfied are you with the availability of the following?

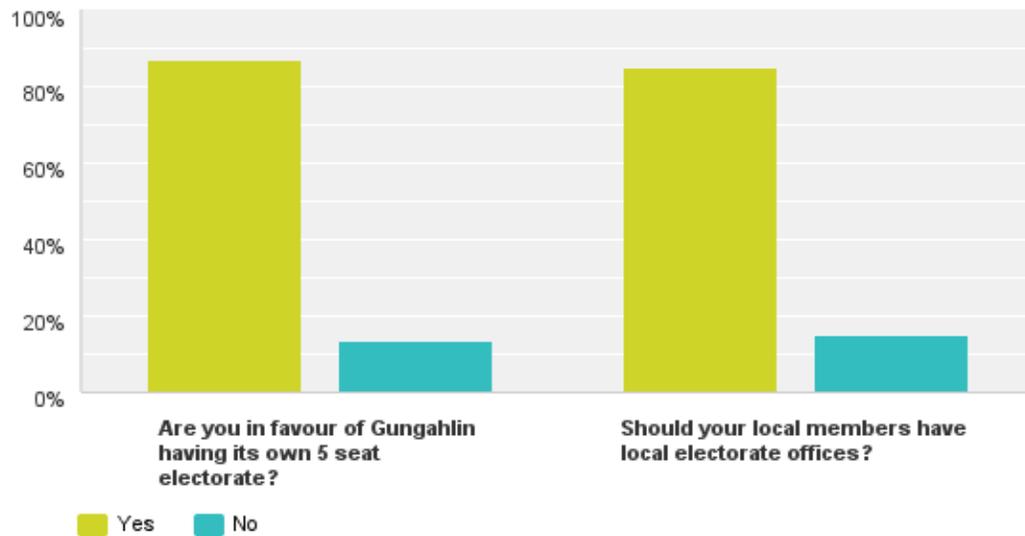
Answered: 1,121 Skipped: 222



Electoral Section

Q23 The New ACT Electoral System

Answered: 1,095 Skipped: 248



85% of the respondents wanted Gungahlin to have its own 5 seat electorate and for local members to have local offices in Gungahlin.