



# COMMUNITY CONSULTATION OUTCOMES REPORT

Travel Survey 2021

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# OVERVIEW

The Travel Survey 2021 was undertaken as a computer assisted telephone interview (CATI) and carried out by Edith Cowan University Survey Research Centre on behalf of the City of Joondalup. Survey participants were randomly selected from a telephone database of residents aged 18+ years living within suburbs located in the City of Joondalup. Quotas for suburbs and age groups were applied based on the City's population at the 2016 Census of Population and Housing. The telephone survey commenced 22 April 2021 and continued until at least 400 responses were collected. Interviewers collected a total of 402 responses.

Overall, respondents indicated that they are heavily reliant on personal vehicles (especially cars) for their transport needs. The majority of respondents indicated that they use a car most often for all of the activities described, including:

- Daily shopping (bread, milk, etc)
- Weekly household shopping (groceries)
- Retail shopping (clothes, gifts, homewares)
- Eating out (restaurants, cafés)
- Socialising (“going out”)
- Sport and recreation
- Appointments (medical, meetings)
- Work, school, university

Similarly, the majority of respondents indicated that they have used a car “several times a week” in the past 6 months.

When asked which two factors most affect their transport decisions, the considerable majority of respondents indicated “convenience”, followed by “travel time”. Correspondingly, when asked what their top two priorities were for improving transport, the most popular were “reducing traffic congestion” and “increasing parking availability”.

# STAKEHOLDERS

The Travel Survey 2021 was undertaken as a computer assisted telephone interview (CATI) and carried out by Edith Cowan University Survey Research Centre on behalf of the City. Survey participants were randomly selected from a telephone database of residents aged 18+ years living within suburbs located in the City of Joondalup. A total of 402 residents participated.



# DEMOGRAPHICS

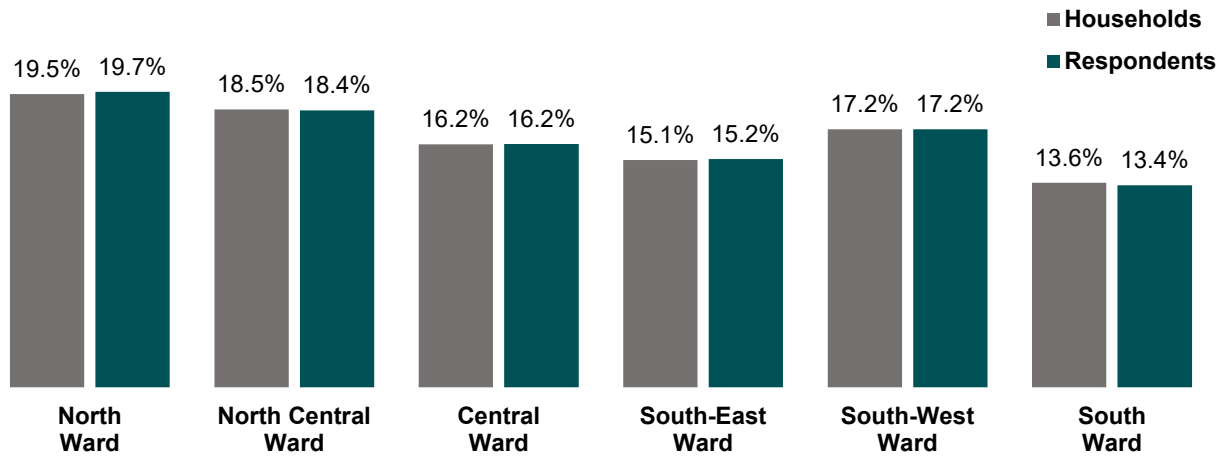
## Respondent suburb

Reponses were collected with quotas for each of the City's suburbs based on the number of households at the 2016 Census of Population and Housing. As a consequence, the number of survey respondents from each suburb is representative of the proportion of households in each suburb across the City of Joondalup. This data is shown in the table and chart below.

Respondent suburb compared to City of Joondalup households by suburb and ward:	Households*		Respondents	
	N	%	N	%
<b>North Ward</b>	<b>10,871</b>	<b>19.5%</b>	<b>79</b>	<b>19.7%</b>
Burns Beach	1,049	1.9%	8	2.0%
Currambine	2,387	4.3%	17	4.2%
Iluka	1,676	3.0%	13	3.2%
Joondalup	3,486	6.3%	25	6.2%
Kinross	2,273	4.1%	16	4.0%
<b>North Central Ward</b>	<b>10,298</b>	<b>18.5%</b>	<b>74</b>	<b>18.4%</b>
Connolly	1,283	2.3%	9	2.2%
Edgewater	1,666	3.0%	12	3.0%
Heathridge	2,612	4.7%	19	4.7%
Mullaloo	2,080	3.7%	15	3.7%
Ocean Reef	2,657	4.8%	19	4.7%
<b>Central Ward</b>	<b>9,003</b>	<b>16.2%</b>	<b>65</b>	<b>16.2%</b>
Beldon	1,509	2.7%	11	2.7%
Craigie	2,369	4.3%	17	4.2%
Kallaroo	1,911	3.4%	14	3.5%
Woodvale	3,214	5.8%	23	5.7%
<b>South-East Ward</b>	<b>8,417</b>	<b>15.1%</b>	<b>61</b>	<b>15.2%</b>
Greenwood	3,655	6.6%	26	6.5%
Kingsley	4,762	8.5%	35	8.7%
<b>South-West Ward</b>	<b>9,559</b>	<b>17.2%</b>	<b>69</b>	<b>17.2%</b>
Hillarys	3,762	6.8%	27	6.7%
Padbury	3,128	5.6%	23	5.7%
Sorrento	2,669	4.8%	19	4.7%
<b>South Ward</b>	<b>7,578</b>	<b>13.6%</b>	<b>54</b>	<b>13.4%</b>
Duncraig	5,305	9.5%	38	9.5%
Marmion	832	1.5%	6	1.5%
Warwick	1,441	2.6%	10	2.5%
<b>Total</b>	<b>55,726</b>	<b>100.0%</b>	<b>402</b>	<b>100.0%</b>

\*Source: Australian Bureau of Statistics 2016, Census of Population and Housing, Australian Government, Canberra.

**Respondent suburb compared to City of Joondalup households by suburb and ward:**



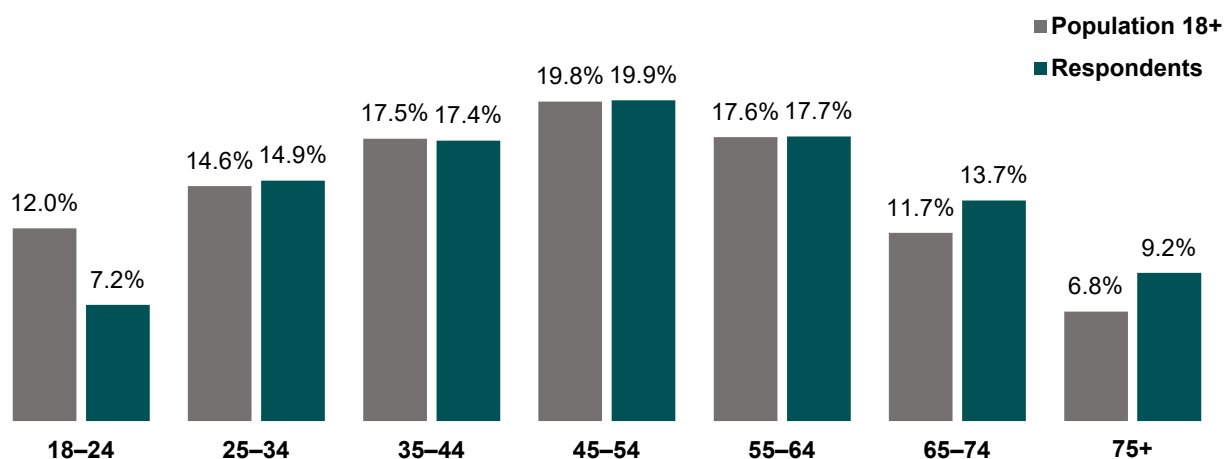
## Respondent age

Reponses were collected with quotas for different age groups based on the City's population aged 18+ years at the 2016 Census of Population and Housing. As a consequence, the number of survey respondents in each age group is mostly representative of the City of Joondalup population. Respondents aged 18–25 years are slightly under-represented, and respondents aged 65+ years are slightly over-represented. This data is shown in the table and chart below.

Respondent age compared to City of Joondalup population aged 18+ years:	Population 18+*		Respondents	
	N	%	N	%
18–24 years	14,169	12.0%	29	7.2%
25–34 years	17,274	14.6%	60	14.9%
35–44 years	20,772	17.5%	70	17.4%
45–54 years	23,504	19.8%	80	19.9%
55–64 years	20,890	17.6%	71	17.7%
65–74 years	13,840	11.7%	55	13.7%
75+ years	8,054	6.8%	37	9.2%
<b>Total</b>	<b>118,503</b>	<b>100.0%</b>	<b>402</b>	<b>100.0%</b>

\*Source: Australian Bureau of Statistics 2016, Census of Population and Housing, Australian Government, Canberra.

### Respondent age compared to City of Joondalup population aged 18+ years:



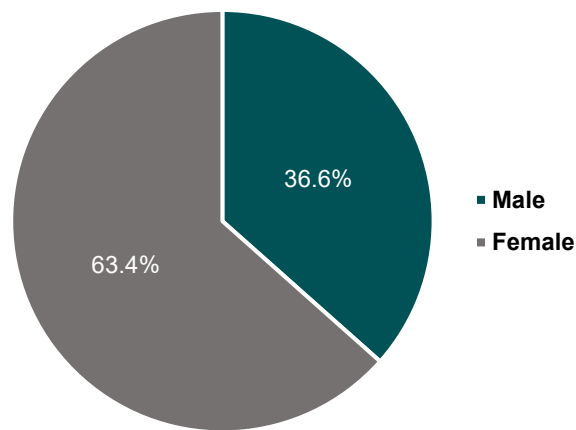


## Respondent gender

Survey respondents were asked to identify their gender and just under two-thirds of respondents indicated that they are female (255), with the remaining indicating that they are male (147). This data is shown in the table and chart below.

<b>Respondent gender:</b>	<b>N</b>	<b>%</b>
<b>Male</b>	147	36.6%
<b>Female</b>	255	63.4%
<b>Total responses</b>	<b>402</b>	<b>100.0%</b>

### Respondent gender:

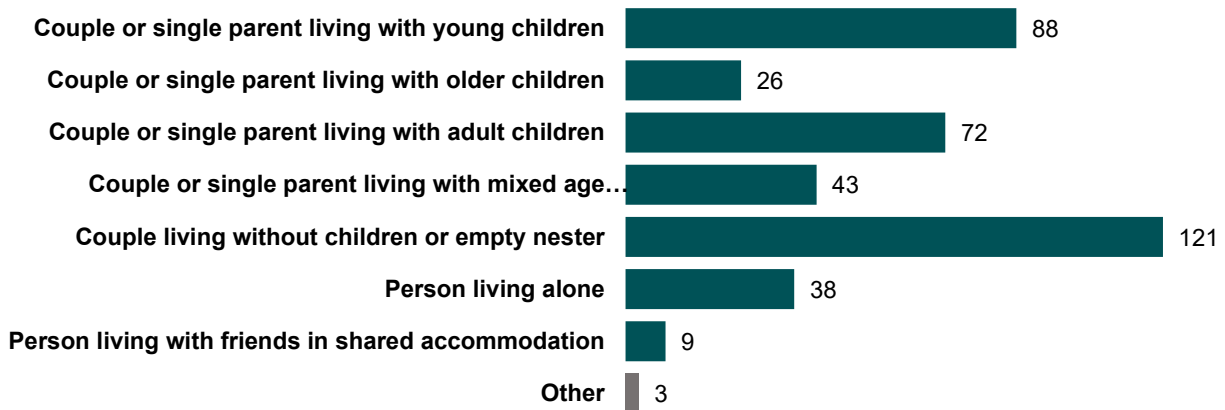


## Respondent household type

Survey respondents were asked to identify the type of household that best describes them. Approximately 30% of respondents indicated that they are a “couple living without children or empty nester” (121). A further 88 respondents indicated that they are a “couple or single parent living with young children”. This data is shown in the table and chart below.

<b>Respondent household type:</b>	<b>N</b>	<b>%</b>
<b>Couple or single parent living with young children (under 13 years)</b>	88	21.9%
<b>Couple or single parent living with older children (over 13 years)</b>	26	6.5%
<b>Couple or single parent living with adult children (over 18 years)</b>	72	17.9%
<b>Couple or single parent living with mixed age children</b>	43	10.7%
<b>Couple living without children or empty nester (children moved out)</b>	121	30.1%
<b>Person living alone</b>	38	9.5%
<b>Person living with friends in shared accommodation</b>	9	2.2%
<b>Other</b>	3	0.7%
<b>No response</b>	2	0.5%
<b>Total responses</b>	<b>402</b>	<b>100.0%</b>

### Respondent household type:



# SURVEY QUESTIONS

## QUESTION: “Which mode of transport do you use most often?”

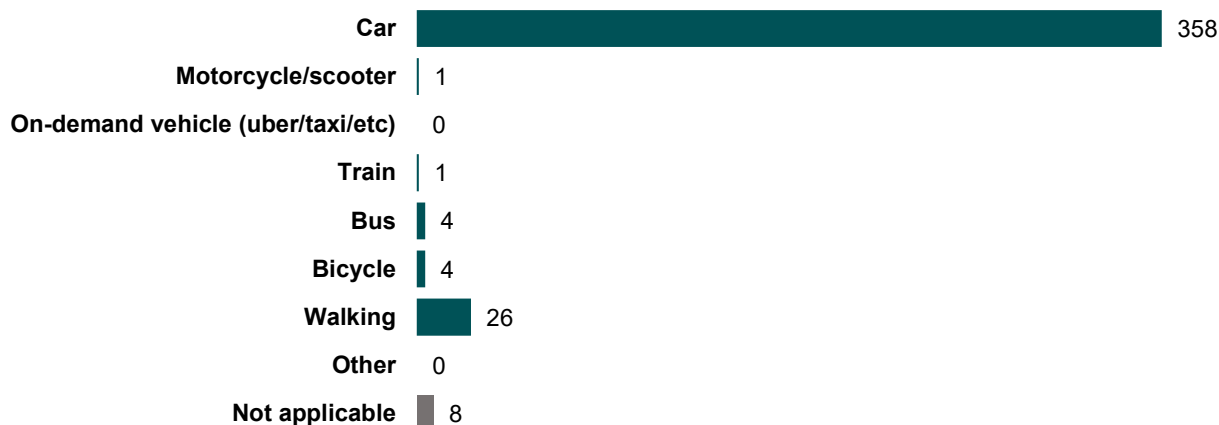
Survey respondents were asked to indicate which mode of transport they use most often for the following activities:

- Daily shopping (bread, milk, etc)
- Weekly household shopping (groceries)
- Retail shopping (clothes, gifts, homewares)
- Eating out (restaurants, cafés)
- Socialising (“going out”)
- Sport and recreation
- Appointments (medical, meetings)
- Work, school, university

Across all activities, the majority of respondents indicated that they most often use a car. Further, significant numbers of respondents indicated that they use walking for “daily shopping” (26), “eating out” (19), and “sport and recreation” (29). Significant numbers also indicated that they use on-demand vehicles (uber/taxi/etc) for “eating out” (20), and “socialising” (70). And significant numbers indicated that they use the train for “socialising” (20), “sport and recreation” (20), and “work, school, university” (35). This data is shown in the tables and charts below.

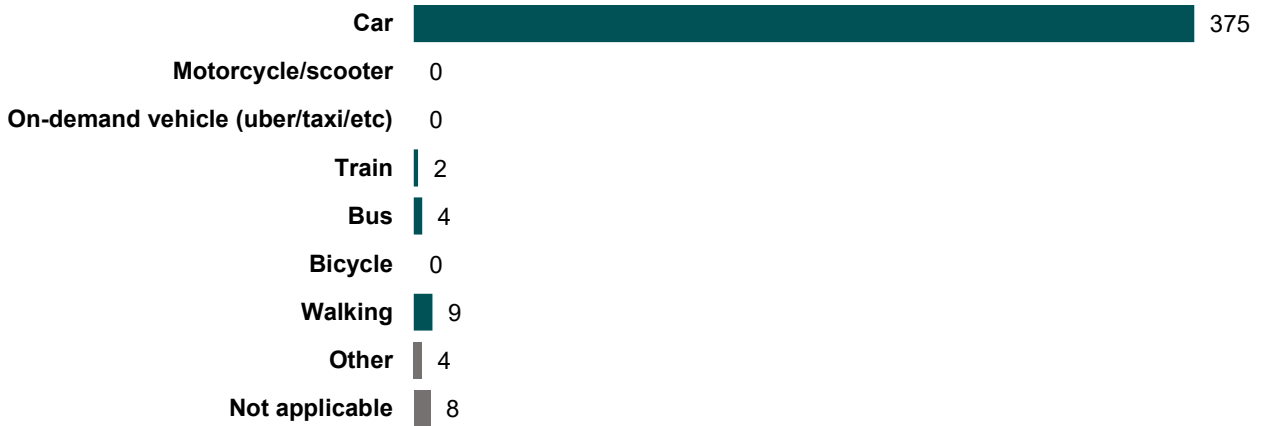
Daily shopping (bread, milk, etc):	N	%
Car	358	89.1%
Motorcycle/scooter	1	0.2%
On-demand vehicle (uber/taxi/etc)	0	0.0%
Train	1	0.2%
Bus	4	1.0%
Bicycle	4	1.0%
Walking	26	6.5%
Other	0	0.0%
<i>Not applicable</i>	8	2.0%
<b>Total responses</b>	<b>402</b>	<b>100.0%</b>

### Daily shopping (bread, milk, etc):



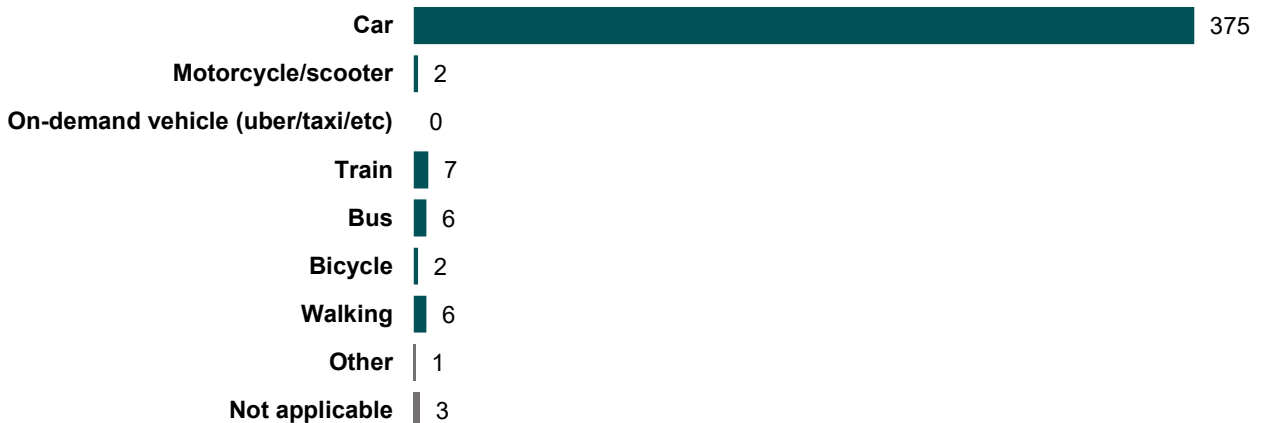
<b>Weekly household shopping (groceries):</b>	<b>N</b>	<b>%</b>
<b>Car</b>	375	93.3%
<b>Motorcycle/scooter</b>	0	0.0%
<b>On-demand vehicle (uber/taxi/etc)</b>	0	0.0%
<b>Train</b>	2	0.5%
<b>Bus</b>	4	1.0%
<b>Bicycle</b>	0	0.0%
<b>Walking</b>	9	2.2%
<b>Other</b>	4	1.0%
<b>Not applicable</b>	8	2.0%
<b>Total responses</b>	<b>402</b>	<b>100.0%</b>

**Weekly household shopping (groceries):**



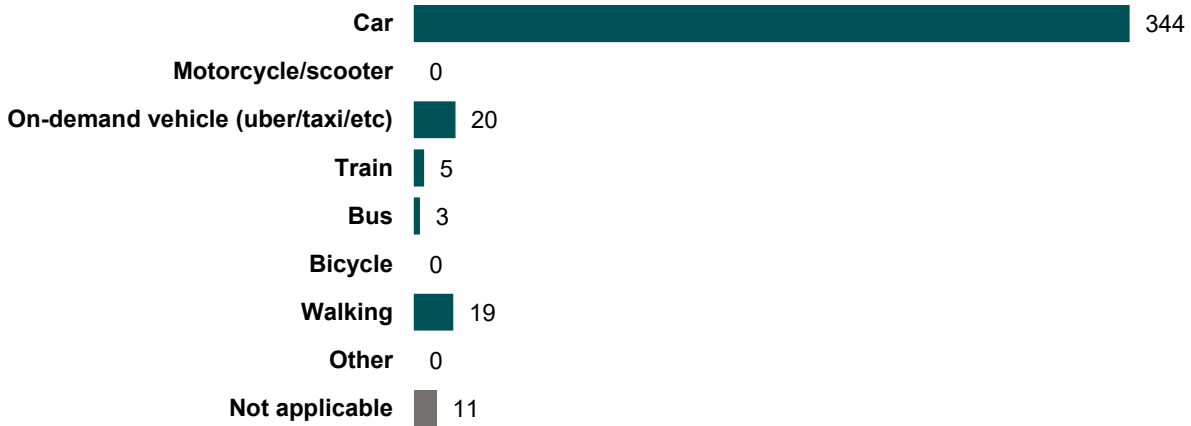
<b>Retail shopping (clothes, gifts, homewares):</b>	<b>N</b>	<b>%</b>
<b>Car</b>	375	93.3%
<b>Motorcycle/scooter</b>	2	0.5%
<b>On-demand vehicle (uber/taxi/etc)</b>	0	0.0%
<b>Train</b>	7	1.7%
<b>Bus</b>	6	1.5%
<b>Bicycle</b>	2	0.5%
<b>Walking</b>	6	1.5%
<b>Other</b>	1	0.2%
<b>Not applicable</b>	3	0.7%
<b>Total responses</b>	<b>402</b>	<b>100.0%</b>

**Retail shopping (clothes, gifts, homewares):**



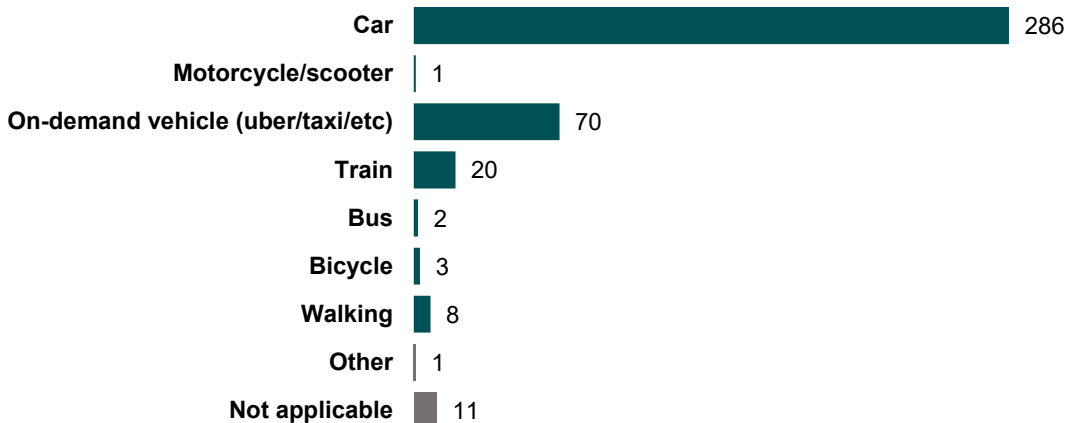
<b>Eating out (restaurants, cafés):</b>	<b>N</b>	<b>%</b>
Car	344	85.6%
Motorcycle/scooter	0	0.0%
On-demand vehicle (uber/taxi/etc)	20	5.0%
Train	5	1.2%
Bus	3	0.7%
Bicycle	0	0.0%
Walking	19	4.7%
Other	0	0.0%
<i>Not applicable</i>	11	2.7%
<b>Total responses</b>	<b>402</b>	<b>100.0%</b>

**Eating out (restaurants, cafés):**



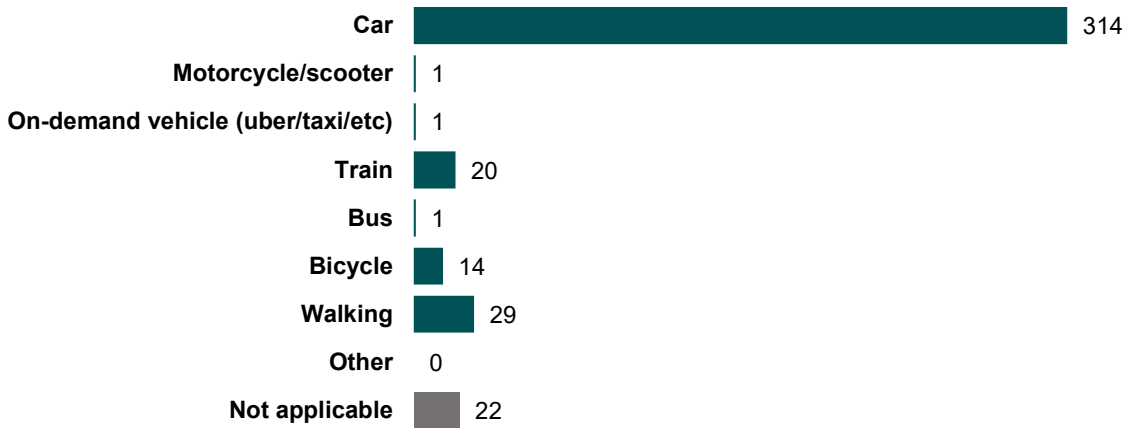
<b>Socialising (“going out”):</b>	<b>N</b>	<b>%</b>
Car	286	71.1%
Motorcycle/scooter	1	0.2%
On-demand vehicle (uber/taxi/etc)	70	17.4%
Train	20	5.0%
Bus	2	0.5%
Bicycle	3	0.7%
Walking	8	2.0%
Other	1	0.2%
<i>Not applicable</i>	11	2.7%
<b>Total responses</b>	<b>402</b>	<b>100.0%</b>

**Socialising (“going out”):**



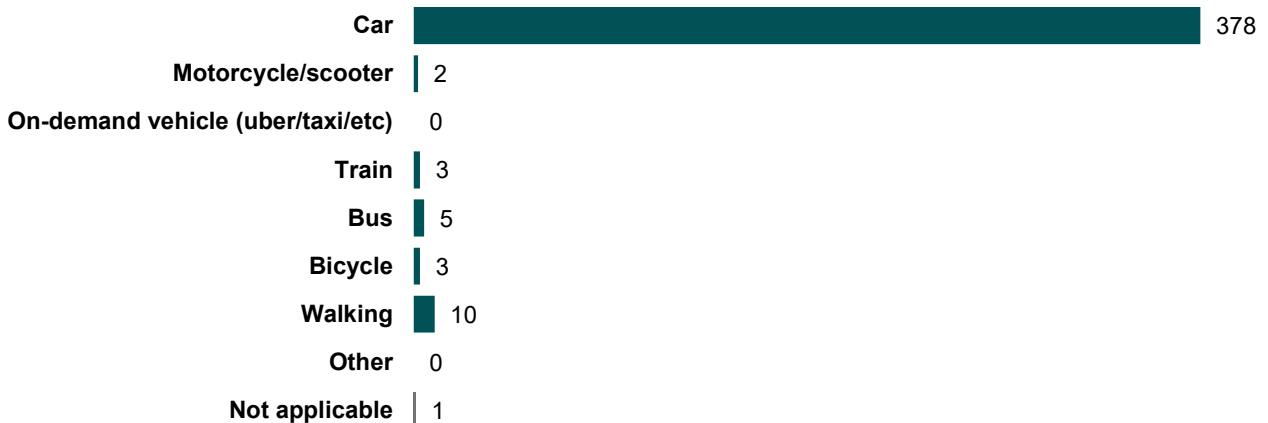
<b>Sport and recreation:</b>	<b>N</b>	<b>%</b>
Car	314	78.1%
Motorcycle/scooter	1	0.2%
On-demand vehicle (uber/taxi/etc)	1	0.2%
Train	20	5.0%
Bus	1	0.2%
Bicycle	14	3.5%
Walking	29	7.2%
Other	0	0.0%
<i>Not applicable</i>	22	5.5%
<b>Total responses</b>	<b>402</b>	<b>100.0%</b>

**Sport and recreation:**



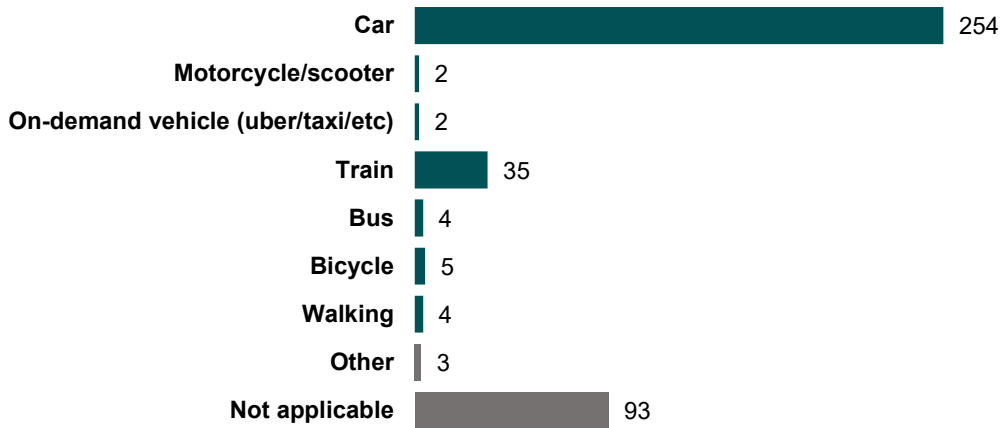
<b>Appointments (medical, meetings):</b>	<b>N</b>	<b>%</b>
Car	378	94.0%
Motorcycle/scooter	2	0.5%
On-demand vehicle (uber/taxi/etc)	0	0.0%
Train	3	0.7%
Bus	5	1.2%
Bicycle	3	0.7%
Walking	10	2.5%
Other	0	0.0%
<i>Not applicable</i>	1	0.2%
<b>Total responses</b>	<b>402</b>	<b>100.0%</b>

**Appointments (medical, meetings):**



<b>Work, school, university:</b>	<b>N</b>	<b>%</b>
<b>Car</b>	254	63.2%
<b>Motorcycle/scooter</b>	2	0.5%
<b>On-demand vehicle (uber/taxi/etc)</b>	2	0.5%
<b>Train</b>	35	8.7%
<b>Bus</b>	4	1.0%
<b>Bicycle</b>	5	1.2%
<b>Walking</b>	4	1.0%
<b>Other</b>	3	0.7%
<b>Not applicable</b>	93	23.1%
<b>Total responses</b>	<b>402</b>	<b>100.0%</b>

**Work, school, university:**



**QUESTION: “In the past 6 months, approximately how often have you used different modes of transport?”**

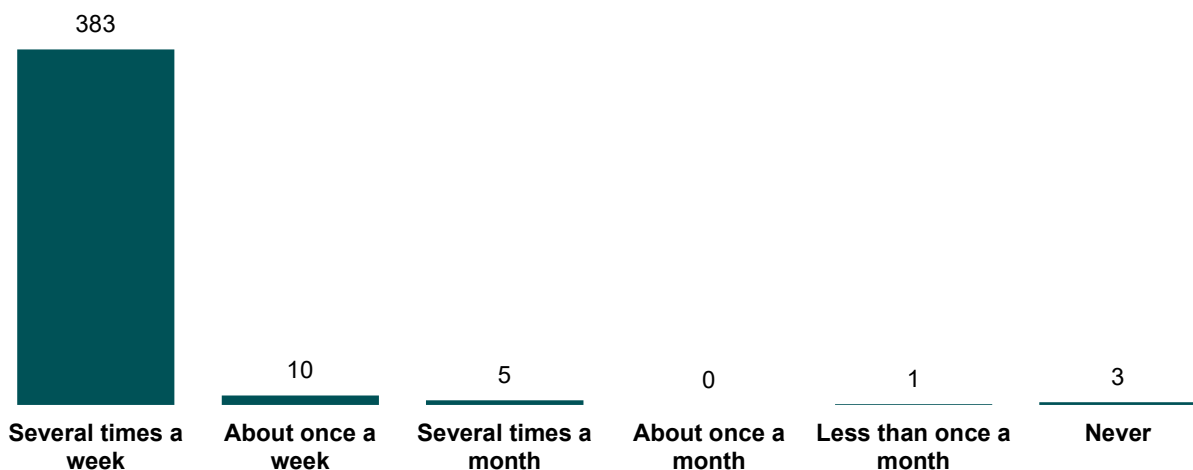
Survey respondents were asked to indicate approximately how often they used the following modes of transport in the past 6 months:

- Car
- Motorcycle/scooter
- On-demand vehicle (uber/taxi/etc)
- Train
- Bus
- Bicycle
- Walking

The most frequently used mode of transport was a car, with approximately 95% of respondents indicating that they have used a car “several times a week” in the past 6 months (383). Also relatively popular was “walking”, with approximately 40% of respondents indicating that have walked “several times a week” in the past 6 months (162). The least popular mode of transport was motorcycle/scooter with over 95% of respondents indicating that they “never” used this mode of transport in the past 6 months (386). Similarly, almost three-quarters of respondents indicated that they “never” used a bicycle (308), and/or a bus in the past 6 months (292). This data is shown in the tables and charts below.

<b>Car:</b>	<b>N</b>	<b>%</b>
<b>Several times a week</b>	383	95.3%
<b>About once a week</b>	10	2.5%
<b>Several times a month</b>	5	1.2%
<b>About once a month</b>	0	0.0%
<b>Less than once a month</b>	1	0.2%
<b>Never</b>	3	0.7%
<b>Total responses</b>	<b>402</b>	<b>100.0%</b>

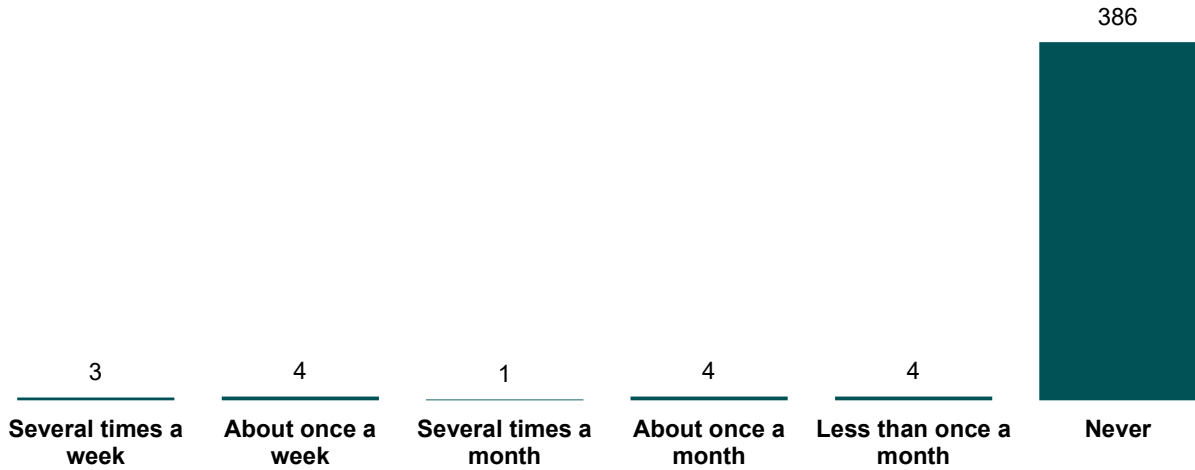
**Car:**





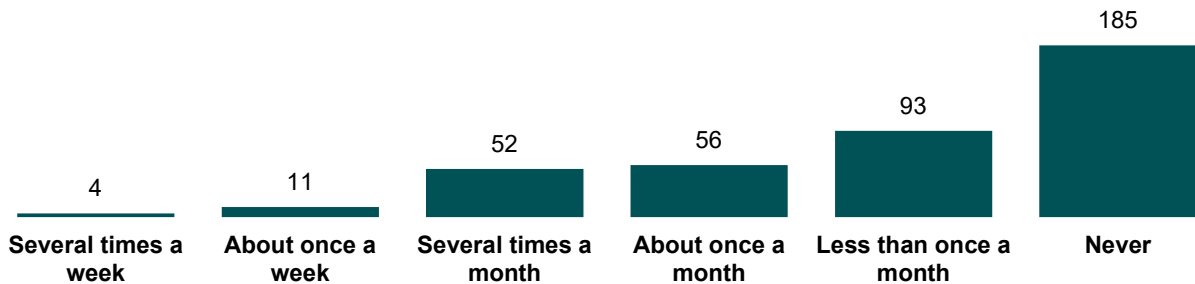
<b>Motorcycle/scooter:</b>	<b>N</b>	<b>%</b>
Several times a week	3	0.7%
About once a week	4	1.0%
Several times a month	1	0.2%
About once a month	4	1.0%
Less than once a month	4	1.0%
Never	386	96.0%
<b>Total responses</b>	<b>402</b>	<b>100.0%</b>

**Motorcycle/scooter:**



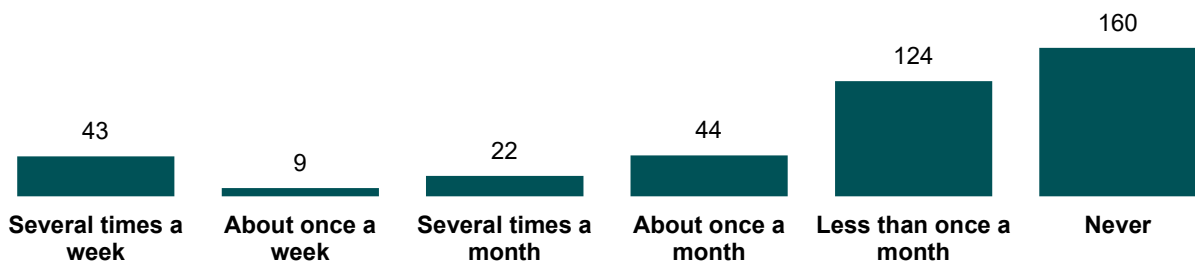
<b>On-demand vehicle (uber/taxi/etc):</b>	<b>N</b>	<b>%</b>
Several times a week	4	1.0%
About once a week	11	2.7%
Several times a month	52	12.9%
About once a month	56	13.9%
Less than once a month	93	23.1%
Never	185	46.0%
<i>Don't know</i>	1	0.2%
<b>Total responses</b>	<b>402</b>	<b>100.0%</b>

**On-demand vehicle (uber/taxi/etc):**



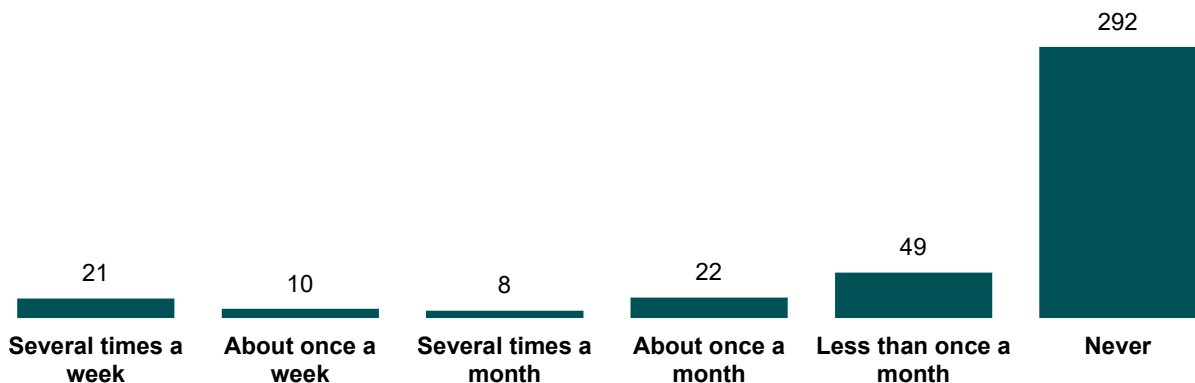
<b>Train:</b>	<b>N</b>	<b>%</b>
Several times a week	43	10.7%
About once a week	9	2.2%
Several times a month	22	5.5%
About once a month	44	10.9%
Less than once a month	124	30.8%
Never	160	39.8%
<b>Total responses</b>	<b>402</b>	<b>100.0%</b>

Train:



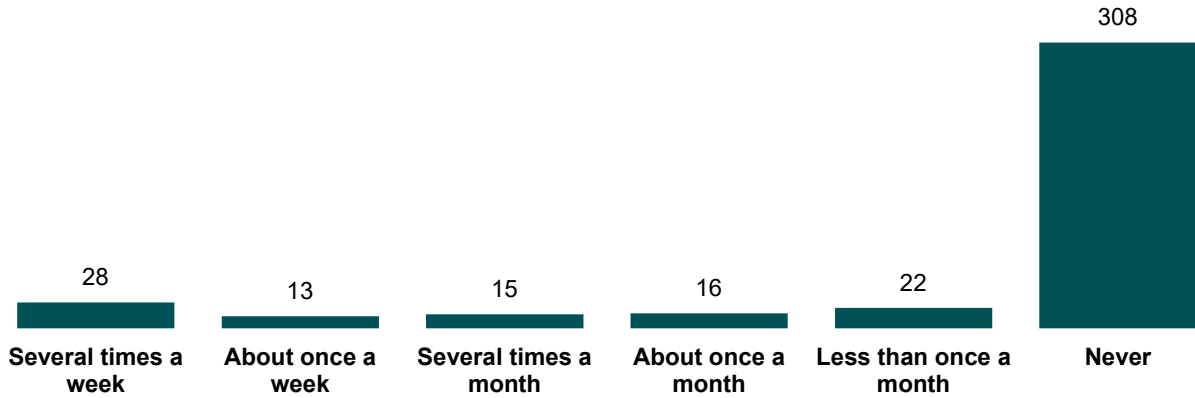
<b>Bus:</b>	<b>N</b>	<b>%</b>
Several times a week	21	5.2%
About once a week	10	2.5%
Several times a month	8	2.0%
About once a month	22	5.5%
Less than once a month	49	12.2%
Never	292	72.6%
<b>Total responses</b>	<b>402</b>	<b>100.0%</b>

Bus:



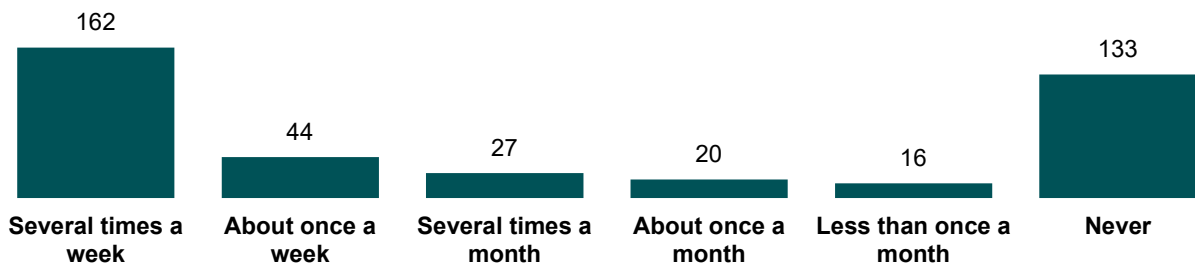
<b>Bicycle:</b>	<b>N</b>	<b>%</b>
Several times a week	28	7.0%
About once a week	13	3.2%
Several times a month	15	3.7%
About once a month	16	4.0%
Less than once a month	22	5.5%
Never	308	76.6%
<b>Total responses</b>	<b>402</b>	<b>100.0%</b>

Bicycle:



<b>Walking:</b>	<b>N</b>	<b>%</b>
Several times a week	162	40.3%
About once a week	44	10.9%
Several times a month	27	6.7%
About once a month	20	5.0%
Less than once a month	16	4.0%
Never	133	33.1%
<b>Total responses</b>	<b>402</b>	<b>100.0%</b>

Walking:



**QUESTION: “When selecting a mode of transport, what are the top two factors that affect your decision?”**

Survey respondents were asked to indicate which two of the following factors most affect their transport decisions:

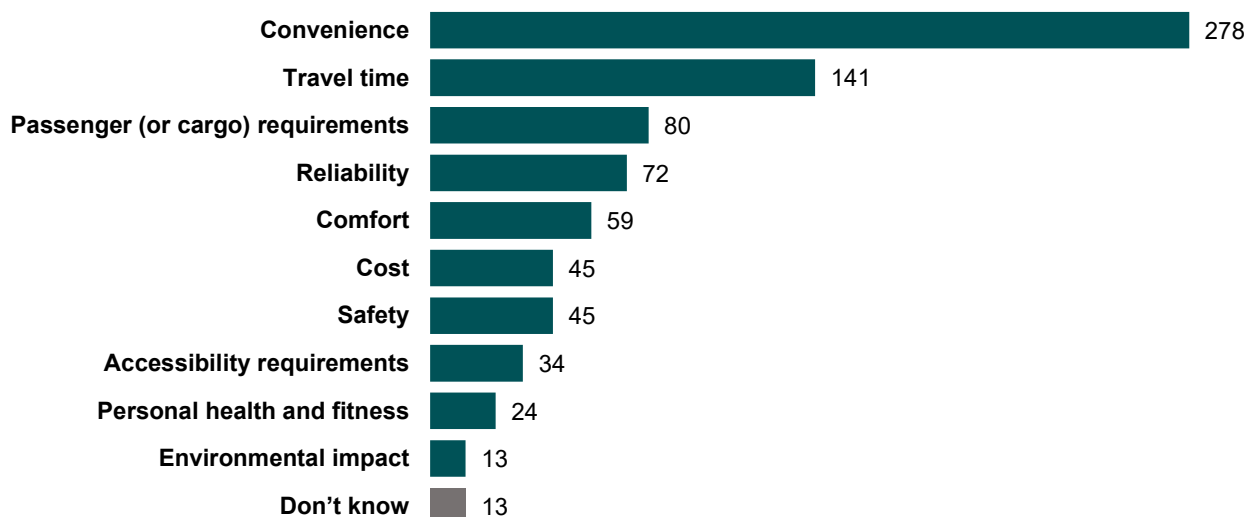
- Convenience
- Safety
- Comfort
- Reliability
- Cost
- Travel time
- Passenger (or cargo) requirements
- Accessibility requirements (eg ACROD bay, ambulant seating, etc)
- Environmental impact
- Personal health and fitness

The majority of respondents indicated that “convenience” (278) is one of the two top factors that affect their transport decisions. Further, a significant number of respondents indicated that “travel time” (141) is one of their top factors. Few respondents indicated that “environmental impact (13) or “personal health and fitness” (24) are top factors that affect their transport decisions. This data is shown in the table and chart below.

<b>When selecting a mode of transport, what are the top two factors that affect your decision?</b>	<b>N*</b>	<b>%</b>
<b>Convenience</b>	278	69.2%
<b>Safety</b>	45	11.2%
<b>Comfort</b>	59	14.7%
<b>Reliability</b>	72	17.9%
<b>Cost</b>	45	11.2%
<b>Travel time</b>	141	35.1%
<b>Passenger (or cargo) requirements</b>	80	19.9%
<b>Accessibility requirements (eg ACROD bay, ambulant seating, etc)</b>	34	8.5%
<b>Environmental impact</b>	13	3.2%
<b>Personal health and fitness</b>	24	6.0%
<b>Don't know</b>	13	3.2%
<b>Total responses</b>	<b>402</b>	<b>—</b>

\*Numbers may not add up to total, as respondents selected up to two options.

**When selecting a mode of transport, what are the top two factors that affect your decision?**



**QUESTION: “Can you describe any obstacles or barriers preventing you from using your preferred method of transport?”**

Survey respondents were asked to describe any obstacles or barriers preventing them from using their preferred method of transport. A total of 133 respondents identified obstacles and barriers, (with 269 respondents stating “no”, “none”, or similar). Common obstacles and barriers identified include public transport stops/routes not being available and/or convenient (25), traffic congestion (18), availability of parking (16), and issues arising from illness, disability and/or age (14). These comments have been broadly grouped and summarised in the table below. Verbatim comments have been randomised and are provided at Appendix 2.

<b>Can you describe any obstacles or barriers preventing you from using your preferred method of transport?</b>	<b>N*</b>	<b>%</b>
Traffic congestion (especially on Freeway)	18	4.5%
Petrol cost	8	2.0%
Vehicle/vehicle maintenance cost	4	1.0%
Vehicle breakdowns/car troubles	8	2.0%
Parking cost	3	0.7%
Parking availability (especially Perth CBD and train stations)	16	4.0%
Parking issues (general)	10	2.5%
Need to take passengers/cargo	3	0.7%
Public transport cost	4	1.0%
Public transport/walking/cycling takes too long	11	2.7%
Public transport stop/route not available/convenient	25	6.2%
Public transport not reliable/often late	6	1.5%
Public transport unsafe/security issues	4	1.0%
Footpaths/cycleways not available/suitable	5	1.2%
Illness/disability/age	14	3.5%
Reliance on another person to drive	3	0.7%
Inclement weather	7	1.7%
Other obstacles/barriers	17	4.2%
<i>No obstacles/barriers identified</i>	269	66.9%
<b>Total responses</b>	<b>402</b>	<b>100.0%</b>

\*Numbers may not add up to total, as respondents may have indicated multiple obstacles/barriers.

**QUESTION: “In your opinion, what is the most important priority for improving local transport?”**

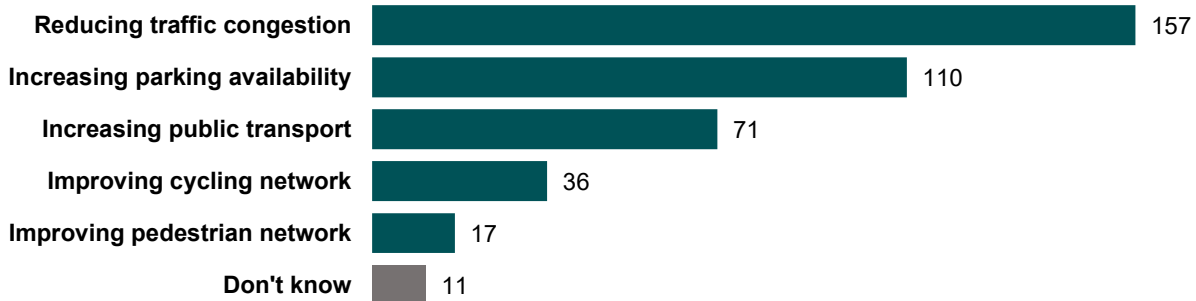
Survey respondents were asked to indicate which of the following is their most important priority for improving local transport:

- Improving pedestrian network
- Improving cycling network
- Increasing public transport
- Increasing parking availability
- Reducing traffic congestion

Just under 40% of respondents indicated that “reducing traffic congestion” (157) is their most important priority for improving local transport. Further, a significant number of respondents indicated that “increasing parking availability” (110) is their most important priority. This data is shown in the table and chart below.

<b>In your opinion, what is the most important priority for improving local transport?</b>	<b>N</b>	<b>%</b>
Improving pedestrian network	17	4.2%
Improving cycling network	36	9.0%
Increasing public transport	71	17.7%
Increasing parking availability	110	27.4%
Reducing traffic congestion	157	39.1%
<i>Don't know</i>	11	2.7%
<b>Total responses</b>	<b>402</b>	<b>100.0%</b>

**In your opinion, what is the most important priority for improving local transport?**

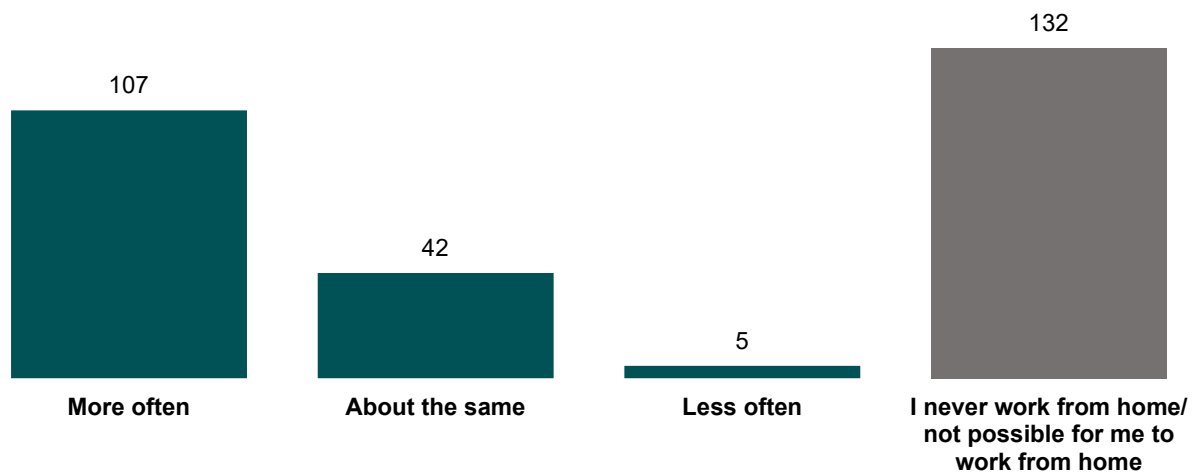


**QUESTION: “If you are currently working, have you found yourself working from home more often in the past year due to COVID-19?”**

Survey respondents who were currently working were asked to indicate whether they have found themselves working from home more often in the past year due to COVID-19. Just under 40% of respondents who are currently working indicated that they have found themselves working from home “more often” (107). This data is shown in the table and chart below.

<b>If you are currently working, have you found yourself working from home more often in the past year due to COVID-19?”</b>	<b>N</b>	<b>%</b>
<b>More often</b>	107	37.4%
<b>About the same</b>	42	14.7%
<b>Less often</b>	5	1.7%
<b>I never work from home/not possible for me to work from home</b>	132	46.2%
<b>Not applicable (don’t work)</b>	116	—
<b>Total (applicable) responses</b>	<b>286</b>	<b>100.0%</b>
<b>Total responses</b>	<b>402</b>	<b>—</b>

**If you are currently working, have you found yourself working from home more often in the past year due to COVID-19?”**



# APPENDIX 1 — Telephone interview script

## Travel Survey 2021 CATI

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### Code by location (soft quota):

Beldon, Burns Beach, Connolly, Craigie, Currambine, Duncraig, Edgewater, Greenwood, Heathridge, Hillarys, Iluka, Joondalup, Kallaroo, Kingsley, Kinross, Marmion, Mullaloo, Ocean Reef, Padbury, Sorrento, Warwick, Woodvale

### Code by age (soft quota):

Under 25 years, 25–34 years, 35–44 years, 45–54 years, 55–64 years, 65–74 years, 75+ years

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### Introduction

Hello, my name is ... from ECU Survey Research Centre. We are calling on behalf of the City of Joondalup to conduct a short survey on your travel and transport preferences. **Can I speak to someone in the household aged 18 years or over?**  
[re-introduce if required]

The interview will take less than 5 minutes, will be used for research purposes only and is absolutely confidential. Is now a convenient time?

---

**Q1** Can you tell me your age?  
[code to age]

Under 25 years  
25–34 years  
35–44 years  
45–54 years  
55–64 years  
65–74 years  
75+ years

Don't know/refused to answer [go to (i) below]

**Q1(i)** Could I please ask what age range you are in then?  
[code to age]

Under 25 years  
25–34 years  
35–44 years  
45–54 years  
55–64 years  
65–74 years  
75+ years

---



**Q2** Can you tell me what suburb you live in?  
[code to suburb]

Beldon  
Burns Beach  
Connolly  
Craigie  
Currambine  
Duncraig  
Edgewater  
Greenwood  
Heathridge  
Hillarys  
Iluka  
Joondalup  
Kallaroo  
Kingsley  
Kinross  
Marmion  
Mullaloo  
Ocean Reef  
Padbury  
Sorrento  
Warwick  
Woodvale

---

**Q3** Can you tell me your gender?  
— Male  
— Female  
— Other [no text collection for this code]  
[code to gender]

---

**Q4** Can you tell me which mode of transport you use most often for the following?  
— Daily shopping (bread, milk, etc)  
— Weekly household shopping (groceries)  
— Retail shopping (clothes, gifts, homewares)  
— Eating out (restaurants, cafés)  
— Socialising (“going out”)  
— Sport and recreation  
— Appointments (medical, meetings)  
— Work, school, university  
[code to mode of transport] [read aloud only if required]

Car  
Motorcycle/scooter  
On-demand vehicle (uber/taxi/etc)  
Train  
Bus  
Bicycle  
Walking  
Other  
Not applicable  
Don't know

---

- Q5** In the past six months, approximately how often have you used the following modes of transport?
- Car
  - Motorcycle/scooter
  - On-demand vehicle (uber/taxi/etc)
  - Train
  - Bus
  - Bicycle
  - Walking
- [code to timeframes] [read aloud only if required]

Several times a week  
About once a week  
Several times a month  
About once a month  
Less than once a month  
Never  
Don't know

---

- Q6** When selecting a mode of transport, what are the top two factors that affect your decision out of the following?
- Convenience
  - Safety
  - Comfort
  - Reliability
  - Cost
  - Travel time
  - Passenger (or cargo) requirements
  - Accessibility requirements (such as ACROD bay, ambulant seating, etc)
  - Environmental impact
  - Personal health and fitness
  - Don't know
- [read aloud] [select 2] [randomise response list]
- 

- Q7** Can you describe any obstacles or barriers preventing you from using your preferred method of transport?
- [record verbatim description]
- 

- Q8** In your opinion, what is the most important priority for improving local transport out of the following?
- Improving pedestrian network
  - Improving cycling network
  - Increasing public transport
  - Increasing parking availability
  - Reducing traffic congestion
  - Don't know
- [read aloud] [select 1] [randomise response list]
-

- Q9** If you are currently working, have you found yourself working from home more often in the past year due to COVID-19?
- More often
  - About the same
  - Less often
  - I never work from home/not possible for me to work from home
  - Not applicable (do not work)
  - Don't know

[\[read aloud\]](#) [\[select 1\]](#)

---

- Q10** Can you tell me which of the following best describes your household?
- Couple or single parent living with young children (under 13 years)
  - Couple or single parent living with older children (over 13 years)
  - Couple or single parent living with adult children (over 18 years)
  - Couple or single parent living with mixed age children
  - Couple living without children or empty nester (children moved out)
  - Person living alone
  - Person living with friends in shared accommodation

[\[read aloud\]](#) [\[select 1\]](#)

- Other [\[if descriptions do not match circumstances\]](#)
-

## APPENDIX 2 — Verbatim responses

QUESTION: “Can you describe any obstacles or barriers preventing you from using your preferred method of transport?”

Note: Words that may identify respondents or contain offensive language have been removed and replaced with square brackets, ie [- - -]. Minor alterations have been made to spelling/grammar to enhance readability.

<b>Verbatim responses — Can you describe any obstacles or barriers preventing you from using your preferred method of transport? (N = 133)</b>
<i>Parking is sometimes an issue.</i>
<i>Not enough time with double drop-offs if I used public transport.</i>
<i>Bad legs, so sometimes I can't drive my car.</i>
<i>Sometimes there is too much traffic on the road and fuel cost prevents me.</i>
<i>Only when the car is in for a service at the mechanics.</i>
<i>Fuel, when needed.</i>
<i>Broken down car.</i>
<i>There is a cycle path that goes to my work which is great. There are some sections within the City of Joondalup, like at Warwick Road, with no cycle paths. The drains on the side of the road — they are really aggressive when you go over them, and you have to watch the traffic when you try and avoid them, which is a bit of a pain.</i>
<i>Sometimes I can't always find parking at the university, so I use the train. And there is no parking at the train station, so I have to use my motorbike. You have to be there really early to get car parking. So, time management is the issue for people who are looking for parking at different times of the day, and early morning is usually very packed — no parking at the university or at train stations.</i>
<i>Lack of parking in the City to drive my car.</i>
<i>I would usually walk or use the bicycle, but I have children, and they are too young.</i>
<i>Some barriers includes timing, with the trains and buses running not on time. And if I'm sick, I don't go out to do anything.</i>
<i>Convenience of the public transport routes. If not close to destination, I have to take the train, then a bus and then another bus. It's quicker to take the car.</i>
<i>The COVID situation has increased the traffic on the road during rush hour. It used to take me 35 minutes to get to work, and now it takes about an hour, and sometimes longer.</i>
<i>Electric car — need more power stations in Joondalup.</i>
<i>If the car unexpectedly breaks down. Also, parking can be a problem to use public transport. I find public transport unsafe, and when parking is a struggle, it puts me off from using it.</i>
<i>Would ride more if there were better bicycle paths.</i>
<i>Just other commitments, taking people to their doctor appointments where I don't have enough time for myself to walk. I don't live that far from my work, so sometimes I like to walk to work.</i>
<i>The cost of petrol for my car.</i>
<i>Cost of fuel. If it's a long journey, I will use public transport as it is cheaper.</i>
<i>Weather prevents me from using the public transport.</i>
<i>Cost, traffic.</i>
<i>Parking at Joondalup Shopping Centre is too difficult, I won't drive there because it's too restrictive, the fines are too big too.</i>
<i>I can't drive at the moment due to an injury.</i>
<i>Not enough space at Greenwood Station to park the car. Sometimes, I have to drive back home and leave the car at home.</i>
<i>Always, always in a rush.</i>
<i>Finding a parking spot.</i>
<i>Not enough cycleways for pushbikes.</i>
<i>No buses to get us home when we go out at night and it is too far to walk, so we have to catch a taxi instead of the train and bus.</i>

<i>We have to walk 5–6 minutes to catch the nearest bus and that is too far, so we take the car.</i>
<i>There are no buses near my house, so I use my car.</i>
<i>No trains or buses going to where I work.</i>
<i>If we are going into the City, we wouldn't drive because parking is hard to find and peak hour traffic can be pretty bad when we are heading south of the river.</i>
<i>I have epilepsy so I'm not allowed to drive a car.</i>
<i>I would prefer to use public transport but the inconvenience of having to do a longer trip deters me from using it.</i>
<i>Possible physical injury stopping me from going walking.</i>
<i>Car parked on the side of the road, preventing the flow of traffic in suburbia.</i>
<i>Parking is difficult at times at the train station, that impacts my time getting to work if I take the train.</i>
<i>Bad weather prevents me using my bicycle, and parking prevents me from using my car.</i>
<i>Distance — my work takes me all over. I need a lot of things for work and need a car. Shopping centre is in the next suburb — too far to carry groceries.</i>
<i>The only obstacle is if the car breaks down, that would be a problem if I could not get around.</i>
<i>Parking at train stations is definitely a barrier for using public transport more often.</i>
<i>Medical reasons.</i>
<i>Safety on public transport.</i>
<i>Cost of petrol.</i>
<i>A lot of the Transperth services are infrequent and don't come on time.</i>
<i>The weather is the only thing that affects my walking.</i>
<i>I can never get a park at the train station so I cannot use the train.</i>
<i>I drive a car with hand controls as I am in a wheelchair, so when the car goes in for a service, I am not able to get a courtesy car as they are not accessible for me. That is my only barrier.</i>
<i>The cost of running it in terms of petrol and getting the car serviced.</i>
<i>My work is too far to catch a train or bus.</i>
<i>There is not a bus route for our shopping. Whilst we do have a bus stop very close, it's not convenient with a walking frame.</i>
<i>If the car breaks down.</i>
<i>Cost of petrol.</i>
<i>The weather for walking. Nothing stops me from using the car.</i>
<i>Depends on night shift — will take the car after.</i>
<i>With the traffic the way it is, you need to be very careful. There's a lot of dopey people out there. It can be hard to use the car.</i>
<i>Parking in town (City) — I find it easier and more convenient to catch the bus or train. Only if not crowded. Waiting for the bus and just missing it.</i>
<i>As I'm getting older it might stop me from driving. My eyesight is not great.</i>
<i>With having three small children, the convenience of having a car is preferable as it's easier to get around.</i>
<i>We would choose to use an uber if we are going to the airport now that we have young children. Getting 3 children into the car is an obstacle because I don't want to wake my kids early to take my husband to the airport. We share a car between the two of us.</i>
<i>With the bus transport, I used to use it to travel from work to home. Buses to and from the train station are not direct and require multiple buses. Buses after hours are going up the train line towards Joondalup rather than south. Not enough buses to and from Joondalup.</i>
<i>Only weather, if it rains, I cannot walk because of the baby.</i>
<i>Traffic congestion and road work etc.</i>
<i>Traffic — congestion.</i>
<i>Traffic congestion during peak hour takes you longer to get to places, sometimes not even in peak hour this happens.</i>
<i>Use car because of age. We don't go anywhere, but parking at Warwick Station is a nightmare. Would like to see more parking.</i>
<i>Only if there are car troubles or faults.</i>
<i>I am blind and husband drives me everywhere in our car.</i>

<i>Traffic congestion.</i>
<i>Traffic congestion when having to go into the City if I have a meeting.</i>
<i>It would be the frequency and number of routes for public transport, mainly because I work in Osborne Park now and it is not convenient to use public transport.</i>
<i>I would like to walk or use my bike, but distance means I have to use my car, I would also like to use the train sometimes, but it is more convenient to drive.</i>
<i>Availability of parking.</i>
<i>The cost of the train.</i>
<i>It is inconvenient to get to public transport.</i>
<i>No public transport to my current workplace.</i>
<i>It takes about 2 or 3 times longer to use public transport than my car. There are no buses going in the directions we need.</i>
<i>Parking is a factor, if I want to drive and traffic congestion stops me from using my car.</i>
<i>Parking availability.</i>
<i>Only car mechanics.</i>
<i>Parking at Uni (UWA) is bad, so I prefer to take public transport. I take the car to the shops because it is easier.</i>
<i>The bus stops are too far away.</i>
<i>Time — eg public transport to work takes me 2 hours and 40 minutes. Quicker to drive than take train. There isn't transport direct to where I work.</i>
<i>Convenience or cost — sometimes it's easier to take train. Parking — cheaper to walk and train to the City.</i>
<i>I don't work in the City, so I find the parking signs to kind of be like an Egyptian scripture. I don't really know what the rules are when I park in the City because I don't understand the signs, so I just take the train to work in the City.</i>
<i>I find it really difficult to catch the bus as they are always late.</i>
<i>Cost of parking and road congestion.</i>
<i>Ease of access.</i>
<i>I always need to use more than one bus to get to where I want.</i>
<i>Other than limited parking in the City, there are no barriers.</i>
<i>Rain or bad weather would stop me from using my motorcycle.</i>
<i>I think everyone should use public transport if they can. The Freeway congestion is pretty bad during peak hour and I would use public transport, but because there is no rail link near the place I work, and the fact that it would take a lot longer on public transport, this is the reason why I don't use public transport which I would like to use.</i>
<i>Parking is an issue sometimes.</i>
<i>Money — not enough. If I didn't have a car, it would be a problem. Depending on the type car wouldn't be able to afford. Are you able to just go out and buy a car or any car that you wanted with the money that you have?</i>
<i>Travel time due to congestion, I take the train because it's more convenient for me as opposed to driving down the Freeway.</i>
<i>None. However, my children ride their bike to school and would like to see more dedicated cycle lanes.</i>
<i>Lack of parking.</i>
<i>My physical health is one, I always find it difficult to get into the car, I much prefer somebody else to drive me but that is not always available.</i>
<i>Street parking can be difficult for me, too many flats and high density housing where I live.</i>
<i>I have five children; public transport is way too expensive with five children.</i>
<i>My age can be an obstacle, it depends on how I feel on a particular day, I have good eyesight; however, at times, I do not feel up for driving, I don't like travelling at night in the car because of the effect of the streetlights causing flare in my eyes.</i>
<i>Lockdown, meaning I can't use my car.</i>
<i>Not enough cycle paths — mainly along the West Coast Highway around Marmion, North Beach and Waterman's Bay, Trigg.</i>
<i>I have an alcohol interlock on my car, so if I will be going out for even one drink, I don't drive.</i>

<i>Power goes out and the car is stuck in the garage as I cannot lift the garage door up. Happens only once every 2 years.</i>
<i>Time. Trains are easiest to get to the City, but to get to university or anywhere else, I use the car to save time and for easy access.</i>
<i>Peak hour traffic.</i>
<i>I have carpal tunnel which makes it more difficult to drive. Issues with my knees also affect my driving.</i>
<i>Cost of running a vehicle on road; cost of fuel and parking.</i>
<i>Well, obviously you can't drive if you're drunk, so when I go out, I will use an uber or a taxi instead of driving myself, if I'm drinking.</i>
<i>My parents and whether they can give me a lift, and the cost and whether I have money to pay for travel.</i>
<i>Public transport is too unreliable. We went to go into the City, and it took an hour and 15 minutes to get into the City. Car is much easier.</i>
<i>Parking availability at the train station, sometimes it is hard to get on a train during peak hour so it's easier to drive. No train to popular beaches and the airport, so have to drive. Sometimes there is no parking when I want to drive, so I have to take public transport.</i>
<i>The travel time when walking or cycling.</i>
<i>Depending on when I would want to catch the train, safety is a factor for me, I wouldn't want to catch the train on my own into the City.</i>
<i>Parking is too expensive at university and sometimes the shops are too busy to find a parking spot which makes me want to take the train.</i>
<i>Where I live, I have to wait quite a while for the bus to go to the train station.</i>
<i>If my husband cannot drive the car because I cannot drive myself.</i>
<i>The bus is always late, it comes every half an hour as it is. Not very convenient for us to catch the bus, I just drive to the train station.</i>
<i>Train doesn't go where I want to go.</i>
<i>The buses are a good ten to fifteen minutes' walk uphill from where I live and the routes aren't particularly direct to the train station, or to where I want to go, and the buses come every hour, which is not convenient for me at all.</i>
<i>I will not use public transport at night because of safety reasons.</i>
<i>Bad weather prevents me from biking or walking.</i>
<i>Timing in relation to bus times, and needing to be somewhere on time, don't always match up. Cost, in regard to whether I can catch ubers.</i>
<i>There's no public transport out Gingin way for work.</i>
<i>The train is too expensive.</i>
<i>In the area I live in, it is not convenient to use the bus.</i>
<i>Heavy traffic.</i>
<i>Traffic congestion.</i>
<i>Just blocked-up Freeways, it's too congested on my way to work.</i>
<i>If the car breaks down.</i>
<i>The places that I want to go on public transport are sometimes not accessible and it's too convoluted to get to.</i>