

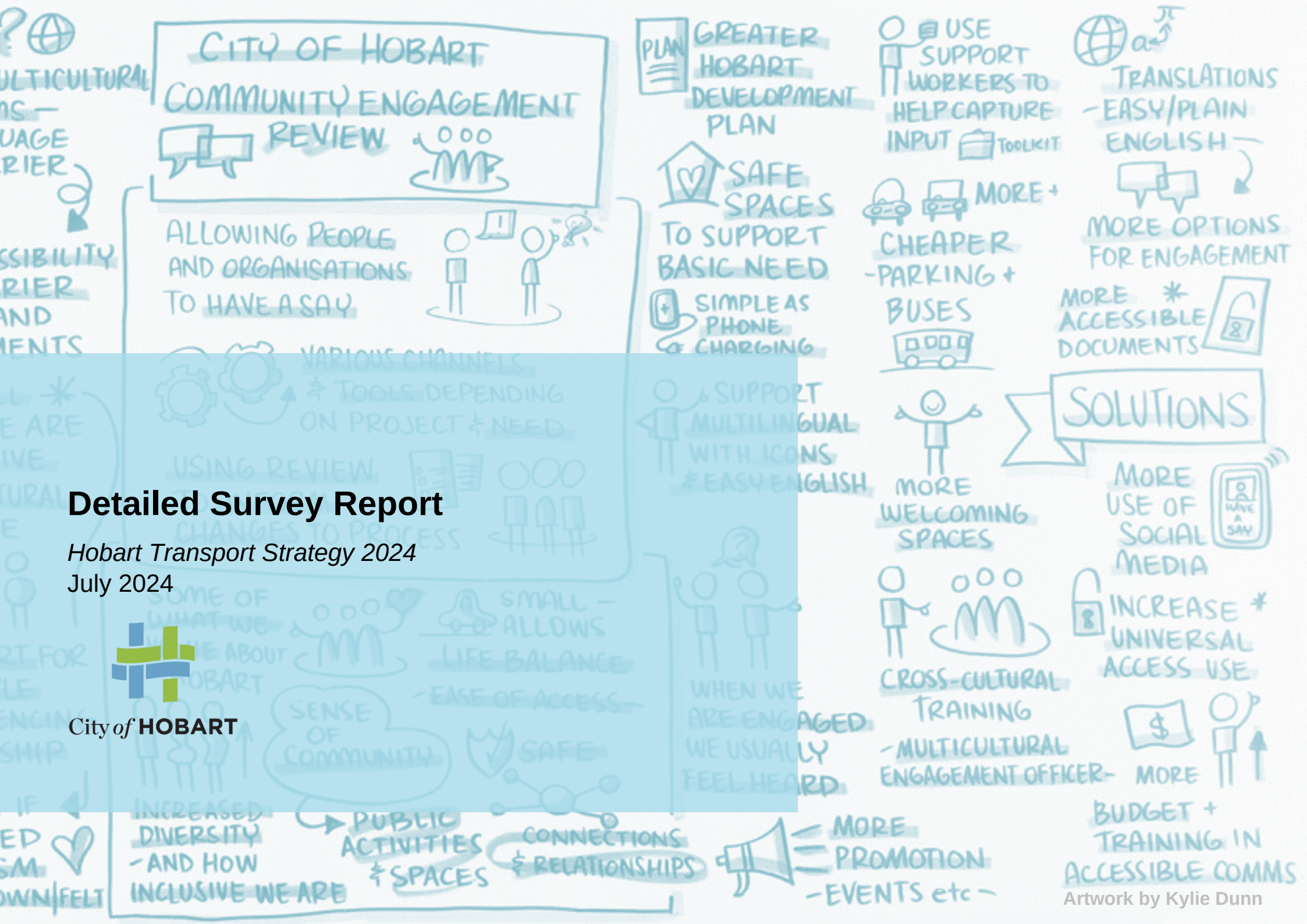
Detailed Survey Report

Hobart Transport Strategy 2024

July 2024



City of **HOBART**



Document Purpose

The City of Hobart is developing the *Hobart Transport Strategy 2024* (the Strategy) and the *Parking and Kerbside Management Plan*. To help inform the Strategy and prioritise the actions within it, the City invited the community to provide feedback on the draft Strategy. We sought this feedback through an online survey on Your Say Hobart. There was also a hard copy survey available. The survey was open from 1-31 May 2024.

This reports details everything we heard through this survey.

The survey had 13 sections separated to collect feedback on each theme in the draft Strategy. People could choose to skip questions or sections they didn't want to answer. The sections were:

- Encouraging and enabling behaviour change
- Safe and healthy streets for all
- Climate ready transport
- Emerging trends to enhance our city
- Walking
- Bike riding and micromobility
- Public Transport
- Driving
- Street space, function and management
- Freight and goods last mile connectivity
- Parking and kerbside management
- Additional feedback
- A bit about you (demographic information)

Contents

What we heard 4

Section 1: Encouraging and enabling behaviour change 4

Section 2: Safe and healthy streets for all.....4

.....5

Section 3: Climate ready transport.....6

Section 4: Emerging trends to enhance our city.....7

Section 5: Walking 8

Section 6: Bike riding and micromobility 9

Section 7: Public transport 10

Section 8: Driving.....11

Section 9: Street space function and management.....12

Section 10: Freight and goods last mile connectivity 13

Section 11: Parking and kerbside management.....14

.....14

All actions prioritised 15

Other feedback 19

Evaluation feedback.....29

Who we heard from 31

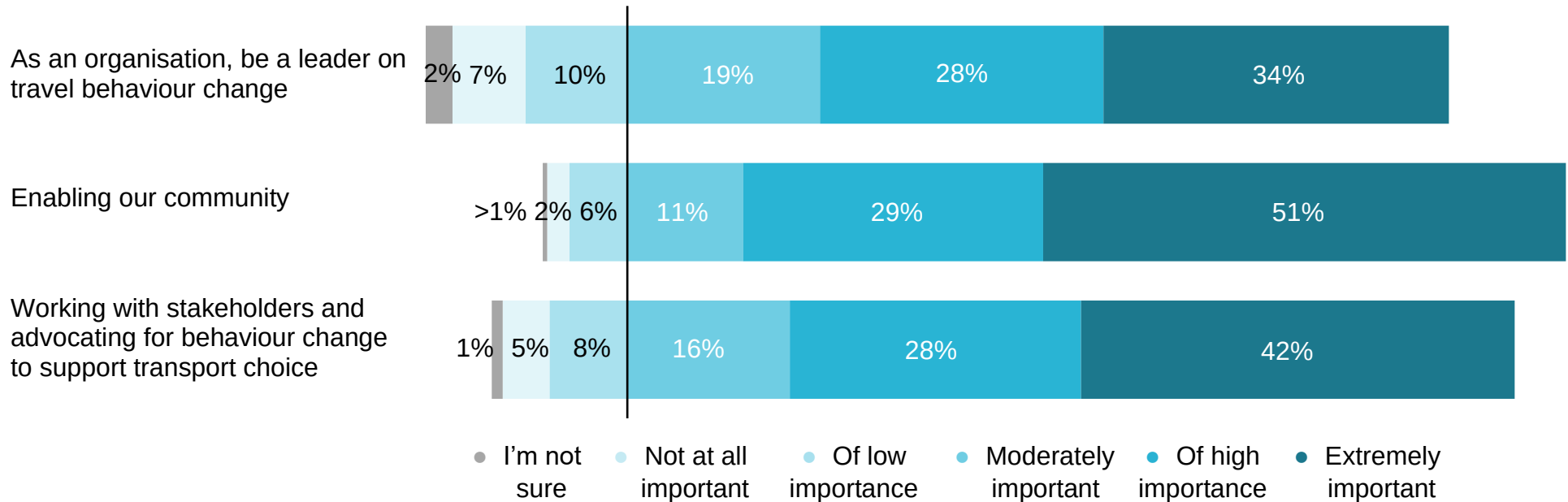
What we heard

466 people completed the survey either online on Your Say Hobart or hard copy.

The graphs in this section of the report show the percentage of people who indicated how important various actions were to them, with each colour representing a different level of importance. The vertical line in the graphs divide the data into those who felt the action was not important (left) and those who felt it was important (right). Key insights from the graphs are detailed below.

Section 1: Encouraging and enabling behaviour change

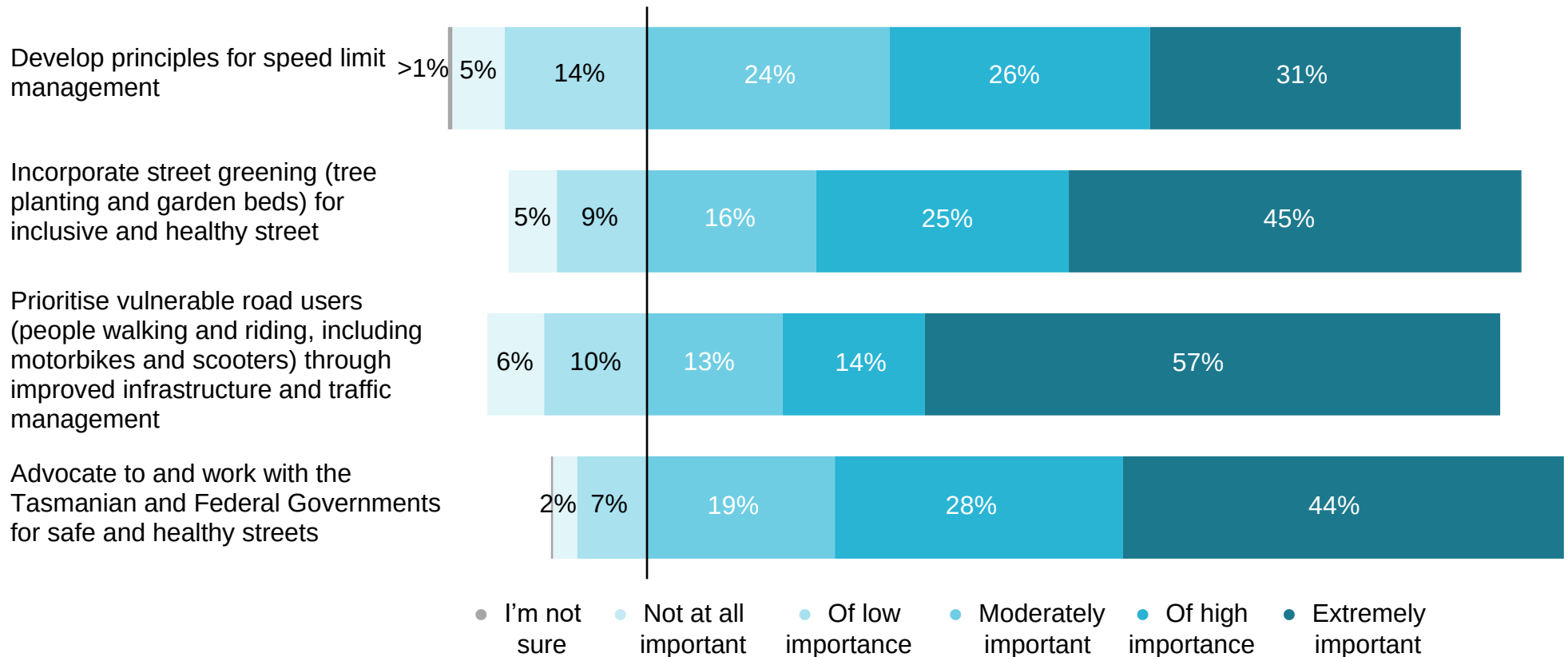
Q: How important are the following actions to you?



Most community members felt all three actions were generally important. *Enabling our community* was seen as the most important, with 51% of community members (235 people) indicating it as 'extremely important' and 29% (135 people) as 'of high importance'.

Section 2: Safe and healthy streets for all

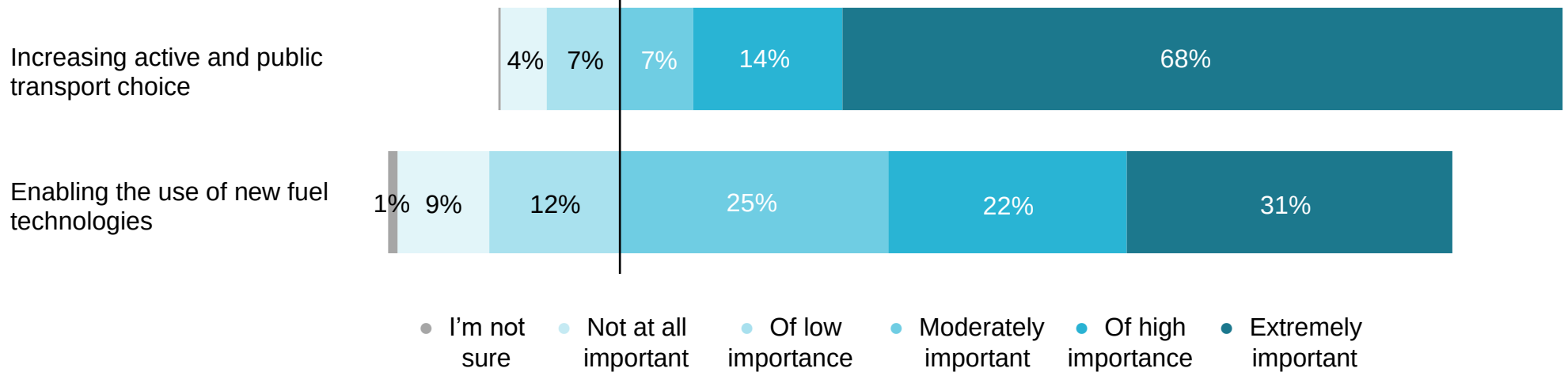
Q: How important are the following actions to you?



Most community members felt all four actions were generally important. *Prioritise vulnerable road users (people walking and riding, including motorbikes and scooters) through improved infrastructure and traffic management* was seen as the most important, with 57% of community members (263 people) indicating it as 'extremely important'. *Develop principles for speed limit management* was seen as the least important, with 19% of community members (89 people) indicating it as 'of low importance' or 'not at all important'.

Section 3: Climate ready transport

Q: How important are the following actions to you?

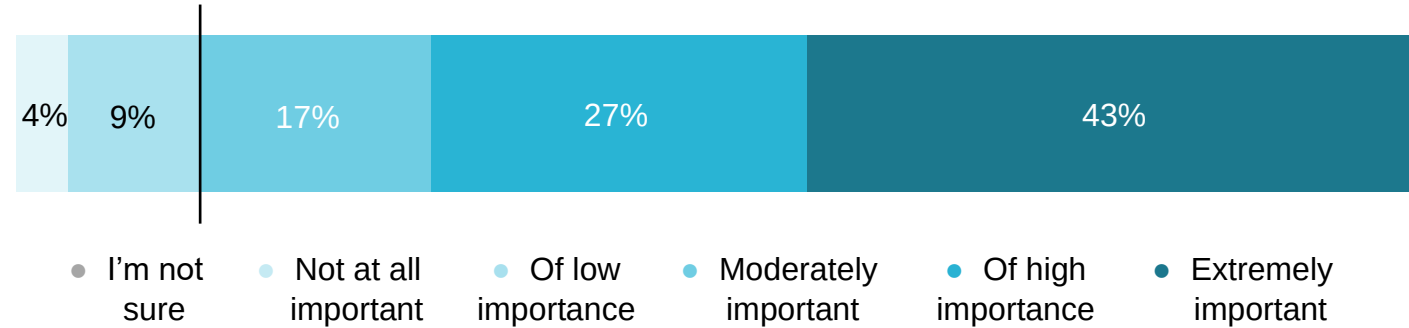


Most community members felt both actions were generally important. *Increasing active and public transport choice* was seen as 'extremely important' by 68% of community members (314 people), ranking this action second in importance among all actions asked about in the survey. *Enabling the use of new fuel technologies* was seen as one of the least important actions asked about in the survey, with 21% of community members (97 people) indicating it as 'of low importance' or 'not at all important'.

Section 4: Emerging trends to enhance our city

Q: How important are the following actions to you?

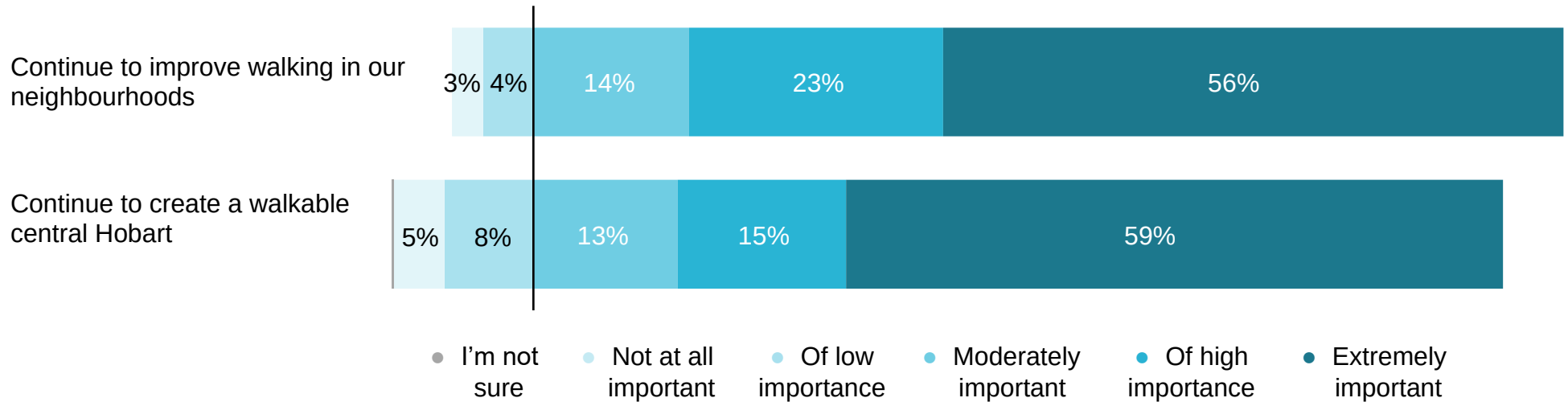
Supporting new transport innovations that deliver more transport choice for Hobart



Most community members felt this action was generally important, with 43% of community members (202 people) indicating it as 'extremely important' and 10% of community members (44 people) indicating it as 'of low importance'. No community members indicated 'I'm not sure' when answering.

Section 5: Walking

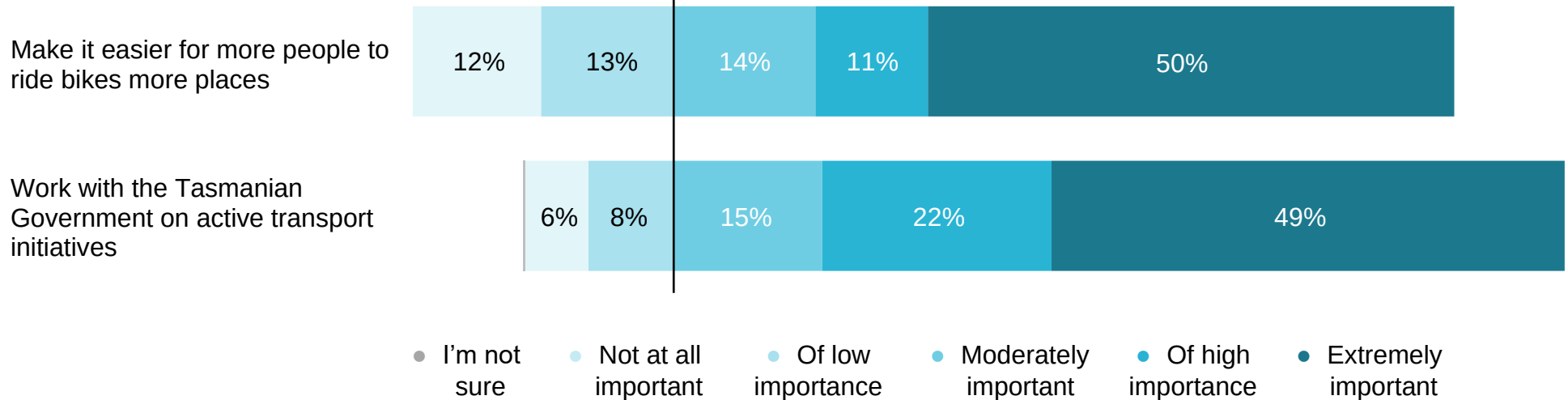
Q: How important are the following actions to you?



Most community members felt both actions were generally important. While *continue to create a walkable central Hobart* had a higher percentage of community members indicating it as 'extremely important' (59% or 273 people) compared to *continue to improve walking in our neighbourhoods* (56% or 259 people), more community members felt the former was 'not at all important' or 'of low importance'. This indicates that *continue to create a walkable central Hobart* received a more mixed sentiment overall.

Section 6: Bike riding and micromobility

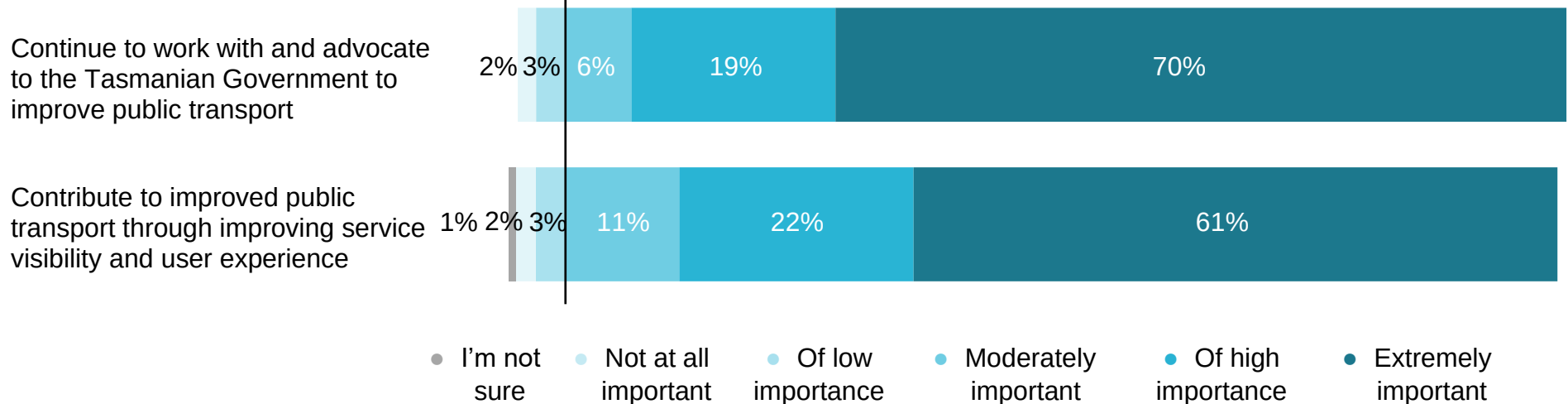
Q: How important are the following actions to you?



Most community members felt both actions were generally important. *Make it easier for more people to ride bikes more places* received a mixed sentiment with 50% of community members (234 people) indicating it as 'extremely important' and 12% of community members (57 people) indicating it as 'not at all important'. This is the second highest percentage of people indicating an action as 'not at all important' across the whole survey. *Work with the Tasmanian Government on active transport initiatives* was seen as generally important, with 49% of community members (228 people) indicating it as 'extremely important', 22% of community members (102 people) indicating it as 'of high importance' and 15% of community members (66 people) indicating it as 'moderately important'. This demonstrates that 86% of community members feel this action is important.

Section 7: Public transport

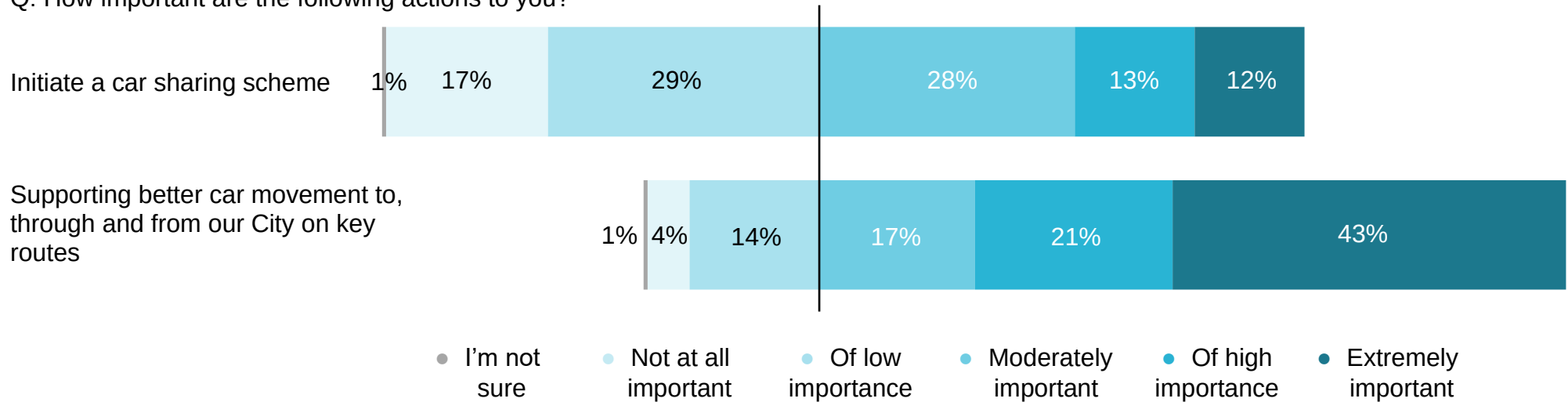
Q: How important are the following actions to you?



Most community members felt both actions were generally important. In fact, both actions were indicated as 'extremely important' by the largest percentage of respondents, placing them in the top three rankings overall out of all actions asked about in the survey. 70% of community members (322 people) indicated *continue to work with and advocate to the Tasmanian Government to improve public transport* as 'extremely important' and 61% of community members (283 people) indicated *contribute to improved public transport through improving service visibility and user experience* as 'extremely important'.

Section 8: Driving

Q: How important are the following actions to you?

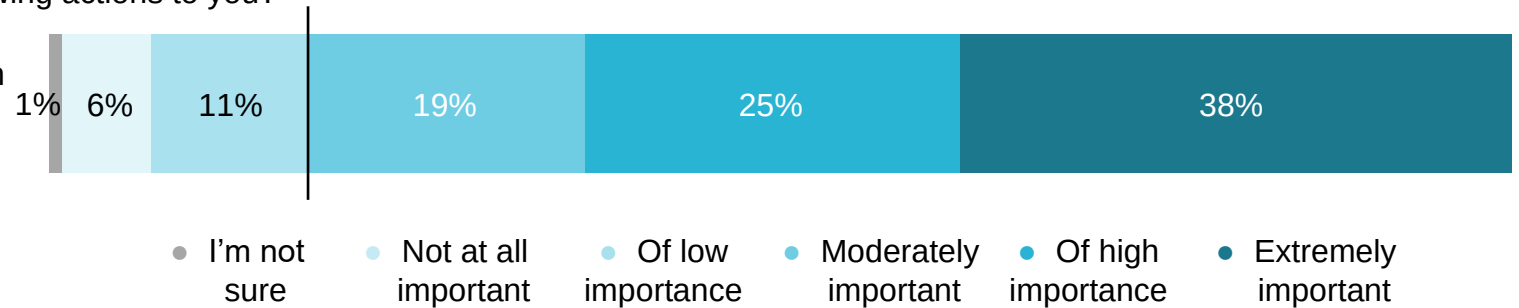


Most community members felt *supporting better car movement to, through and from our City on key routes* was generally important, with 43% of community members indicating it as 'extremely important'. *Initiate a car sharing scheme* was the lowest rated action overall out of all actions asked about in the survey, with 53% of community members (243 people) indicating it as 'moderately important' or higher and 46% of community members (217 people) indicating it as 'of low importance' or lower.

Section 9: Street space function and management

Q: How important are the following actions to you?

Balance street space allocation
for all transport modes

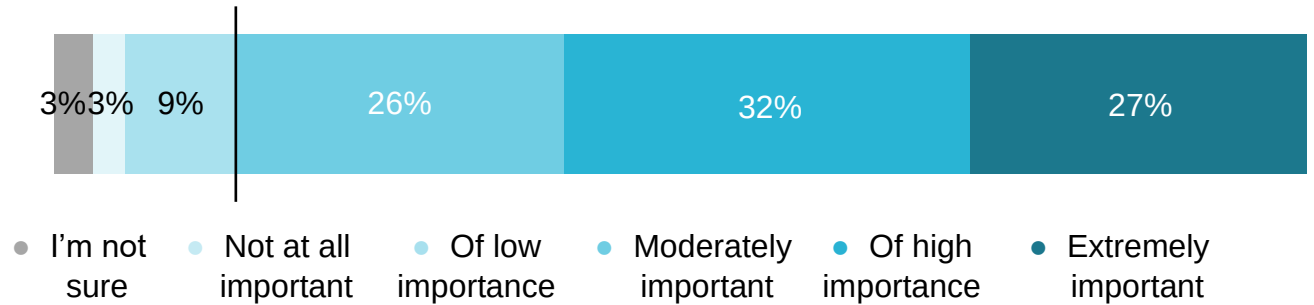


Most community members felt this action was generally important, with 82% of community members (382 people) indicating it as 'moderately important' or higher and 17% of community members (78 people) indicating it as 'of low importance' or lower.

Section 10: Freight and goods last mile connectivity

Q: How important are the following actions to you?

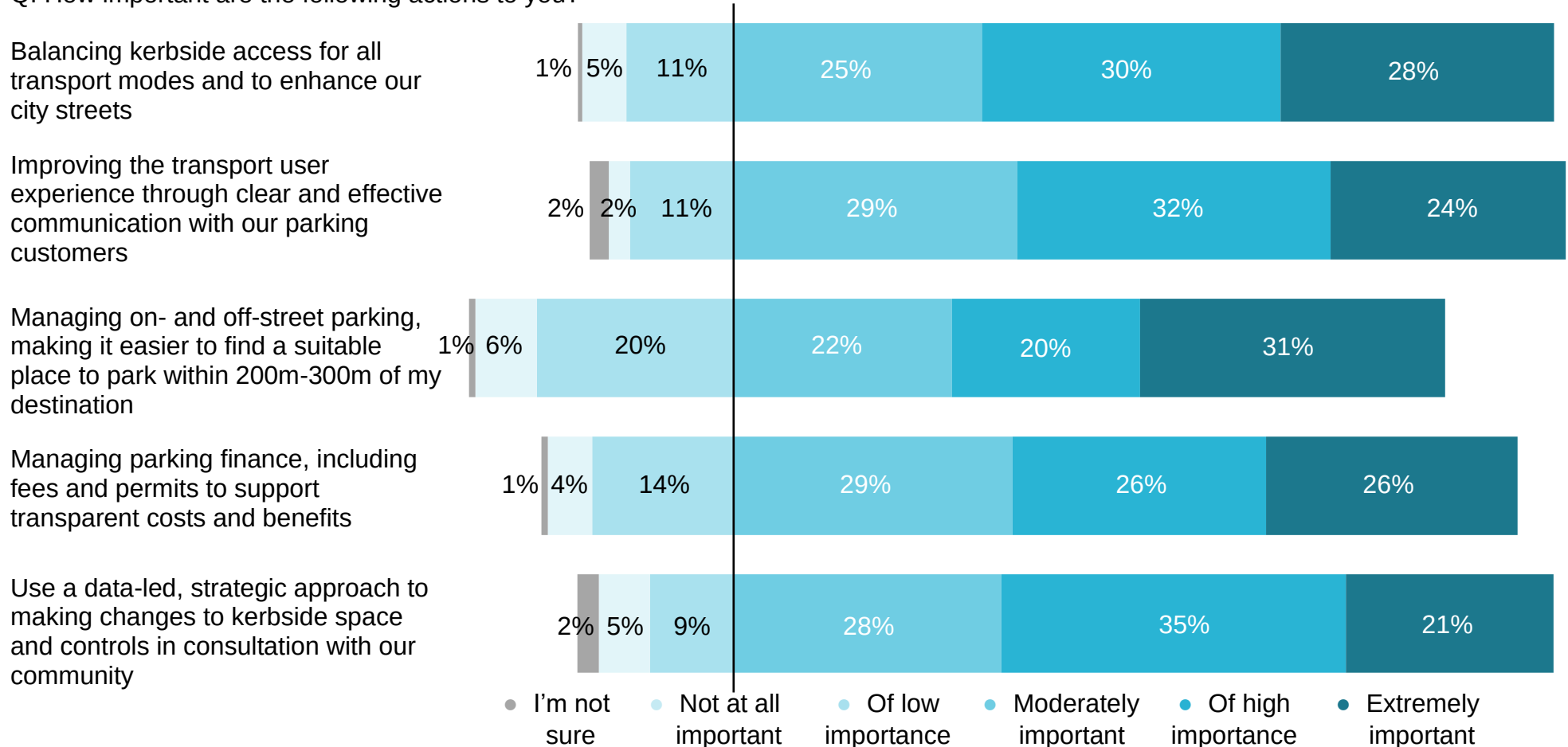
Facilitating 'last kilometre' freight delivery to be efficient, environmentally sustainable and supportive of our local business needs



Most community members felt this action was generally important, with 85% of community members (395 people) indicating it as 'moderately important' or higher and 12% of community members (53 people) indicating it as 'of low importance' or lower. This action had the highest number of respondents indicating 'I'm not sure' overall out of all the actions asked about in the survey, with 3% or 14 people.

Section 11: Parking and kerbside management

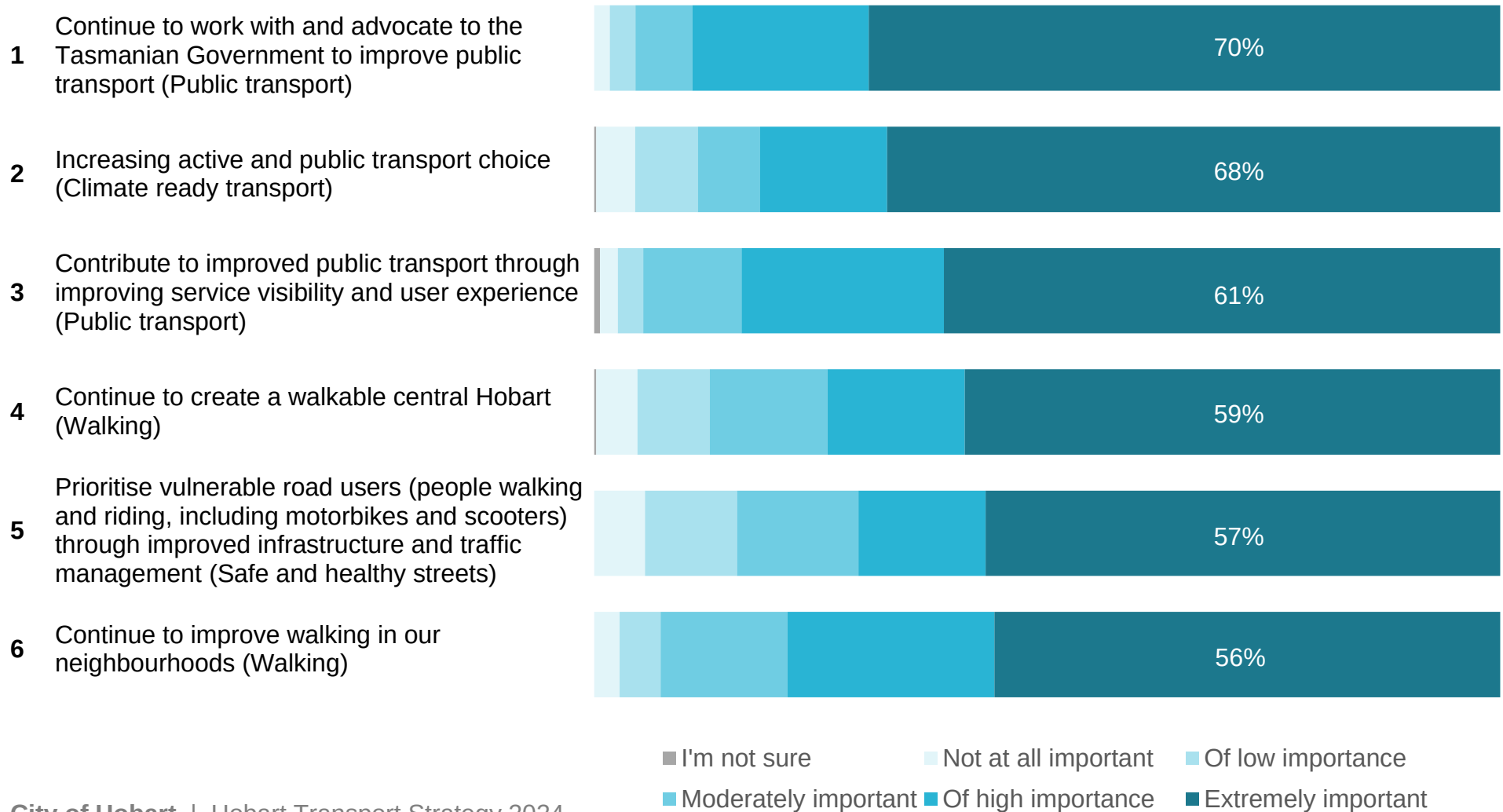
Q: How important are the following actions to you?

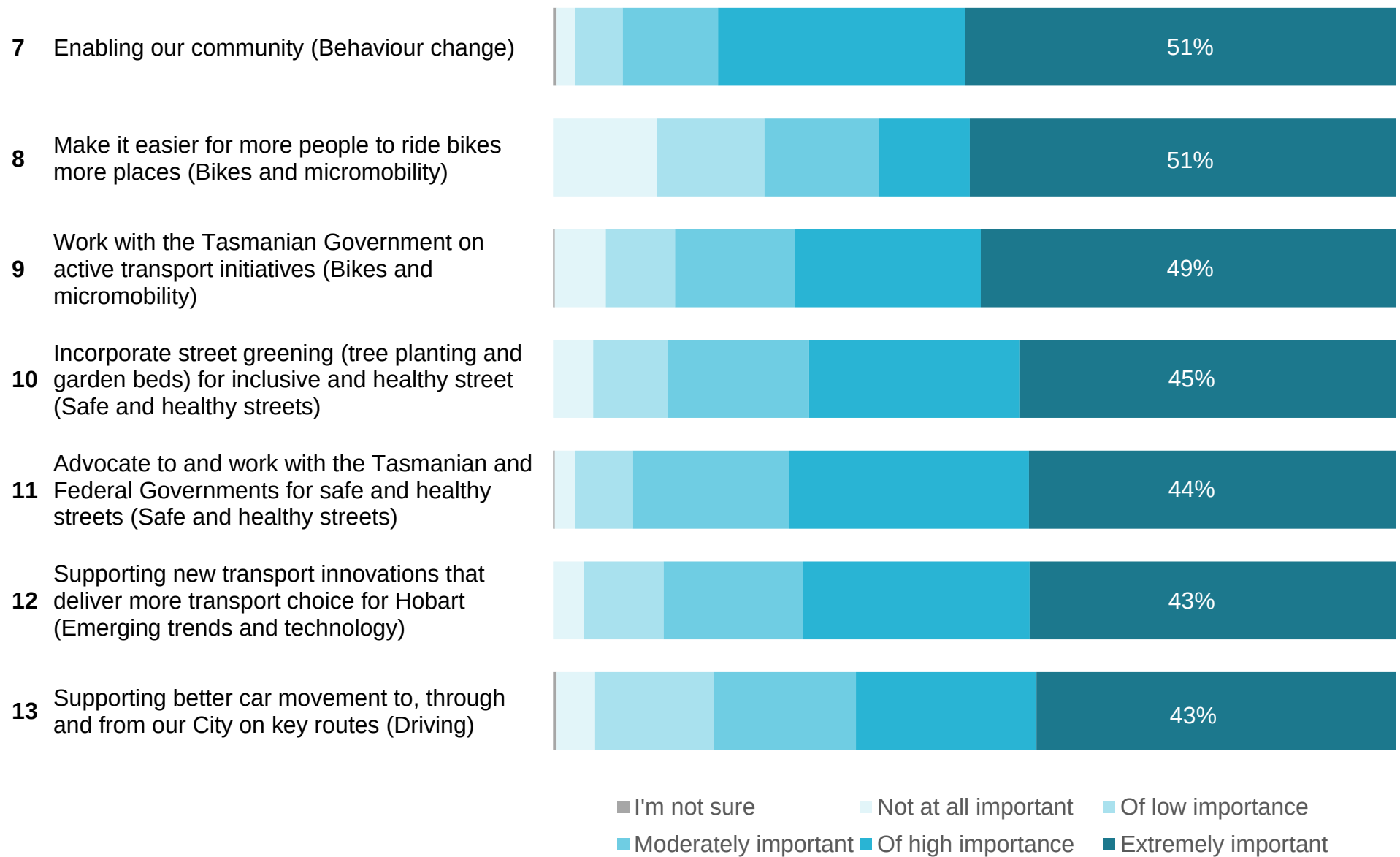


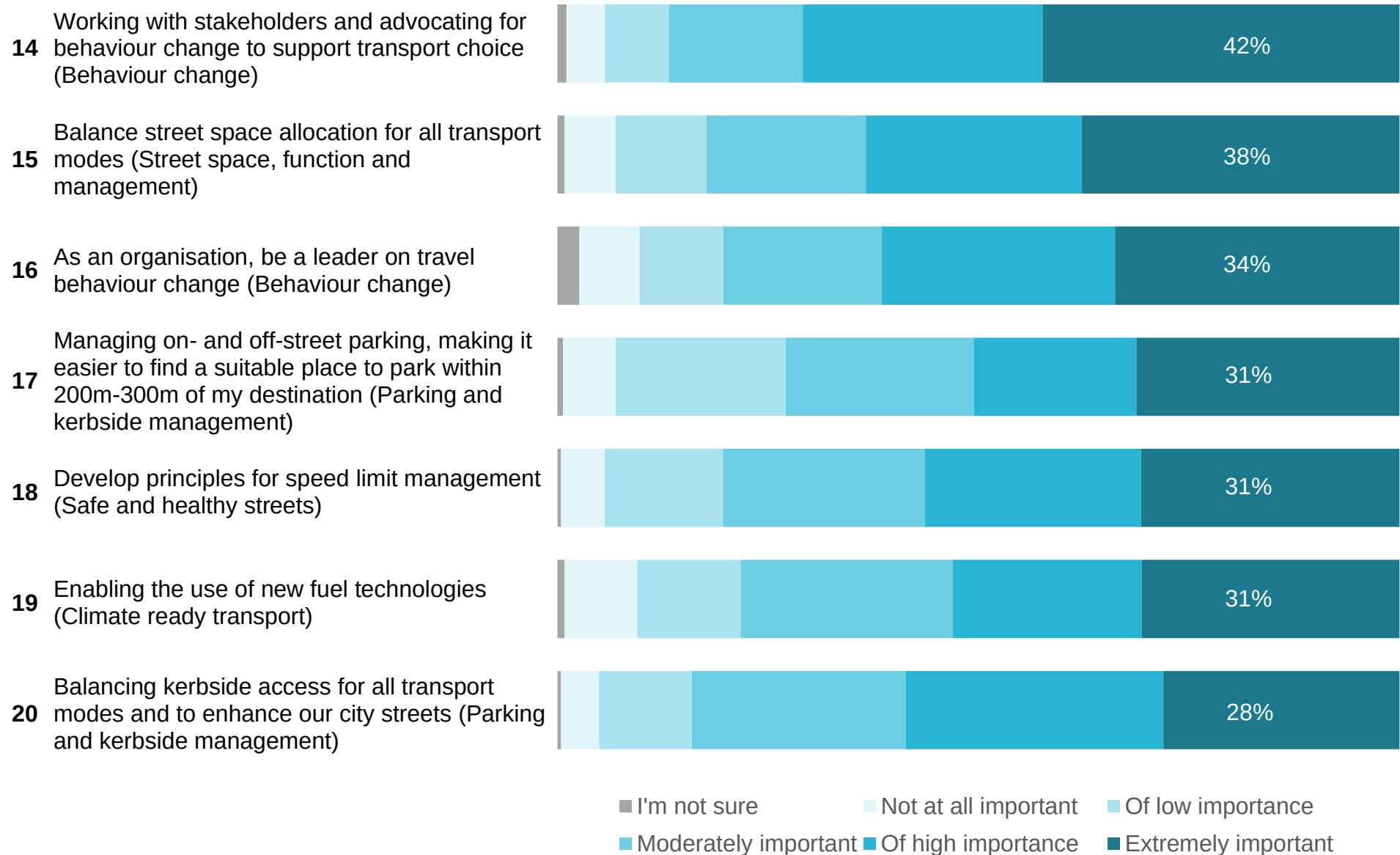
Most community members felt all five actions were generally important. *Managing on- and off-street parking, making it easier to find a suitable place to park within 200m-300m of my destination* received mixed sentiment, with 73% of community members (336 people) indicating it as 'moderately important' or higher and 26% of community members (122 people) indicating it as 'of low importance' or lower.

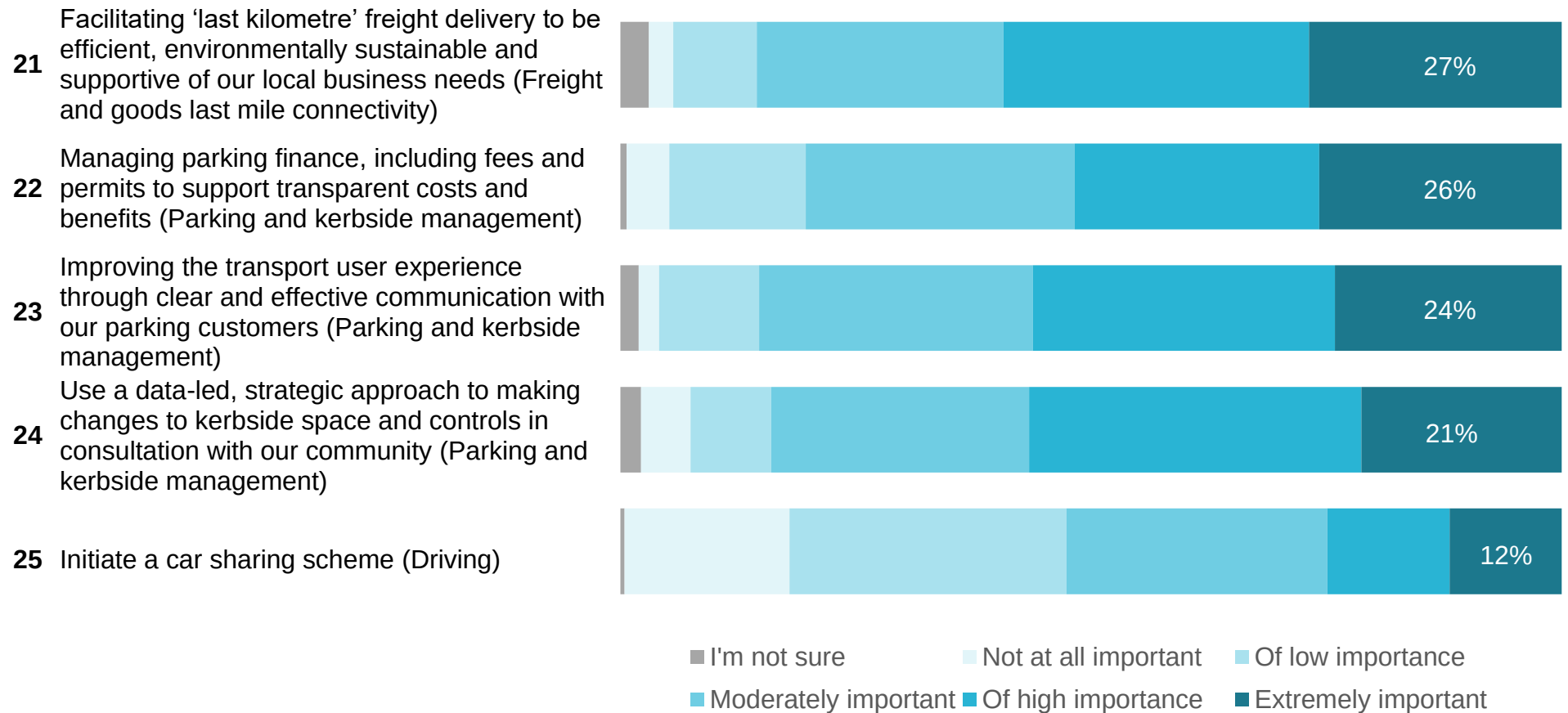
All actions prioritised

Over all sections, there were 25 actions in total that we asked people to indicate the importance to them. Below these are prioritised from 1-25, ranked on the percentage of people who rated the action as 'extremely important'









Other feedback

The survey also provided people with an opportunity to give more general feedback to the draft Strategy and draft *Parking and Kerbside Management Plan* through open text-box responses. A total of **517** written responses were received through Your Say Hobart along with an additional **18** email responses. These responses have been analysed by the project team to:

- Understand community sentiment across a range of transport topics
- Understand the concerns and needs of our community
- Inform the final Strategy to reflect community aspirations

Open responses were also categorised more broadly to reflect how people felt about the Strategy's intent. These categories were:

- Unsupportive – 113 comments (shown in the graph below as **red**)
- Neutral or mixed support – 167 comments (shown in the graph below as **grey**)
- Supportive – 237 comments (shown in the graph below as **blue**)



Other things we heard about in the open responses (both via the survey and via email) and how they've influenced the final documents are tabled below under the Strategy themes:

Walking

What we heard our community wants	What's changing as a result
Better pedestrian infrastructure and amenity (44 comments)	Priority actions will address pedestrian infrastructure and amenity improvements both in our city centre and local neighbourhoods.
Improvements to support people with disabilities and older people accessing our city streets (26 comments)	We have added more inclusive language through the Strategy to address the unique challenges faced by older people and those with disabilities. Specific actions that may particularly benefit these groups have also been highlighted.

A new action has been added:

- *Involve the City's Access Advisory Committee in ensuring all transport policies, programs and projects can be actioned and implemented through the lens of equal access (Action 19)*

"I would love to see wider footpaths and fewer car lanes, enabling walking and bike riding separated from cars. I do drive and I do walk. And I often walk with a wheelchair companion."

Bike riding and micromobility

What we heard our community wants	What's changing as a result
More bike infrastructure and the prioritisation of bicycles in allocation of street space (66 comments)	The City will develop a Hobart Bike Plan which will identify priority routes for a connected network. The community's desire for more bike infrastructure and prioritisation of bikes in street space is reflected in the following priority actions in the Strategy: • <i>Connect and protect key strategic bicycle routes, including projects for Collins Street and Augusta Road (Action 39)</i> • <i>Deliver a City of Hobart Bike Plan (Action 46)</i> The following priority actions are included in the Parking and Kerbside Management Plan: • <i>Expand bike parking, including secure bike parking in our CBD and neighbourhood centres (Action 7)</i> • <i>Develop a kerbside management strategy for key routes in and around the city to enable reallocation of kerbside space for active and public transport (Action 3)</i>
Less bike infrastructure and less investment into the future (24 comments)	No change. The City of Hobart does not currently have sufficient bicycle infrastructure to support the strategy objective to deliver transport choice. Key routes such as Collins Street, Augusta Road and Sandy Bay Road have the potential to create a connected core bicycle

	network, as identified in a number of strategic documents endorsed by the City of Hobart. It's worth noting that the City seeks funding for bicycle infrastructure from state and federal grant programs targeted to delivery of active transport infrastructure. A number of the comments concerned with investment in bicycle infrastructure occurred following media attention and key stakeholder engagement on proposed bicycle lanes for Collins Street. These comments were passed to the project team for inclusion in future engagement analysis for that project.
Better bicycle parking including secure parking (17 comments)	Additional wording has been added to existing actions in both the Strategy and <i>Parking and Kerbside Management Plan</i> to include reference to secure bicycle parking.
Improved management of e-scooters, including parking (14 comments)	No change. The Parking and Kerbside Management Plan includes the following action: <i>We will apply designated parking for hire and ride micromobility in built up areas and use data and place information to inform appropriate locations (Action 14)</i> . The City of Hobart will engage directly with stakeholders in determining suitable designated parking areas.

"I have seen within our own community the significant uptake of e-bikes in the past decade. Many parents can be seen shuttling their children around on cargo bikes, to child-care, school, sports training, music classes and the like. I've also seen the uptick in cycling to work, through the Councils progressive improvement of the Rivulet Track. I am confident, based on significant international and interstate evidence, with the introduction of protected lanes there will be increased mode shift. I am very pleased the Council is looking to facilitate this much needed change."

"Stop with the obsession on bike lanes. Council should be supporting businesses in the CBD as a priority and they need car parking for patrons. Build some good bike paths in our parks instead!"

"There needs to be clarity that parking includes safe and secure bicycle parking, that accommodates e-bikes and cargo bikes."

Public transport

What we heard our community wants	What's changing as a result
Improvements to the bus network including: • Service frequency • Pricing • Routes (including outside of Hobart LGA) (94 comments)	Public transport is a clear priority for our community, recognising the importance of a viable options to support mode choice. Key concerns such as service frequency, pricing and routes are the responsibility of the Tasmanian Government. Therefore, the City of Hobart will advocate on behalf of its community for a review of public transport in Greater Hobart to address these key concerns.
Introduction of rail, including light rail, in the greater Hobart area (36 comments)	The public transport section of the Strategy has been reviewed and simplified to clearly define roles and responsibilities and highlight advocacy priorities for the City of Hobart. This approach aligns with community sentiment, acknowledges the City's role and emphasises collaboration with the Tasmanian Government.
An expanded ferry network to support transport choice (25 comments)	The City of Hobart will continue to support the expansion of the ferry network through our priority action: • <i>Working with the Tasmanian Government on active transport connectivity to new ferry terminals is identified as a key priority action (Action 50)</i>

"The biggest discrepancy between Hobart and other cities, is with public transport. This is where the focus should be, benefits for everything else (multi-mode transport, commerce/shopping areas etc) flows on from this."

"Without alternative public transport, cars are a necessity. A large number of workers in the CBD live outside the City. The only way from north to south is through the city."

Driving

What we heard our community wants	What's changing as a result
Cars to be less prioritised in Hobart's transport network (20 comments) Cars to be more prioritised in Hobart's transport network (19 comments)	We received mixed feedback on the prioritisation of private vehicles in our transport network. It's important to note that the central pillar of the Strategy is to deliver transport choice for Hobart. Cars will continue to be an important part of the transport mix in Hobart. The Inner Hobart Network Operations Plan and movement and place principles will support our decision making on where to prioritise different transport modes.
Restriction of cars within the city core, including designated car free zones (13 comments)	Hobart currently has two 'car free zones' – the pedestrian mall, and Salamanca Place on market days. These zones are effective and well-loved places for people. Other cities in Australia and around the world use car-free days to demonstrate the broad benefits of removing cars from select high pedestrian and economic activity areas. The following actions which address these comments are included in the Strategy: • <i>Identify opportunities to promote active transport and collaborate with community and stakeholders through public events and activations (Action 5)</i> • <i>Allocate street space for public and active transport, and for people to spend time, aligned with movement and place principles (Action 65)</i>
Better traffic flow (12 comments)	The Inner Hobart Transport Network Operations Plan (TNOP) outlines the strategic, connecting, and local road classifications for different users of the network, including general traffic and freight. Corridors identified as priority roads for vehicles include Macquarie Street, Davey Street, Liverpool Street, the Tasman Highway, and Brooker Avenue. The following action has been identified as a key priority action to deliver on this theme: • <i>Work with the Tasmanian Government to review signal operations and support traffic flow on key routes (Action 63)</i>

Lower speed limits (9 comments)

The City of Hobart has lowered speed limits in our CBD and in neighbourhood centres in recent years to support vulnerable road user safety and create places for people.

- The following action has been identified as a key priority action to continue to deliver on this:
- Trial an area-wide speed limit reduction to inform a Speed Limit Reduction Policy (Action 13)

“Cars are impractical transport for commuters from the suburbs to the city. They should be replaced in urban areas with public transport”

“We must move away from our car-centric world to allow the city to continue it's population expansion while maintaining efficient transport, as well as benefiting climate change and human mental and physical health. There will be push back, but it's time to be strong and make these exciting progressive decisions.”

“Roads would be safer if the traffic could flow better and this can only be achieved by wide, open roads with no obstacles (eg pedestrian crossings, trees, bulbed kerbs). If you want to limit traffic in the city, spend money on infrastructure and a ring road so people don't have to transit through the city.”

Street space function and management

What we heard our community wants

Opportunity for reallocating street space away from parking towards other uses, including the micro-economic benefits of street space reallocation (40 comments)

What’s changing as a result

- Actions which are included in the Strategy that address these comments include:
- Establish the baseline of the current street space allocation throughout the City and share this information with our community and stakeholders (Action 64)

- Consider ways to align the current street space allocation to support aspirational mode share for Hobart and Movement and Place principles (until a national framework is available). Implement changes where this does not align (Action 65)

“The real estate parking takes up can be much more valuable to the community that for use by a single vehicle. Making our CBD a destination, more vibrant and welcoming is more important for me that having a space within the CBD to leave my car. Spaces that invite families and children into the CBD.”

“I think more kerbside space should be allocated from car parking to public space, bicycle parking, dining and vegetation, this in conjunction with more bicycle lanes and pedestrian facilities will create welcoming and enliven city spaces. Car parking can be off-street in strategic locations.”

Parking and kerbside management

What we heard our community wants	What’s changing as a result
Perception that parking is undersupplied (20 comments)	No change. Parking in Hobart is provided both on and off-street. In busy activity centres, such as the city centre, demand for parking is higher than what most people are used to across Greater Hobart. The City charges fees to manage parking demand and ensure availability of car parking spaces in high-demand locations. While on-street parking spaces are in high demand due to their convenience, these are a finite resource and cannot be expanded upon.
Perception that parking is oversupplied (8 comments)	<i>The Parking and Kerbside Management Plan</i> includes key priority actions to better utilise our off-street parking to manage demand, for example: • Conduct a review of current City-managed off-street parking locations and identify suitable longer-term locations for public short and long stay facilities (Action 21)

Cheaper parking (13 comments)	Parking fees vary across the city according to the value of the space being provided. The following priority action has been included: • <i>Trial removing time limits for paid parking where price has been adjusted to demand in a suitable location (Action 27)</i>
Opportunity to utilise off-street parking for city wide benefits (12 comments)	Encouraging use of our off-street car parks through improved user experience is identified in the <i>Parking and Kerbside Management Plan</i>. The following priority action has been included: • <i>Implement numberplate recognition to improve the user experience in our off-street car parks (Action 20)</i>
Protection of residential parking needs in inner-city areas (11 comments)	The following priority action has been included: • <i>Review our residential parking permit policy to align with the principles of the Parking and Kerbside Management Plan (Action 30)</i>
More motorbike parking, including location and availability (11 comments)	The following priority action has been included: • <i>Undertake an audit of motorcycle parking provision and use this to better understand demand and supply and inform action (Action 13)</i>

“As a resident in an inner residential zoned property my thoughts are probably different to a commuter, but I don’t think that parking should be too easily available in the City (except for Disabled people).”

“There is already insufficient car parking in the city. Reducing parking and access for motor vehicles will only drive business away from the City.”

“Much less of a focus on parking would be good. The entire city is already built around the assumption that one will drive. Provide alternatives, and facilitate them.”

Other comments

What we heard	Our response
Impact of school travel on the transport network and the opportunity for behaviour change (10 comments)	A number of actions are included in the Strategy to support active travel to school and minimise the impacts of school travel on our broader network: • <i>Support behaviour change initiatives with schools through School Access Travel Plans, including trialling a behaviour change event with one of our School Access Travel Plan partner schools (Action 7)</i> • <i>Support children's active travel to school through development of School Active Travel Plans (Action 30)</i>
Better management of loading zones across the City (10 comments)	A number of actions are included in the Strategy to support important loading functions for our city: • <i>Investigate a local freight exchange in a central location in collaboration with key stakeholders (Action 69)</i> • <i>Review loading zone availability and operation across the City, and identify strategic locations for additional loading space in collaboration with key stakeholders (Action 71)</i>
Impacts of large vehicles on our streets and parking areas (10 comments)	Cities around the world have seen an increase in larger vehicles, and are generating solutions to manage the impacts of larger vehicles on public space, including parking spaces. Local Governments must consider the impacts of these vehicles in balance with consumer choice and the broader state and national legislative frameworks which limit our ability to prevent vehicles of any particular type. Our actions to the theme 'Emerging Trends to Enhance our City' will inform our response to the growth of large vehicles: • <i>Continue to monitor the principles to enable the City to be agile in its response to new transport innovations and trends as they arrive that are not covered by existing policy or legislation (Action 27)</i> • <i>Use data to inform decision-making for new and emerging technologies that can support the objectives of this strategy (Action 28)</i>

Vulnerable road users' safety to be prioritised (7 comments)

A number of actions throughout the Strategy support vulnerable road user safety – refer to the following themes and their corresponding actions:

- Safe and Healthy Streets
- Walking
- Bike Riding and Micromobility.

"I look forward to increased transport choice for me and my family. I would love to feel like my children could safely cycle around Hobart city and to and from school - currently not the case."

"Put more emphasis on pedestrian safety, especially with an aging population."

"Higher parking fees and specialised spaces are required for extremely large SUV vehicles - these need to be managed in a different way to the regular size vehicle. It is obvious that these vehicles outsize the current parking spaces around Hobart. oversized vehicles that don't fit in a standard car space and are not made to travel down narrow, inner-city streets should be charged proportionate parking fees based on a vehicle's size."

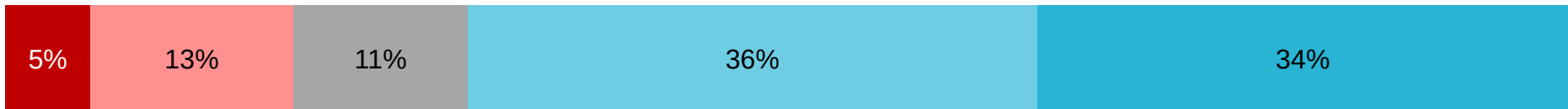
Evaluation feedback

Q: To what level do you agree with the following statements?

I had the information I needed to complete this survey



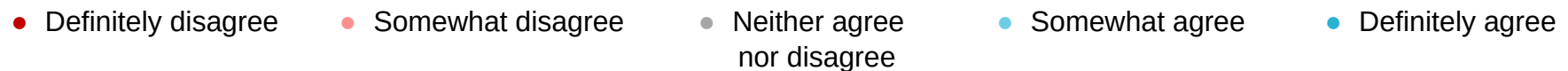
The survey questions were easy to understand



I feel the opportunity for feedback on this project is genuine



The draft Strategy and supporting documents have given me a greater understanding of transport opportunities and challenges in Hobart



Q: Is there anything else you would like to say about this survey?

Other things we heard about the survey design or intent are grouped by theme below.

General dissatisfaction

We heard from 29 people that they were dissatisfied with the scope of the survey, the way the survey was written or with the intent of the survey. An additional 19 people felt the survey questions were leading, biased or designed to support a preconceived outcome. 12 additional comments questioned the impact of the survey data. We also heard some suggestions including:

- Use less jargon
- Make questions more specific
- Allow more open responses
- Allow ranking of issues / priorities
- Ensure the survey is representative
- Ensure the survey is accessible
- Promote the opportunity for engagement widely

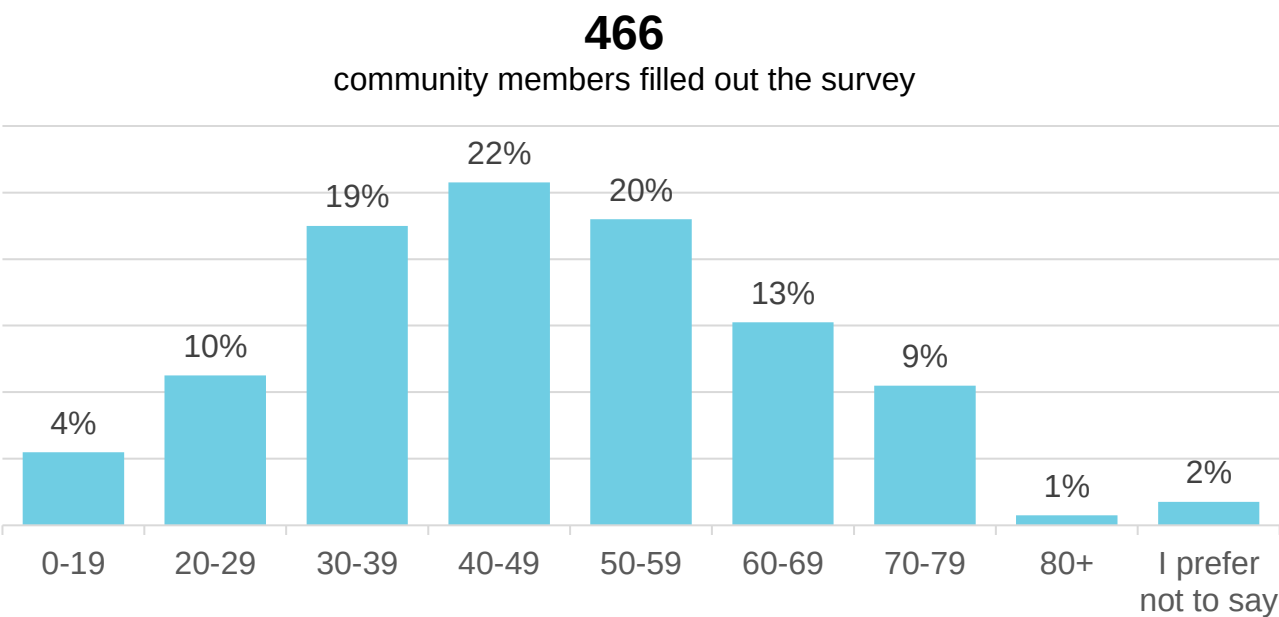
General satisfaction

We heard from 13 people that they were satisfied with the survey or were happy to be given the opportunity to provide feedback on the draft documents.

“The questions are difficult to answer without referring to the transport strategy document which will reduce feedback from the general public”

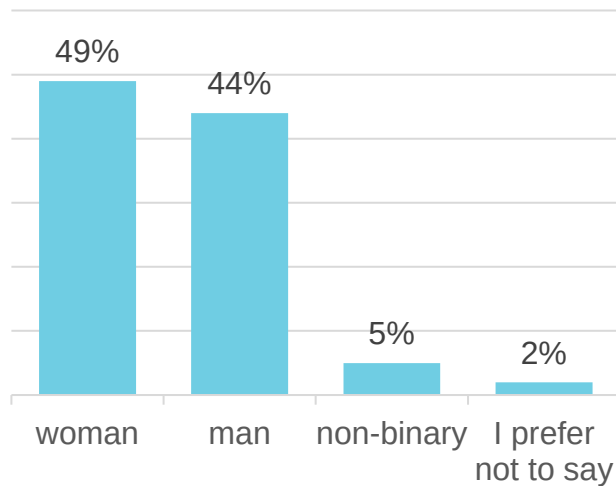
“We are pleased to have been given the chance to be involved but hope you genuinely use this feedback where possible in the outcomes”

Who we heard from



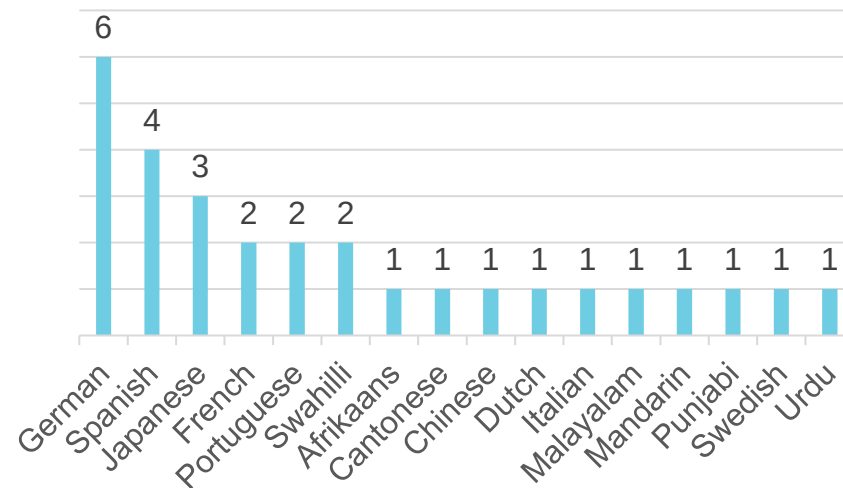
age range

The survey captured responses from community members across all age groups. The greatest number of people (285 people representing 61%) fell within the age range of 30 to 59 years old. 7 people (2%) chose not to indicate their age



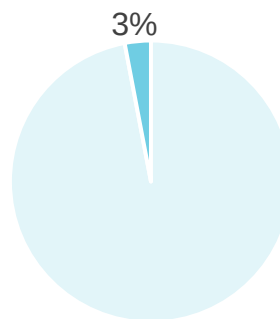
gender

49% were women, 44% were men, 2% were non-binary and 5% chose not to indicate their gender



languages

9% or 39 community members spoke a language other than English at home

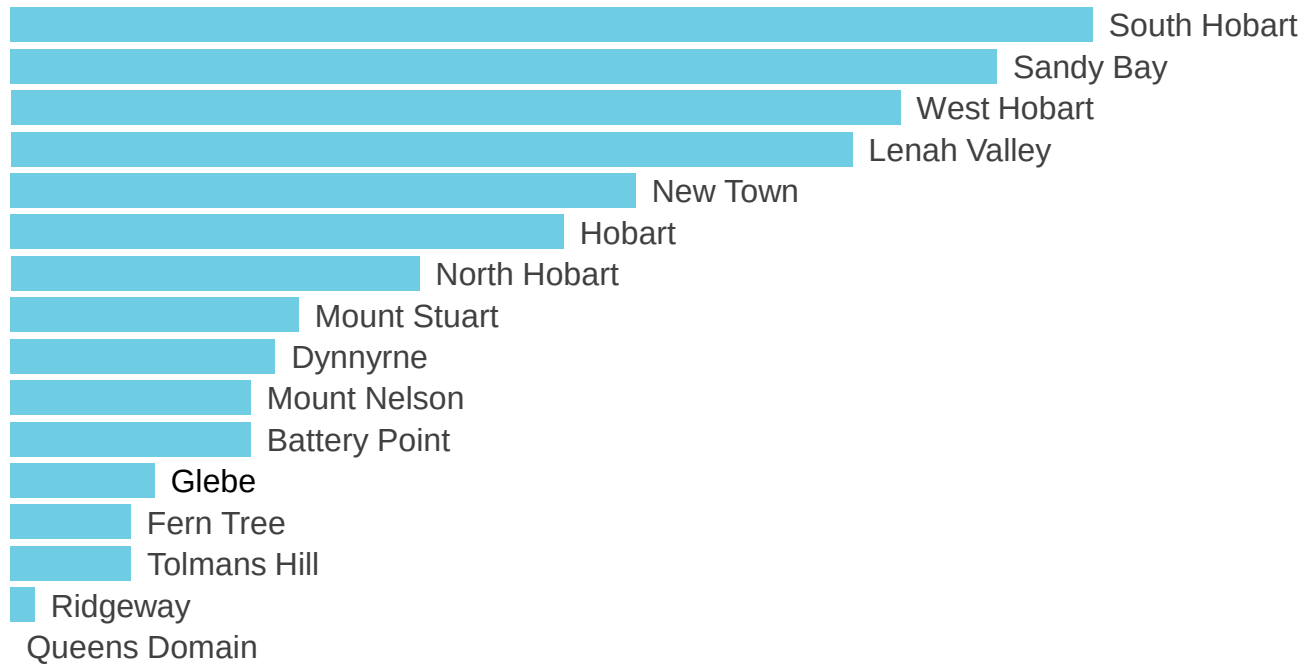


13

community members (or 3%) identified as Aboriginal or Torres Strait Islander. 29 people (6%) preferred not to say

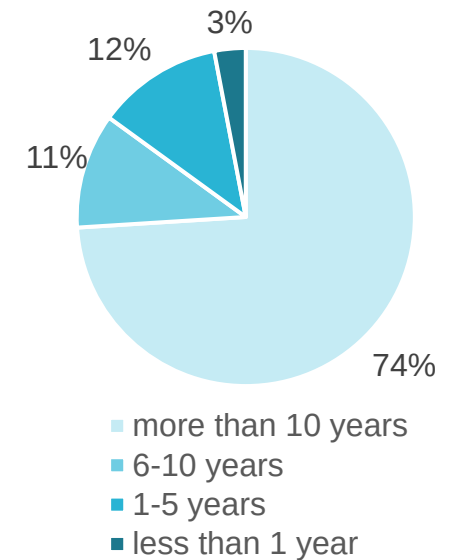


61% of community members lived in Hobart



The survey captured responses from residents across all suburbs within Hobart except Queens Domain. The largest group of people were from South Hobart which made up 16% (45 people) of all the community members residing in Hobart

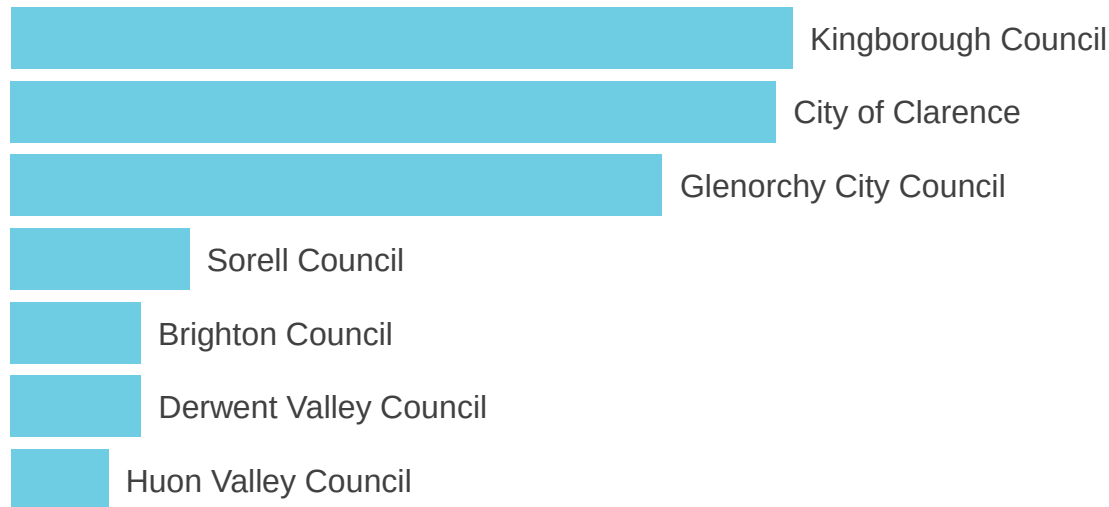
How long have you lived in Hobart?



74%
of community members
(205 people) have lived in
Hobart for more than 10 years

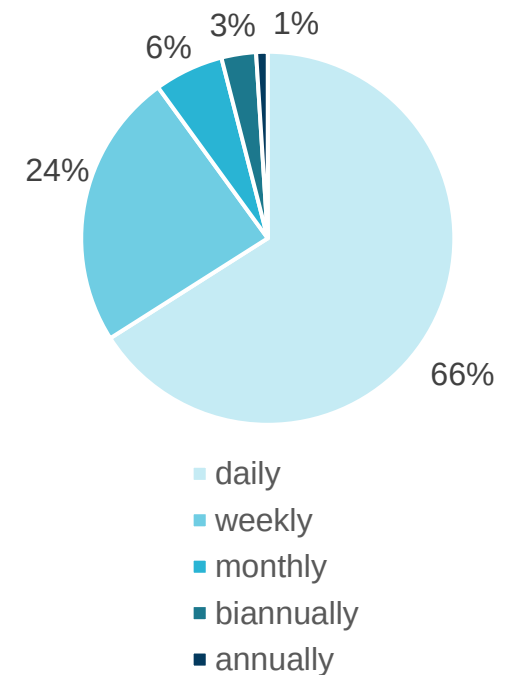


36% of community members lived in surrounding areas



The survey captured responses from residents across all surrounding local government areas (LGA). The largest group of responders were from Kingborough Council (48 people) and City of Clarence (47 people). These collectively made up 57% of all community members residing in surrounding areas

How often do you visit Hobart?



66%
of community members (119 people) visit Hobart daily