

**Accessibility at the Cross-roads:
translating environmental attitudes and expectations into transport
policy.**

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Abstract:

Motoring clubs such as NRMA, are developing broader policies which address environmental and social aspects, while recognising the need for ready accessibility to a wide variety of services and opportunities. Increasing the community's awareness of the 'trade-offs' involved and facilitation of community debate have become important aspects of resolving conflict.

NRMA has established a process to manage change in community attitudes and expectations. In September 1992, NRMA conducted a survey of members to help establish whether the organisation should have a greater involvement in environmental matters. The main objectives of the survey were to rate and rank the importance of key environmental issues.

Over 33,000 people responded to the survey with results indicating that there is generally a high degree of concern for the environment and strong agreement that NRMA should pay more attention to environmental issues. Issues such as air pollution, depletion of the ozone layer and energy conservation were considered most important, while the more specific issues of lead and noise pollution were considered of lesser relative importance.

The process of review continued with a joint NRMA/Australian Council of Social Services (ACOSS) project in 1992 exploring the relationships between the environment, social justice and the car. NRMA has since developed a new package of policies related to the environment. Some of the most important policy changes in relation to environmental matters include detailed policies on land use planning, recognition of the importance of transport pricing, support for improved urban public transport and recognition of 'alternative' transport modes.

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1. INTRODUCTION

Environmental concerns

Transport-related issues are nearly always in the news. It seems that every newspaper, every day, has at least one item relating to transport. These articles might refer to debates about urban freeways, public transport, road safety, air and noise pollution and so on. The issues involved are complex and the available solutions are generally not simple, although they are often reported as such.

The motor vehicle, possibly the ultimate expression of individual freedom, is under increasing scrutiny for its role in urban environmental problems. External effects of car use are well reported and include emissions (Greenhouse effect and ozone layer concerns), noise, crashes, and congestion. The impact of transport is far more visible in urban areas as the number of vehicles increases and the limits of the physical environment are tested.

The concept of urban areas having an 'air shed' with desirable upper limits is becoming more important to the way urban environmental problems are defined and approached. Society will need to address existing levels of accessibility and mobility in an effort to improve the urban environment.

Accessibility vs mobility

The increase in the availability of cars in society has led to a corresponding expansion in the capacity of road systems. Society has enjoyed a sharp increase in the level of mobility over recent decades, with cars becoming more affordable and available to the general community. Mobility has been enhanced because society has been given the means to make trips more easily.

Accessibility can be defined in terms of access to essential goods and services, where road users have specific trip purposes in mind. The level of accessibility has also increased markedly over recent decades. Distance has become less of a barrier and places are much 'closer' in terms of time than they once were. However, increasing numbers of vehicles in urban areas has led to congestion in peak periods, lowering accessibility in major urban areas. Accessibility is a function of transport systems matching desired locations and can be improved by both transport improvements and better land use planning, although the latter is a medium to long term process.

Simply allowing congestion to increase would almost certainly raise the social, economic and environmental costs of travel. If the transport system is considered in terms of supply and demand, "supply" represents the capacity of the system, while "demand" represents the need or desire to use the system. Traditionally, the response to increasing travel demand has been to increase the supply of transport. For example, new roads have been constructed, roads have been widened, more sophisticated traffic management measures introduced, and double-decker trains and articulated buses have been introduced.

Motoring Consumers

The role of an individual in the community is constantly changing depending on the activities being undertaken at the time. The concept of someone being *only a motorist* (with a particular set of values & objectives) is no longer particularly useful. Fundamentally, individuals are consumers of a wide variety of products and services of which the need for transport is one.

Mason (1994) concludes that, although materially better-off than in the past, Australian society tends to work longer hours and travel much further to work. Moreover, people tend to be more demanding than they were 10 years ago and are unlikely to accept poor workmanship or service. Mackay (1993) suggests that there is plenty of evidence to support the contention that anxiety, stress and insecurity have become major characteristics of Australian society. For the vast majority of Australians, the motor vehicle has become an indispensable feature of modern day life which enables access to a wide range of opportunities.

The fact that people do have a restricted time budget to allocate to the purpose of travelling means that they are more likely to choose private forms of transport which offer a high degree of flexibility over more traditional forms of public transport. Society has developed an *expectation* of shorter travel times and more efficient travel which allows events to be scheduled more tightly than in the past. For cross-regional, dispersed or multi-purpose trips, the car offers convenient, flexible, all weather, secure, door-to-door transportation.

Commuters who regularly use public transport through the week commonly become motorists after work and on weekends. Rather than spend time trying to categorise travellers into clearly defined users of private or public transport, it would seem productive to describe the needs of the community at various points in time and focus on ways of providing the right form of transport for tasks to be performed.

Motoring Clubs

NRMA is Australia's largest motoring organisation with over 2.2 million members, representing almost 70% of all passenger vehicles in NSW and the ACT. With such a broad spectrum of constituency, from the city dweller through to the people in isolated rural communities (paying relatively high prices for petrol and having little access to public transport), NRMA needs to take account of a diverse range of views.

Whilst NRMA was aware of the need to balance 'trade-offs' in the past, it was made more difficult by having a relatively narrow agenda based on road transport. NRMA is now moving toward being a community assistance organisation with a significantly broader agenda. The organisation is placing growing emphasis on increasing community awareness of the issues involved and encouraging participation.

Developing a process

NRMA has been developing policies in the area of the environment for some time (and the motor car over an extended period) and has recently established a process to manage change in community attitudes and expectations.

In early 1992, a series of papers was commissioned by ACOSS (an independent organisation concerned with issues of social equity) on behalf of NRMA to extend policies and put them in the context of current concerns about the environment and social fairness. Authors were asked to address issues concerning environmental taxes, balancing public and private transport, the travel needs of women, access to transport services in fringe areas, transport pricing and travel for disadvantaged groups.

The papers were discussed at a workshop in May 1992 involving representatives from NRMA, government, industry, environmental and community groups. Subsequently, an Environment Survey was circulated to NRMA members during August and September 1992. Four community workshops were held in locations around Sydney to which community organisations were invited. These workshops explored some of the policy options in more detail and discussed members' reactions to options raised.

2. ENVIRONMENT SURVEY

Background

In September 1992, NRMA conducted a survey of members to help establish whether the organisation should have a greater involvement in environmental matters. The main objectives of the survey were to rate and rank the importance of a list environmental issues (such as air & noise pollution, Greenhouse effect, loss of bushland for road development) and to establish other environmental issues considered important for the organisation to address. Independent research was conducted to test the reliability of the methodology used in the survey.

The Environment Survey was the first time that a survey conducted in the organisation's bi-monthly journal *The Open Road* was backed up with TV advertising to encourage members to participate in the survey. Unlike a number of previous surveys, members were not offered prizes as an added incentive to respond.

Methodology

The questionnaire consisted of five main questions seeking information on the respondent's general attitude toward environmental matters, along with a specific list of issues to be ranked in order of importance. Respondents were given the opportunity to indicate to what degree it was felt that NRMA should pay more attention to environmental issues. Characteristics including age, sex and home address were sought. A copy of the survey is located in the Appendix 1.

NRMA acknowledges that the results of the survey should be interpreted carefully because of the limitations of the survey methodology. The survey is biased in several ways. Firstly, only members who actually read *The Open Road* could have seen the survey. Secondly, there is bias in self completion surveys in that only those who feel strongly about the subject respond. Although a large number responded to the survey, the response rate was approximately 2%. NRMA has subsequently used the survey results sparingly, using relative rankings of results rather than absolute numbers.

It is evident from an independent follow-up telephone survey that those who are concerned about the environment and always buy 'environmentally friendly' products were more likely to respond. A comparison of the telephone survey and self completion samples is shown in Appendix 2.

Results

Over 33,000 people responded to the survey, more than three times the number of responses from any previous *Open Road* survey. A total of 65% of respondents were male and 35% were female, compared with NRMA membership being of equal proportions.

In terms of general attitude toward environmental issues, the majority (61%) of respondents were concerned about the environment and wherever possible purchased environmentally friendly products. A further 34% were also concerned and sometimes purchase environmentally friendly products. Only 5% were either not really concerned about the environment or hardly ever purchased environmental products. Females and those aged 25 - 39 years were more likely to be concerned and wherever possible buy environmentally friendly products, recycle, etc. There was no significant difference in attitude according to location, i.e. Sydney metropolitan, regional, country.

When asked to rate the importance of each issue, respondents nominated "air pollution", "ozone layer depletion" and "energy conservation" as the most important issues (see Figure 1).

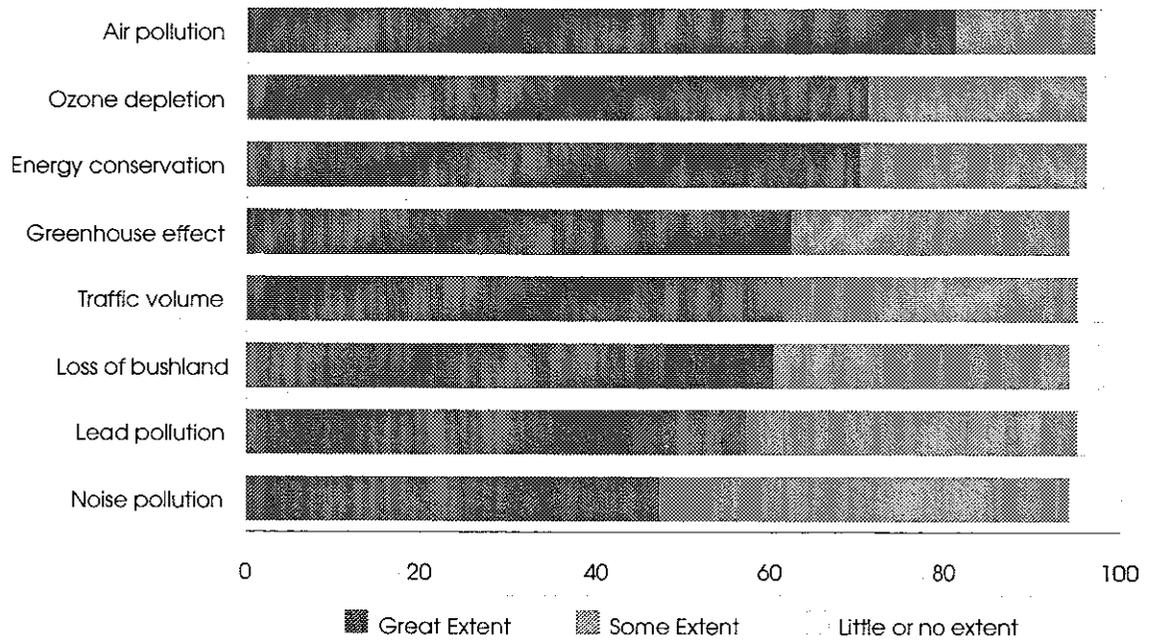


Figure 1 Rating of important environmental issues

When asked to rank each issue in order of importance “air pollution”, “ozone layer depletion” and “Greenhouse effect” were nominated as most important by the majority of respondents (see Figure 2). More specific issues of lead and noise pollution were ranked of lesser relative importance.

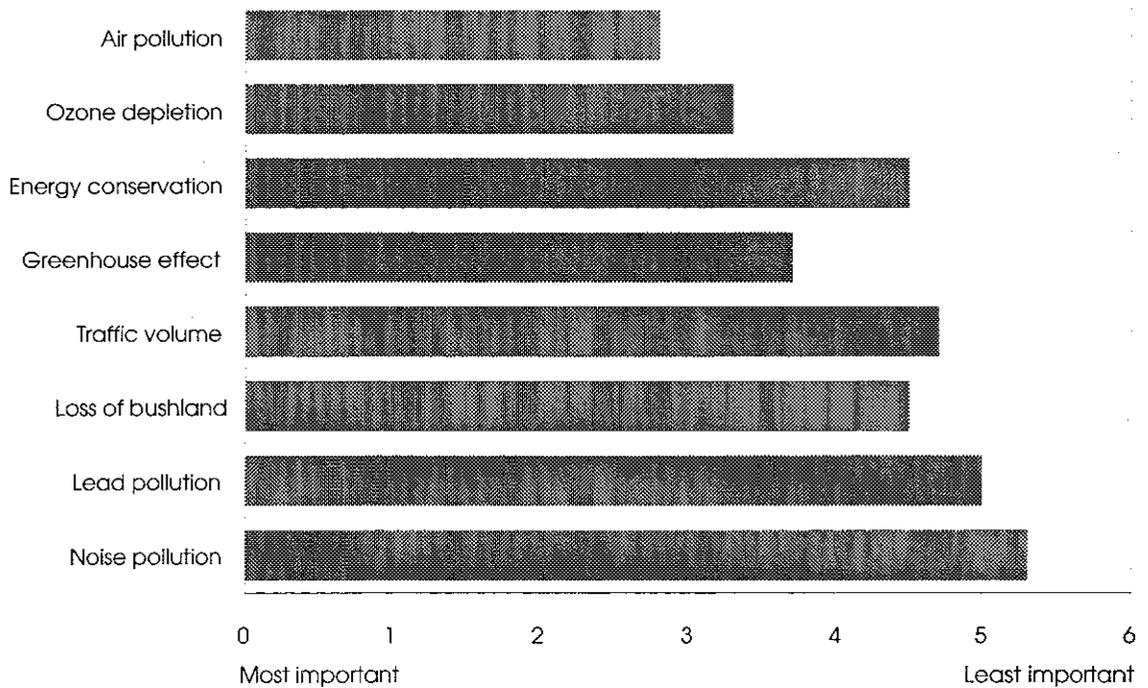


Figure 2 Mean ranking of important environmental issues

analysis of the importance of each issue filtered to those who said that they were concerned about an issue to a 'great extent' indicates some interesting variation. Although there is not a great deal of variation by location, country respondents were less concerned with "air pollution" and more concerned with "energy conservation" (fuel consumption).

In general, older respondents were not as concerned with environmental issues, particularly "ozone layer depletion", "Greenhouse effect", "air pollution" and "destruction of bushland for road development". Respondents in the 25-39 year age group were more concerned with "air pollution", "destruction of bushland for road development" and "energy conservation".

With respect to NRMA's involvement in environmental issues, 90% of respondents either agreed or strongly agreed that NRMA should pay more attention to environmental issues. Only 5% of respondents disagreed or strongly disagreed that NRMA should pay more attention to environmental issues (see previous note on sample bias).

Other environmental issues

Seventy seven percent of all respondents to the survey offered additional environmental issues beyond those listed for ranking. The top five issues suggested were improvements to public transport (10% of all respondents), development of alternative fuels/engines (6%), emission controls/fines/restrictions (5%), roadside litter/debris (3%) and pollution of oceans and waterways from all sources (3%).

In addition to the questionnaire returned, a total of 215 letters were received. An analysis of additional comments received appears in Figure 3. Twenty seven percent of letters received made positive comments and 20% were negative. Many of the positive comments praised NRMA for conducting the study, and commended NRMA's efforts to promote environmental awareness. Negative comments included suggestions that NRMA should limit activities to motoring-related issues and looking after members, as well as a concern that NRMA is "jumping on the environmental bandwagon".

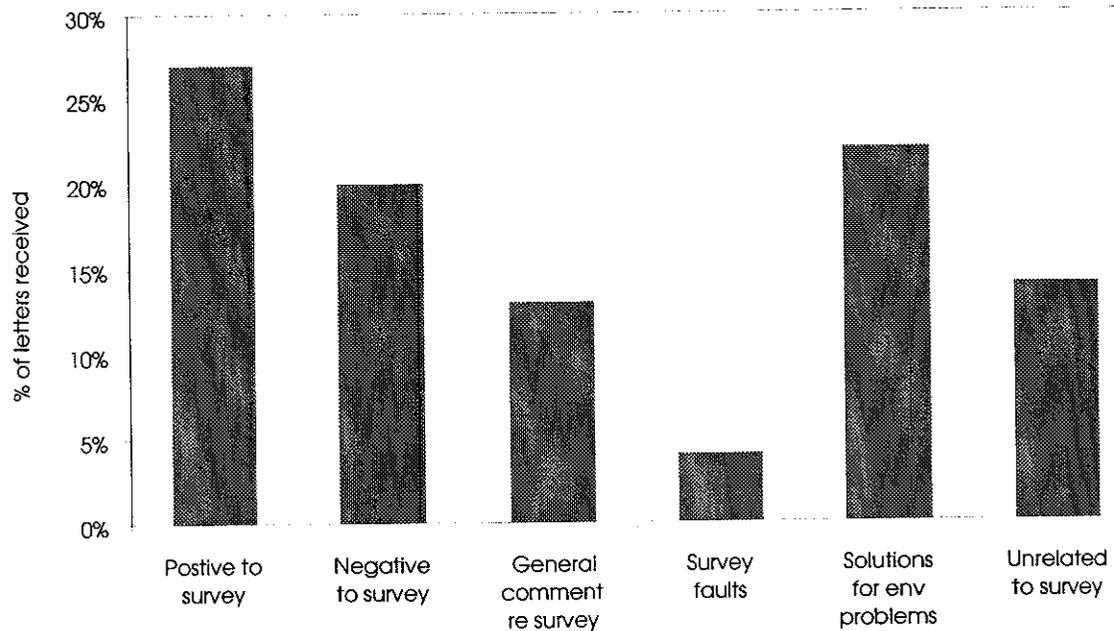


Figure 3 Analysis of additional comments

3. DEVELOPING ENVIRONMENTAL POLICIES

Discussion paper

Following the commissioning of ACOSS to prepare four discussion papers, and the subsequent forum and community consultation workshops, a draft policy discussion paper, *The Environment, Social Justice and The Car* was published and circulated in September 1992. The contents of the paper were included in *NRMA Today*, the organisation's issues-based quarterly newsletter, in December 1992, and some useful comments were received from NRMA members and external stakeholders.

In summary (Lang 1992), key issues which were raised during the consultation process included:

- tensions between economic efficiency and equity
- need for a range of alternatives to the car
- relationship between urban form and accessibility
- improvements to institutional arrangements
- localised environmental and social problems caused by car use
- value of mobility

While there was general support for pricing transport to recover all costs including environmental and social costs, there was concern that such pricing could lead to major inequities for people, particularly those in low income groups. There was strong support for improved public transport with facilities for cycling and walking.

The present city form was felt to contribute to the relatively high level of car use. A more integrated approach to transport matters was considered necessary along with better private sector co-ordination. Concerns for environmental improvement were balanced by the emphasis which people currently put on the importance of mobility, and the flexibility, speed and security which the car offers in comparison to other alternatives.

Discussion

NRMA has traditionally relied on its own internal research to determine members' attitudes on important consumer issues through surveys and personal contact, either face-to-face, letter or by telephone. Recommendations were then developed and presented to the NRMA Board for approval. Our previous measure of community support and knowledge came via Directors of the Board, who are elected by members. This was the first time that NRMA had actively sought the views of key external stakeholders, and the community generally, in a structured manner.

While it was clear that some of the policies put forward in the draft policy discussion paper might be considered too radical for an organisation pledged to promote the interests of motoring consumers, NRMA was keen to develop policies which were at the 'cutting edge', and thus leading the debate rather than lagging. In doing so, there is a risk that the policies could be too far ahead of community attitudes. However, the results of our Environment Survey clearly demonstrated support for an active NRMA role in environmental improvements, and justified very progressive policies.

NRMA was also keen to ensure that its environmental policies addressed much more than just the obvious environmental effects of car use (i.e. emissions, noise, congestion). For this reason, the policy review process included issues such as land use planning, institutional arrangements, research, travel demand management and finances/taxation.

There has been an emergence of community groups whose primary interest is to raise the community's awareness of environmental issues associated with transport. NRMA has established regular contact with a cross-section of these groups to facilitate a two-way process of communication and understanding. Where regular contact is not warranted, NRMA has adopted a more 'open door' approach to community liaison and consultation.

Resulting policies

NRMA believes that the environmental policies which were approved by the Board of Directors in October 1993 and published as a booklet (NRMA, 1994) are among the most progressive of any motoring club in the world.

Some examples of those policies (in italics) which might be considered unconventional for a motoring organisation, with a short discussion of each, are listed below:

Education and training for planning

There should be broad-based education and training programs for professionals involved or potentially involved in land use and/or transport planning.

Staff with relevant training and experience in areas other than land use and/or transport planning should be included in land use and transport planning agencies. In particular, staff with economic and financial expertise should be included in land use and transport planning agencies to work in conjunction with transport, land use and social planning specialists employed by such organisations.

This policy reflects the need to consider institutional arrangements and a multi-disciplinary approach.

Decentralisation

Decentralisation of growth from Sydney should be encouraged, subject to the principles of Ecologically Sustainable Development (ESD - defined by the Brundtland Commission as 'development that meets the needs of the present without compromising the ability of future generations to meet their own needs'). Efficient and equitable urban growth should be encouraged in selected metropolitan and provincial centres in NSW.

NRMA acknowledges the view that some of our urban problems could be reduced by higher growth in regional areas, but suggests that past urban development mistakes should not be repeated in rural areas, e.g. the 'block of flats on every headland' scenario.

Social infrastructure

The provision of social infrastructure should be improved in established urban and provincial areas deficient in this respect.

This policy can be justified on both equity grounds and on the beneficial effect of minimising overall travel.

Role of public transport

Public transport should be promoted as an alternative to private transport especially for journeys to and from business activity centres.

Public transport investment

Investment in environmentally, economically and socially cost-effective passenger transport development should be supported. This includes investment in road-based public transport (including light rail transit where appropriate) and community transport.

Public transport interchanges

Appropriate facilities, including secure car ('park and ride') and bicycle parking areas, should be provided at selected public transport interchanges.

These policies indicate clear support for public transport systems which meet the needs of the community, integrate with other modes and are cost effective in a comprehensive economic sense.

Pricing of transport

The pricing of all transport provision, including roads, should more accurately reflect the cost of that provision. Any subsidies should be identified.

Pricing of peak period transport

The pricing of peak period passenger transport provision should more accurately reflect the cost of that provision. The concept of 'Community Service Obligations' should be applied to peak period passenger transport.

NRMA supports more accurate pricing as a means to manage travel demand, but recognises the need for a *safety net* to address equity issues. At present it is difficult to determine what level of restriction society is willing to accept. Overseas research suggests that people are more willing to accept road pricing if it is seen as a road use charge and part of an overall package of measures, including improvements to public transport.

Overseas research also suggests that the concept of road pricing is quickly 'poisoned' if it is seen as method of general revenue raising, with no linkages to solving transport problems. Road pricing potentially has a much better chance of being accepted when it is 'married' to other benefits such as IVHS information technology. Australians have shown a strong willingness to accept new technology such as mobile phones, faxes, VCRs. Road pricing is likely to be more acceptable to the community if it is technologically attractive.

Transport subsidies

Normally, a transport service should not be subsidised where a mode or system is used to serve a market for which it is not suited. Where non-commercial transport activities (Community Service Obligations - CSOs) are undertaken in order to meet social objectives identified by the Government, the subsidies provided should be identified and directed in a way which makes best use of economic resources.

Road pricing

Road pricing should be considered as a means of reducing road congestion in central areas.

Pricing is one method of resolving the types of vehicles which use the roads during peak periods. Before the widespread introduction of road pricing, it is likely that there will further emphasis placed on bus or truck lanes to cater for the needs of road-based passenger transport and freight.

Travel Demand Management

NRMA supports Travel Demand Management to reduce the overall demand for travel and its distribution (geographically and/or amongst modes of transport and/or over time) by measures such as changed land use arrangements, pricing systems which more accurately reflect the costs of travel and selective improvements to transport systems.

This policy attempts to describe some of the mechanisms which could be used to reduce the overall demand for travel. Support for Travel Demand Management recognises the environmental and social benefits which may be available from limiting demand on existing transport systems.

Use of road funds

Revenue from road users should not be absorbed into general revenue. Revenue from road users may be hypothecated ('earmarked') for public transport capital works where this investment is justified on social, economic and/or environmental grounds, including the grounds of offsetting the need for road expenditure. However, road user revenue earmarked for financing public transport should remain separately identified from any other form of transport or general purpose finance.

This policy recognises that in some circumstances there could be greater community benefit in applying road user revenue to public transport capital works, but with caveats to discourage diversion to consolidated revenue.

Parking charges

In major activity centres well served by public transport, the supply of car parking spaces should be restricted and (where open to the public) the price set at a level which discourages the use of private transport and encourages the use of public transport for commuting.

NRMA recognises that parking policies are an important part of travel demand management, but that parking is an important convenience factor for recreational trips, especially at times where public transport service levels are unattractive.

Bicycle facilities

The development of bicycle networks should be encouraged, especially to provide safe access to schools. Transport authorities should contribute to the funding of bicycle networks associated with schools.

The provision of bicycle facilities should be assessed on economic, social and environmental grounds.

Cyclists on footpaths

In principle, cyclists should enjoy the same rights and responsibilities as other road users. Traffic should be managed so that these rights can be exercised without undue obstruction of motorists by cyclists and undue endangering of cyclists by motorists.

In principle, and subject to appropriate design, footpaths may be shared by pedestrians and cyclists. Appropriate means of accommodating pedestrians and cyclists on footpaths should be researched.

Public investment in footpaths should be supported.

Cyclists on arterial roads

The economic, social and environmental effectiveness of making provision for cycling and/or slower moving motorised vehicles on new and upgraded arterial and sub-arterial roads should be assessed.

Cyclists and pedestrians are important forms of 'alternative' personal transport. Whilst cyclists are recognised as legitimate road users, there are presently insufficient numbers to justify dedicated arterial road space on existing roads. NRMA recognises the 'chicken and the egg' dilemma, but believes that there is little mainstream community acceptance for exclusive lane space at this time.

4. CONCLUSIONS

Summary

In order to address future levels of accessibility and personal freedom, society as a whole will need to establish desired goals with agreed targets or limits, and set correct transport pricing (with 'safety nets' for disadvantaged groups) accordingly. Ultimately, the community could then be expected to make the 'right' choice if there are clear messages about the implications of available options. Neither telling people that particular trips are not to be made nor allowing the transport network to reach a state of gridlock is likely to be acceptable to the community.

This paper has not claimed that NRMA's policies are perfect, nor has it claimed that we have established the best process for monitoring and managing community attitudes on environmental issues. Rather, the message is that "here is a process we've been through and after responding to various stimuli, here's our story with some lessons we've learnt along the way".

NRMA is in a position to make a number of observations from efforts to establish a process to manage change in community attitudes and expectations. The main points relevant to 'trade-offs' in transport reform are as follows:

- the community now believes that NRMA, and motoring clubs generally, should play a significant role in reducing environmental problems associated with the use of motor vehicles;
- the establishment of a more formalised process to effectively monitor and manage 'change' requires considerable time, planning, and resources. On-going contact with community groups is needed to establish a degree of trust and to further develop areas where common views are shared;
- the most productive approach to increased community consultation is to focus on *the right mode for the right task*. A greater understanding and appreciation of the task to be performed tends to move discussions beyond the traditionally polarised private transport versus public transport debate;
- NRMA is attempting to position itself as an 'honest broker' by remaining an independent authority on a wide range of motoring issues. However, there will continue to be issues where a strong position is needed to protect the interests of consumers. Where there is strong support from the community and members, NRMA will adopt a position and lobby industry and government;
- the complex nature of environmental problems means that NRMA should continue working on a number of fronts including vehicle design, transport/land use planning and behavioural aspects. Community education remains an important role in order to promote responsible car use;
- the community believes that 'performance based' targets rather than 'prescriptive devices' (which say you must make a trip by a particular mode or live in a selected location) are preferable. There is a need to establish parameters and mechanisms to entice people to 'do the right thing'; and
- the environmental policies that have been developed are not considered an 'end' in themselves and are being continually revisited and reviewed. It is intended to revise and republish NRMA's public policies every two years.

Future Directions

The activities undertaken in recent years have demonstrated that greater community awareness of the environmental issues associated with land transport will require motoring clubs to develop and actively promote a broad range of policies which take account of wider community aims and objectives.

Although there is a tendency to concentrate efforts on the urban areas characterised by higher concentrations of population and environmental problems, many of the principles and policies developed are applicable to rural situations. Rural communities can benefit both economically and environmentally from better utilisation of vehicular trips. Such behaviour is beneficial from an energy conservation point of view even where there are few congestion impacts.

NRMA has distributed the package of environment policies to motoring organisations world-wide in an effort to gather feedback which can be used for further policy development. Policies need to be actively promoted in the market place to ensure that community attitudes and expectations with regard to travel and the environment are recognised and acted upon.

More work needs to be conducted on the financing and funding aspects of transport infrastructure provided by the private sector. Private sector investment has the potential to improve accessibility in congested urban areas. NRMA has already commissioned research to take a more macro view of transport investment in the economy and is again consulting experts in the field and the community in an effort to further address the 'trade-offs' in future transport reform.

5. REFERENCES

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6. APPENDICES

Your views on environmental issues.

1. Which of the following statements best describes your attitude toward environmental issues in general? (Tick only one)

- 1 CONCERNED ABOUT THE ENVIRONMENT AND WHEREVER POSSIBLE BUY ENVIRONMENTALLY FRIENDLY PRODUCTS, RECYCLE, ETC.
- 2 CONCERNED ABOUT THE ENVIRONMENT AND SOMETIMES BUY ENVIRONMENTALLY FRIENDLY PRODUCTS, RECYCLE, ETC.
- 3 CONCERNED ABOUT THE ENVIRONMENT AND EITHER HARDLY EVER OR NEVER BUY ENVIRONMENTALLY FRIENDLY PRODUCTS, RECYCLE, ETC.
- 4 NOT REALLY CONCERNED ABOUT ENVIRONMENTAL ISSUES.

2. Listed below are a number of motoring related environmental issues
 In Section A please indicate the extent to which you consider each issue to be important (Tick one box for each issue)
 In Section B please rank the issues from the most important (ranked '1') to the least important (ranked '8')

	Section A			Section B
	IMPORTANCE RATING			IMPORTANCE RANKING
	To little or no extent	To some extent	To a great extent	(Write in number)
a. Ozone layer depletion	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	
b. Greenhouse effect	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	
c. Air pollution (caused by traffic)	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	
d. Noise pollution (caused by traffic)	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	
e. Growth in traffic volumes	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	
f. Destruction of remaining pockets of bushland for road development	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	
g. Lead pollution (car batteries and leaded petrol)	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	
h. Energy conservation (fuel consumption)	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	

3. Please explain any other environmental issues you consider to be important for NRMA to address _____

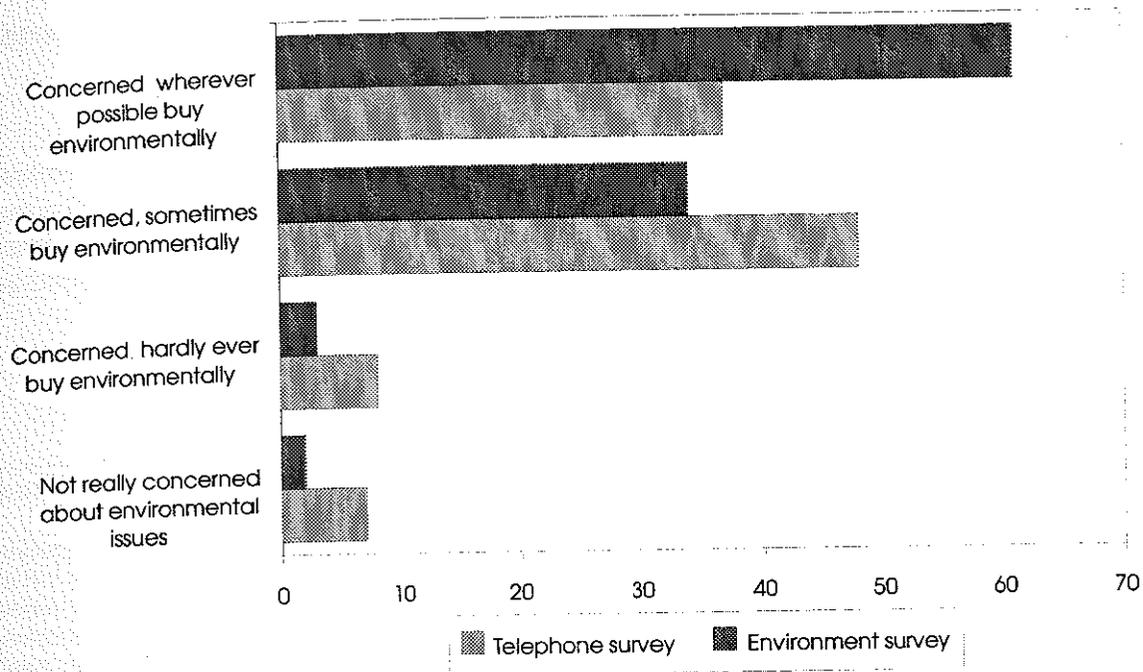
4. Please tick the box below which describes how strongly you agree or disagree that NRMA should pay more attention to environmental issues.

- 1 Strongly Disagree
- 2 Disagree
- 3 Neither Agree nor Disagree
- 4 Agree
- 5 Strongly Agree

Just a few more questions to help us analyse your comments.

- 5. Your age (Tick one only)
 - 1 18-24 years
 - 4 55-59 years
 - 2 25-39 years
 - 5 60 plus years
 - 3 40-54 years
- 6. Your sex
 - 1 Male
 - 2 Female
- 7. The postcode of your home address

Thank you very much for completing this questionnaire
 Please either leave it at your NRMA branch or depot or post it to: Reply Paid 37, GPO Sydney NSW 2001. NRMA Environment Survey (No stamp required)



Appendix 2 Comparison of survey and telephone results