

# A mobile accessible city



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accessible city

A social, inclusive  
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# Summary



## Engagement overview

In 2018, the City of Launceston (Council) embarked on an 18-month program called Tomorrow Together. The program supports Council to engage with community and stakeholders on over 40 city-shaping and regionally significant projects.

Tomorrow Together is designed around six overarching themes. This report provides a summary of the conversations hosted as part of the fourth theme - A Mobile and Accessible City. The engagement activities were designed to understand how people currently move around the city and the community's ideas and aspirations for how Launceston can be a more mobile and accessible city. This engagement focused on key topics including active and public transport, safety, parking, freight and street design.

Between December-2019 and March-2020 the community were provided with the opportunity to have their say both online and through face-to-face engagement activities.

Council, in collaboration with the Department of State Growth and the University of Tasmania, hosted the 'Open Streets' major event on Saturday 7 December 2019 in the Launceston CBD. This event was aligned with the annual Lions Club Christmas Parade, with a section of St John Street (between York Street and Paterson Street) and The Avenue closed, to traffic to allow the public to enjoy a pedestrian-only street experience in the centre of Launceston. The event brought in people from across Launceston and provided the opportunity for the public to have their say on the topic through fun and interactive activities. The event also gave the community access to information and representatives from Council's City Development team and the city's bus network operator MetroTas.

The community was also given the opportunity to have their say online through the 'Your Voice Your Launceston' online engagement platform. This platform included the opportunity to engage through a survey and mapping tool. The mapping tool allowed members of the community to map their experiences of travelling around Launceston as well as provide ideas for making Launceston a mobile and accessible city.

This report provides a summary of participant comments and ideas gathered through the engagement.



**Roll over this icon to reveal details about how your feedback will be used.**



**CityDeal** = The Launceston City Deal is a 10-year commitment between all three levels of government to unlock public and private sector investment in infrastructure, drive jobs and economic growth and position Launceston as one of Australia's most liveable regional cities.

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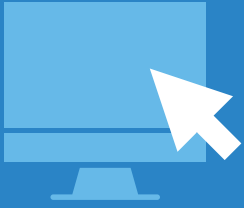
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# How people participated



## Online

Around 120 people shared their thoughts online by either completing a survey or dropping a pin on an interactive map to share their experiences.



## Open Streets

Hundreds attended the 'Open Streets' major event on the 7 December 2019 in the Launceston CBD held as part of the Christmas Parade. Participants were able to choose which, and how many engagement activities they completed.

# Who participated?

The following graph illustrates the age break down of who participated along side the age break down of the City of Launceston's population.

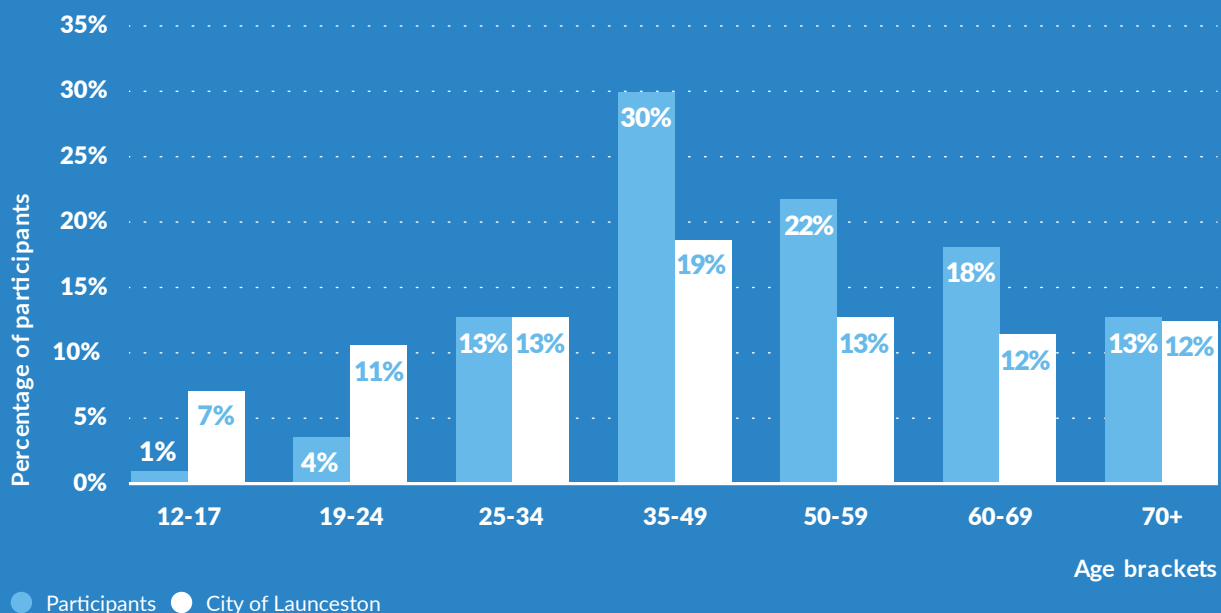


Figure 1:  
Percentage of participants per age bracket compared to the age break down for the City of Launceston

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# Modes of transport

Participants were asked to indicate how frequently they use five common forms of transport (car, bike, walking, bus and taxi/Uber) to move around Launceston. Participants let us know whether they use each form of transport daily, weekly, monthly, yearly or never. Participants were then asked to identify what their preferred mode of transport was and how their transport options could be improved in Launceston.

## Current practice

The City of Launceston Greater Transport plan shows that most people living in the City of Launceston are reliant on cars. This trend was further evidenced in the engagement where most participants indicated that they use a car daily to get around. Walking was the next most commonly identified mode, followed by bike, bus and then taxi/Uber.



### Walking

Participants frequently walk in Launceston, with 79% of participants indicating they walk daily or weekly to move around the City.



### Car

76% participants indicated that they use a car daily to get around.



### Metro Bus

72% of participants indicated they never use the bus or use it at most once a year.



### Cycling

42% of participants never ride a bike, with the remaining participant responses evenly distributed across the other frequency options.



### Uber or taxi

There is a low frequency of usage of taxis and Ubers, with 69% of participants using a taxi or Uber yearly or not at all.

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## Preferred modes of transport

To understand participant transport preferences, online survey participants were asked to prioritise their preferred methods of getting around in an ideal world, where 1 was their most preferred mode and 5 their least preferred mode. The results showed that for many participants walking is a strong preference as either first or second choice for transport. Driving a car also received high number of first priority votes and cycling received a relatively even spread of votes across the levels of priority.

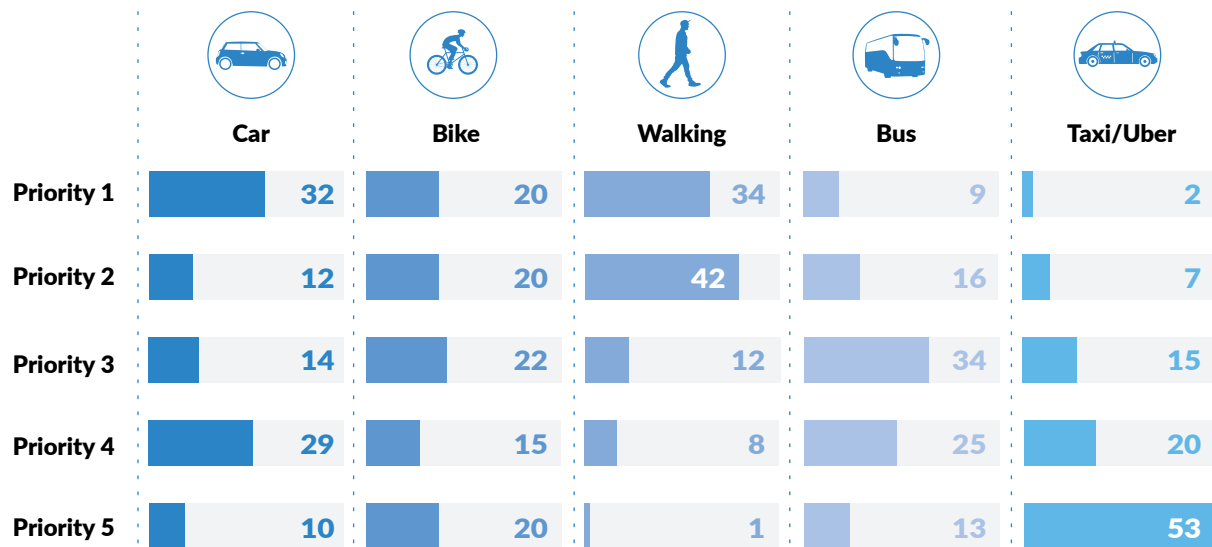


Figure 2:  
Participants preferred modes of transport

# Improving Active Transport

In Launceston many people choose travelling by car as their regular form of transport when moving around the city. However, we know that encouraging people to shift away from an overreliance on cars to active transport options can have positive impacts. If we choose more active forms of transport, such as cycling, walking and taking public transport, human health, road safety, air quality, the natural environment and the overall liveability of the city can be improved. Council is committed to promoting and enabling active transport in the city.

Online and face-to-face participants were invited to provide their ideas about what would help them choose to participate in active forms of transport. Participants were asked what would help them, their family and their friends to choose to walk and cycling more often.

## Ideas and feedback to encourage more people to walk

### Better accessibility

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- Ensure well maintained footpaths, particularly with a focus on creating even, consistent surfaces to improve accessibility for people with a disability or those who use a wheelchair or walking aid.
- Participants indicated that an improved bus service would help enable them to choose to walk more often.
- The hilliness of Launceston was sometimes mentioned by participants as a barrier to walking.

### Urban design improvements to enhance the walking experience

- More trees to provide shade and weather protection.
- Shorter wait times at well-used pedestrian crossings with longer crossing times.
- Better connected walking paths and trails with improved signage and wayfinding to help people identify walking tracks.
- Signage displaying estimated walking travel times to key destinations.

### Infrastructure upgrades and maintenance

- More covered areas along high-traffic walking routes to provide protection from the weather.
- More dedicated and connected walking paths and trails separated from car traffic.
- De-cluttered footpaths to maximise footpath space for walking.

### Other ideas

- Some participants mentioned providing more inclusive public spaces for dog owners, such as off-leash time periods in parks and dog-zones would encourage people to walk with their dogs more regularly



49%

said that improved cycling infrastructure, such as dedicated cycling paths and lanes, would help them choose to cycle more.

“

*Safe bike storage and end of trip facilities at work. More supportive culture of cycling in the community.*

”

## Ideas and feedback to encourage more people to ride a bike

- Dedicated cycling paths separate from roads.
- Bike lanes separating cyclists from other traffic on existing roads.
- Focus on creating well-connected cycling corridors and networks to provide whole of journey cycling routes.
- Incentives to cycle and promotional activities, such as cycle to work or school programs.
- Better education and driver awareness promoting safe behaviours focused around sharing the road with cyclists.
- Making bike helmets optional.
- End of trip facilities (such as bike racks, bike lockups and work shower facilities).
- Less traffic and lower speed limits to create a friendlier road environment for cycling.
- Charging stations for new active transport technology such as e-bikes and e-scooters.

Nearly all participants that selected cycling as their preferred method of getting around in an ideal world indicated that better cycling infrastructure, such as dedicated bike lanes, was important to helping them choose to cycle more often.

Some participants stated that there were barriers such as age, physical fitness, mobility and the number of steep hills in Launceston which prevent them from cycling more often.

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# Improving Public Transport

Public transport is an important component of moving people around in a modern city, helping to ensure transport accessibility and relieve congestion. In Launceston, the public transport system is the bus service. Participants were asked to rate the quality of the bus service in Launceston on a 5-point Likert scale, from 1-unsatisfactory to 5-excellent.

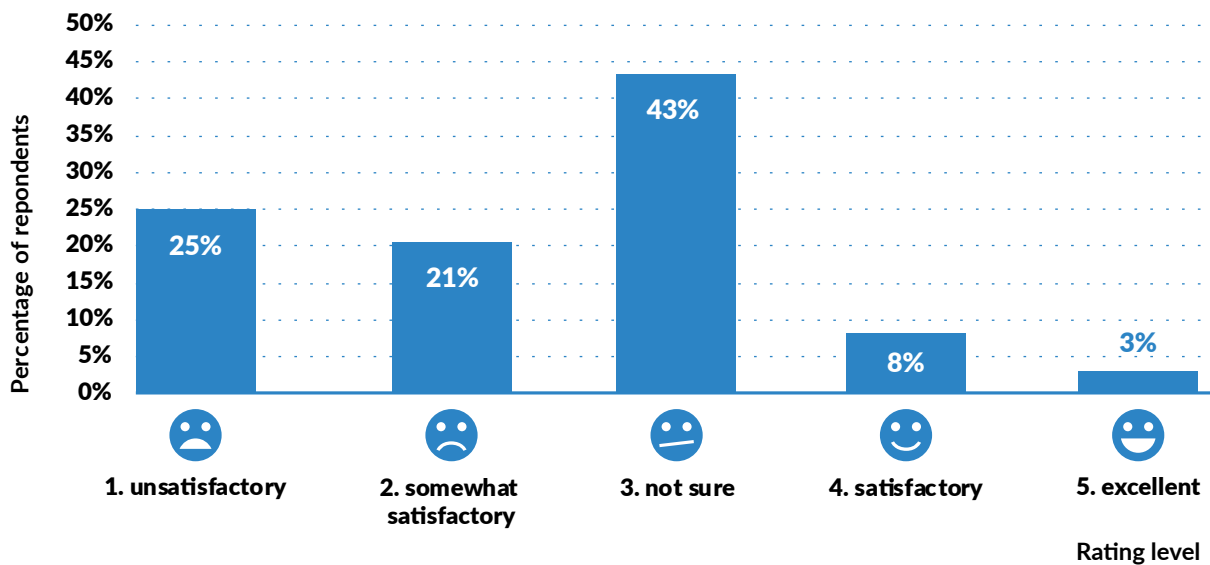


Figure 3:  
Participant ratings of the quality of the Launceston bus service (n=97)

A total of 46% of participants gave the quality of the bus service a low rating, indicating that it is either unsatisfactory or somewhat satisfactory. Many (43%) participants indicated that they were not sure because they do not use the bus service. A total of 11% of participants gave the bus service an excellent or satisfactory rating.



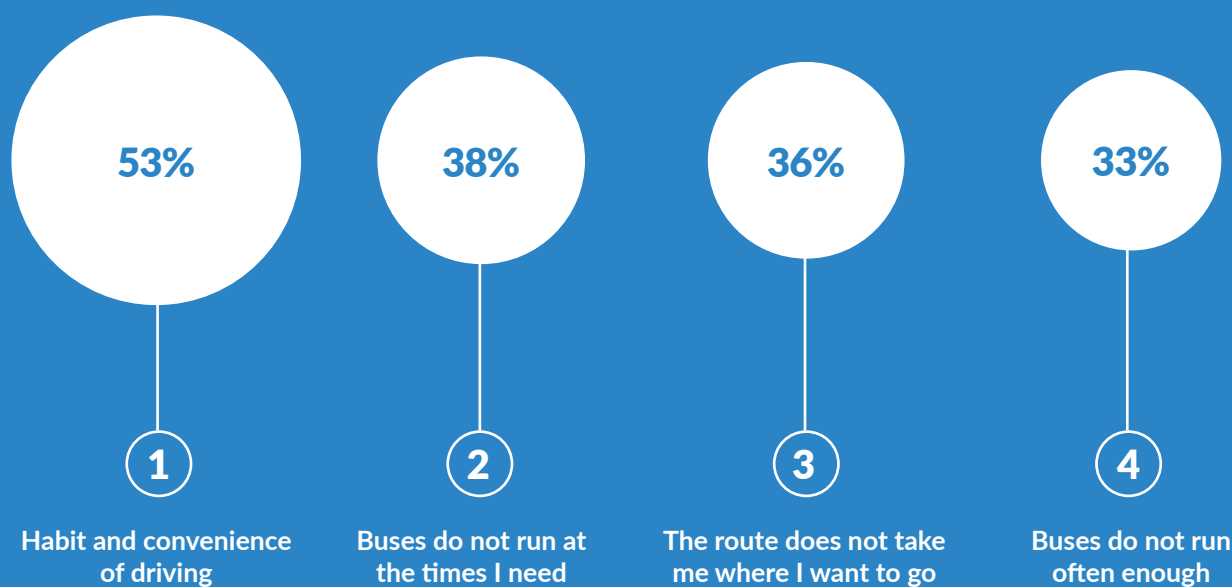


Participants were invited to select the reason/s that they do not use the bus service as often as they might like. Participants were presented with 13 options as well as 'other' where they could specify their own reason. Participants could select as many as were relevant to them. Below are the options provided to participants:

- Habit and the convenience of driving
- Service is unreliable e.g. runs late or is cancelled regularly
- Buses do not run often enough
- Buses do not run at the times I need
- It takes too long
- It's crowded
- I am concerned about the spread of germs
- It is too expensive
- The route does not take me where I need to go
- I don't feel safe on the bus or at the bus stop
- Buses don't meet my accessibility requirements
- I can't take my bike on the bus
- I don't know how to take the bus, where it goes, or how to pay
- Other

Participants' top 4 reasons they do not use the bus network as often as they would like (or at all):

Percentage of participants



Participants most commonly selected reasons that were focused around driving as the most convenient option in Launceston and the type of transport already a part of their daily schedule, and the options relating to shortcomings in the frequency and availability of the bus network.

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Participants provided ideas and suggestions on ways Launceston's bus service could be improved, including:

**Improved frequency –**

frequency of buses was the most common area of improvement identified by participants, with many suggesting increased frequency could allow the service to better fit into their day-to-day activities and scheduling.

**Improved accessibility –**

participants suggested the need to improve the accessibility of buses, particularly for people who use a wheelchair or need to move around with a pram.

**Wider network coverage –**

having a bus route and bus stop that is close to home was often mentioned by participants as an important factor in encouraging a higher rate of use.

**More affordable –**

participants sometimes indicated that cost was a barrier to using the bus, indicating that using a car was often the cheaper option compared to a bus ticket.

**More sustainable and appropriate bus fleet –**

participants often mentioned that Launceston would be better serviced by a bus fleet with more compact vehicles appropriate for the urban environment of Launceston and the usage and demand for the service. Participants sometimes mentioned that exhaust fumes from buses were a negative impact on Launceston, particularly in built up areas of the city.

**Improve and maintain quality –**

some participants indicated that the overall quality of the bus service had decreased over time which has meant their use of the bus service in Launceston had lapsed.

Twelve new Metro buses came into action in January 2020, which makes all Launceston buses accessible

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# Safety

Council is committed to making sure all transport options are safe. Safe System thinking requires everyone to take responsibility for road safety and includes four essential elements:

Most important



Least important

- ① Safe road users
- ② Safe roads and roadsides
- ③ Safe speeds
- ④ Safe vehicles

Towards Zero Tasmania Road Safety Strategy 2017-2026 identified a large proportion of serious casualties occur on higher speed/high traffic volume roads

Participants were asked to prioritise the effectiveness of these four elements in creating a safer road environment for all road users. Most participants (55%) indicated that having safe road users on the road was the highest priority element. Most participants (61%) indicated that safe vehicles were the lowest priority element when creating safe roads for all users. Safe roads and roadsides and safe speeds were participants' second and third road safety priorities respectively.

When asked what types of road conditions and uses should be focused on when reviewing speed limits, participant feedback focused mainly on managing a balance between efficient traffic flow and safety for road users, particularly those that host a mix of cars and other road users, such as pedestrians and cyclists. Road conditions identified by participants that should be focused on when reviewing speed limits included:

- Incidents of speeding
- Levels of conflict between different road user types, such as drivers and cyclists
- Areas of high use with different types of road users, such as pedestrians
- The contribution to alleviating or contributing to traffic congestion a change in speed limit could result in versus the benefits to all types of road users
- The type of road should influence speeds, with examples provided such as wider roads primarily used by cars set at a higher speed compared with narrow or roads with a high rate of cars turning across traffic set at lower speed
- Consistent approach to types of roads and speed limit e.g. suburban roads consistently 50km/hr
- School zones

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## Accessible streets

Accessible street design is important to ensuring everyone can use, move around and interact with the city. Participants were asked to provide ideas about how council can ensure streets in Launceston are accessible to all. Participant ideas included:

- Enforcement of road rules, particularly to prevent blocked access due to illegal parking
- Clearer signage
- Even walking surfaces with less cluttered, wider footpaths
- Street kerb ramps
- Less one-way streets
- Pedestrian-only streets
- Traffic calming measures, such as pedestrian crossings, cycling paths, and greater street space allocation to active transport uses
- Better designed disabled parking spaces to allow easy access from the road to path, particularly for those with walking aids and wheelchairs

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# Parking

Council is committed to improving the way parking is managed in Launceston. To understand what people value in their parking experience in Launceston, participants were asked to prioritise from most important to least important the characteristics of their desired parking experience.

Participant prioritisation results were converted to an overall weighted score for each experience, with a higher score indicating an overall higher level of importance attributed to it by participants.

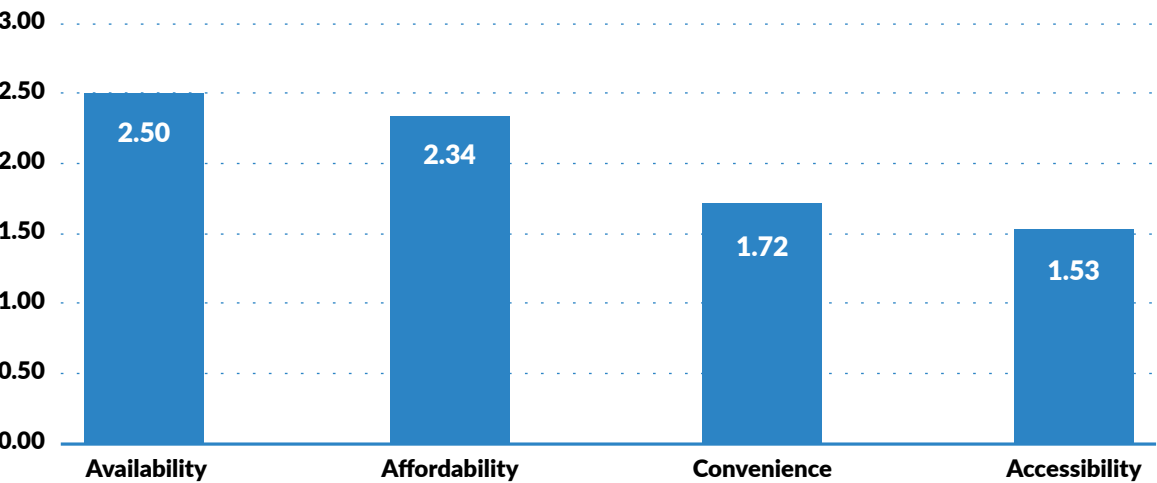


Figure 4:  
Online participant prioritisation of their desired parking experience characteristic by weighted score (n=97)

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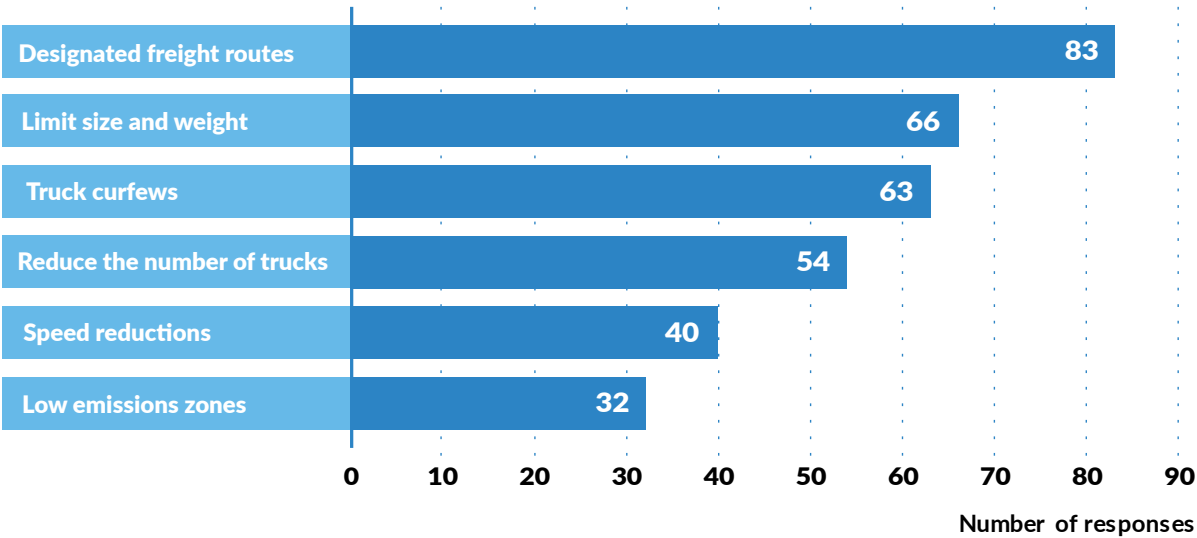
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# Freight



**Figure 5:**  
*Online and face-to-face participant responses indicating what they think would help reduce the impact of trucks through the city*

Figure 5 shows designated freight routes was the most popular strategy selected by participants to reduce the impacts of trucks through the city. This was followed by limiting the size and weight of freight and establishing truck curfews to manage the time freight is allowed to pass through city areas.

Participants were invited to provide other ideas on reducing the impact of trucks. Many comments re-emphasised the ideas in Figure 5, such as designated freight routes like a city bypass, truck curfews and restrictions to truck size permitted in the CBD. Some participants suggested investigating the feasibility of freight trains to reduce reliance on trucks to transport goods to and around the city. Some participants also called for a cautious approach to managing trucks in Launceston, indicating that freight was an important economic activity of the city and any changes should thoroughly consider the impacts to economic productivity freight contributes to the city.

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## Street design

Council is interested in understanding how street design and road space allocation can be improved or done differently to promote active transport and safer and more enjoyable road spaces. Participants were asked to provide ideas for how there can be a more equitable allocation of road space along council-owned roads to ensure these aspirations for the city can be achieved.

Participants ranked six different street design and road space allocation preferences from 1-most important to 6-least important.

Increasing active transport off-road recorded the highest weighted score by participants. This preference was reflected in other comments relating to what would help people choose active transport options over cars, with participants often suggesting the addition of dedicated walking and cycling trails around the city.

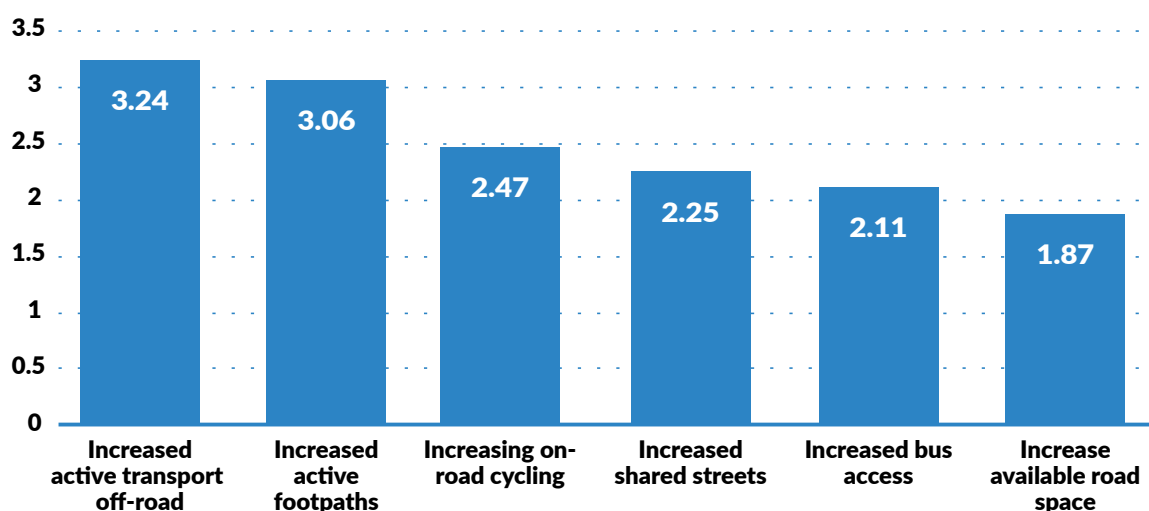


Figure 6:  
Participant prioritisation of street design and road space allocation options by weighted score

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