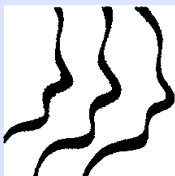


CITY OF SYDNEY

**COMMUNITY SATISFACTION
SURVEY**

- A RESEARCH REPORT -



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RESEARCH RESULTS

BACKGROUND

The City of Sydney Council (the City) wished to replicate the Department for Victorian Communities (DVC) Annual Community Satisfaction Survey in order to understand the satisfaction levels of their community base.

For comparative assessment purposes the City was divided into four zones (as shown in Appendix B). 100 interviews were conducted within each of the zones (CBD, West, East and South) to give a total of 400 interviews for the City overall.

RESEARCH METHODOLOGY

The methodology of the DVC survey was replicated. A 9 minute survey was conducted with a total sample size of N=400. The sampling comprised:

- ◆ A representative random sample of telephone numbers was drawn from each of the four zones of the City area.
- ◆ The sample was prepared using the location/suburb methodology, ie those suburbs which are completely in the council, together with street names for those suburbs that cross over to neighbouring councils. Please note, that this is a more rigorous methodology than is normally required for most surveys.
- ◆ Respondents were also screened to make sure that the property was a residential dwelling and not a business premises.
- ◆ The respondent was defined as either the male or female head of household.
- ◆ Please note, when viewing the results, there may be some slight discrepancy in numbers ($\pm 1\%$) due to rounding of percentages.

There was one additional Key Service Area, "Safety of Public Areas" which the City added to the original DVC survey.

KEY PERFORMANCE INDICATORS

Overall Performance

Just over half (53%) of Sydney's residents rated the Overall Performance of the City Council over the past twelve months as "excellent and good" (see Chart Five). Further, just under one fifth (17%) were seeking improvement ("needs some improvement and needs a lot of improvement").

- ◆ The residents of the CBD were the least satisfied, with only 42% rating the council's performance as "excellent and good" and 27% seeking improvement overall. These results were statistically significantly lower than the Total.
- ◆ The other three zones had similar results to the total with the exception that Residents of the West were the least likely to be seeking improvement (only 10%).

Direction of Change in Overall Performance

Quite a large minority of respondents (41%) believe that they have seen improvement in the council's performance over the past twelve months. Only 15% have perceived a deterioration.

Advocacy

Half of the respondents rated the council satisfactorily on the Advocacy dimension (50% "excellent and good") while 22% were seeking improvement. Residents of the East Zone were the least likely to feel there was room for improvement (only 14%).

Customer Contact

Half of the respondents (50%) had some contact with the council (not including paying rates) in the past twelve months. Of these, two thirds (66%) rated the council's performance in servicing them as "excellent and good". One fifth (22%) were seeking improvement.

There were no statistically significant differences across the zones.

Community Engagement

Just under half (48%) were satisfied with the council's Community Engagement. Further, 27% were seeking improvement. One third of residents of the CBD rated the council negatively (34% "needs improvement") and this was statistically significantly higher than the Total.

KEY SERVICE AREAS

Charts 6 (1-3) detail the results for the ten Key Service Areas.

Three of the Key Service Areas achieved positive ratings from approximately six in ten respondents. There were also six attributes where approximately four in ten to half of the respondents were satisfied. There was one attribute (Traffic management and parking facilities) which attracted positive ratings from only one fifth of respondents.

The discussion below details the results from highest to lowest.

◆ Waste management

- ❖ 63% "excellent and good"
- ❖ 19% "needs improvement"

Results were similar across the four zones.

◆ **Recreational facilities**

- ❖ 62% “excellent and good”
- ❖ 17% “needs improvement”

Residents of the West Zone were the most satisfied with 72% rating this as “excellent and good”. Just over one quarter (26%) of the Residents of the CBD were seeking improvement (and this was statistically significantly higher than the Total).

◆ **Appearance of public areas**

- ❖ 60% “excellent and good”
- ❖ 20% “needs improvement”

CBD residents were statistically significantly less satisfied on this dimension than the Total with only 51% rating it as “excellent and good”. This compared to those in the West who were most satisfied, with 73% rating it positively.

◆ **Health and human services**

- ❖ 49% “excellent and good”
- ❖ 28% “needs improvement”

While the results did not vary statistically significantly across the zones, residents in the CBD and the South were slightly more likely to be seeking improvement on this dimension.

◆ **Economic development**

- ❖ 48% “excellent and good”
- ❖ 24% “needs improvement”

Results did not vary significantly across zones.

◆ **Safety in public areas**

- ❖ 48% “excellent and good”
- ❖ 24% “needs improvement”

On average, just under half of Sydney’s residents are positive about Safety in public areas with one quarter seeking improvement. There was a significant difference across the zones with those in the West being particularly dissatisfied (39% seeking improvement) while those in the East were the least likely to feel unsafe (only 16% “needs improvement”).

◆ **Enforcement of by laws**

- ❖ 47% “excellent and good”
- ❖ 21% “needs improvement”

Residents of the CBD were the most dissatisfied on this dimension with 31% seeking improvement.

◆ **Local roads and footpaths**

- ❖ 45% “excellent and good”
- ❖ 32% “needs improvement”

There were no statistically significantly differences across the zones on this dimension.

◆ **Town planning policy and approvals**

- ❖ 40% “excellent and good”
- ❖ 34% “needs improvement”

While there were no statistically significant differences across the zones, the East and West were the most positive compared with the CBD and South zones.

◆ **Traffic management and parking facilities**

- ❖ 20% “excellent and good”
- ❖ 59% “needs improvement”

Results on this dimension are very low with the majority seeking improvement. The residents of the CBD were the most disgruntled with 67% feeling there was room for improvement. Residents of the West zone did show statistically significantly more positive results than the Total (31% “excellent and good”).

Derived Drivers of Satisfaction

Regression Analysis has been run on the ten attributes. This type of analysis helps to highlight the “sub-conscious” linkages between Overall Performance and the relative impact of the individual services that drive it (see Chart Seven).

The most important driver of satisfaction is Town planning policy and approvals with a coefficient of 0.30 compared with the next most important driver of Economic development (0.16). The other drivers with a similar importance to Economic development were:

- ◆ Recreational facilities
- ◆ Local roads and footpaths
- ◆ Appearance of public areas
- ◆ Health and human services
- ◆ Safety in public areas

KEY IMPROVEMENT PRIORITIES

A Key Improvement Window was produced by plotting the importance derived from the regression analysis along the Y axes and the percentage of respondents who rated the service as “needs some or a lot of improvement” along the X axis. This window indicates where priorities exist for improvement efforts (see Chart Four).

Key Improvement Area

There were two attributes which fell within the Key Improvement Area quadrant. They were:

- ◆ Town planning policy and approvals (34% “needs improvement”)
- ◆ Local roads and footpaths (32%)

Secondary Improvement Area

There were also two attributes which fell within the Secondary Improvement Area quadrant. They were:

- ◆ Traffic management and parking facilities (59% “needs improvement”)
- ◆ Health and human services (28%)

It should be noted that while Traffic management and parking facilities achieved very high “needs improvement” ratings, it was not identified in the Regression Analysis as one of the major drivers of Overall Performance. This may be due to the fact that traffic issues in central Sydney are just a fact of life, and that residents are aware that the council has limited ability to impact this issue. On the other hand, comments seem to indicate that the council could do something to improve residents satisfaction with parking, both in terms of enforcing the by laws for non-residents and in terms of providing residents with priority parking.

THE FOUR ZONES

The discussion below details where the results for the four zones were statistically significantly different to the Total on an exception basis.

CBD Zone

There were two Key Performance Indicators and four attributes where the residents of the CBD Zone were statistically significantly less positive than the average for Sydney, viz:

Less positive than the Total

- ◆ Overall performance
 - ❖ 42% “excellent and good” compared with 53% for the Total
 - ❖ 27% “needs improvement” in comparison to 17% for the Total

- ◆ Community engagement
 - ❖ 34% “needs improvement” compared with 27% for the Total
- ◆ Traffic management and parking facilities
 - ❖ 67% “needs improvement” compared with 59% for the Total
- ◆ Enforcement of by laws
 - ❖ 31% “needs improvement” compared with 21% for the Total
- ◆ Recreational facilities
 - ❖ 26% “needs improvement” in comparison to 17% for the Total
- ◆ Appearance of public areas
 - ❖ 51% “excellent and good” compared with 60% for the Total

West Zone

Generally, the residents of the West Zone tended to be more satisfied than the average for Sydney and were significantly so on one Key Performance Indicator and on three attributes. They were however, significantly less likely to feel safe in public areas than other Sydney residents, viz:

More positive than the Total

- ◆ Overall performance
 - ❖ 10% “needs improvement” in comparison to 17% for the Total
- ◆ Recreational facilities
 - ❖ 72% “excellent and good” compared with 62% for the Total
- ◆ Appearance of public areas
 - ❖ 73% “excellent and good” compared with 60% for the Total
- ◆ Traffic management and parking facilities
 - ❖ 31% “excellent and good” compared with 20% for the Total
 - ❖ 48% “needs improvement” in comparison to 59% for the Total

Less positive than the Total

- ◆ Safety in public areas
 - ❖ 39% “excellent and good” compared with 48% for the Total
 - ❖ 38% “needs improvement” in comparison to 24% for the Total

East Zone

The results for the residents of the East Zone tended to be in line with Sydney residents as a whole, with only one Key Performance Indicator and one dimension showing a statistically significantly different result to the Total, viz:

More positive than the Total

- ◆ Advocacy
 - ❖ 14% “needs improvement” in comparison to 22% for the Total
- ◆ Safety in public areas
 - ❖ 57% “excellent and good” compared with 48% for the Total
 - ❖ 16% “needs improvement” in comparison to 24% for the Total

South Zone

There were no results which were statistically significantly different to the Total.

SUMMARY CONCLUSIONS

Overall, Sydney’s results are positive, with some particularly pleasing results across a number of dimensions. The areas to focus improvement efforts are Town planning policy and approvals which was identified as a key driver of Overall Performance. Traffic management is a major issue although not a major driver. Local roads and footpaths are also a source of dissatisfaction and safety in public places is a particular concern for residents of the West Zone.

HOW TO READ CHART ONE

SUMMARY OF RESULTS

- ◆ **Chart One** shows the percentage of “excellent and good” for all the key measures.

- ◆ For each measure, residents indicated their level of satisfaction on a five point scale*:
 - ❖ Excellent..... 5
 - ❖ Good 4
 - ❖ Adequate 3
 - ❖ Needs Some Improvement 2
 - ❖ Needs A Lot Of Improvement..... 1

** Please note, scale inverted for analysis purposes, compared with questionnaire*

CITY OF SYDNEY COUNCIL CHART ONE: SUMMARY OF RESULTS

	EXCELLENT & GOOD
1 Community satisfaction rating for overall performance generally of the council	53%
2 Community satisfaction rating for overall performance in key service areas and responsibilities (individual service group ratings shown below)	48%
2a Local Roads and Footpaths	45%
2b Health and Human Services	49%
2c Recreational Facilities	62%
2d Appearance of Public Areas	60%
2e Traffic Management and Parking Facilities	20%
2f Waste Management	63%
2g Enforcement of By Laws	47%
2h Economic Development	48%
2i Town Planning Policy and Approvals	40%
2j Safety in public areas	48%
3 Community satisfaction rating for council's interaction and responsiveness in dealing with the public	66%
4 Community satisfaction rating for council's advocacy and community representation on key local issues	50%
5 Community satisfaction rating for council's engagement in decision making on key local issues	48%



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HOW TO READ CHART TWO

KEY SERVICE AREAS RESULTS

- ◆ **Chart Two** highlights the results for the ten Key Service Areas. The “Mean Across Responsibility Areas” represents the average of each individual respondent’s answers which was again averaged for the total sample size.

- ◆ Chart Two provides for each result:
 - ❖ The proportion (%) of the community nominating each satisfaction rating point (excluding those who could not rate the responsibility area).
 - ❖ The proportion (%) who could not rate the service.
 - ❖ The proportion (%) of the community nominating each satisfaction rating point as “excellent and good” and “needs improvement”
 - ❖ The mean of the five satisfaction points (where 5=excellent and 1=needs a lot of improvement).
 - ❖ The “Indexed Means” out of 100 (calculated by multiplying the individual means by twenty).

CITY OF SYDNEY COUNCIL CHART TWO: KEY SERVICE AREAS RESULTS

RESPONSIBILITY AREAS OF LOCAL GOVERNMENT

	Excellent %	Good %	Adequate %	Needs some improvement %	Needs a lot of improvement %	Could not rate service %	Excellent & Good %	Needs improvement %	Mean	Indexed Mean
1 Local Roads and Footpaths	6	40	22	18	14	1	45	32	3.05	61
2 Health and Human Services	10	39	23	17	11	43	49	28	3.20	64
3 Recreational Facilities	13	49	21	12	5	7	62	17	3.52	70
4 Appearance of Public Areas	13	47	20	15	5	0	60	20	3.47	69
5 Traffic Management and Parking Facilities	2	18	21	28	31	4	20	59	2.31	46
6 Waste Management	17	45	18	12	7	1	63	19	3.54	71
7 Enforcement of By Laws	6	41	32	14	7	17	47	21	3.26	65
8 Economic Development	6	42	29	14	10	31	48	24	3.20	64
9 Town Planning Policy and Approvals	5	35	27	18	16	20	40	34	2.96	59
10 Safety in public areas	6	42	27	15	9	2	48	24	3.22	64
AVERAGE ACROSS RESPONSIBILITY AREAS							48	28	3.17	63

HOW TO READ CHART THREE

KEY PERFORMANCE INDICATOR RESULTS

- ◆ **Chart Three** highlights:
 - ❖ Overall Performance
 - Overall performance of the council and the extent to which this assessment has been influenced by issues occurring during the year.
 - ❖ Direction of Change
 - Perceptions of the direction of change in performance of the council.
 - ❖ Advocacy
 - Perceptions of the council's performance in lobbying to other levels of government and private organisations.
 - ❖ Customer Contact
 - Ratings of customer service by those respondents who have had contact with the council in the past twelve months, and thus are able to assess its customer service contact performance.
 - ❖ Community Engagement
 - Perceptions of the council's performance in engaging with the community in decision making on key local issues.

- ◆ Chart Three provides for each result:
 - ❖ The proportion (%) of the community nominating each satisfaction rating point (excluding those who could not rate the responsibility area).
 - ❖ The proportion (%) who could not rate the service.
 - ❖ The proportion (%) of the community nominating each satisfaction rating point as "excellent and good" and "needs improvement"
 - ❖ The mean of the five satisfaction points (where 5=excellent and 1=needs a lot of improvement).
 - ❖ The "Indexed Means" out of 100 are again shown (calculated by multiplying the individual means by twenty).

CITY OF SYDNEY COUNCIL

CHART THREE: KEY PERFORMANCE INDICATOR RESULTS

OVERALL PERFORMANCE OF THE COUNCIL

	Excellent	Good	Adequate	Needs some improvement	Needs a lot of improvement	Could not rate area	Excellent & Good	Needs improvement	Mean	Indexed Mean
	%	%	%	%	%	%	%	%		
◆ Performance Rating	8	45	31	11	6	2	53	17	3.38	68
	No %	Yes - Positively %		Yes - Negatively %						
◆ Have issues strongly influenced the above assessment	44	25		31						

DIRECTION OF CHANGE

	Improved %	Stayed the Same %	Deteriorated %
◆ Rating	41	44	15

ADVOCACY

	Excellent	Good	Adequate	Needs some improvement	Needs a lot of improvement	Could not rate area	Excellent & Good	Needs improvement	Mean	Indexed Mean
	%	%	%	%	%	%	%	%		
◆ Representation and lobbying to other levels of government and private organisations	12	38	28	13	9	27	50	22	3.31	66

CUSTOMER CONTACT

	Excellent	Good	Adequate	Needs some improvement	Needs a lot of improvement	Could not rate area	Excellent & Good	Needs improvement	Mean	Indexed Mean
	%	%	%	%	%	%	%	%		
◆ Rating of Council's Performance	27	38	11	9	13	2	66	22	3.58	72
	Yes %		No %							
◆ Had contact with the Council in the past twelve months	50		51							

COMMUNITY ENGAGEMENT

	Excellent	Good	Adequate	Needs some improvement	Needs a lot of improvement	Could not rate area	Excellent & Good	Needs improvement	Mean	Indexed Mean
	%	%	%	%	%	%	%	%		
◆ Engagement in decision making on key local issues	11	37	25	18	9	10	48	27	3.22	64

HOW TO READ CHART FOUR

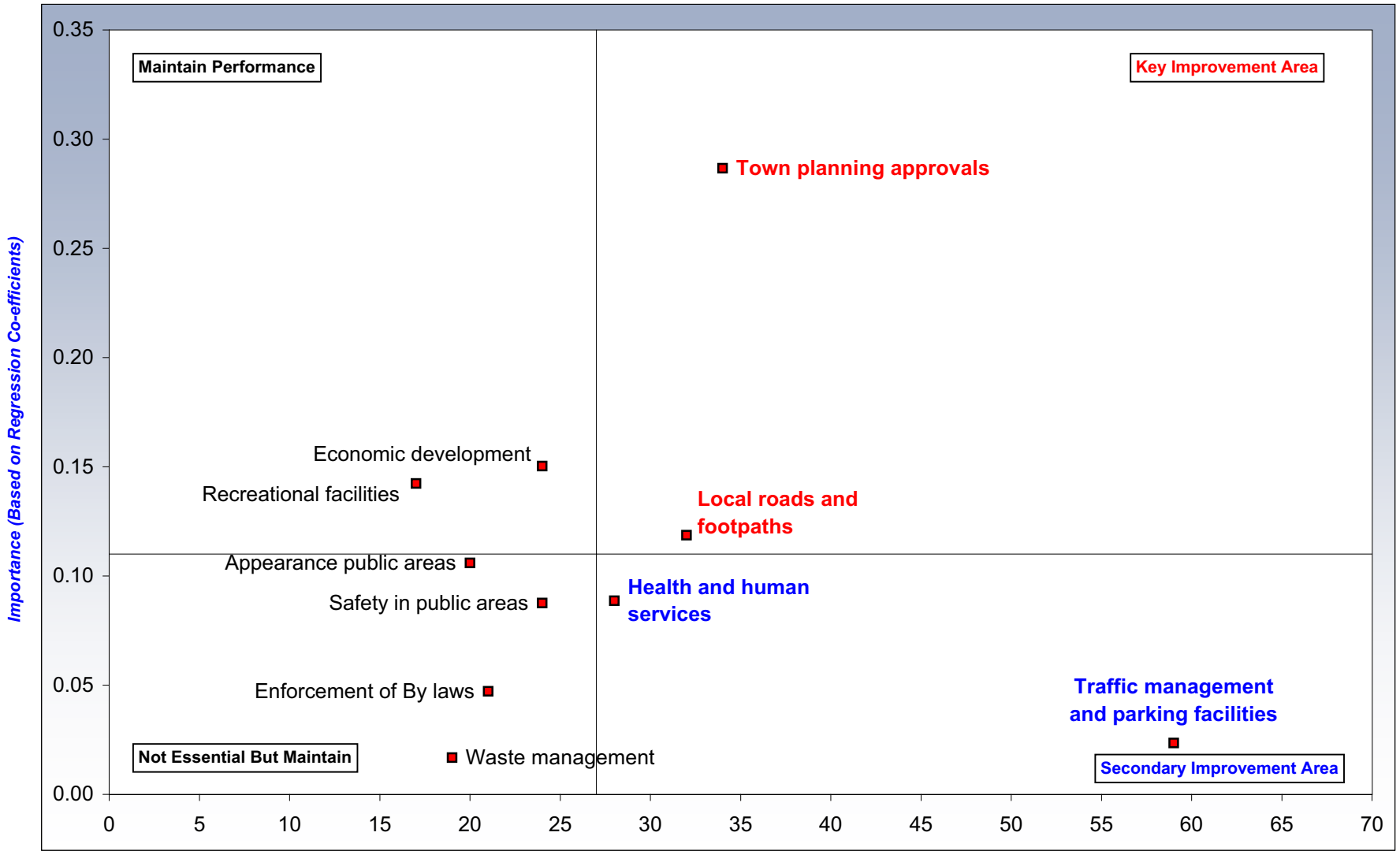
KEY SERVICE AREAS –IMPROVEMENT WINDOW

- ◆ **Chart Four** focuses upon the priorities for improvement opportunities by matching derived importance
 - ❖ A regression analysis was conducted on results for the ten Key Service Areas against the results for Overall Performance. The regression analysis indicates how strongly the results for an area impacts the result for Overall Performance. Please note, to facilitate analysis, where respondents could not provide a rating for a particular service, the average results for the respondents who could, was utilised.
 - ❖ The orders of magnitude of the coefficients for the derived drivers indicate the relative strength of each area (therefore a driver with a coefficient of 0.18 has three times the impact as a driver with a coefficient of 0.06).
- ◆ The vertical line is placed where the average demand for improvement exists in your council, so that any responsibility area to the right should be seen as a priority for improvement. The further to the right, the greater the demand for improvement.
- ◆ The horizontal centre line is placed at the average importance level.
- ◆ Within the two improvement quadrants distinctions therefore exist according to the importance placed upon the key service or responsibility area by the community.

- The closer to the top of the graph, the greater the importance.
- The closer to the left, the better the performance assessment.
- Any services that fall to the right of the vertical line (or close to it on the left side) are areas for attention.

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CHART FOUR: KEY SERVICE AREAS - IMPROVEMENT WINDOW



Percentage of respondents who rated performance as "needs some improvement" or "needs a lot of improvement"

HOW TO READ CHART FIVE

KEY PERFORMANCE INDICATORS OVERALL RESULTS

- ◆ **Chart Five** shows the proportion (%) of the community nominating each of the four Key Performance Indicators (excluding those who could not rate the responsibility area), as:
 - ❖ Excellent and Good (top chart)
 - ❖ Needs some improvement and Needs a lot of improvement (bottom chart)

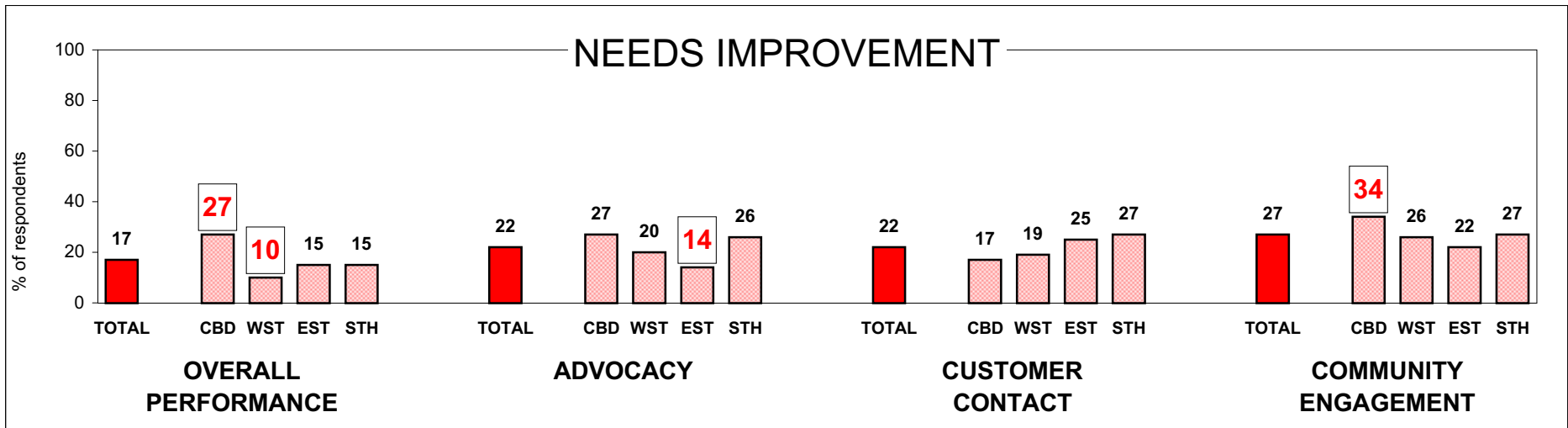
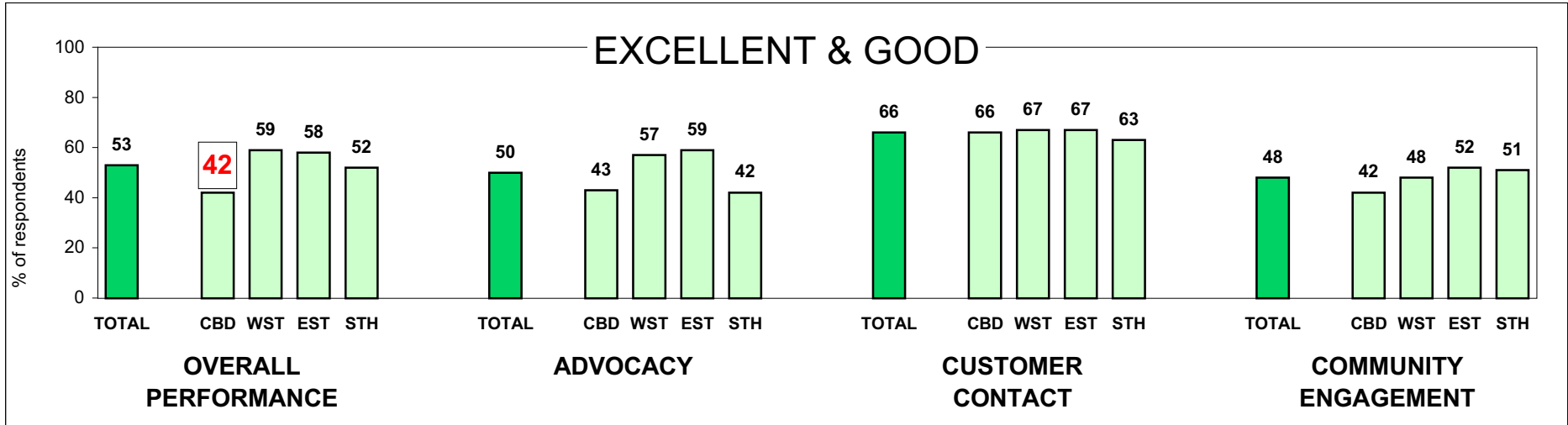
The Total results for Sydney N=400 are compared with the four Zones, CBD, West, East & South each with N=100. Where the results for the Zones are statistically significantly different to the total, they are highlighted by coloured red and in a white box.



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CHART FIVE: KEY PERFORMANCE INDICATORS OVERALL RESULTS



X = Coloured Red indicates Statistically Significantly different Result to the Total

HOW TO READ CHART SIX (1-3)

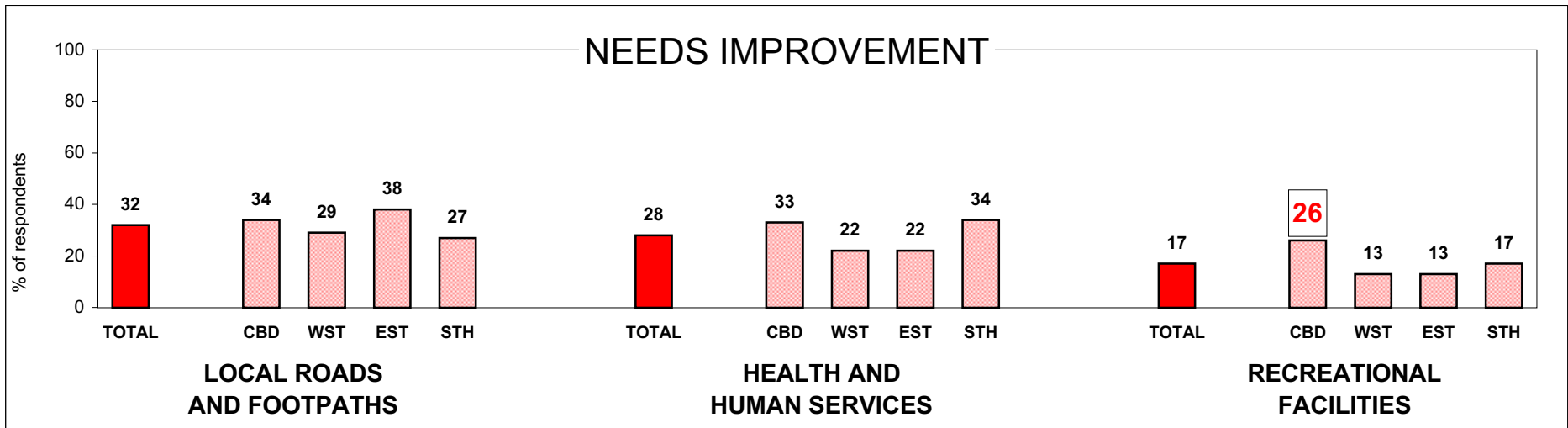
KEY SERVICE AREAS

- ◆ **Chart Six(1-3)** shows the proportion (%)of the community nominating each of the ten Key Service Areas (excluding those who could not rate the responsibility area), as:
 - ❖ Excellent and Good (top chart)
 - ❖ Needs some improvement and Needs a lot of improvement (bottom chart)

The Total results for Sydney N=400 are compared with the four Zones, CBD, West, East & South each with N=100. Where the results for the Zones are statistically significantly different to the total, they are highlighted by coloured red and in a white box.



CITY OF SYDNEY COUNCIL CHART SIX (1): KEY SERVICE AREAS

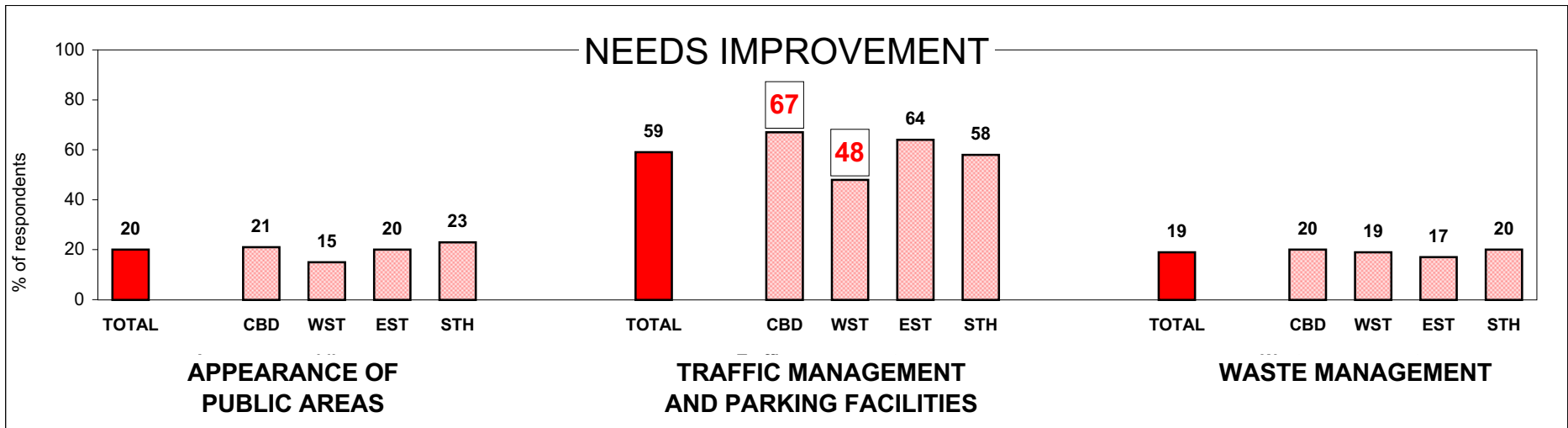
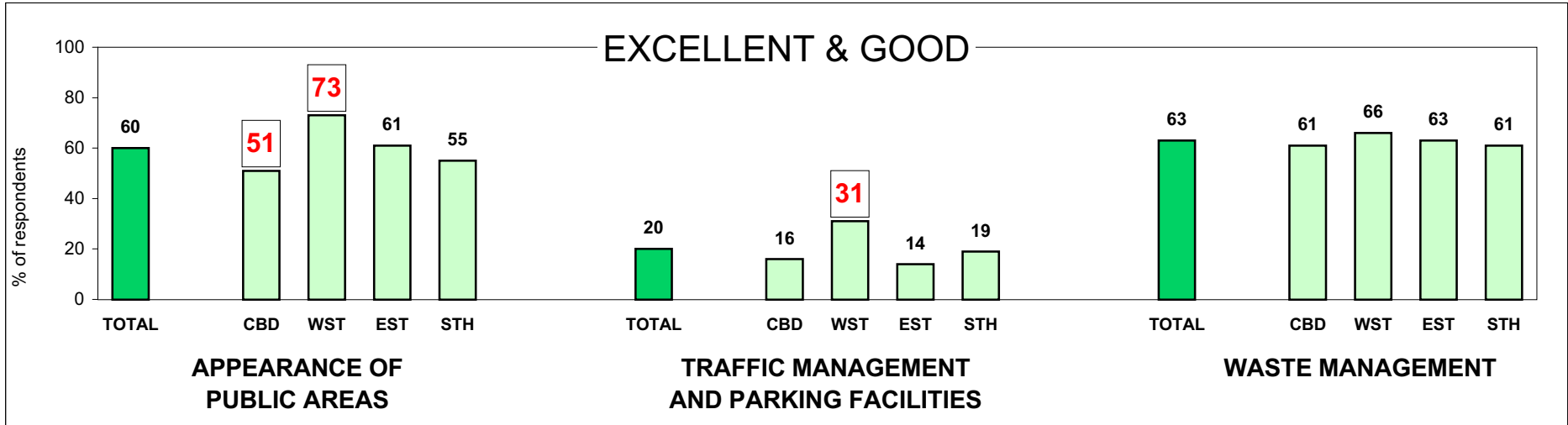


X = Coloured Red indicates Statistically Significantly different Result to the Total



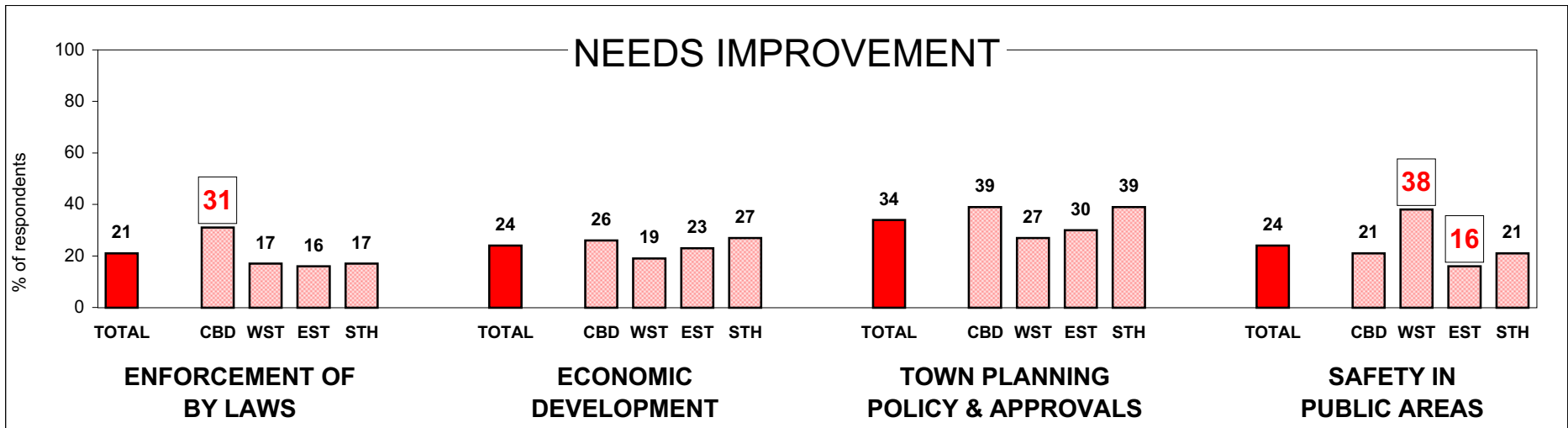
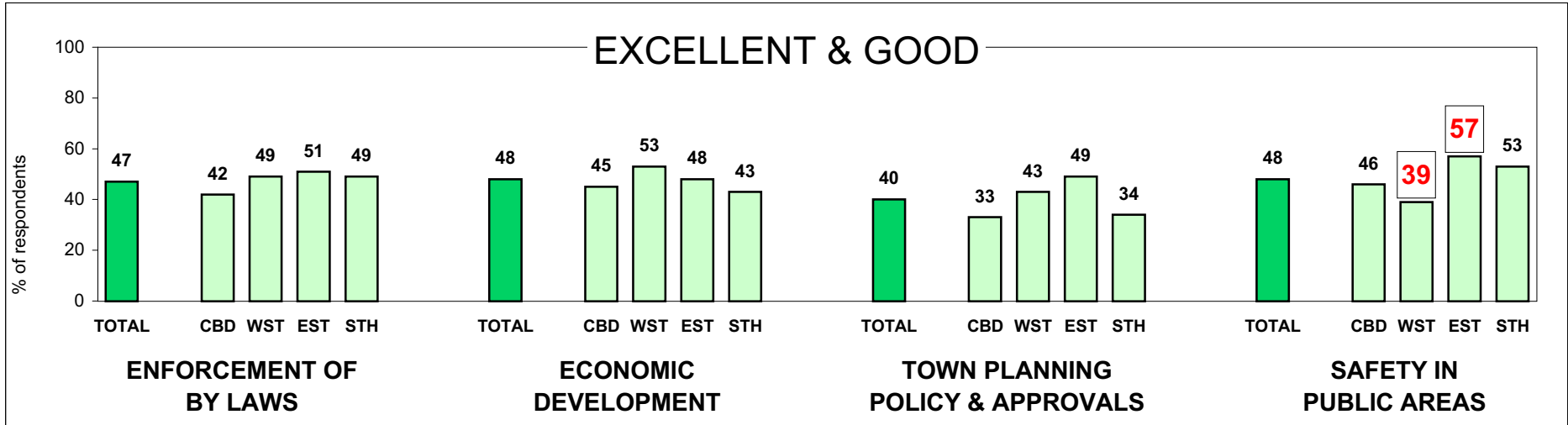
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CITY OF SYDNEY COUNCIL CHART SIX (2): KEY SERVICE AREAS



X = Coloured Red indicates Statistically Significant different Result to the Total

CITY OF SYDNEY COUNCIL CHART SIX (3): KEY SERVICE AREAS



X = Coloured Red indicates Statistically Significantly different Result to the Total

HOW TO READ CHART SEVEN

DERIVED DRIVERS OF SATISFACTION

- ◆ **Chart Seven** shows which of the ten service areas have the most impact on increasing or decreasing ratings of Overall Performance.
- ◆ The derived drivers of satisfaction have been obtained by conducting a regression analysis on the results. To facilitate analysis, where respondents could not provide a rating for a particular service, the average results for the respondents who could, was utilised.
- ◆ The orders of magnitude of the coefficients for the derived drivers shown next to each service area indicates the relative strength of each (therefore a driver with a coefficient of 0.18 has three times the impact as a driver with a coefficient of 0.06). *Please note these are not percentages.*
- ◆ Please note: the final three Key Service Attributes represented on Chart Seven are not significant drivers (as can be seen by the very small coefficients).
- ◆ The % of "needs improvement" results are also included on the chart. This is to assist councils in deciding where they should focus improvement efforts.

The Regression Analysis measures the relationship between Overall Performance and both positive and negative satisfaction with performance on individual attributes. As such, it is a measure of the degree of sensitivity that Overall Performance has to an attribute.

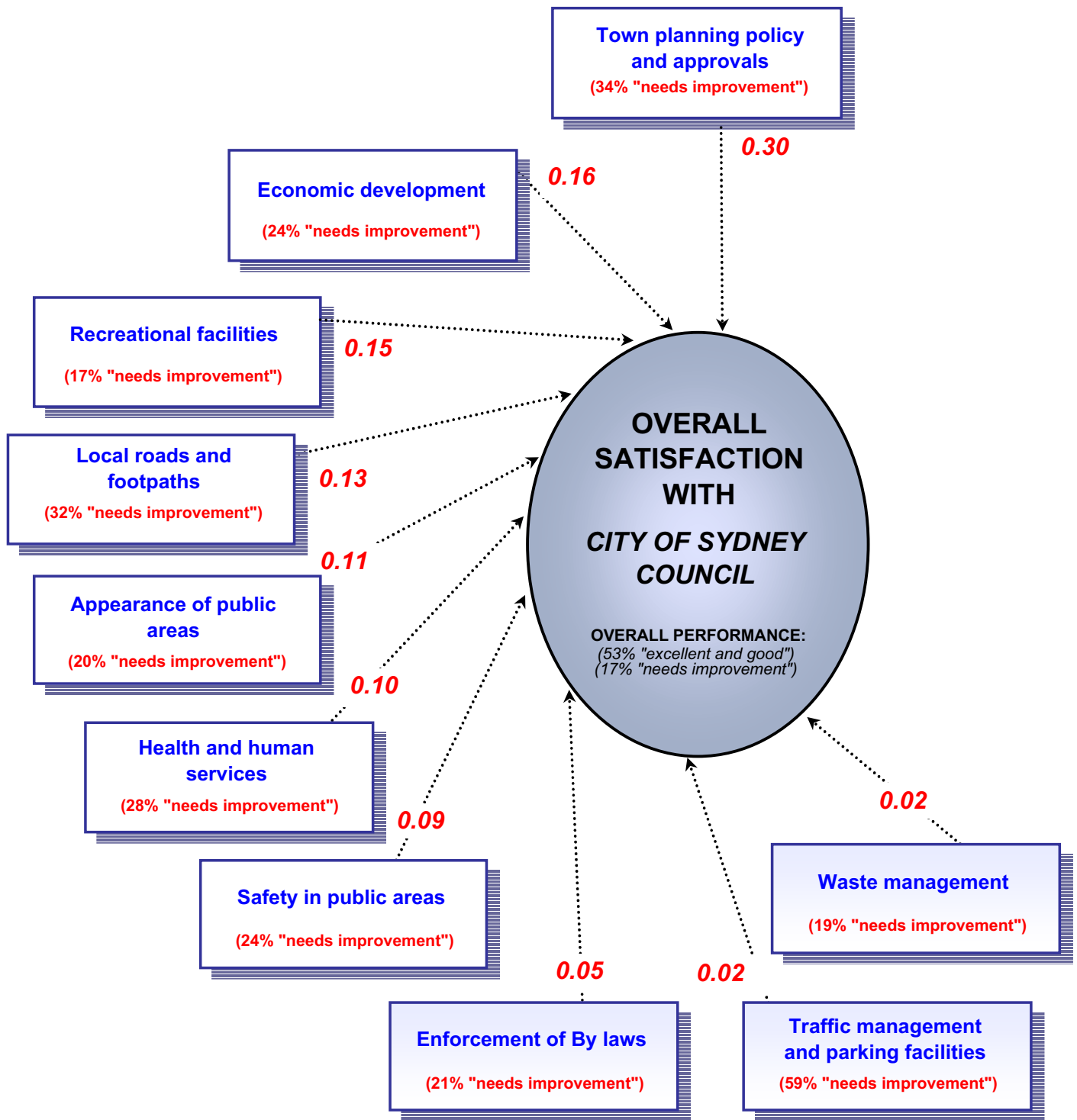
The analysis is based on observations of co-relationship, rather than respondents rational responses to what influences their Overall Performance. The resultant "derived drivers" are therefore based on sub-conscious rather than conscious linkages.

The sub-conscious nature of linkages means that the derived drivers reveal things to which respondents react positively or negatively, irrespective of the reality of causal linkages.

For example, it can be seen in the past Community Satisfaction results that Economic Development is frequently apparent as a major driver of satisfaction (or dissatisfaction, as the case may be). Even though Local Government may only play a minor role in economic development, occurrences and initiatives that meet with approval or disapproval will have a significant impact on Overall Satisfaction where this is a major driver. As such, Councils need to ensure that their part in contributing to, or fighting, economic development issues is known in the community. This will enable them to maximise the community's satisfaction.

CITY OF SYDNEY COUNCIL

CHART SEVEN: DERIVED DRIVERS OF SATISFACTION



Please Note: The final three Key Service Areas are not significant drivers

HOW TO READ CHART EIGHT (1-13)

REASONS “NEEDS IMPROVEMENT” FOR 2005

- ◆ Each of these tables presents the proportion of respondents who nominated (unprompted) one of a list of likely reasons for a particular service area as “needing improvement”.
 - ❖ Where a respondent gave a “needs improvement” rating, the interviewer then enquired “why do you say that?”
 - ❖ A list of pre-codes was developed and where possible, respondents comments were put into the relevant pre-code.
 - ❖ Where comments were not relevant to any of the pre-codes they were put into “other”.
 - ❖ Please note: this question allowed multiple response, ie. respondents were able to give more than one reason for their rating. Thus the percentages will not add up to 100%.

CITY OF SYDNEY COUNCIL CHART EIGHT (1): REASONS "NEEDS IMPROVEMENT"

- OVERALL PERFORMANCE -

	NUMBER OF RESPONDENTS:	65
✦ Traffic management and parking facilities		26%
✦ Decline in standard of service generally provided by council		15%
✦ Town planning policy and approvals		12%
✦ Local roads and footpaths		11%
✦ Need to consult more with the community		11%
✦ Appearance of public areas		9%
✦ Need a better balance in representing the whole community		9%
✦ Enforcement of By laws		6%
✦ Communicating/leading discussion with community		6%
✦ Health and human services		5%
✦ Favour certain areas over others		5%
✦ Rates are not giving value for money		5%
✦ They make up their own minds despite community consultation/don't listen to community		5%
✦ Need to concentrate more on safety issues		5%
✦ Service not as good as other councils		2%
✦ Recreational facilities		2%
✦ Waste management		2%
✦ Economic development		2%
✦ Waste/spend too much money		2%
✦ Crime/drug related problems/violence		2%
✦ Improve standard of/cost of public transport		2%
✦ Too slow to act/respond/make decisions		2%
✦ Can always improve		2%
✦ Need to follow up on issues		2%
✦ They don't respond to complaints		2%
✦ Council too focussed on internal politics		0%
✦ Customer contact		0%
✦ More resources/better handling of environmental issues		0%
✦ Listen too much to minority/pressure groups		0%
✦ Too conservative		0%
✦ Other		5%

CITY OF SYDNEY COUNCIL CHART EIGHT (2): REASONS "NEEDS IMPROVEMENT"

- ADVOCACY -

	NUMBER OF RESPONDENTS:	65
✦ Don't consult sufficiently/effectively	46%	
✦ Need to keep community better informed/communicate more	25%	
✦ Don't listen to the community	15%	
✦ Only pay lip service to issues	10%	
✦ Should consult more with the community/use consultants less	9%	
✦ Need to be more honest/transparent/information can be misleading	5%	
✦ Don't take a role in leading discussion	4%	
✦ Inconsistent/pick and choose which issues it leads discussion on	3%	
✦ Inappropriate developments/poor town planning decisions	3%	
✦ Only talk to the same people	2%	
✦ Need to consult with all areas of the LGD	2%	
✦ Communicate more regularly via newsletters/surveys/local papers/shopping centres/door knocks	2%	
✦ Too concerned with consulting business rather than residents	2%	
✦ Public meetings should be held at more appropriate times	2%	
✦ Too concerned with lobby groups/minority groups	1%	
✦ Need to focus more on environmental issues	1%	
✦ Need to publicise/promote consultation sessions and inform us of results	0%	
✦ Rates are not being used effectively/wasting money	0%	
✦ Too much council in-fighting/get politics out of it	0%	
✦ Should explain/justify/consult more on rates and fees	0%	
✦ Consult/respond to youth/youth issues	0%	
✦ Takes too long to get things done/not enough action	0%	
✦ Rates are too high	0%	
✦ More knowledgeable people/senior management on council	0%	
✦ People don't get opportunity to speak at council meetings	0%	
✦ Could generally improve	0%	
✦ Difficult to contact council members/don't make themselves available	0%	
✦ Other	12%	

CITY OF SYDNEY COUNCIL CHART EIGHT (3): REASONS "NEEDS IMPROVEMENT"

- CUSTOMER CONTACT -

	NUMBER OF RESPONDENTS: 44
◆ Lack of follow up	30%
◆ Took too long to respond	25%
◆ Passed around departments/not clear who to speak to	18%
◆ Not knowledgeable	16%
◆ Impolite/rude manner/tone	11%
◆ Not interested in helping/didn't take an interest	11%
◆ Issue not resolved in a satisfactory manner	9%
◆ Did not achieve outcome I wanted	9%
◆ They were inflexible, too rigid, didn't listen	9%
◆ Poor customer service/need to improve communication skills/more personal service	7%
◆ Understaffed/spent too long waiting in queue/on phone	7%
◆ Too hard to get through to anyone/kept getting machine	2%
◆ Not enough information/keep community informed	2%
◆ Need longer opening hours/after hours contacts	0%
◆ Other	7%

CITY OF SYDNEY COUNCIL CHART EIGHT (4): REASONS "NEEDS IMPROVEMENT"

- COMMUNITY ENGAGEMENT -

	NUMBER OF RESPONDENTS:	99
◆ Don't represent the interests of the community		26%
◆ Not sure what the council does/don't communicate effectively		12%
◆ Don't consult to gauge community views		12%
◆ Council does not make sufficient effort		9%
◆ Community has been sold out with the development of the cross-city tunnel		9%
◆ Council is more interested in politics themselves than community interests		8%
◆ Council represents some areas/services/interests but neglect others		6%
◆ State Government does not listen to Council/conflict between government and council		6%
◆ Council should look after minority groups (aboriginals, gays, aged etc)		6%
◆ Lobbying skills need improvement/more professional/effective lobbying		5%
◆ Council gives in to special interest groups, doesn't look at the whole community		5%
◆ Council doesn't have much influence or impact		3%
◆ Need to assist/protect/encourage local business/industry		3%
◆ Town planning issues/too much dual occupancy/inappropriate development		2%
◆ Could generally improve/do better		2%
◆ Council gives too much support to developers		2%
◆ Didn't lobby effectively on freeway/toll issues etc		0%
◆ Need more/improved public transport		0%
◆ Division within council/infighting/need to be more cohesive		0%
◆ Not doing enough/need to lobby harder on key local issues		0%
◆ Time taken for action to take place is too long		0%
◆ Rates are too high/unjustified increases		0%
◆ Issues with VCAT/haven't stood up to VCAT		0%
◆ Councillors seem incompetent/naive/inexperienced		0%
◆ Waste money/spending money in wrong areas		0%
◆ Council is understaffed		0%
◆ Other		11%

CITY OF SYDNEY COUNCIL CHART EIGHT (5): REASONS "NEEDS IMPROVEMENT"

- LOCAL ROADS AND FOOTPATHS -

	NUMBER OF RESPONDENTS: 127
◆ Improve/fix/repair uneven surface of footpaths	51%
◆ Quicker response for repairs to roads, footpaths or gutters	23%
◆ More frequent/better re-surfacing of roads	20%
◆ Roadworks/footpath upgrades not timely, cause traffic jams	8%
◆ Footpaths are dirty	6%
◆ More/better bike paths/roller blading areas etc.	5%
◆ More frequent maintenance of roadside drains and culverts	4%
◆ Oxford Street upgrade is taking too long, causing problems, jams, difficult to use	4%
◆ Widen roads/footpaths - too narrow	3%
◆ Needs easier/smoothier access to footpaths for wheelchairs/prams/elderly/disabled	3%
◆ Prune/trim trees/shrubs overhanging footpaths	2%
◆ Improve the quality of maintenance on roads and footpaths/potholes	2%
◆ Fix/improve unsafe sections of roads	2%
◆ More/safer pedestrians crossings/school crossings	2%
◆ More/better street/road signs (including position/visibility)	2%
◆ Upgrade roads and bridges to cope with current traffic demands	2%
◆ Council favours/focuses on certain areas over others	2%
◆ More/better street lighting	1%
◆ Increase number of footpaths	1%
◆ Fix/improve edges and shoulders of roads	1%
◆ Better co-ordination/management of works	1%
◆ Improve/plant more appropriate street trees	1%
◆ Dislike works being carried out by private contractors/prefer council workers	1%
◆ Prune trees/vegetation on roundabouts/corners to improve visibility/safety	1%
◆ More information/notifications about upcoming road works	0%
◆ Quicker response to replace/fix street lights	0%
◆ More community consultation about roads and footpaths	0%
◆ Other	10%

CITY OF SYDNEY COUNCIL CHART EIGHT (6): REASONS "NEEDS IMPROVEMENT"

- HEALTH AND HUMAN SERVICES -

	NUMBER OF RESPONDENTS:	65
◆ More/better support/service for ethnic/minority/disadvantaged groups (incl.drug addicts/disabled/homeless etc.)		34%
◆ Better support for homeless		18%
◆ More child care facilities needed		14%
◆ More facilities/services for mental health		12%
◆ More facilities/resources for Aged care (elderly)/better nursing homes		11%
◆ More/better premises for health or community facilities		8%
◆ More funds/resources for programs/reduce waiting lists/improve access (incl. child care facilities)		8%
◆ Improve billing administration of fee for service programs (eg. child care, home help etc.)		6%
◆ Increase resources for/availability of home help		5%
◆ More/better publicity/information about available services		5%
◆ Improve quality/variety of food in meals on wheels program		3%
◆ More/better activities/programs for young people		2%
◆ More resources/longer opening hours for Maternal and Child Health facilities		2%
◆ More/better centres/facilities across the shire/in more remote towns/areas		2%
◆ Services need to be improved in all areas/council needs to do more		2%
◆ Better transport arrangements to/from health or community centres/facilities		0%
◆ Improve quality of home help		0%
◆ Reduce costs of home based services		0%
◆ Too much support/resources for specialist programs or minority groups		0%
◆ More/better access to people with knowledge about specific programs/services		0%
◆ Reduce costs of child care/pre-schools		0%
◆ More information/resources to immunisation programs		0%
◆ Improved/increased child care facilities/after school/holiday care		0%
◆ Improve/increased public housing		0%
◆ More frequent visits by carers/home help across shire/in more remote areas		0%
◆ Improved services for children with special needs/disability services		0%
◆ Improve/increased dental programme/services		0%
◆ Other		9%

CITY OF SYDNEY COUNCIL CHART EIGHT (7): REASONS "NEEDS IMPROVEMENT"

- RECREATIONAL FACILITIES -

	NUMBER OF RESPONDENTS:	64
◆ More facilities/activities for young people/teenagers		11%
◆ More/better Sporting Complexes (including pools)		9%
◆ More/better/safer Playgrounds and/or equipment		9%
◆ More/better library buildings/no library service/closing library/moving library		9%
◆ More or better swimming pools, upgrade swimming pools		9%
◆ More community consultation about recreational facilities etc		6%
◆ More/better recreational activities/programs		6%
◆ Better/More maintenance of Parks/Playgrounds-syringes/lighting/trees etc		6%
◆ Need more parks/open space		6%
◆ More funds needed to be spent on recreation generally (libraries, pools, sporting facilities)		6%
◆ More/better bike paths, skate board or roller blade facilities		5%
◆ Less expensive recreational facilities and activities/more consistent fees		5%
◆ More/better facilities and resources at libraries (including services and funding)		5%
◆ Reduce fees/charges/fines		5%
◆ Need more dog friendly areas/where dogs can be walked		5%
◆ More/better amenities in recreation areas (eg. seats, picnic tables, barbeques etc)		3%
◆ More/better events and festivals		3%
◆ More/better sporting complexes and/or facilities		3%
◆ More/better library services/facilities (including mobile services)		3%
◆ More support/funding needed for recreational/sporting facilities/some facilities closing down		3%
◆ Longer opening hours for Sporting Complexes (including pools)		2%
◆ Better maintenance of Sporting Fields/Grounds and/or buildings		2%
◆ More publicity/information on facilities and activities/programs		2%
◆ More facilities/activities for elderly/older people		2%
◆ Larger range/greater availability of books		2%
◆ Pool/baths closing/moving/closed/should be open more months a year		2%
◆ Other		9%

CITY OF SYDNEY COUNCIL CHART EIGHT (8): REASONS "NEEDS IMPROVEMENT"

- APPEARANCE OF PUBLIC AREAS -

	NUMBER OF RESPONDENTS:	79
◆ More frequent/better street cleaning		24%
◆ Better maintenance of parks and gardens		15%
◆ More frequent/better removal of litter in parks and gardens		15%
◆ Cleaning of public areas/generally untidy		14%
◆ More street trees		6%
◆ More frequent clearing of public litter bins		5%
◆ Quicker/more frequent removal of graffiti/attention to vandalism		5%
◆ Retain/more parks and gardens/open spaces		4%
◆ Better/different time of day/week for street cleaning/have no parking time		4%
◆ Improve street cleaning, timing of street cleaning		4%
◆ More recycling facilities		4%
◆ Better landscaping/design (eg. more colour, more shady trees)		3%
◆ More frequent spraying of weeds in open spaces/better weed management		3%
◆ Better amenities within parks/gardens (eg. BBQ's, picnic tables, toilets, play equipment etc.)		3%
◆ Better maintenance of amenities (eg. BBQ's, picnic tables, toilets etc.) within parks/gardens		3%
◆ Better/different types/mix of trees/vegetation/more appropriate trees		3%
◆ More frequent/better pruning of street trees/plants		3%
◆ Better care of street trees - watering, staking, removal of dead trees/tree roots/replace dead trees		3%
◆ More public litter bins		3%
◆ Better maintenance of beaches, lakes, rivers etc. and surrounding areas		1%
◆ Restrict billboards, other advertising signage and other eyesores		1%
◆ More/better cleaning of toilet blocks		1%
◆ More/better cleaning up of dog litter		1%
◆ More/better cleaning of condoms, syringes etc. in parks, beaches, alleys etc.		1%
◆ Shopping centre run down/dirty/needs improving/business areas		1%
◆ Better maintenance and cleanliness of train station/area along track		1%
◆ Better/more frequent cleaning of footpaths		1%
◆ Improve street lighting/park lighting		1%
◆ Improve streetscapes with landscape or architectural features		0%
◆ Some areas favoured over others/some areas are neglected		0%
◆ Other		9%

CITY OF SYDNEY COUNCIL CHART EIGHT (9): REASONS "NEEDS IMPROVEMENT"

- TRAFFIC MANAGEMENT -

	NUMBER OF RESPONDENTS:	229
◆ More parking facilities/capacity		25%
◆ Local residents: more parking, less restrictions, lower fees, permits for visitors/tradesmen		16%
◆ More parking specifically allocated for residents		9%
◆ More parking generally		8%
◆ Tunnel has caused problems, traffic congestion, people avoiding it, too expensive		8%
◆ More parking enforcement/traffic officers		6%
◆ Improve traffic management generally		6%
◆ Improve traffic flow/congestion		6%
◆ More parking permits per household for residents		5%
◆ More/better public transport		4%
◆ More parking facilities adjacent to shopping and business centres		4%
◆ Fewer parking meters		4%
◆ Less parking enforcement/parking officers		3%
◆ Longer parking times/more long term parking		3%
◆ More community consultation		2%
◆ Less parking restrictions		2%
◆ Council does not respond/react to complaints re. traffic/parking management		2%
◆ More parking restrictions		2%
◆ Improve road signage - general		2%
◆ Restrict/discourage traffic on residential roads		2%
◆ Streets too narrow/need widening/making them narrower is a mistake and causing more congestion		2%
◆ Roadworks cause traffic congestion, takes too long		2%
◆ More speed inhibitors (humps, barriers etc)		1%
◆ Less parking generally, make it so that there are less cars in the area		1%
◆ More free parking /cheaper parking		1%
◆ Pedestrian crossings in the wrong spot		1%
◆ Greater restriction of non-resident parking		0%
◆ More parking meters		0%
◆ More parking around specific areas eg. train stations, hospitals etc.		0%
◆ Fewer speed inhibitors (humps, barriers etc)		0%
◆ Other		14%

CITY OF SYDNEY COUNCIL CHART EIGHT (10): REASONS "NEEDS IMPROVEMENT"

- WASTE MANAGEMENT -

	NUMBER OF RESPONDENTS:	75
◆ More comprehensive recycling program/no recycling program		20%
◆ More frequent rubbish collection		16%
◆ Recycling should be more effective, educate people, ensure things are separated properly etc		16%
◆ More reliable collections		15%
◆ Any/more frequent hard waste collection		11%
◆ More frequent collection of recyclable materials		8%
◆ Bigger bins		7%
◆ Spillage garbage on footpath/road during garbage collection		7%
◆ Garbage collection is noisy, wrong time (too early or too late)		4%
◆ More community consultation		3%
◆ Bins should be returned upright to kerbside/in same place/with lids closed		3%
◆ More education/promotion for recycling		3%
◆ Any/more frequent collections of green waste/vegetation		3%
◆ No garbage collection		3%
◆ Complained to the council and nothing was done		3%
◆ Any/better containers for collection of recyclable materials/green materials		1%
◆ No collection of recyclable materials		1%
◆ Being charged for waste disposal but not having a garbage collection		1%
◆ Inconvenient location of pick-up points for garbage bins		1%
◆ Collection of rubbish left on streets/footpaths/gutters/public areas		1%
◆ Provide more information/keep residents informed about waste management procedures		1%
◆ Restrict people from putting out hard rubbish weeks before collection		1%
◆ Garbage collectors do damage (bins, kerbs etc) and don't take responsibility for it		1%
◆ Less damage to garbage bins		0%
◆ Smaller bins		0%
◆ Reduce cost of second/larger bins		0%
◆ Cost of garbage/waste collection too much (including bins)		0%
◆ Other		8%

CITY OF SYDNEY COUNCIL CHART EIGHT (11): REASONS "NEEDS IMPROVEMENT"

- ENFORCEMENT OF BY LAWS -

	NUMBER OF RESPONDENTS:	68
◆ Greater enforcement of noise By-laws (domestic, industrial, traffic etc.)		44%
◆ Greater enforcement of animal By-laws		19%
◆ Greater enforcement of parking restrictions/more officers/rangers		13%
◆ Complained to the council and nothing was done, no feedback		7%
◆ By-laws purely revenue raising		6%
◆ Greater enforcement of pollution By-laws (domestic, industrial, traffic etc.)		3%
◆ By-laws are too lenient		3%
◆ Greater enforcement of fire prevention By-laws		3%
◆ Animal By-laws are too stringent		3%
◆ Greater enforcement of footpath/kerbside trading laws		1%
◆ Greater enforcement of littering By-laws		1%
◆ Less enforcement of parking restrictions		1%
◆ Greater enforcement of health/food handling By-laws		1%
◆ Better attitude for By-laws enforcement officers/rangers		1%
◆ By-laws are too stringent		1%
◆ Greater enforcement of By-laws effecting stray stock		1%
◆ More consistent application of By-laws/enforcement		1%
◆ Quicker response to reports of By-law infringements		0%
◆ Fines are too high		0%
◆ More publicity/information to residents		0%
◆ Greater enforcement of By-laws generally/more By-laws officers		0%
◆ Greater enforcement of drinking in public places		0%
◆ Poor/not enough traffic/parking signs		0%
◆ By-laws need to be clearer/too confusing		0%
◆ Better consultation process/listen to community		0%
◆ Health/good handling by-laws are too strict		0%
◆ Other		9%

CITY OF SYDNEY COUNCIL CHART EIGHT (12): REASONS "NEEDS IMPROVEMENT"

- ECONOMIC DEVELOPMENT -

	NUMBER OF RESPONDENTS:	65
◆ Need more/better job creation programs/employment opportunities		31%
◆ Not enough support for local businesses		17%
◆ Encourage more tourism		14%
◆ Greater emphasis on Economic Development in general		11%
◆ Encourage more companies/industries to re-locate to the area		6%
◆ Roadworks and construction are adversely affecting local businesses		5%
◆ Encourage tourism by making sure the tourist areas are maintained, clean, easily accessed		5%
◆ Not enough promotion of local businesses		3%
◆ Not aware of any economic development/they don't do anything/improvement needed		3%
◆ Need to publicise/inform the community of Council activities		3%
◆ Council has put money in inappropriate places, popular things rather than useful		3%
◆ Encourage more desirable industries to locate to the area		2%
◆ Restrict/discourage undesirable industries in the area		2%
◆ More community consultation/consultation with business		2%
◆ Some areas of local government are neglected		2%
◆ Attract/encourage better/more diverse shops/businesses ie. Target/Spotlight/newsagents		2%
◆ Restrictions on/cost of parking adversely effects local business		2%
◆ Better financial planning/management of Council budget/don't waste money		0%
◆ Encourage/retain key services such as GP's, hospitals and banks in rural areas		0%
◆ Too much emphasis on tourism		0%
◆ Improve/upgrade shopping area/buildings		0%
◆ Council too politically motivated/not dealing with issues		0%
◆ Stop rate increases/rates too high for businesses		0%
◆ Takes too long to get things done/complete projects		0%
◆ Too influenced by minority groups		0%
◆ Council contracts out too much work		0%
◆ Other		8%

CITY OF SYDNEY COUNCIL CHART EIGHT (13): REASONS "NEEDS IMPROVEMENT"

- TOWN PLANNING POLICY AND APPROVALS -

	NUMBER OF RESPONDENTS: 107
✦ Better planning policies	19%
✦ Too little regulation in heritage areas	17%
✦ More consultation with community	13%
✦ Less high density dwellings	9%
✦ Should give resident a fair go/listen to their objections	8%
✦ More efficient/faster approval processes	7%
✦ Too much regulation in heritage areas	7%
✦ Too much highrise development/high rise apartments	5%
✦ All these developments make too much noise, council should take into account noise pollution	5%
✦ Greater clarity/information on guidelines and process for building application	4%
✦ Parking for local residents, developments should take into account additional parking needs	4%
✦ Council should be stronger in representing community opinion	3%
✦ Decisions overridden by State Government/VCAT/the Tribunal	3%
✦ Too influenced by developers/real estate agents/other influences	3%
✦ Require clearer by-laws regarding cutting down trees/obscure tree policy	3%
✦ Greater enforcement of/adherence to planning policies	2%
✦ More consistent decisions	2%
✦ Take better account of impact on neighbouring properties	2%
✦ Ugly/inappropriate design/development (no character)/out of character with area	2%
✦ Council not very professional in this area/poor management	2%
✦ Traffic issues, council is restricting traffic and this causes problems	2%
✦ Take better account of environmental issues	1%
✦ Better planning for development of shopping areas	1%
✦ Too much residential sub-division	1%
✦ Process is too bureaucratic/needs to be flexible/too many regulations/in exports	1%
✦ Residents/neighbours have too much say in objecting to proposals	1%
✦ Better/more long term planning	1%
✦ Traffic issues, not enough restriction of traffic	1%
✦ Greater clarity/information on guidelines and process for building objections	0%
✦ Reduce permit fees	0%
✦ Other	17%

CITY OF SYDNEY COUNCIL CHART EIGHT (14): REASONS "NEEDS IMPROVEMENT"

- SAFETY IN PUBLIC AREAS -

	NUMBER OF RESPONDENTS:	95
◆ More security / improve street lighting		41%
◆ More patrols / police presence / quicker police response		29%
◆ High in crime / robberies / vandalism		28%
◆ Feeling of safety / don't feel safe living in the area		13%
◆ Drug use, alcoholism and violence		8%
◆ Traffic safety issues		8%
◆ Young people hanging around / roaming streets / thugs and gangs		6%
◆ Security issues within the parks		6%
◆ Safety issues with regards to children		5%
◆ People who live in public housing and halfway houses require more attention, greater care		1%
◆ Safety issues with regards to women		1%
◆ Other		6%

SURVEY QUESTIONNAIRE

CITY OF SYDNEY RESIDENTS QUESTIONNAIRE

- 2005 -

Good morning/afternoon/evening. My name is and I am from Newton Wayman Chong, the market research company. We are conducting a survey on behalf of the City of Sydney. The survey aims to find out how residents feel about the performance of local government in your area.

Can I please speak to a head of your household (either male or female) who is 18 years or older? **ONCE HAVE CORRECT PERSON.** If you would like to participate the survey will only take about 8 or 9 minutes **AND THE INFORMATION YOU PROVIDE WILL BE USED FOR RESEARCH PURPOSES ONLY.**

SCREENING QUESTIONS

S1: Firstly, do you or anyone in your household work in a market research organisation or local government anywhere, either now, or in the last three years?

- Yes - Market Research 1 **TERMINATE**
 Yes - Local Government 2 **TERMINATE**
 No 3

S2: Also, we just wish to speak to residents, not businesses, of **City of Sydney Council**. Are you a residential household?

- Yes - Residential Household 1
 No 3 **TERMINATE**

S3: RECORD GENDER (AUTOMATICALLY).

- Male 1
 Female 2

CONTINUE WITH INTERVIEW.

MY SUPERVISOR MAY BE MONITORING THE INTERVIEW FOR QUALITY CONTROL PURPOSES. IF YOU DO NOT WISH THIS TO OCCUR, PLEASE LET ME KNOW.

Q1 Firstly, I will shortly be reading out a list of nine areas which are the responsibility of local Government. Please keep in mind that the focus is on local government only.

For each area of responsibility, I would like to establish your **assessment of the performance** of **City of Sydney Council** over the last twelve months.

NOW ASK (a) AND (b) WHERE NECESSARY FOR EACH RESPONSIBILITY AREA, BEFORE PROCEEDING TO NEXT SERVICE AREA. RANDOMISE.

a) In the last twelve months, how has ... **City of Sydney Council** ... performed on ... **(INSERT RESPONSIBILITY AREA)** ... ? Was it ... ? **READ OUT 1-5**

INCLUDING DEFINITIONS THE FIRST TIME AND THEREAFTER ONLY THE KEY WORDS.

1. **Excellent** - outstanding performance.....1
2. **Good** - a high standard.....2
3. **Adequate** - an acceptable standard.....3
4. **Needs some improvement**.....4
5. **Needs a lot of improvement**.....5
- Don't Know/Can't Say6

ASK Q1b IF CODES 4 OR 5 IN Q1a. OTHERWISE CONTINUE WITH THE NEXT RESPONSIBILITY AREA.

b) Why do you say that? USE PRE-CODES(S) WHERE APPROPRIATE – BUT DO NOT READ OUT.

[INSTRUCTION: FOR STATEMENT 2 ONLY.]

c) Have you or any member of your household used any of these services provided by the **City of Sydney Council in the last 12 months?**

Yes1

No2

RESPONSIBILITY AREAS	Q1a Performance	Q1b Why Needs Improvement	Q1c
1. Local Roads and Footpaths <i>Excluding ...</i> Highways and main roads	<input type="checkbox"/>	Pre-code 1 Pre-code 2 Pre-code 3 Other (specify)	
2. Health and Community Services <i>This includes ...</i> Meals on Wheels Home Help Child Care Aged Care Youth Services <u>And Support for Disadvantaged and Minority Groups</u> (but <i>excludes</i> hospitals)	<input type="checkbox"/>	Pre-code 1 Pre-code 2 Pre-code 3 Other (specify)	<input type="checkbox"/>
CONTINUED ON NEXT PAGE			

CONTINUED FROM PREVIOUS PAGE			
RESPONSIBILITY AREAS	Q1a Performance	Q1b Why Needs Improvement	Q1c
3. Recreational Facilities <i>This includes ...</i>	<input type="checkbox"/>	Pre-code 1	
Sporting facilities, swimming pools, sports fields and playgrounds		Pre-code 2	
Recreation and Community Centres		Pre-code 3	
Festivals		Other (specify)	
Library Services			
4. Appearance of Public Areas <i>This includes ...</i>	<input type="checkbox"/>	Pre-code 1	
Local parks and gardens		Pre-code 2	
Street cleaning and litter collection		Pre-code 3	
Graffiti removal		Other (specify)	
Street trees			
5. Traffic Management and Parking Facilities <i>This includes ...</i>	<input type="checkbox"/>	Pre-code 1	
Council provision of street and off street parking		Pre-code 2	
Local road safety		Pre-code 3	
		Other (specify)	
6. Waste Management <i>This includes ...</i>	<input type="checkbox"/>	Pre-code 1	
Garbage and recyclable collection		Pre-code 2	
Booked clean up service		Pre-code 3	
		Other (specify)	
7. Enforcement of By Laws <i>This includes ...</i>	<input type="checkbox"/>	Pre-code 1	
Food and Health		Pre-code 2	
Noise		Pre-code 3	
Animal control		Other (specify)	
Parking			
Fire Prevention			
8. Economic Development <i>This includes ...</i>	<input type="checkbox"/>	Pre-code 1	
Business and Tourism		Pre-code 2	
Jobs Creation		Pre-code 3	
		Other (specify)	
9. Town Planning Policy and Approvals <i>Including ...</i>	<input type="checkbox"/>	Pre-code 1	
		Pre-code 2	
		Pre-code 3	

Heritage and environmental issues Development assessment		Other (specify)	
10. Safety in Public Areas <i>Including ...</i>	<input type="checkbox"/>	Pre-code 1 Pre-code 2 Pre-code 3 Other (specify)	
Public lighting General feeling of safety		

Q2a In the last twelve months, have you had any contact with ... **City of Sydney Council** ... ? This may have been in person, by telephone, in writing, email or by fax.

Yes.....1

No **SKIP TO Q3**2

Q2b Thinking of the most recent contact, how well did ... **City of Sydney Council** ... perform in the **way** you were treated - things like the ease of contact, helpfulness and ability of staff, speed of response, and their attitude towards you. We do **not** mean the **actual outcome**. Was it ... **READ OUT 1-5** ... ?

1. **Excellent** - outstanding performance.....1

2. **Good** - a high standard2

3. **Adequate** - an acceptable standard.....3

4. **Needs some improvement**.....4

5. **Needs a lot of improvement**.....5

Don't Know/Can't Say6

ASK Q2c IF CODES 4 OR 5 IN Q2b. OTHERWISE SKIP TO Q3.

Q2c Why do you say that? **USE PRE-CODES(S) WHERE APPROPRIATE – BUT DO NOT READ OUT.**

ASK ALL.

Q3 In the last twelve months, how well has ... **City of Sydney Council** ... represented and lobbied on behalf of the community with other levels of government and private organisations, on key local issues? Was it ... **READ OUT 1-5** ... ?

1. **Excellent** - outstanding performance.....1

2. **Good** - a high standard2

3. **Adequate** - an acceptable standard.....3

4. **Needs some improvement**.....4

5. **Needs a lot of improvement**.....5

Don't Know/Can't Say6

ASK Q3a IF CODES 4 OR 5 IN Q3. OTHERWISE SKIP TO Q4.

Q3a Why do you say that? **USE PRE-CODES(S) WHERE APPROPRIATE – BUT DO NOT READ OUT.**

Q4 **On balance**, for the last twelve months, how do you feel about the performance of ... **City of Sydney Council**. Not just on one or two issues, **but overall** across all responsibility areas. Was it ... **READ OUT PERFORMANCE SCALE 1-5** ... ?

1. **Excellent** - outstanding performance.....1
2. **Good** - a high standard2
3. **Adequate** - an acceptable standard.....3
4. **Needs some improvement**.....4
5. **Needs a lot of improvement**.....5
- Don't Know/Can't Say **SKIP TO Q6**.....6

Q5 In giving your answer to the previous question, has any particular issue **strongly** influenced your view, either in a positive or negative way? **IF YES**. Was it a positive or negative influence?

- Yes - Positive1
 Yes - Negative.....2
 No.....3
 Don't Know/No Response.....4

ASK Q5a IF CODES 4 OR 5 IN Q4. OTHERWISE SKIP TO Q6.

Q5a Why do you say that on balance the council's overall performance is in need of improvement? **USE PRE-CODES(S) WHERE APPROPRIATE – BUT DO NOT READ OUT.**

Q6 Over the last 12 months, what is your view of the direction of ... **City of Sydney Council** ... overall performance? Has it **improved, stayed the same** or **deteriorated**? **READ OUT 1-3.**

1. Improved1
2. Stayed the Same2
3. Deteriorated3
- Don't Know/Can't Say4

Q6a Over the last 12 months, how would you rate the performance of ... **City of Sydney Council** ... on consulting with the community and leading discussion on key social, economic and environmental issues which could impact on the local area, and may require decisions by Council? Would you say it was... **READ OUT PERFORMANCE SCALE 1-5** ... ?

1. **Excellent** - outstanding performance.....1
2. **Good** - a high standard2
3. **Adequate** - an acceptable standard.....3
4. **Needs some improvement**.....4
5. **Needs a lot of improvement**.....5
- Don't Know/Can't Say6

ASK Q6b IF CODES 4 OR 5 IN Q6a. OTHERWISE SKIP TO Q7.

Q6b Why do you say that? **USE PRE-CODES(S) WHERE APPROPRIATE – BUT DO NOT READ OUT.**

Just three final questions ...

Q7 To which one of the following age groups do you belong? **(READ OUT 2-6)**

(SP)

- Under 18 1 **TERMINATE**
 18 - 24 2
 25 - 34 3
 35 - 49 4
 50 - 64 5
 65 + 6
 Refused 7

Q8 Thinking of the property you live in, do you **own** it or are you **renting**?

- Own (includes purchasing) 1
 Renting 2

Q9 And is this property your main permanent residence or a secondary residence such as a holiday home?

- Permanent residence 1
 Secondary residence 2

THANK YOU. FOR QUALITY CONTROL PURPOSES YOU MAY BE RE-CONTACTED, TO VERIFY SOME OF THE INFORMATION. WE WILL REMOVE YOUR CONTACT DETAILS WHEN ALL INTERVIEWING IS COMPLETED IN 6 TO 8 WEEKS TIME. IN THE MEAN TIME YOU MAY CONTACT US ABOUT THE INTERVIEW.

Just in case you missed it, my name isand I'm calling from Newton Wayman Chong.

Respondent's First Name:

Was this interview conducted in ... ?

- English 1
 Other **SPECIFY** (including home translator) 2

Time Finish:

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 Interview Length:

--	--

 mins

INTERVIEWER DECLARATION

I have conducted this interview. This questionnaire is a full and to the best of my knowledge, an accurate recording, and has been completed in accordance with my interview with the respondent and ICC/ESOMAR guidelines.

Interviewer Name:

Interviewer Signature:

Date:

SUPERVISOR'S VERIFICATION

I CERTIFY THAT I HAVE VALIDATED THIS INTERVIEW AND THAT IT IS ACCURATE AND COMPLETE.

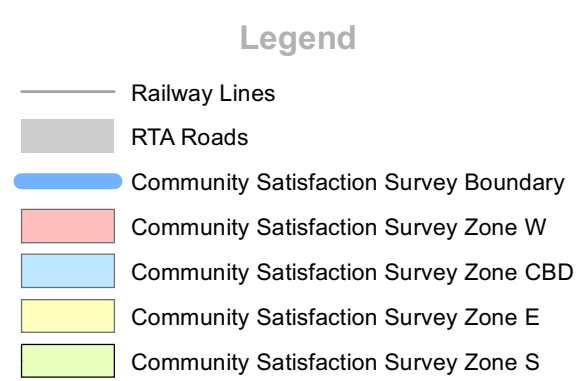
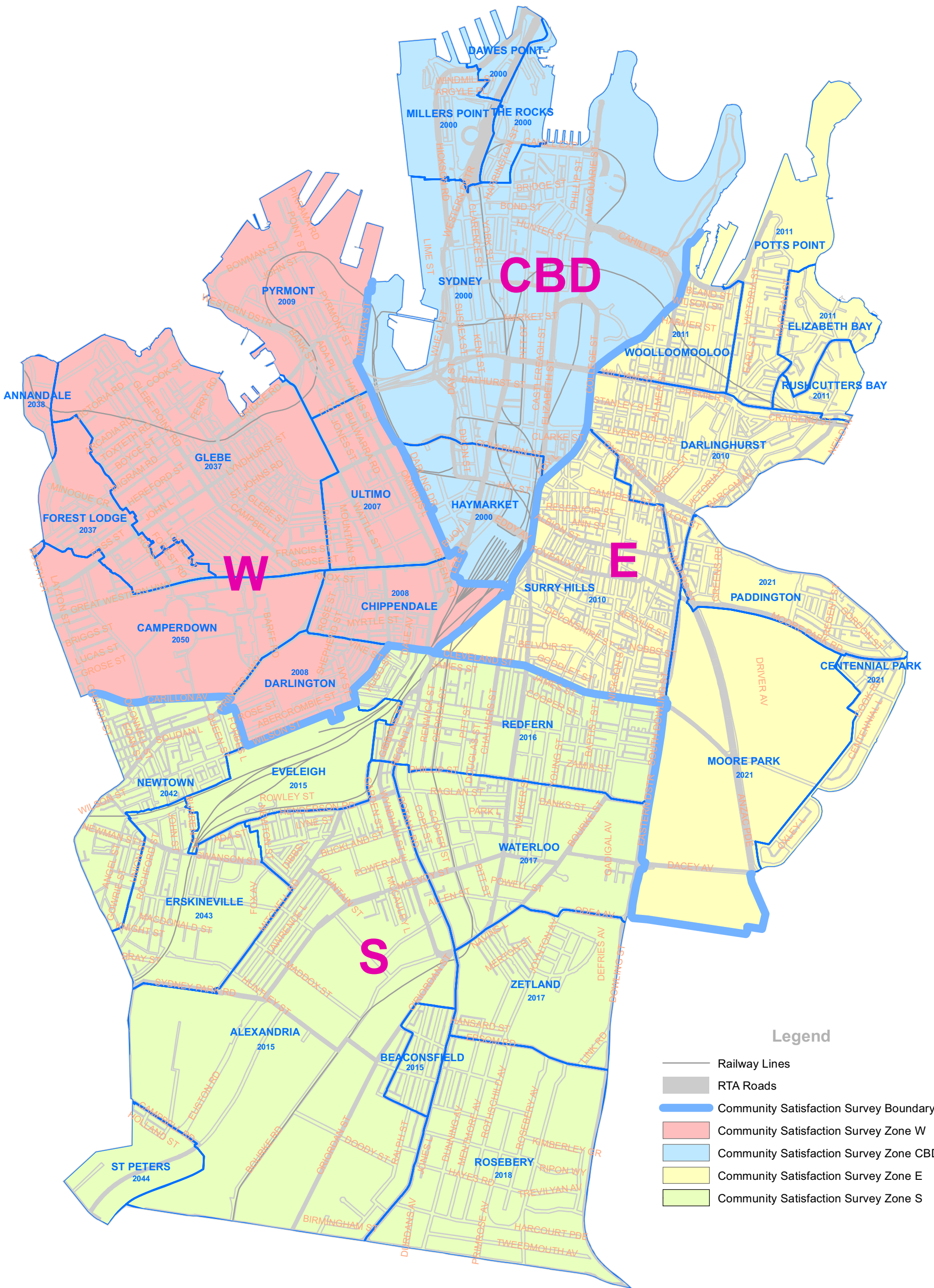
Supervisor's Name:

Supervisor's Signature:

Date:

Weekday..... 1
Weeknight..... 2
Weekend..... 3

THE CITY OF SYDNEY COUNCIL
ZONES



J

CITY OF SYDNEY COMMUNITY SATISFACTION SURVEY ZONES

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