

Northern Central City Corridor Study

COMMUNITY ATTITUDE SURVEY RESULTS

1. Introduction

This paper presents the results of a community attitudes survey conducted as part of the Northern Central City Corridor Study.

2. Purpose of survey

The intention of the survey was to gain an initial impression of the views of the community to a range of transport and land use related factors of relevance to the study. This would help to reinforce the views expressed by Community Reference Group members.

3. Survey method

The survey was conducted by distributing over 40,000 copies of Community Update Number 1 (which included a questionnaire) to residents and non-resident ratepayers in the core study area (the inner northern suburbs).

The Community Update was distributed in two ways:

- About 30,000 copies were letterbox dropped to households and businesses in the core study area
- A further 11,000 copies were mailed to inner northern suburbs ratepayers whose addresses were outside the core study area.

The questionnaire could be detached, filled in and returned to the study team via a Freepost address. In addition to the self-completion component, a section of the questionnaire was set aside to allow individual comments to be made.

The questionnaire is reproduced in Attachment A hereto.

4. Response rate

Over 1,000 responses were received (1,073 as at the end of June 2001), which is regarded as a reasonably strong result for a survey of this type; it represents around 2.6% of the original brochure distribution.

Of the 1,073 responses, 344 (32%) were from respondents outside the core study area, and 729 (68%) were from within the area. There was a higher rate of response from the mail-out than from the letterbox drop, which is not surprising since the latter is to a slightly more targeted audience.

Table 4.1: Questionnaire responses

	Distributed	Method	Received	Response rate
Core study area	30,000 (73%)	Letter box drop	729 (68%)	2.4%
Outside	11,000 (27%)	Mail out	344 (32%)	3.1%
Total	41,000 (100%)		1,073 (100%)	2.6%

A number of people commented that some of the questions appeared somewhat ambiguous; for example, expressing satisfaction or dissatisfaction with road network congestion could be interpreted in different ways. Interpretation of the results has taken this into account where appropriate.

5. Overall results

The questionnaire results are shown in Figure 5.1. Figure 5.2 gives the results for respondents living within the study area, whilst Figure 5.3 is for respondents living outside the area.

The overall results show that respondents are generally most **satisfied** with the following aspects of the inner northern suburbs:

- Cafes/restaurants/entertainment facilities
- Cultural events
- Coverage of public transport
- Provision of open space, parks and gardens
- Sense of community
- Speed of public transport services

Respondents are generally most **dissatisfied** with the following:

- Pollution and air quality
- Road network congestion
- Amount of truck traffic
- Level of traffic noise
- Provision of parking facilities
- Car travel journey times
- Public transport information availability

Some aspects generate notably divided opinions, with similar numbers of people satisfied and dissatisfied. These include:

- Public transport information availability
- Standard of cycling facilities
- Car travel journey times
- Protection of heritage values

The results hold generally true for respondents inside and outside the study area.

In general people are satisfied with many land use-related aspects of the area, whilst there is a strong predominance of road and traffic related aspects in the “dissatisfied” list.

It should be understood that community satisfaction with an aspect should not be interpreted as meaning that it is satisfactory in a broader sense. For example, respondents express a reasonably high degree of satisfaction with conditions for pedestrians, but there are many examples of poor and/or dangerous conditions in the area which will require attention as part of an integrated transport strategy.

Figure 5.1: Results for all respondents (1,073 responses)

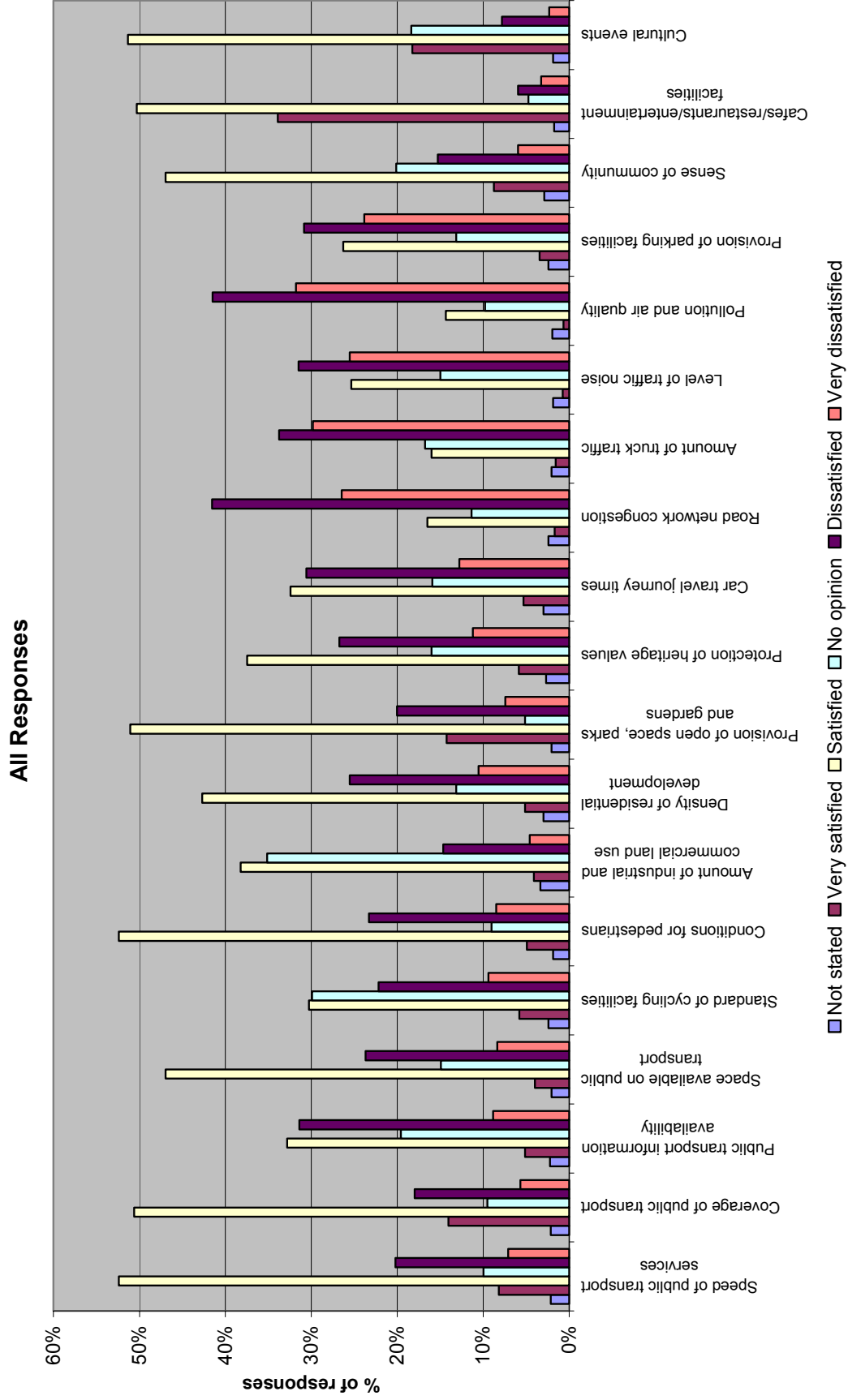


Figure 5.2: Results for respondents within study area (729 responses)

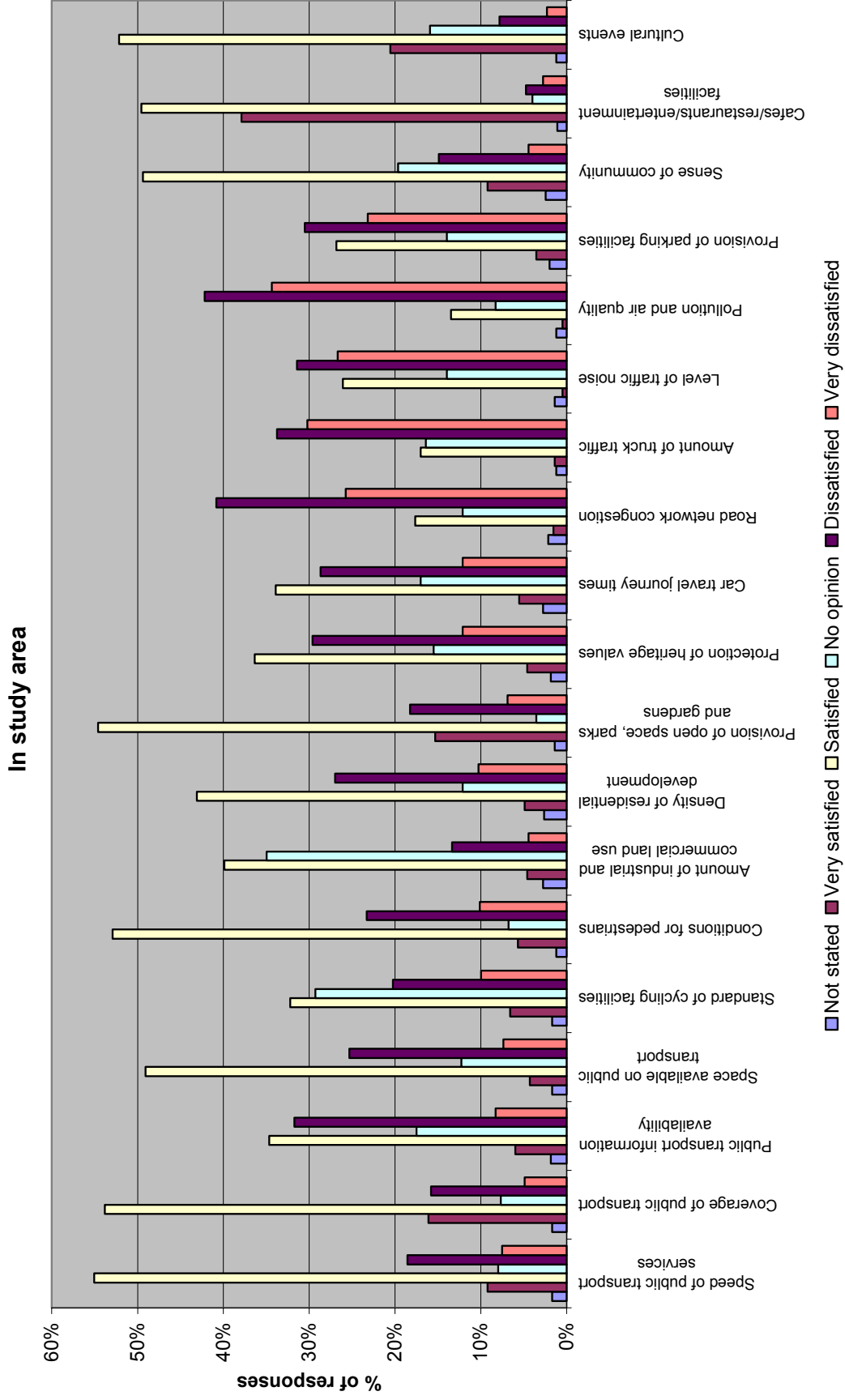
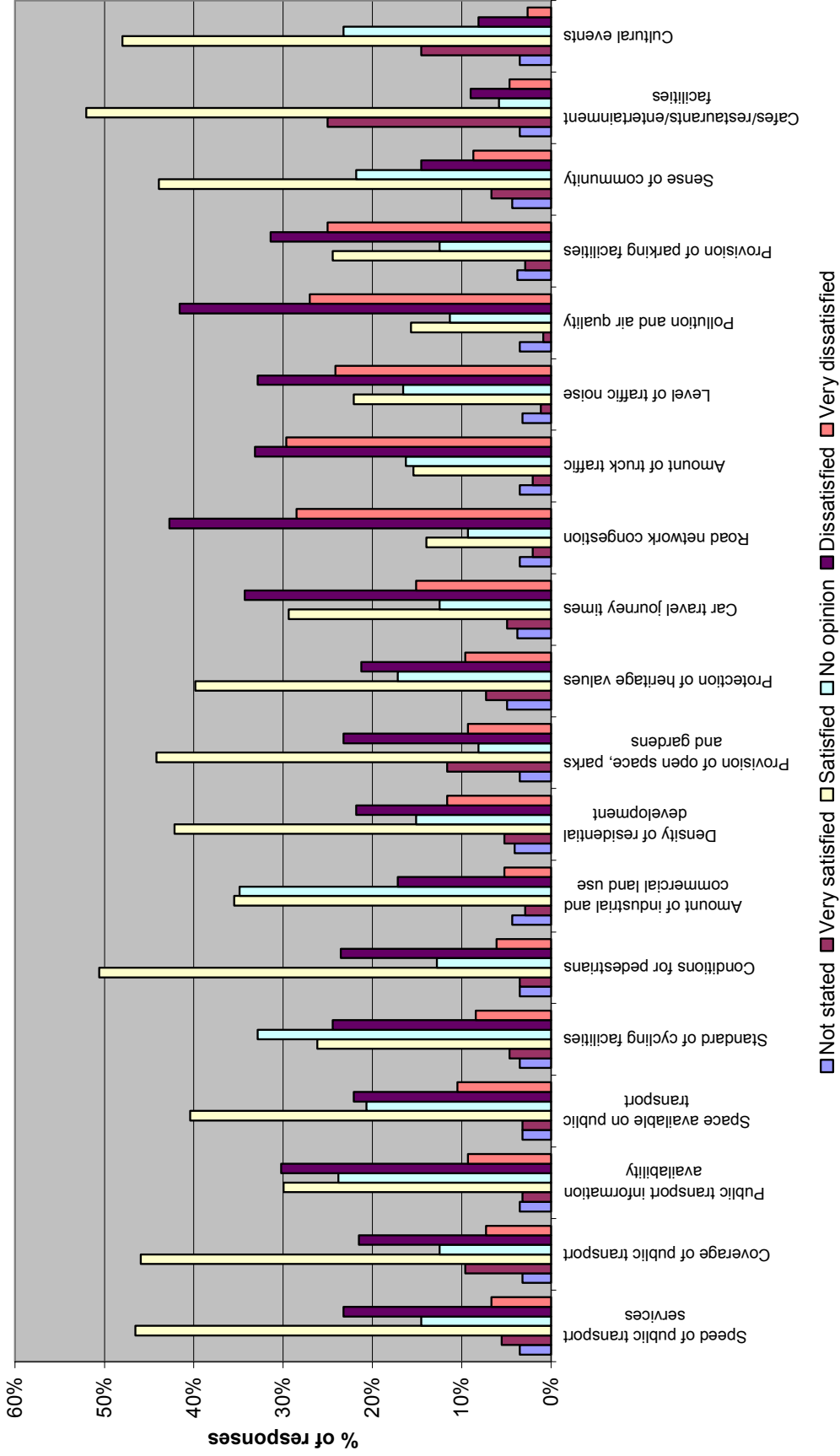


Figure 5.3: Results for respondents outside study area (344 responses)

Outside study area



6. Results by suburb

The results have been analysed by respondents' suburb, as shown in Figures 6.1 to 6.19 following. The number of responses by each suburb is given in Table 6.1.

Table 6.1: Responses by suburb

Suburb	Responses
Abbotsford	53
Carlton	70
Carlton North (including Princes Hill)	142
Clifton Hill	101
Collingwood	59
Fitzroy	45
Fitzroy North	125
North Melbourne	109
Parkville	25
Inside study area	729
Outside study area/not stated	344
TOTAL	1,073

There are enough responses from each suburb to draw reasonable conclusions from, with the possible exception of Parkville, from which only 25 responses were received.

6.1 *Speed of public transport services*

General satisfaction with the speed of public transport is expressed reasonably consistently in all suburbs, with the exception of Parkville (where the small sample size may influence the results somewhat).

6.2 *Coverage of public transport services*

In general, there is a fairly high degree of satisfaction with the coverage of public transport services; however, greater dissatisfaction was expressed in Parkville and Collingwood.

6.3 *Public transport information availability*

Greatest dissatisfaction was expressed in North Melbourne, Collingwood, Fitzroy and Abbotsford, whilst respondents in the suburbs further out (especially Fitzroy North and Carlton) appear to express greater satisfaction with public transport information availability.

6.4 *Space available on public transport*

Respondents from the southernmost suburbs (Fitzroy, Collingwood and Parkville) express the greatest dissatisfaction with space availability on public transport, which is not surprising since these are the closest areas to the CBD and the University precinct. In most other suburbs a reasonably high degree of satisfaction is expressed.

6.5 *Standard of cycling facilities*

The high proportion of respondents purporting to have "no opinion" about the standard of cycling facilities may reflect a lack of familiarity with what is available. Greatest satisfaction is expressed in Carlton North, Fitzroy North and North Melbourne, whilst greatest dissatisfaction is expressed in Fitzroy North, North Melbourne (note the dichotomy of views presented here), Fitzroy and Carlton.

6.6 Conditions for pedestrians

Significantly greater dissatisfaction is expressed with conditions for pedestrians in Fitzroy and Collingwood, possibly influenced by the busy shopping strips in Brunswick and Smith Streets with their narrow footpaths.

6.7 Amount of industrial and commercial land use

Many respondents have “no opinion” about the amount of industrial and commercial land use. However, greater dissatisfaction is apparent in Abbotsford, Clifton Hill, Fitzroy and North Melbourne, all places where arguably greater conflict exists between industrial/commercial and residential areas, as land use changes have occurred.

6.8 Density of residential development

The greatest satisfaction with residential density is expressed in Parkville, Carlton and Clifton Hill, with greatest dissatisfaction in Abbotsford, Fitzroy North and Fitzroy. It will be interesting to correlate this with actual residential density, when figures are available.

6.9 Provision of open space, parks and gardens

The generally high degree of satisfaction with open space provision is highest in Parkville, Fitzroy North and Clifton Hill, whilst dissatisfaction is notably greater in Fitzroy and Collingwood; this is broadly consistent with the location and type of open space available to residents in these areas.

6.10 Protection of heritage values

A clear dichotomy of views exists on heritage protection in the study area, with more or less equal numbers expressing either satisfaction or dissatisfaction. Satisfaction is greatest in Parkville, Carlton and North Melbourne, and dissatisfaction is greatest in Abbotsford, Fitzroy North, Clifton Hill and Fitzroy.

6.11 Car travel journey times

Within the study area, roughly equal numbers express satisfaction and dissatisfaction with car travel journey times. The level of dissatisfaction is reasonably consistent between suburbs, whilst the level of satisfaction is greatest in Fitzroy North and Abbotsford (which attracts a high degree of dissatisfaction as well).

6.12 Road network congestion

The very high dissatisfaction with road congestion is consistent across all suburbs. It is greatest in Abbotsford, Parkville and Fitzroy.

6.13 Amount of truck traffic

Dissatisfaction with truck traffic levels is greatest in Parkville, Carlton, Clifton Hill and Collingwood, arguably the areas where truck traffic has the greatest impact (subject to completion of traffic studies). There is a generally high level of dissatisfaction across the whole area.

6.14 Level of traffic noise

As with truck traffic, there is a high degree of dissatisfaction with traffic noise across the entire area, with Parkville, Clifton Hill, Collingwood, North Melbourne and Carlton exhibiting the highest dissatisfaction. There is also greater satisfaction with noise levels in Carlton North, Fitzroy North, Fitzroy and Abbotsford, possibly due to effective traffic management measures in residential areas in these suburbs. It is noteworthy that virtually nobody expressed the view that they are “very satisfied” with the level of traffic noise.

6.15 Pollution and air quality

This aspect attracts the highest degree of dissatisfaction amongst the factors listed. Dissatisfaction is greatest in Collingwood, Fitzroy, Clifton Hill, Abbotsford and Carlton, but is also consistently high in all other suburbs in the area.

6.16 Provision of parking facilities

This aspect attracted some opposing views; people may have found it difficult to decide whether “satisfaction” with parking facilities meant they were happy with the amount provided, for example. Dissatisfaction is greatest in Collingwood, Fitzroy and North Melbourne, whilst the greatest satisfaction is observed in Fitzroy North and Parkville.

6.17 Sense of community

The general satisfaction with the sense of community in the area is strongest in Carlton North and Fitzroy North. Dissatisfaction is not high in any suburbs, but it is greatest in Fitzroy, Abbotsford and Carlton.

6.18 Cafes/restaurants/entertainment facilities

The very high satisfaction with this aspect of the area is strongest in Fitzroy, Carlton, Fitzroy North and Carlton North. It is least strong (but still substantial) in North Melbourne and Abbotsford.

6.19 Cultural events

The level of satisfaction with cultural events is highest in Carlton and Parkville, but consistently high in all other areas as well.

Figure 6.1

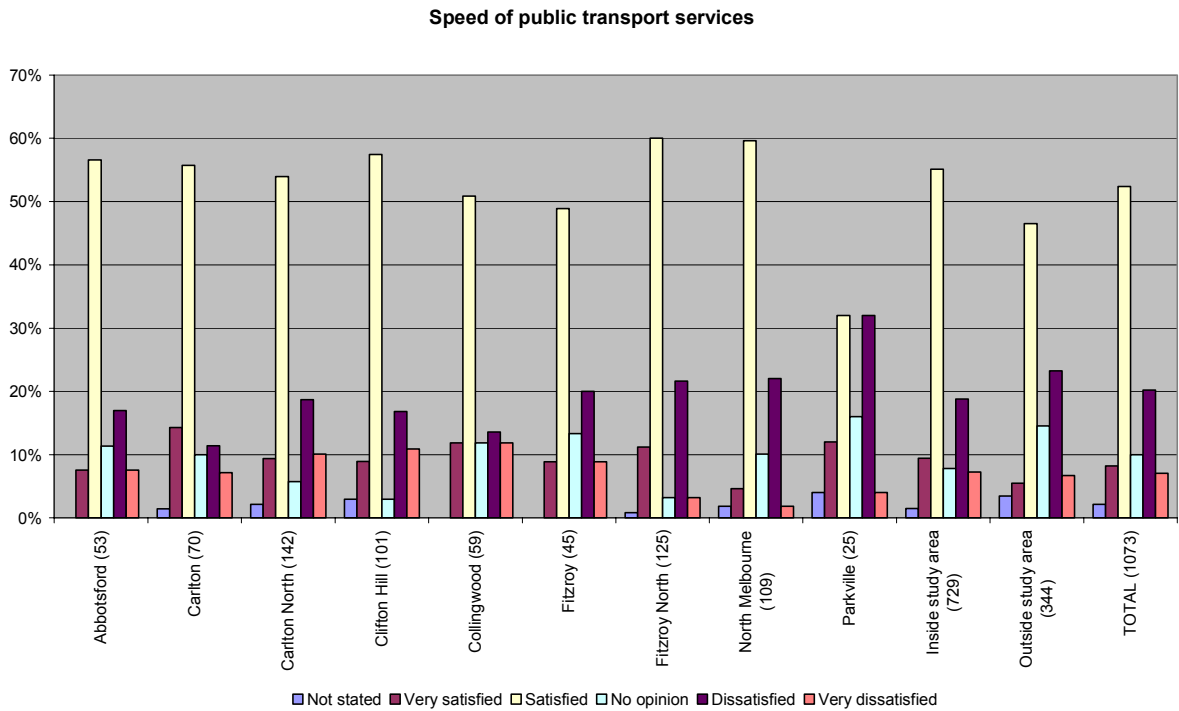


Figure 6.2

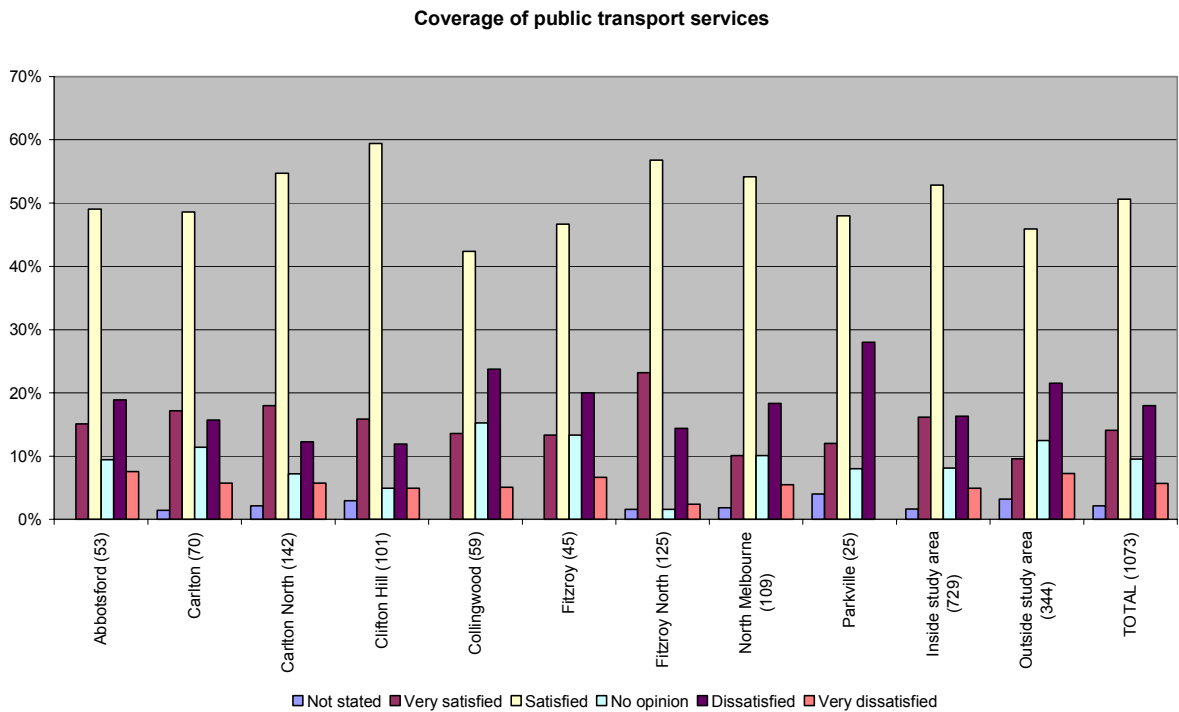


Figure 6.3

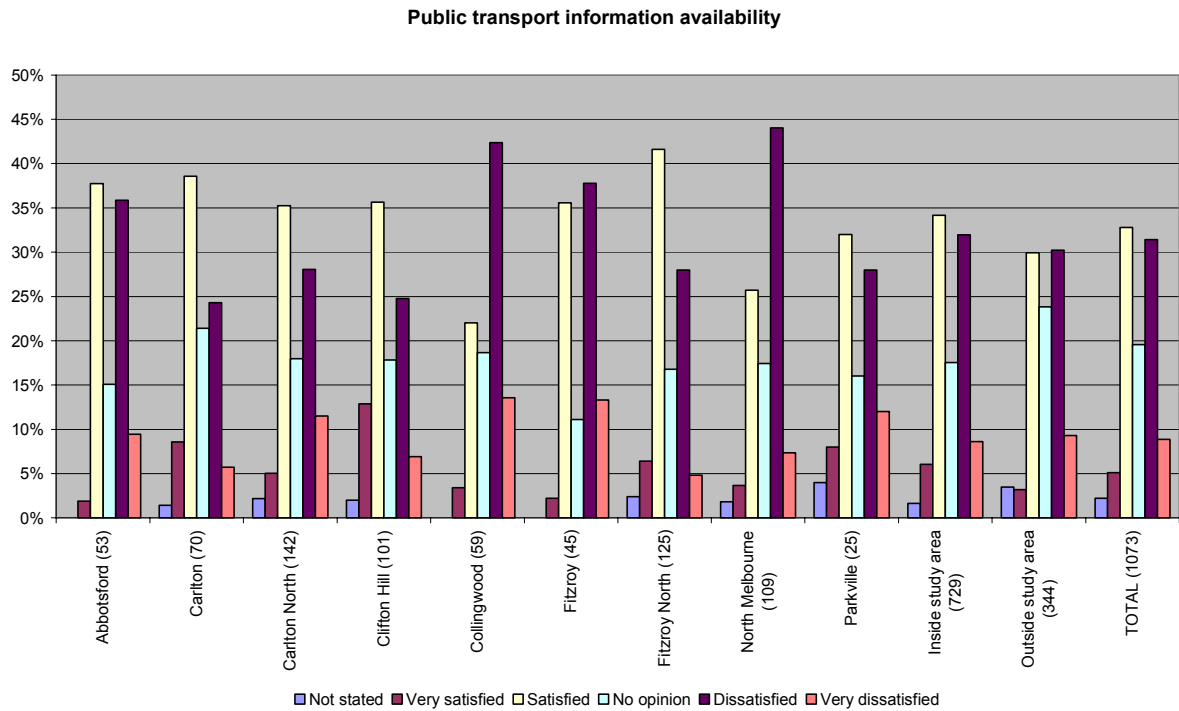


Figure 6.4

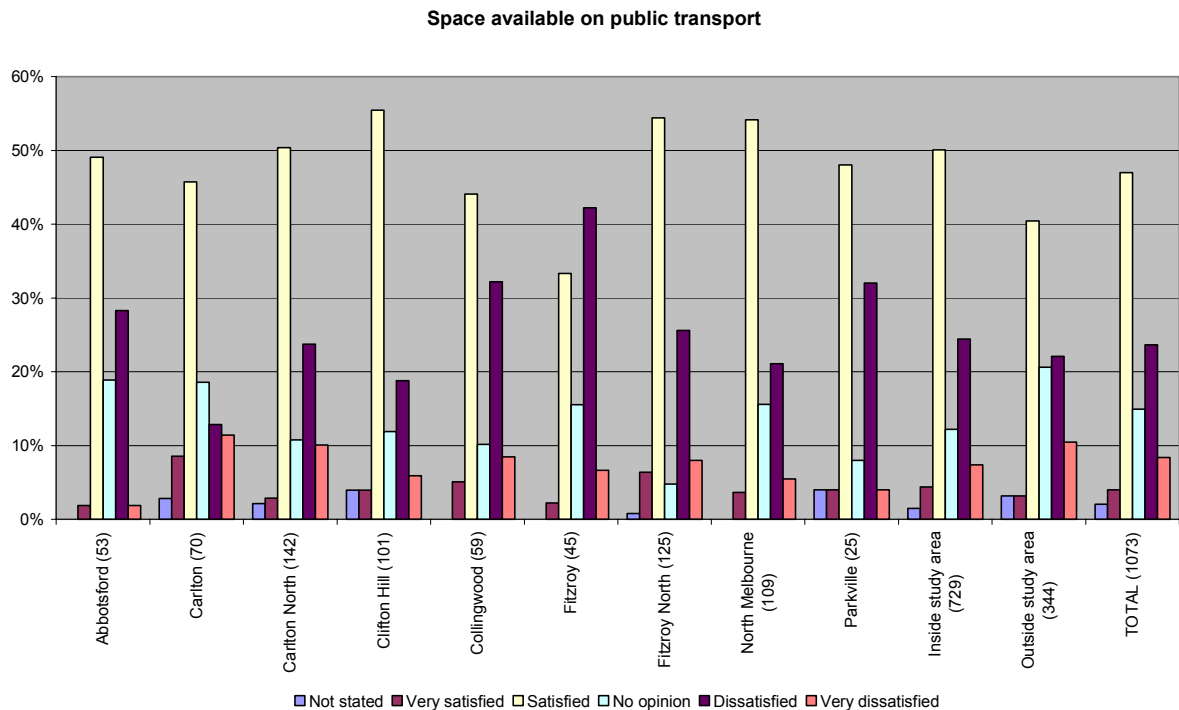


Figure 6.5

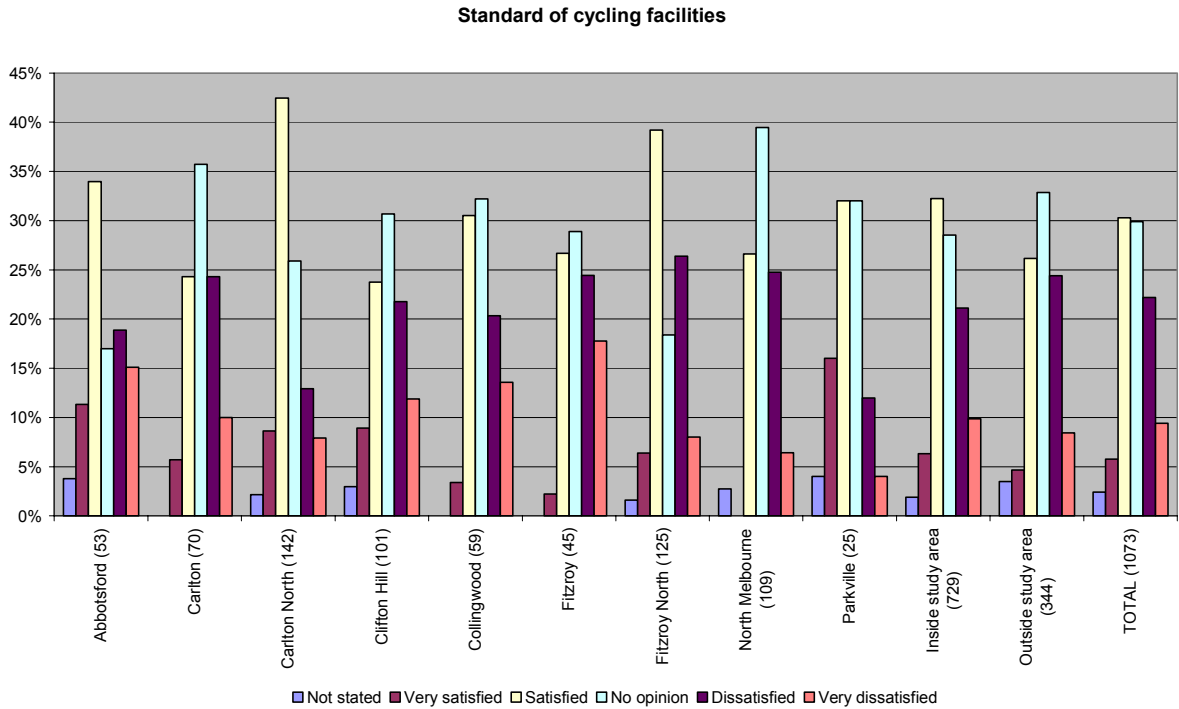


Figure 6.6

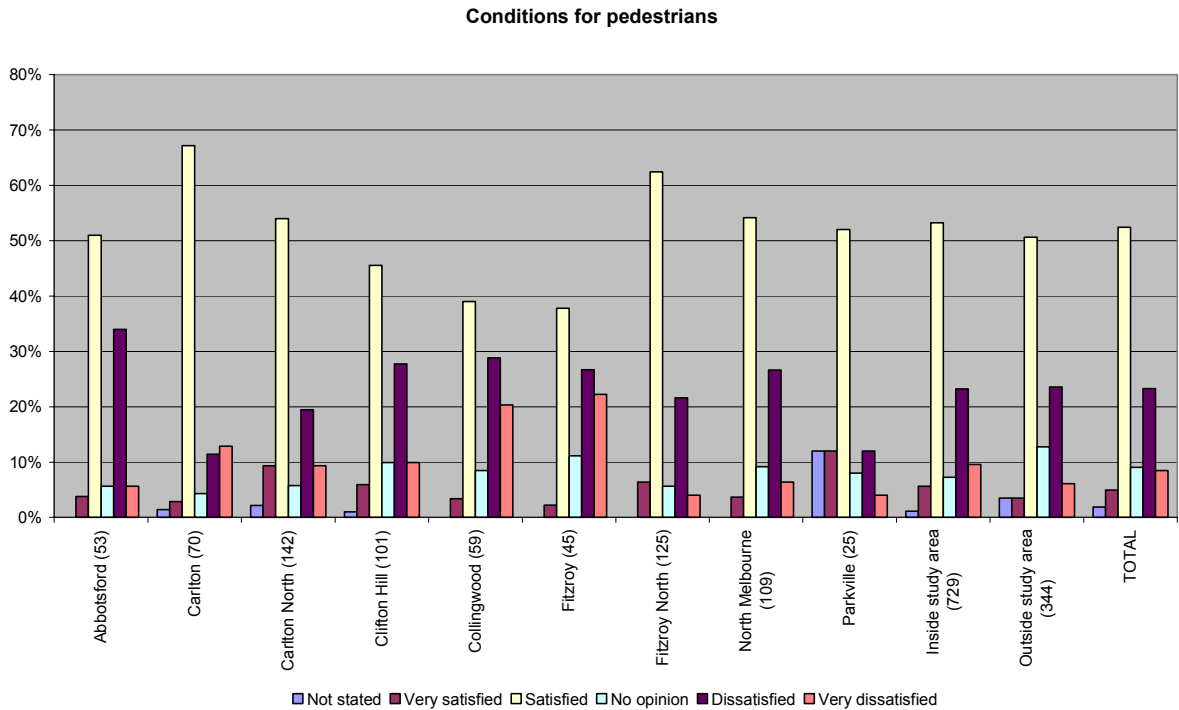


Figure 6.7

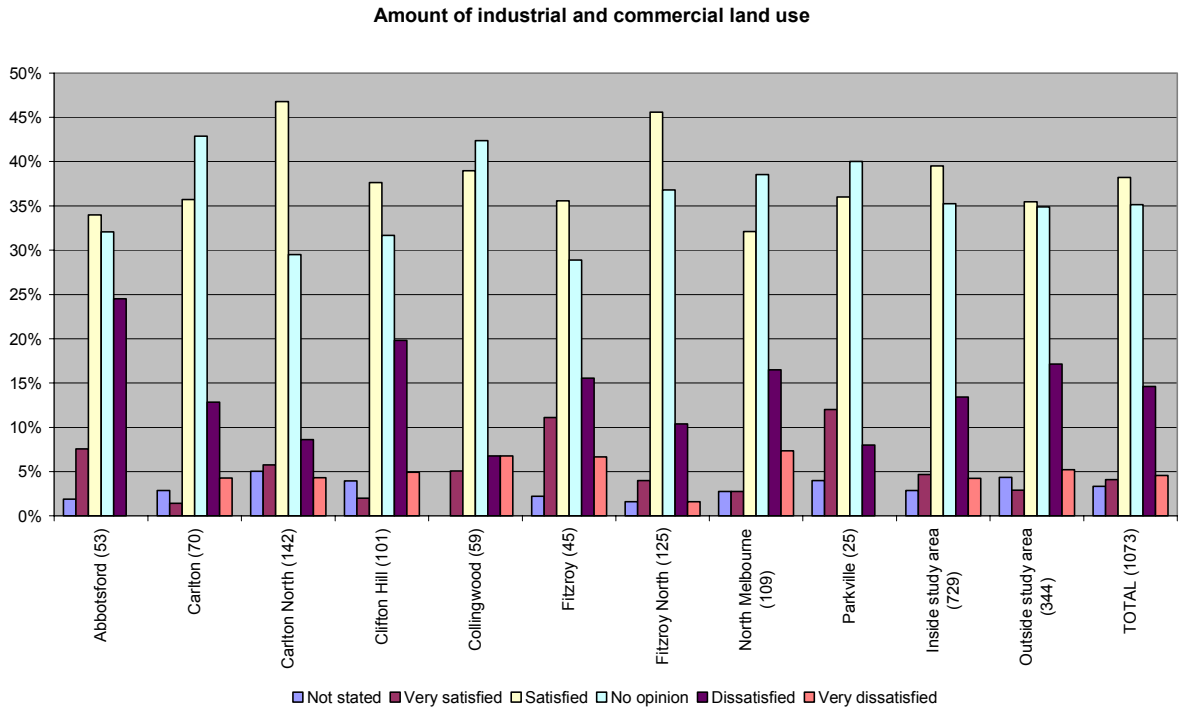


Figure 6.8

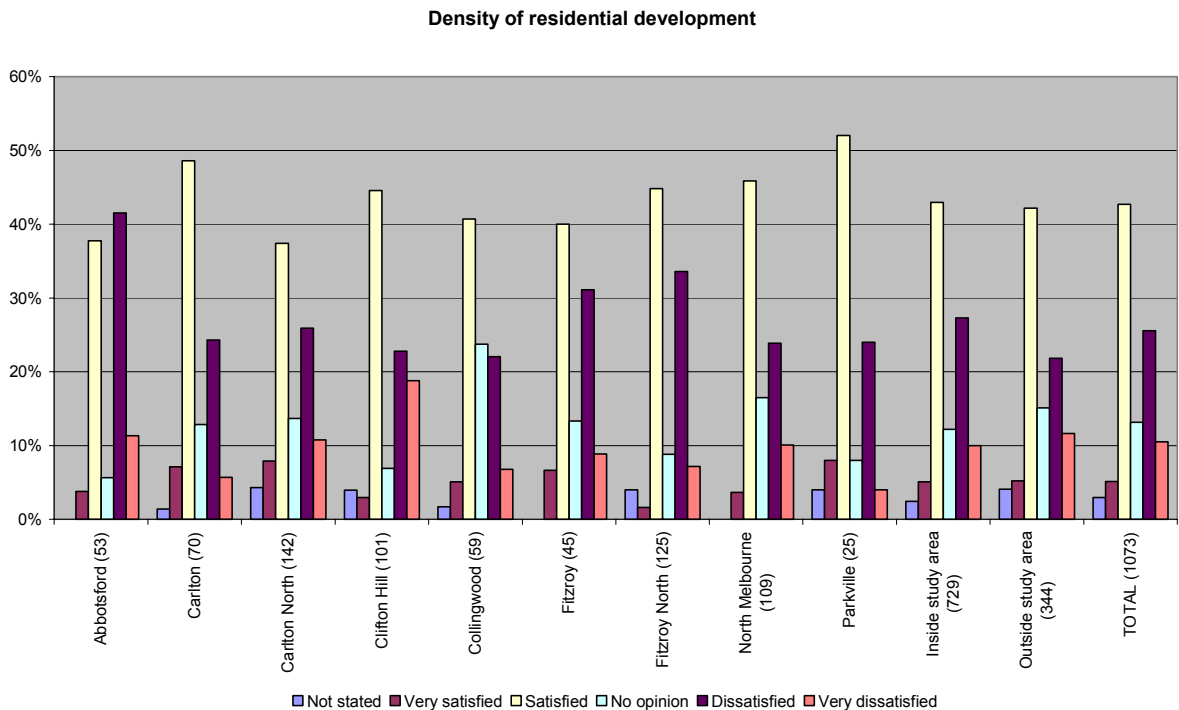


Figure 6.9

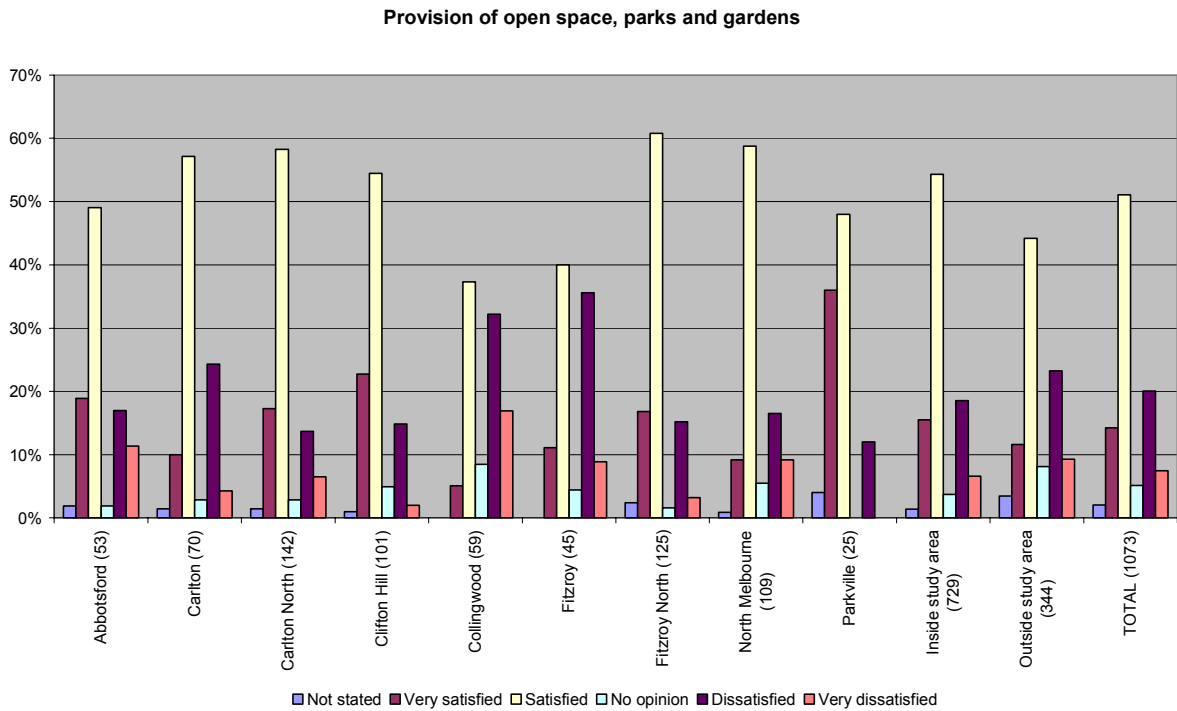


Figure 6.10

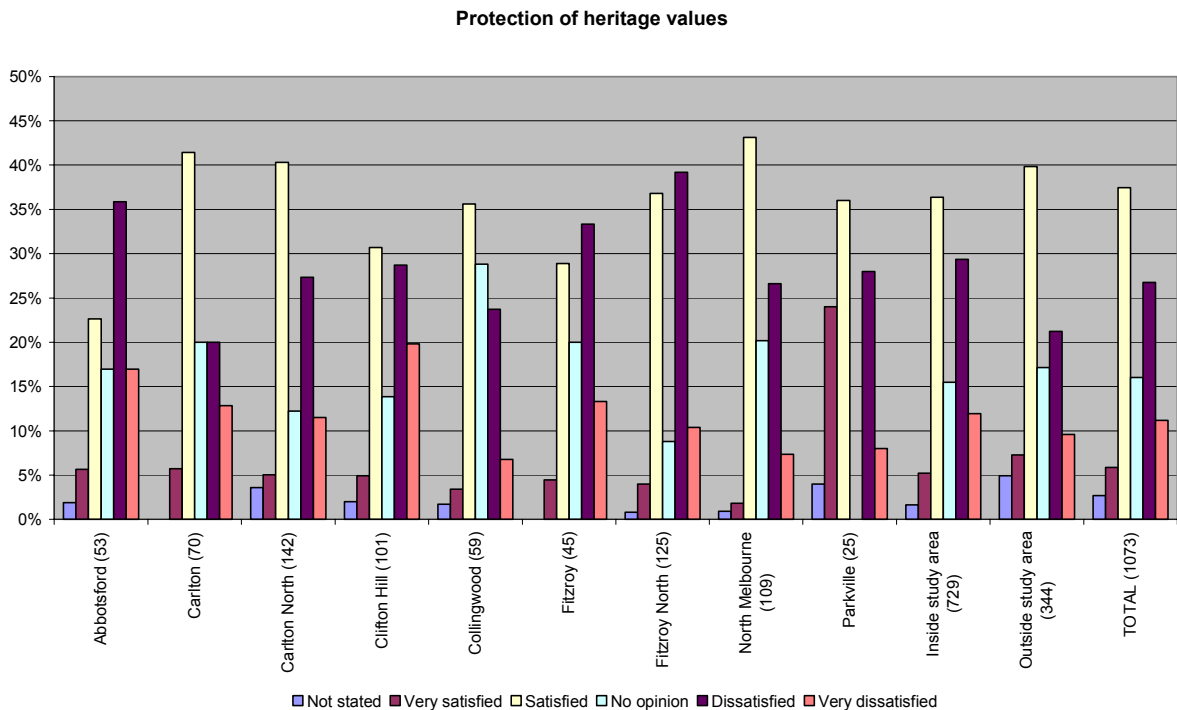


Figure 6.11

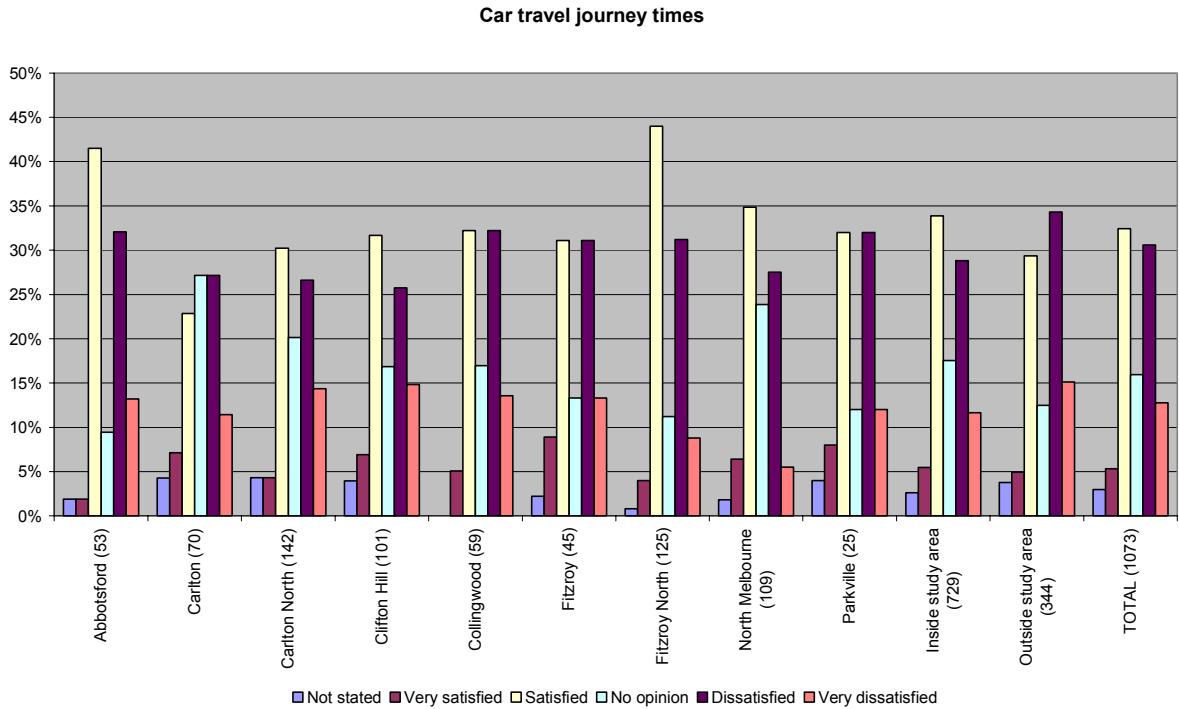


Figure 6.12

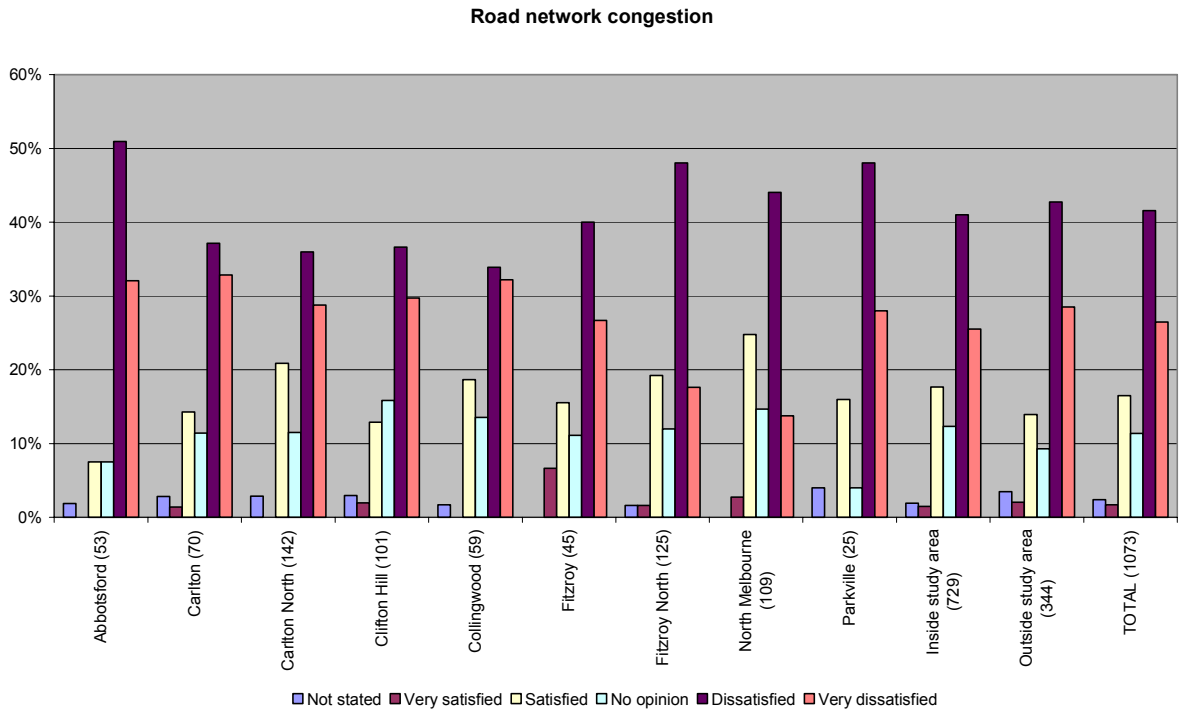


Figure 6.13

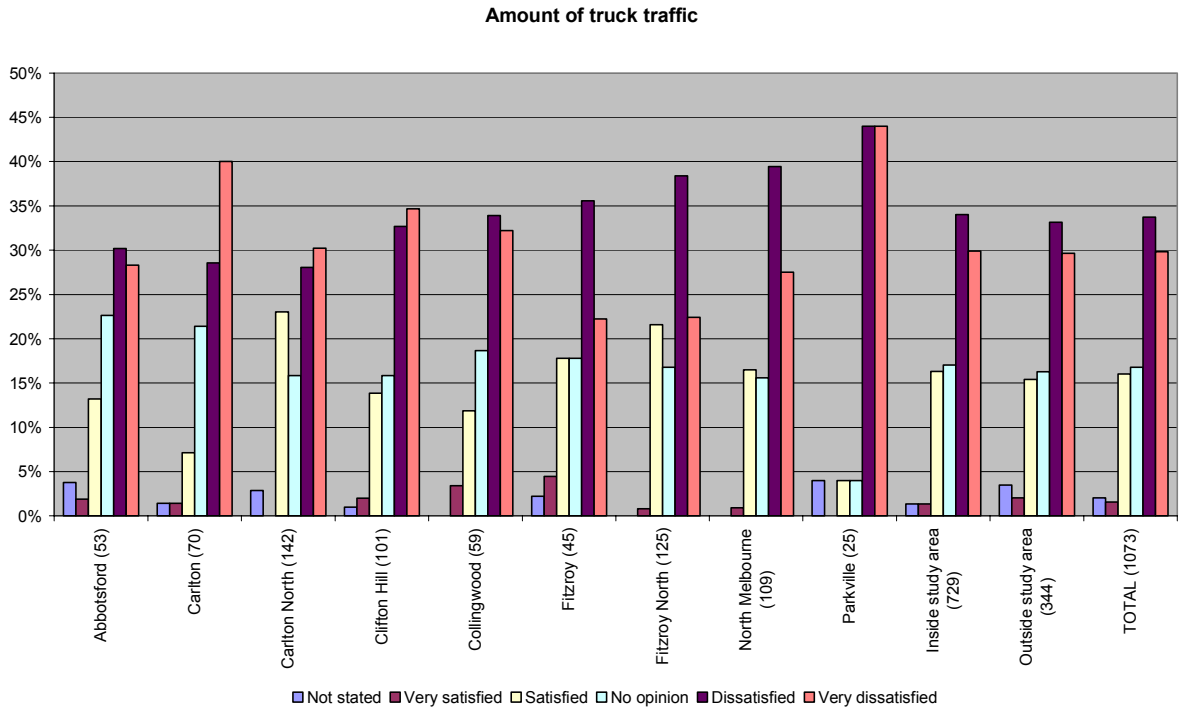


Figure 6.14

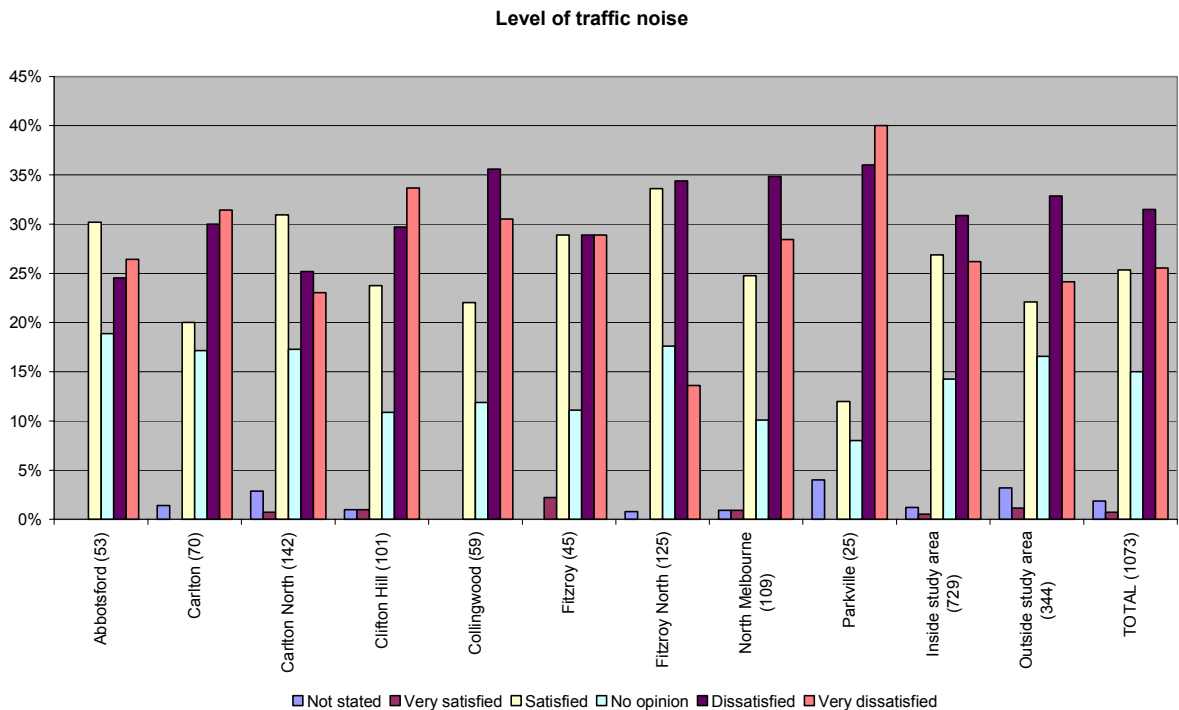


Figure 6.15

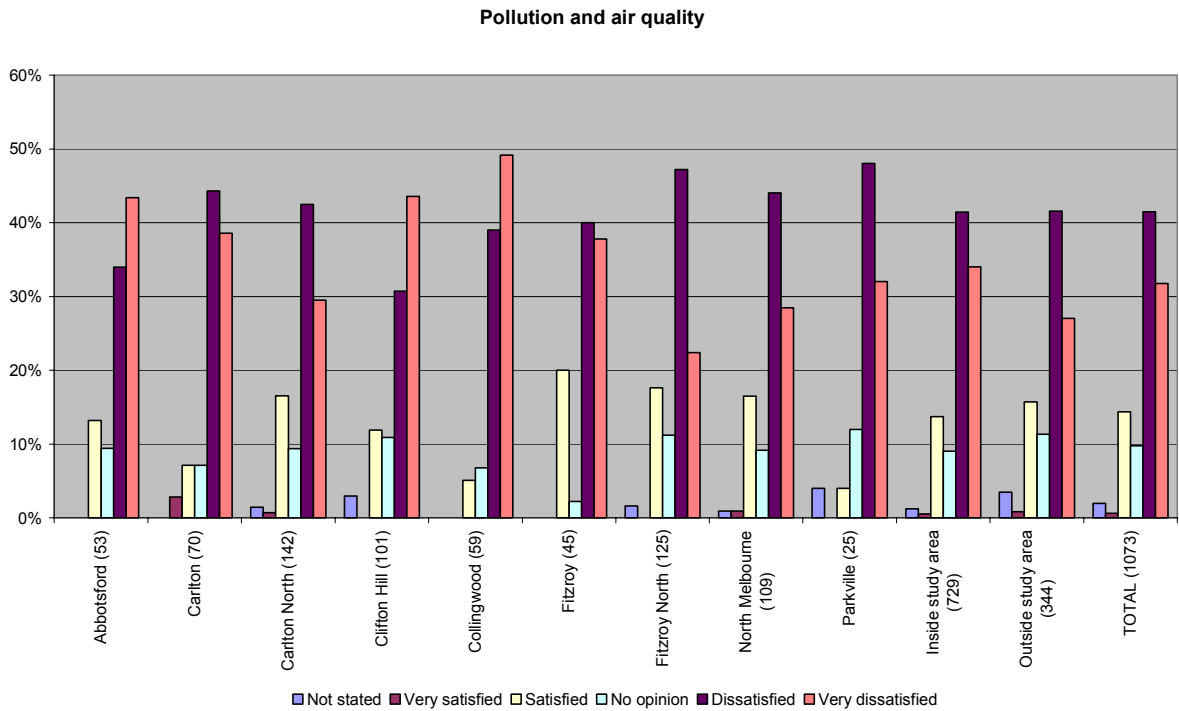


Figure 6.16

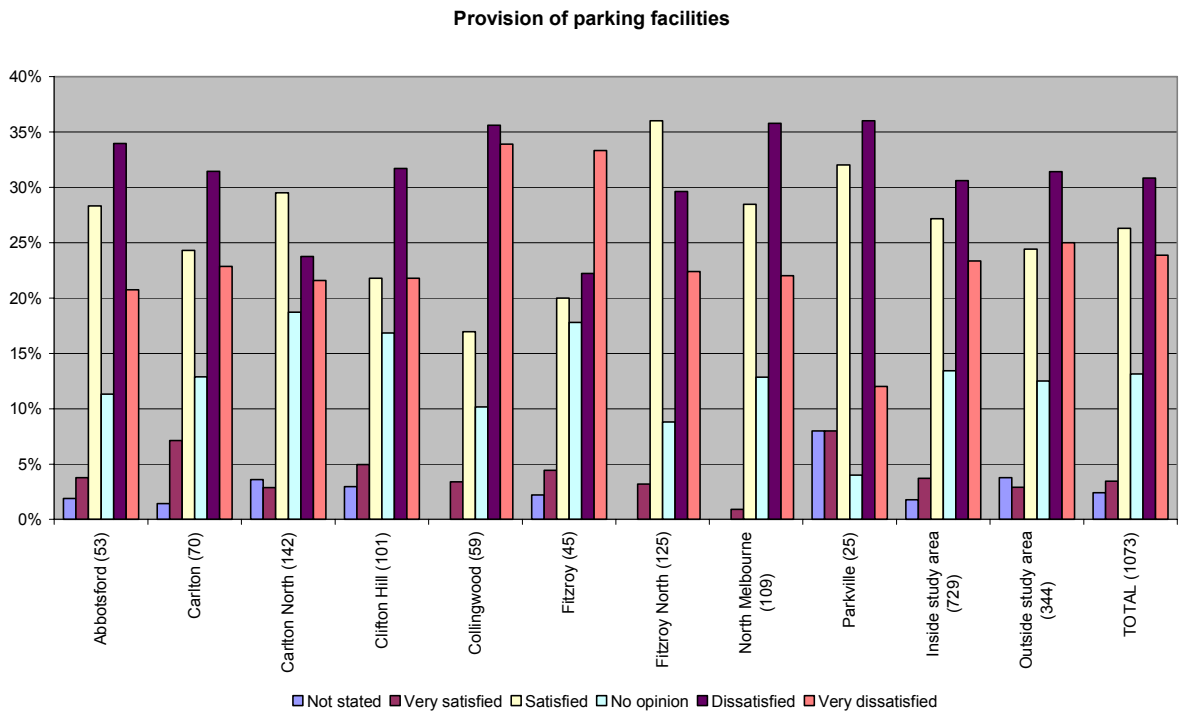


Figure 6.17

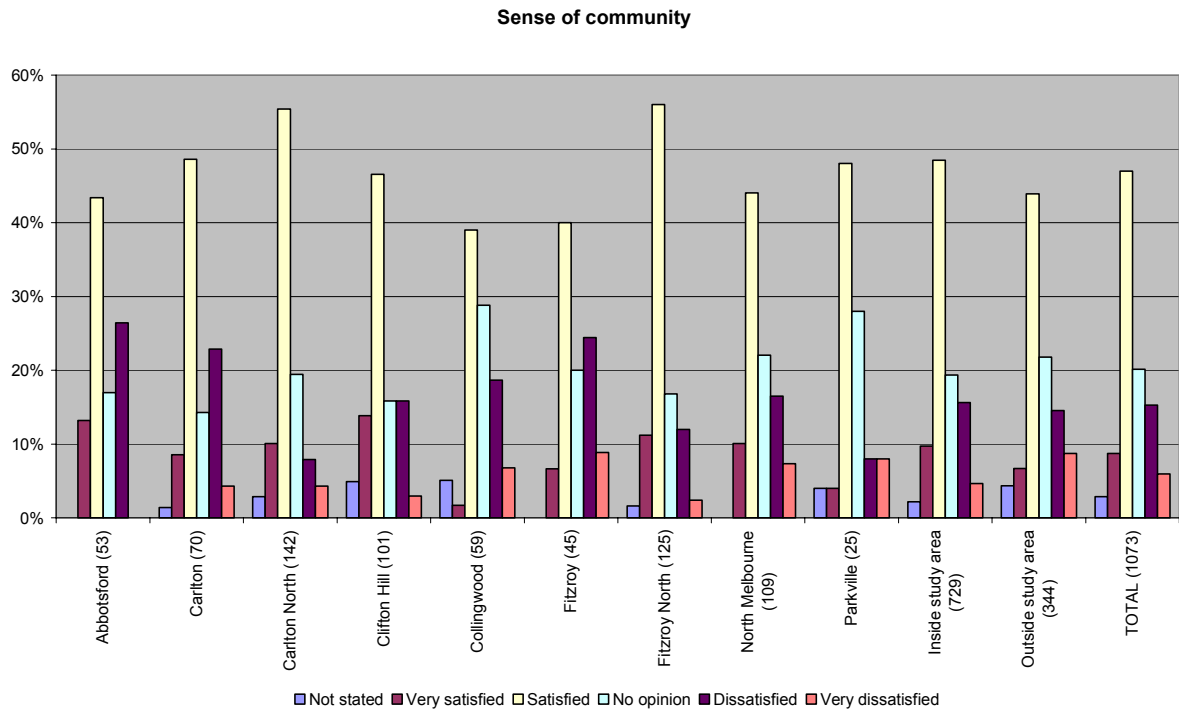


Figure 6.18

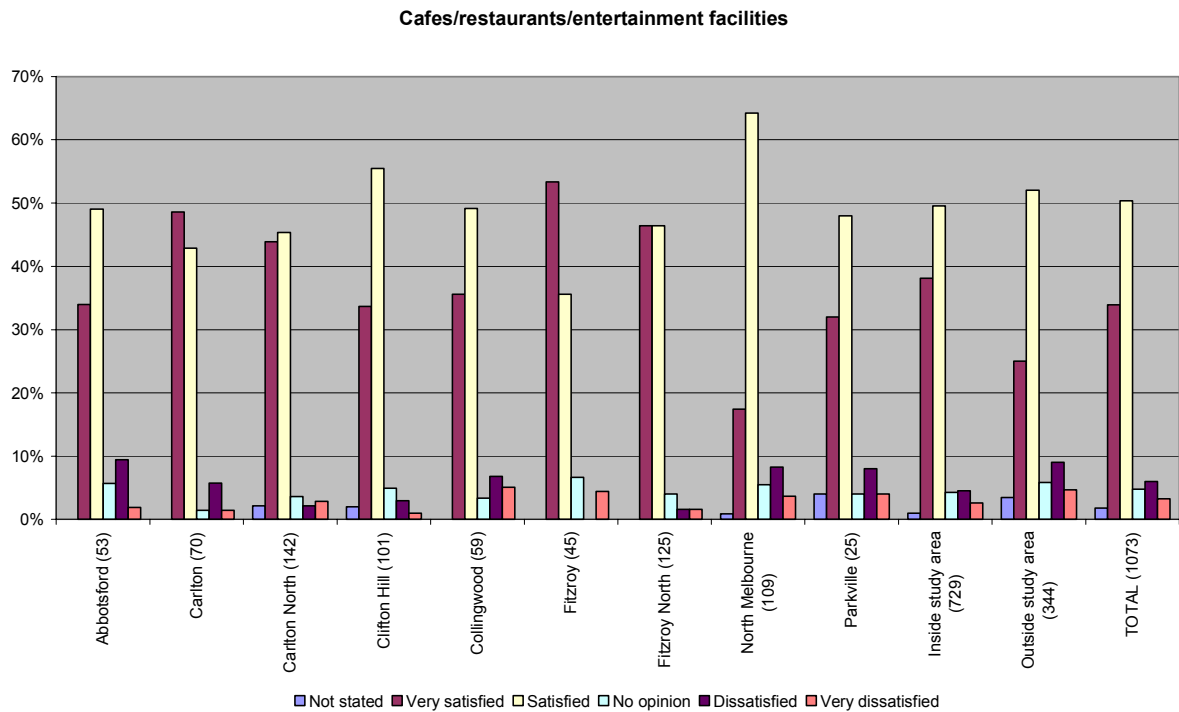
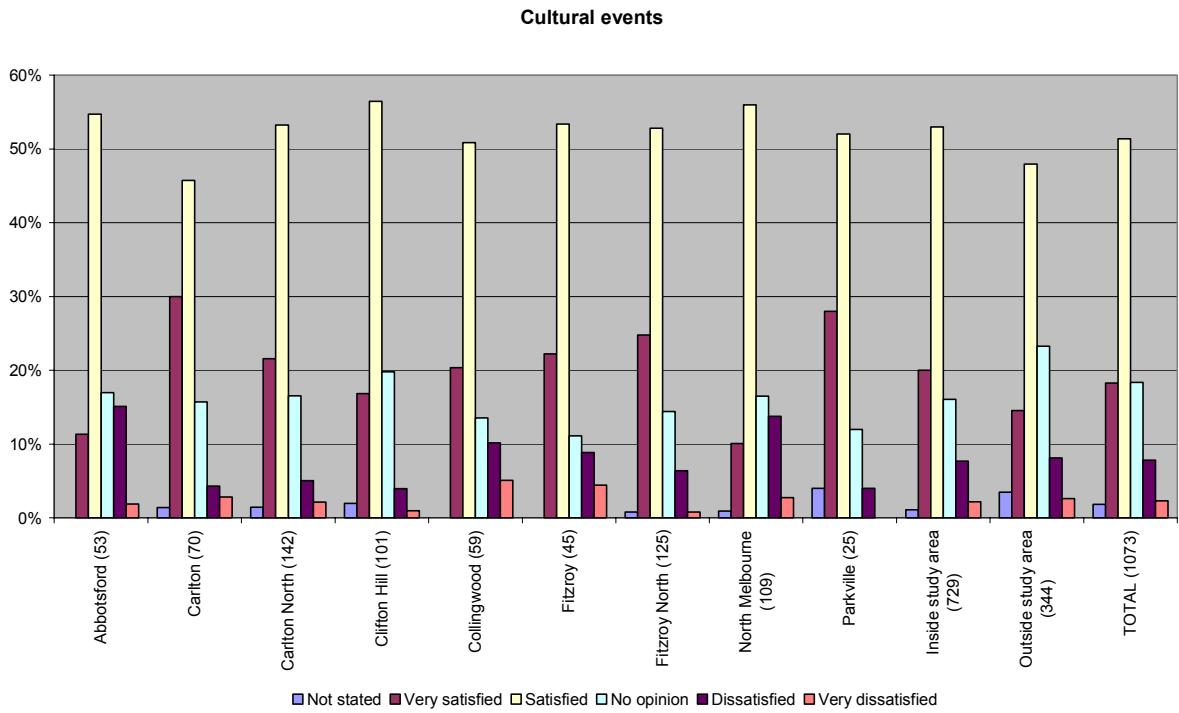


Figure 6.19



Northern Central City Corridor Study

QUESTIONNAIRE

Please complete the following and mail it back to us (freepost), or fax it to 9655 8811 – please include your name and address at the bottom if you would like us to put you on our mailing list. Your answers will help us to understand how the community generally views transport issues in the inner northern suburbs.

I live in:

Suburb.....Postcode.....

I work in:

Suburb.....Postcode.....

Please tick one box per line

This is how I feel about the following aspects of the inner northern suburbs:

Very satisfied
Satisfied
No opinion
Dissatisfied
Very dissatisfied

Speed of public transport services

Coverage of public transport

Public transport information availability

Space available on public transport

Standard of cycling facilities

Conditions for pedestrians

Amount of industrial and commercial land use

Density of residential development

Provision of open space, parks and gardens

Additional comments (please write to us separately if you need more space)

fold here

Please put me on the study's mailing list

Name _____

Email _____

fold here

Protection of heritage values

Car travel journey times

Road network congestion

Amount of truck traffic

Level of traffic noise

Pollution and air quality

Provision of parking facilities

Sense of community

Cafes/restaurants/entertainment facilities

Cultural events

Address _____

Suburb _____

Postcode _____

The Department of Infrastructure provides an assurance that details submitted will be treated confidentially and only be used for a mailing list for the Northern Central City Corridor Study.

Detach this page, fold and stick together before posting. No stamp is needed.