

# Dungog Shire Council

SRV Research

Prepared by: Micromex Research  
Date: November 2018



**micromex**  
research

# Background and Objectives

## Background

Dungog Shire Council currently spends approximately \$19.8 million on the maintenance and renewal of local assets and infrastructure each year; however, Council should be investing an additional \$6.1 million per year to keep assets safe and functioning.

In preparing its submission on how to achieve long term financial sustainability, Council identified that despite its best efforts, the funding available is not enough to keep community assets in an acceptable condition.

As such they are consulting with the community about the potential to address the shortfall with a Special Rate Variation (SRV).

Council is conducting a range of engagement and consultation regarding the SRV, presenting the community with 2 options to consider and provide feedback on. This research forms part of the engagement process.

## Objectives of the Survey

To obtain a statistically robust and clear measure of the community's understanding and attitude towards a potential SRV.

Specifically:

- Measure awareness levels and sources of information about a Special Rate Variation
- Measure monadic levels of support for the different options
- Obtain a forced preference
- Identify community perception and satisfaction towards a number of key service areas
- Measure community satisfaction with the performance of Council
- Other community diagnostics



# Methodology & Sample

## Data collection

Micromex Research, together with Dungog Shire Council, developed the questionnaire.

Telephone interviewing (CATI) was conducted during period 12<sup>th</sup> – 15<sup>th</sup> November 2018.

## Sample

N=302 interviews were conducted. A sample size of 302 provides a maximum sampling error of plus or minus 5.6% at 95% confidence. This means that if the survey was replicated with a new universe of N=302 residents, that 19 times out of 20 we would expect to see the same results, i.e. +/- 5.6%.

As the raw data has been weighted to reflect the real community profile of Dungog Shire Council, the outcomes reported here reflect an 'effective sample size'; that is, the weighted data provides outcomes with the same level of confidence as unweighted data of a different sample size. In some cases this effective sample size may be smaller than the true number of surveys conducted.

## Interviewing

277 of the 302 of respondents were selected by means of a computer based random selection process using the electronic White Pages and SamplePages.

In addition 25 respondents were recruited face-to-face, this was conducted at a number of areas around Dungog Shire Council area, i.e. the Dungog Show, Clarence Town IGA, Paterson IGA and Dungog IGA/Bakery/Coffee Bean Café.

## Data analysis

The data within this report was analysed using Q Professional.



# Sample Profile

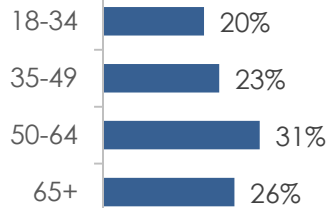


# Sample Profile

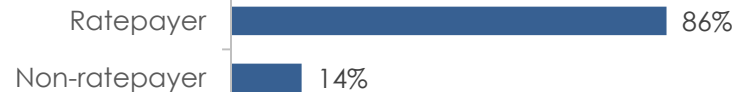
## Gender



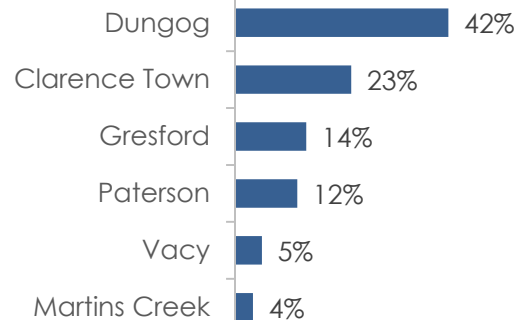
## Age



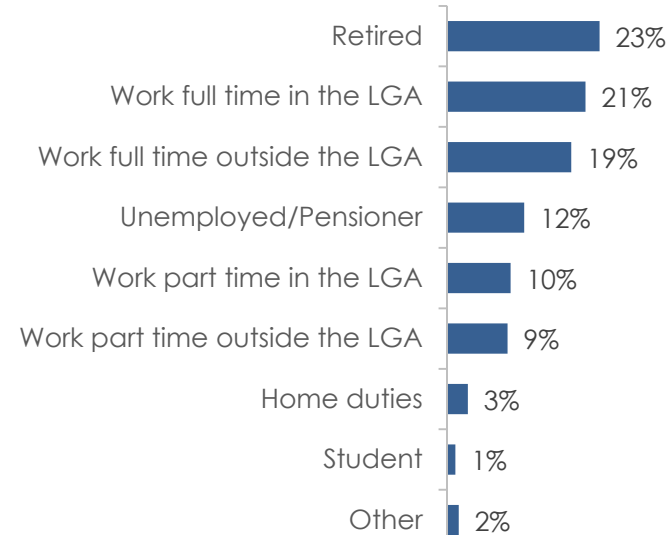
## Ratepayer status



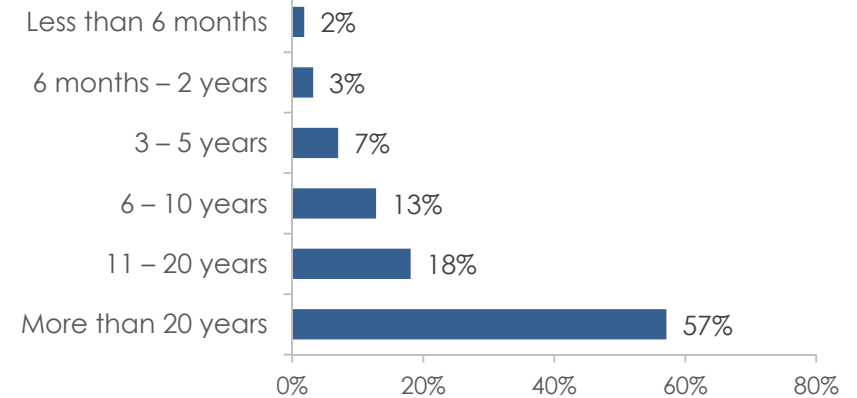
## Suburb



## Employment status



## Time lived in the area



Base: N = 302



The sample was weighted by age and gender to reflect the 2016 ABS community profile of Dungog Shire Council.

# Summary of Key Findings



# Summary of SRV Findings

## Summary

Prior to contact 60% of residents were already aware of the proposed SRV.

- 53% of residents selected Option 2 (Improvement Plan) as their first preference
  - Primary reasons were: 'supportive of services and facilities being kept up to standard' (20%), 'will improve the area/make it a better place to live' (10%) and 'aware the Shire needs assistance in terms of funding' (9%)
- 47% of residents selected Option 1 (Rate peg only) as their first preference
  - Primary reasons were: 'the most affordable option' (15%), 'cannot afford a rate increase/I am a pensioner' (9%) and 'Council are ineffective/do not trust they will spend any extra money effectively' (8%)

## Recommendations

If Council wishes to increase community support for an SRV it will need to:

- Communicate clearly the necessity and benefits of the proposed SRV and long term benefit to the community as a whole, especially in regards to road quality and maintenance
- Demonstrate they can effectively use the money in a way that best meets the community's expectations
- Address the hardship concerns of pensioners and those who feel they could not afford the proposed rate increases



# Awareness of a Special Rate Variation

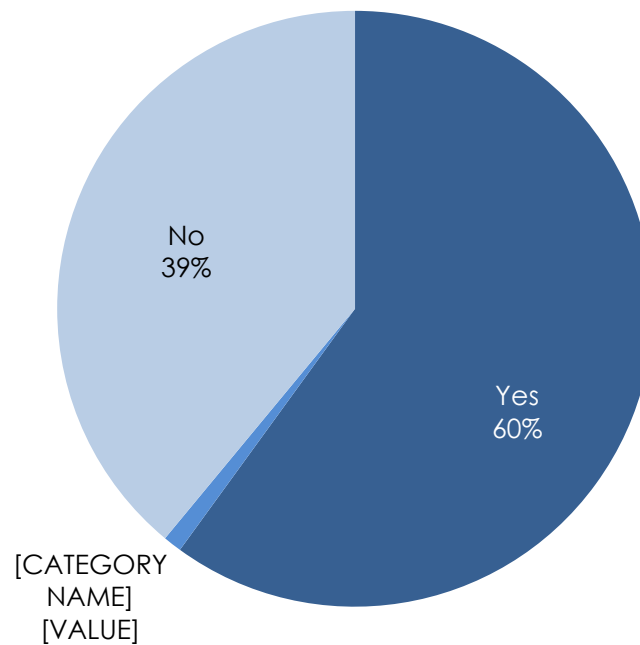




# Awareness of Special Rate Variation Exploration

Q4a. Prior to this call, were you aware that Council was exploring community sentiment towards a Special Rate Variation?

	Overall	Male	Female	18-34	35-49	50-64	65+	Ratepayer	Non-ratepayer
Yes	60%	62%	57%	31%▼	64%	70%▲	67%	65%▲	27%
No/not sure	40%	38%	43%	69%	36%	30%	33%	35%	73%



Base: N = 302

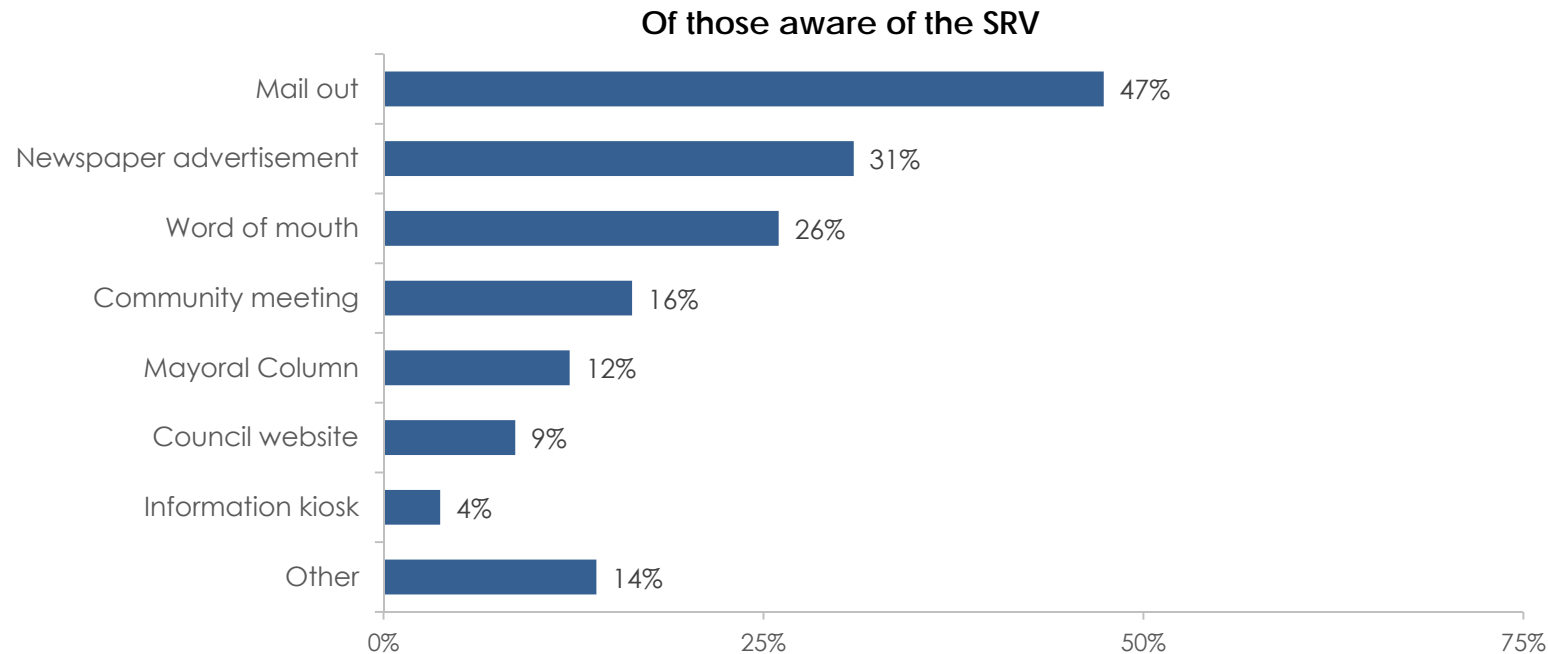
▲▼ = A significantly higher/lower level of awareness (by group)

60% of residents were aware that Council was exploring community sentiment towards a SRV. Residents aged 18-34 were significantly less likely to be aware, while those who were aged 50-64 and those that are ratepayers were significantly more likely to be aware.

# Source of Information on a Special Rate Variation

Q4a. Prior to this call, were you aware that Council was exploring community sentiment towards a Special Rate Variation?

Q4b. [If yes in Q4a] How were you informed of the Special Rate Variation?



Other specified	Count	Other specified	Count
Social media	7	Survey	2
Newsletter	6	Media	1
Local Councillor	3	Progress Association	1
Website	3	Rates notice	1
Letter from Council	2		

Base: N = 180

See Appendix A for results by demographics



**Nearly half (47%) of residents who were aware of the SRV were made aware by 'mail out' and 31% by 'newspaper advertisement'.**

# Support for a Special Rate Variation



# Concept Statement

Dungog Shire residents have consistently told Council that assets such as roads, bridges, public spaces, parks and community facilities are important to them, and that Council needs to improve their condition. In addition to this, the State Government introduced its Fit for the Future Reform in 2014, which required all NSW councils to assess their current position and submit a proposal demonstrating how they will become Fit for the Future.

Council currently spends approximately \$19.8 million on the maintenance and renewal of local assets and infrastructure each year; however, Council should be investing an additional \$6.1 million per year to keep assets safe and functioning.

In preparing its submission on how to achieve long term financial sustainability, Council identified that despite its best efforts, the funding available is not enough to keep community assets in an acceptable condition.

There is no easy solution to addressing this funding gap. Put simply, if Council does not address this gap now, the community assets that Council manages will deteriorate and, in the future, become unusable. A proposed Special Rate Variation – which is an increase in rates above what is known as the rate peg increase the State Government sets each year – is necessary to maintain and manage current assets to ensure that Council delivers services in line with community expectations and remains financially sustainable into the future.

Council acknowledges that any rate increase may adversely impact some community members. Council has a Hardship Policy and alternative payment options to assist ratepayers should they have difficulty keeping up with their rate payments. Please contact Council for further information regarding this.

There are two options which I would like you to consider. Each option will have varying impacts on local assets and service quality. Let's look at the options in more detail:



**The concept statement was read to participants.  
Option exposure was randomised to nullify order effect.**

# Option 1 – Rate Peg Only

No Special Rate Variation. Rates would only increase by the annual projected rate peg amount of 2.5% per year. Over the seven-year period, this is a cumulative increase of 18.9%. Residential ratepayers who are currently paying around \$1,177 per year would pay a total increase of \$222.00 after seven years, which equates to an average annual increase of around \$31.71 each year. After 7 years this would amount to an annual rate charge of \$1,399 by 2025/2026.

Under this option the impact would be further deterioration of assets, including the worsening of:

- Roads and timber bridges
- Community buildings
- Town centres and public spaces
- Public toilets
- Footpaths
- Stormwater drainage; and
- Parks and open spaces, including playgrounds

Council would also have no capacity for new capital works, meaning it would have difficulty funding new assets such as roads infrastructure and community facilities. It would also be unable to undertake works like the replacement of timber bridges, or the progressive rehabilitation of the local sealed road network.

In order to meet the Fit for the Future financial benchmarks, Council would be required to reduce or close services.



## Option 2 – Improvement Plan

A tapered Special Rate Variation of 15% for two years, 10% for three years and 6% for two years, which includes the rate peg amount of 2.5%, and then reverting to the rate peg amount of 2.5% in the eighth year. Over the seven-year period this is a cumulative increase of 97.8% which includes the 18.9% from rate peg.

At the end of the seven-year period the Special Rate Variation increase would be built into the rate base. Residential ratepayers who are currently paying around \$1,177 per year would pay a total increase of \$778.00 after seven years, which equates to an average annual increase of around \$111.14 more each year. After 7 years this would amount to an annual charge of \$1,955 by 2025/2026.

The Special Rate Variation would only be applied to the general rates component of residential rates, which is currently \$704 per annum. The \$473 of other fees and charges would be subject only to increases similar to CPI.

At the end of the seven-year period the Special Rate Variation increase would be built into the rate base.

This option would generate an additional \$4.5 million to Council's rates base by 2025/2026. With this and a borrowing program, Council would spend an additional:

- \$31 million on roads infrastructure
- \$12.8 million on timber bridge replacement using concrete or steel
- \$3 million on parks and community buildings

This option would stabilise the deterioration of our assets and gradually improve their condition over time. It would enable Council to fund a program of asset upgrades with a focus on roads, the renewal of timber bridges using either concrete or steel, the rehabilitation of sealed roads and improvements to parks and community buildings. Council would also be able to increase its preventative maintenance and renewal program to stabilise the condition of priority assets.

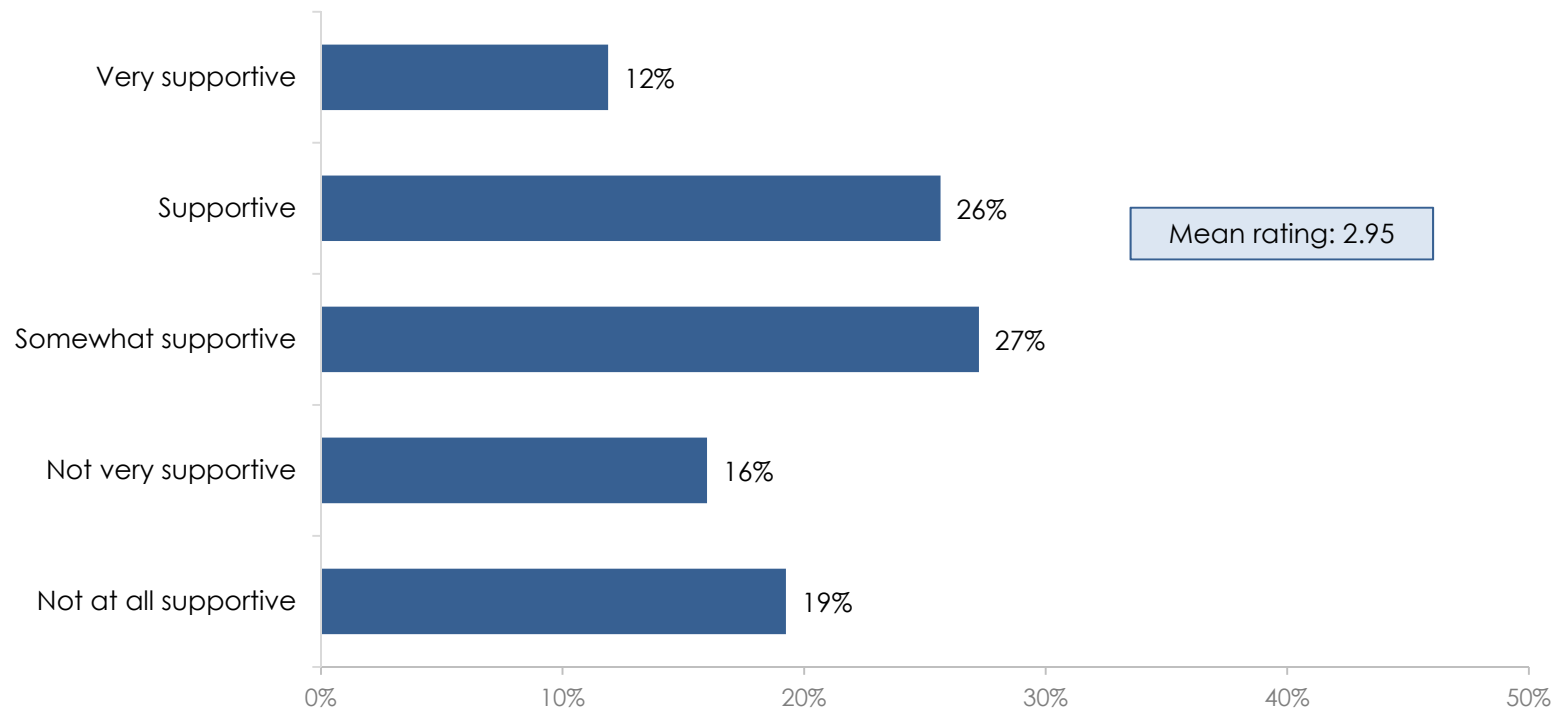
Council would also be able to meet the Fit for the Future financial benchmarks and maintain current service levels.



# Option 1 – Rate Peg Only

Q3a. How supportive are you of Council proceeding with Option 1?

	Overall	Male	Female	18-34	35-49	50-64	65+	Ratepayer	Non-ratepayer
Mean rating	2.95	2.94	2.96	2.92	3.30	2.70▼	2.96	2.89	3.29



Base: N = 301

▲▼ = A significantly higher/lower level of support (by group)

Scale: 1 = not at all supportive, 5 = very supportive

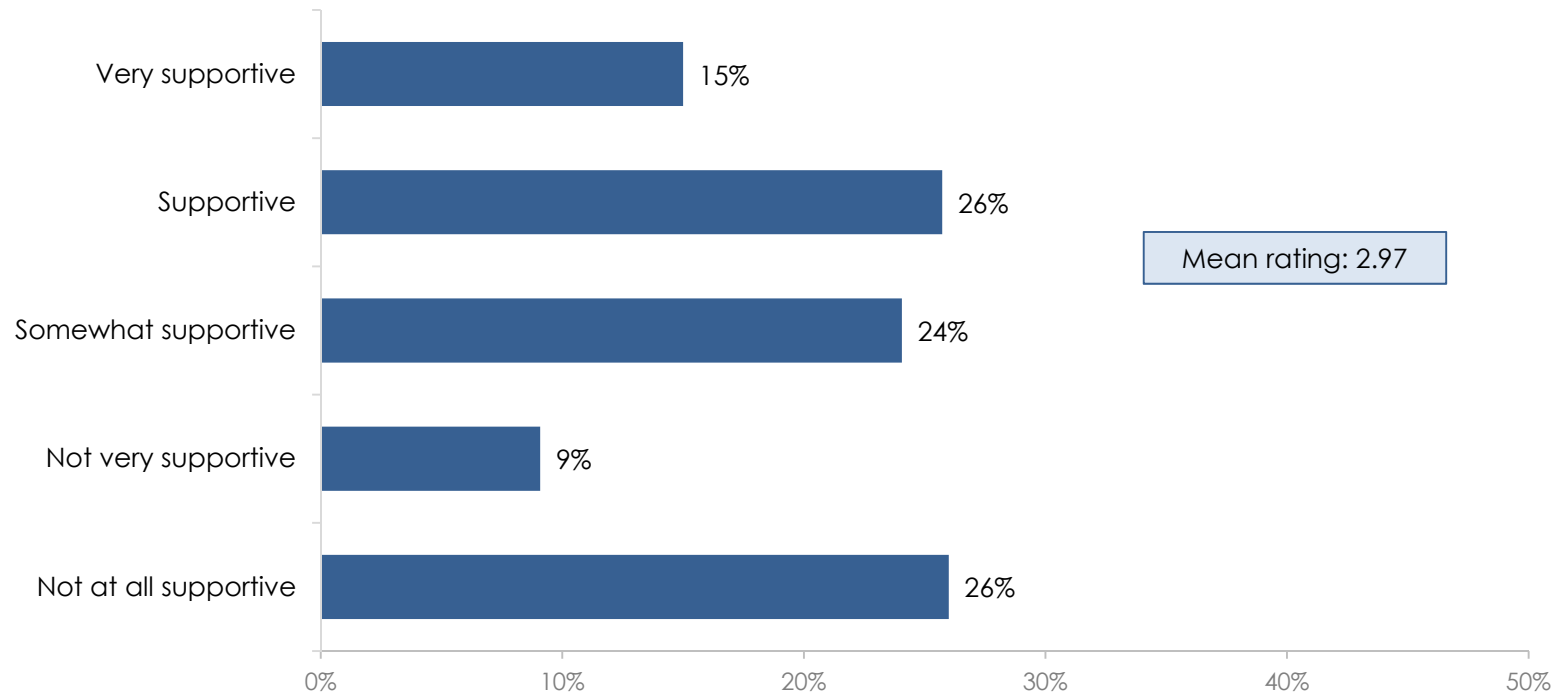


65% of respondents are at least 'somewhat supportive' of Option 1.

# Option 2 – Improvement Plan

Q3b. How supportive are you of Council proceeding with Option 2?

	Overall	Male	Female	18-34	35-49	50-64	65+	Ratepayer	Non-ratepayer
Mean rating	2.97	2.82	3.12	2.96	3.06	2.76	3.15	2.91	3.33



Base: N = 301

Scale: 1 = not at all supportive, 5 = very supportive

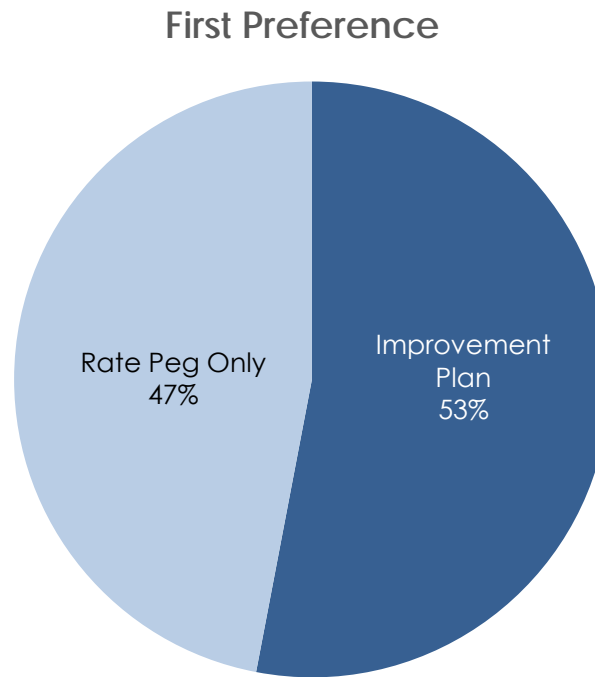


65% of residents are at least 'somewhat supportive' of Option 2.



# Preferences for Special Rate Variation Options

Q3c. Please rank the 2 options in order of preference:



First Preference	Overall	Male	Female	18-34	35-49	50-64	65+	Ratepayer	Non-ratepayer
Rate peg only	47%	50%	43%	48%	45%	51%	41%	49%	33%
Improvement Plan	53%	50%	57%	52%	55%	49%	59%	51%	67%

Base: N = 300

Note: for data cross analysed by satisfaction, please see Appendix A



**53% of residents prefer the proposed Improvement Plan over the Rate Peg Only option.**

# Reasons for Preferring Option 1 – Rate peg only (47%)

Q3c. Please rank the 2 options in order of preference:

Q3d. What is your reason for choosing that option as your highest preference?

'Already watching family and other residents struggling to pay current rate levels'

'Council does not spend its money wisely and wastes a lot of money'

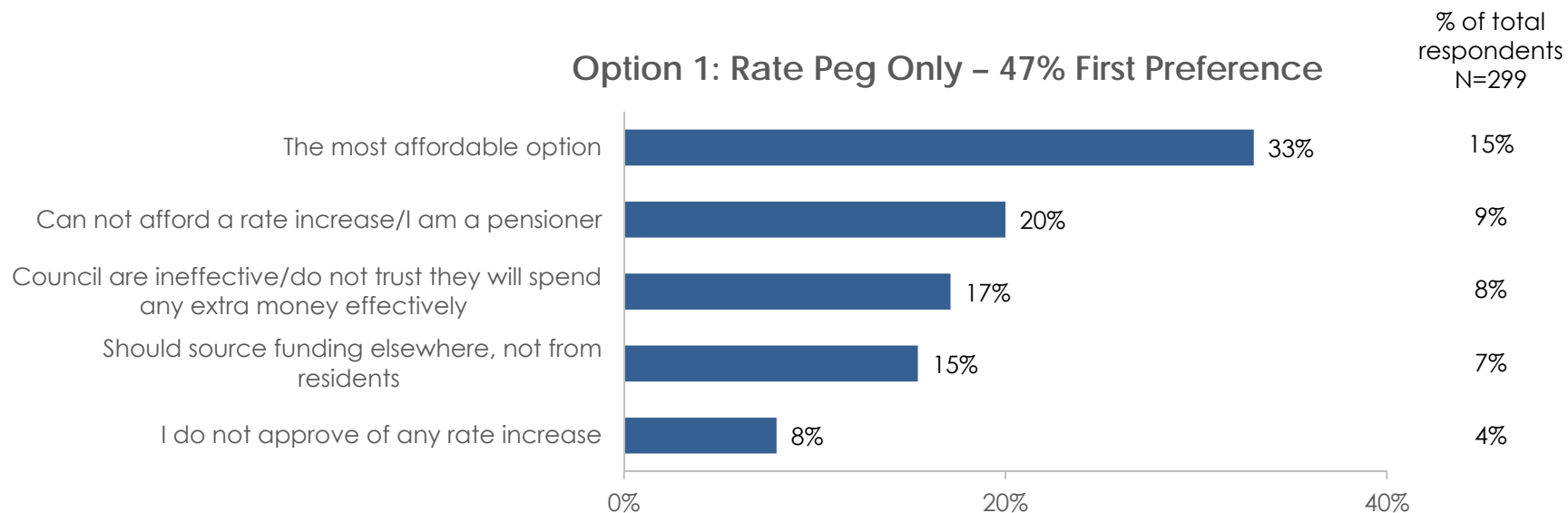
'Wouldn't be able to afford to stay in the area if the rates doubled'

'Money should come from the Government not the ratepayers'

'Council can't handle their funds properly at the moment'

'Most affordable option available'

'I am retired and would find it difficult to pay the special rate variation'



33% (15% of total sample) of those that selected Option 1 did so as it is 'the most affordable option', while 20% (9% of total sample) did so as they cannot afford it/they are a pensioner.

# Reasons for Preferring Option 2 – Improvement Plan (53%)

Q3c. Please rank the 2 options in order of preference:

Q3d. What is your reason for choosing that option as your highest preference?

'Infrastructure will only deteriorate with option 1'

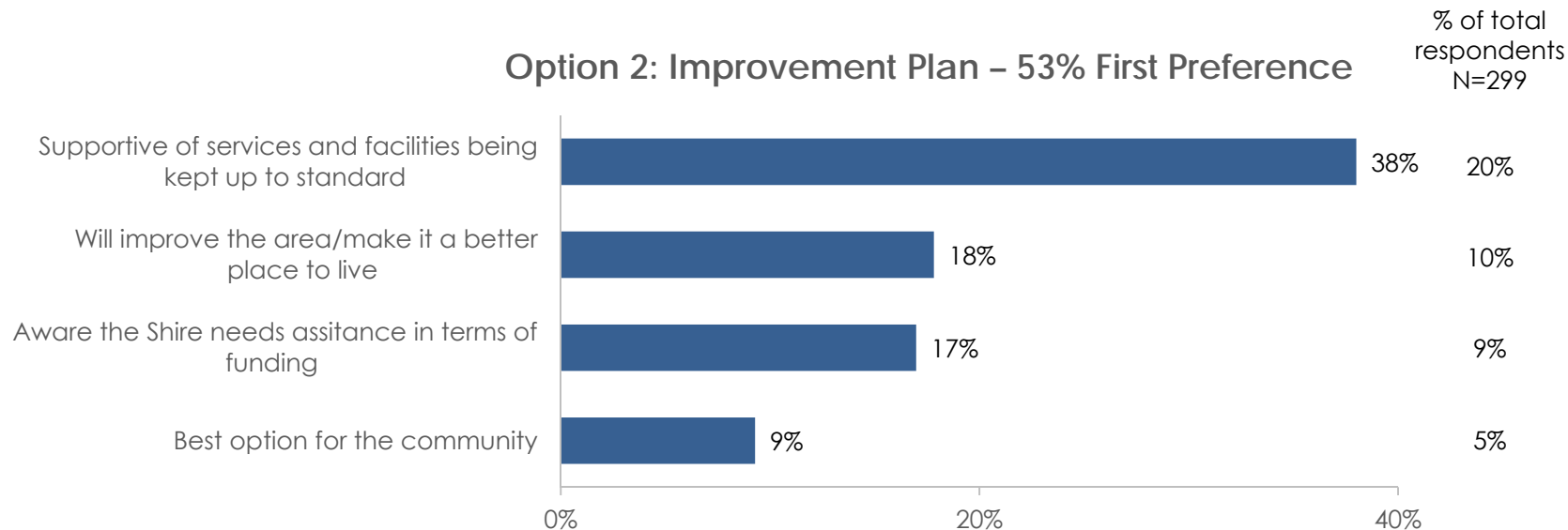
'It shows more improvement for the area in comparison to the 1st option'

'Community needs improvement e.g. roads, bridges and facilities etc.'

'Dungog needs to move forwards in all areas and this would be the start of helping our town achieve that'

'Agree that things need to be kept up to standard'

'Council has to afford to pay for things somehow so this is the best option'



Base: N = 163

Note: responses of less than 9% are listed in Appendix B



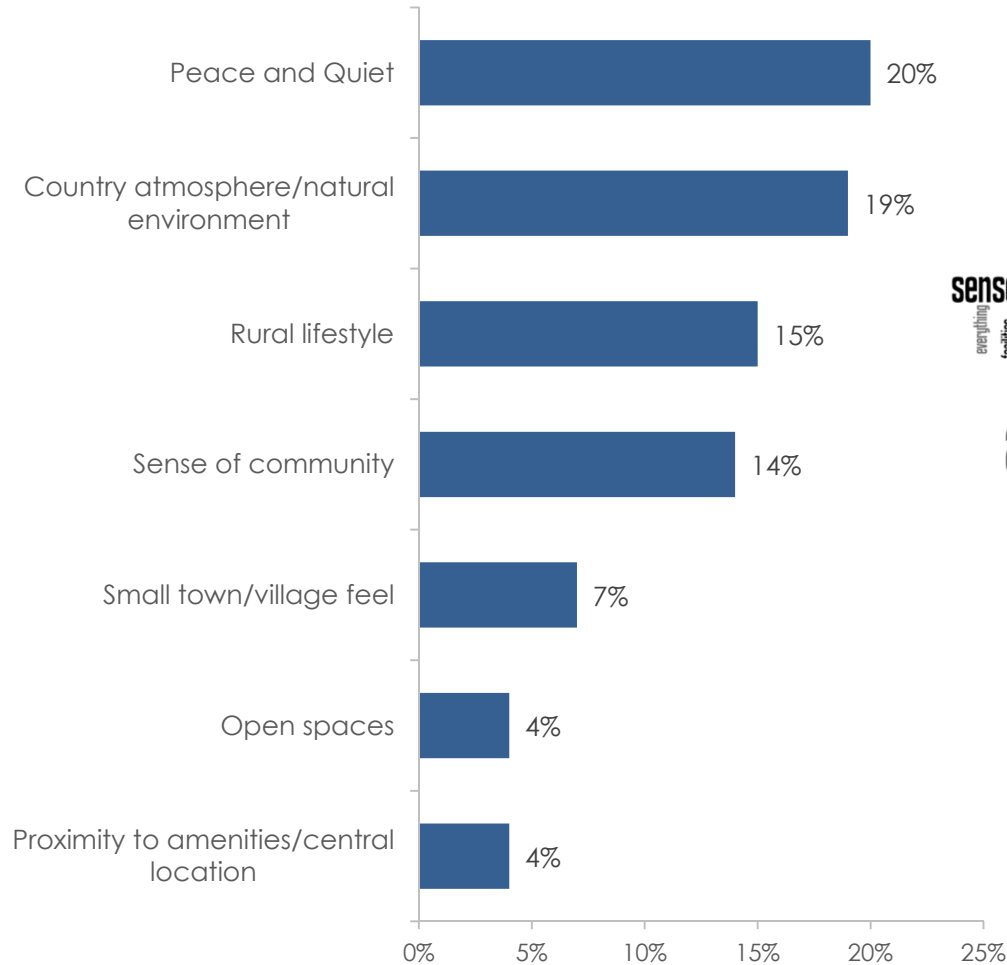
**38% (20% of total sample) of those that selected Option 2 did so because they are 'supportive of services and facilities being kept up to standard'.**

# Community/Council Diagnostics



# What is Valued Most About Living in the Dungog Shire

Q1b. What do you value most about living in the Dungog Shire?



Base: N = 302

## Word Frequency Tagging

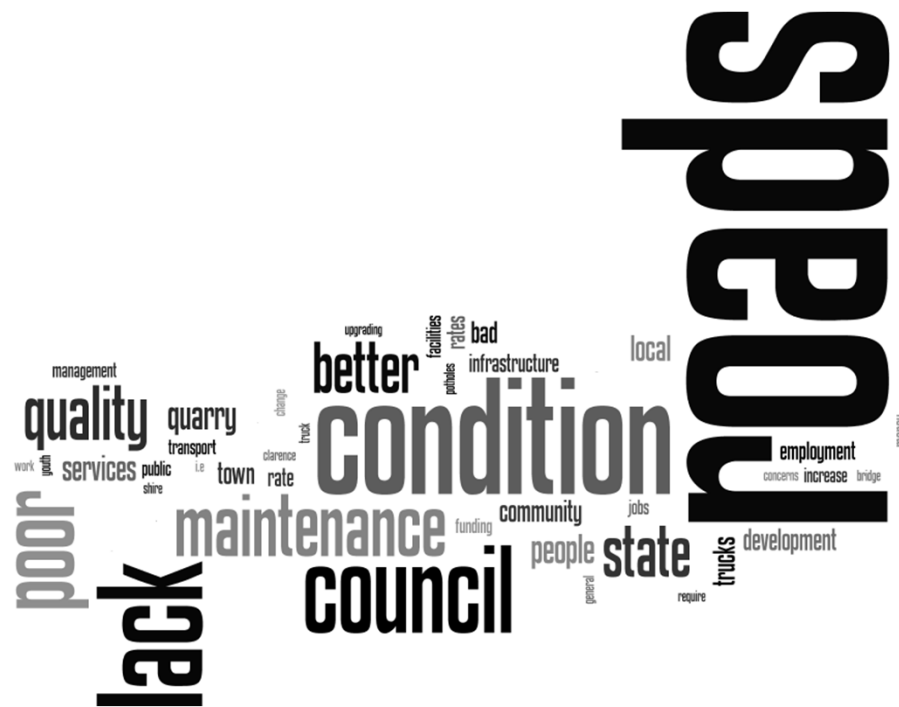
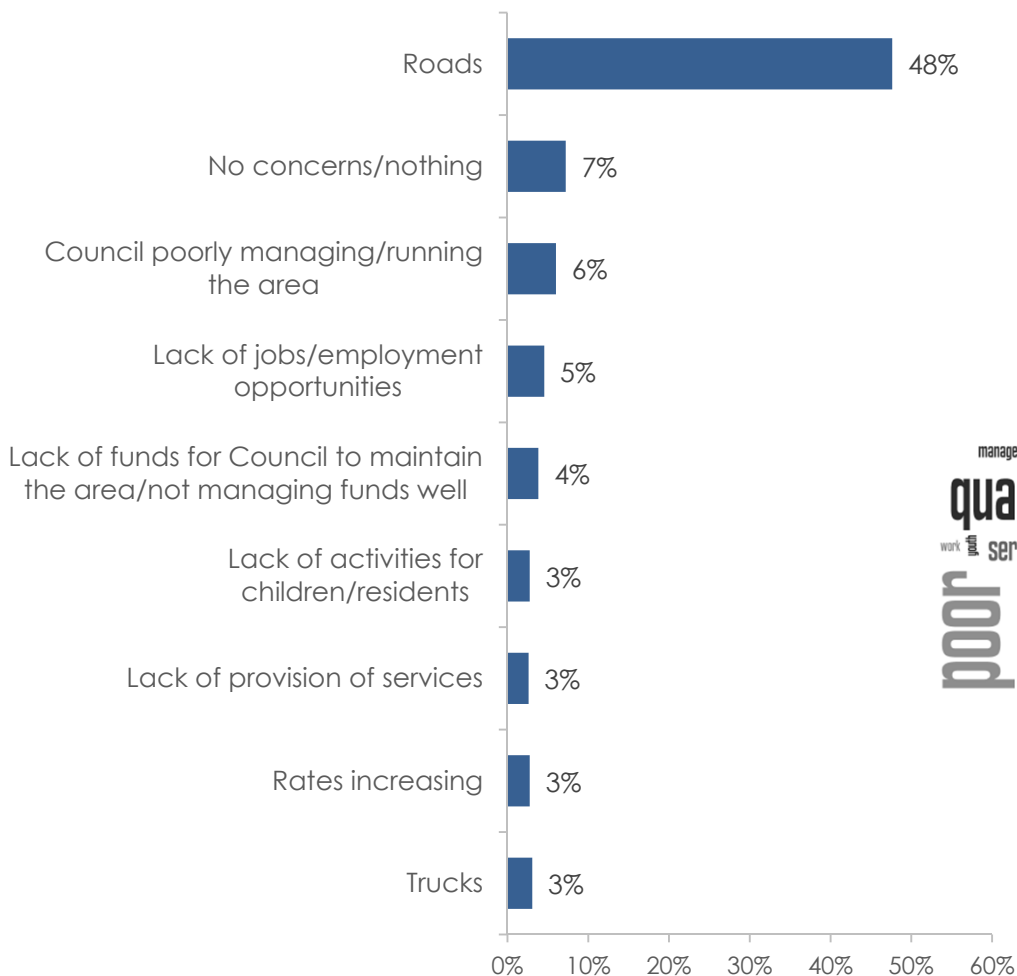
Verbatim responses for this question were collated and entered into analytical software. This analysis 'counts' the number of times a particular word or phrase appears and, based on the frequency of that word or phrase, a font size is generated. The larger the font, the more frequently the word or sentiment is mentioned.

See Appendix B for comments less than 4%

The most valued aspects of living in Dungog Shire were 'peace and quiet', 'country atmosphere/natural environment' and 'rural lifestyle'.

# Biggest Concerns Living in the Dungog Shire

Q1c. What concerns you most with regards to living in the Dungog Shire?



## Word Frequency Tagging

Verbatim responses for this question were collated and entered into analytical software. This analysis 'counts' the number of times a particular word or phrase appears and, based on the frequency of that word or phrase, a font size is generated. The larger the font, the more frequently the word or sentiment is mentioned.

Base: N = 302

See Appendix B for comments less than 3%

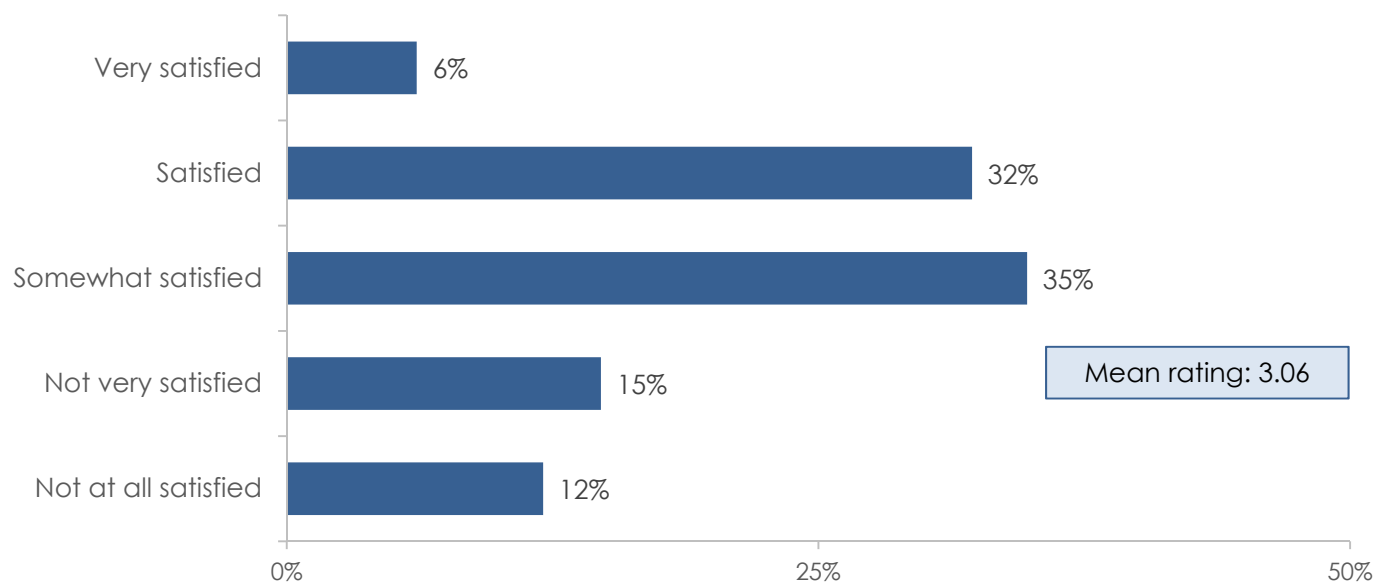
Almost half of residents stated 'Roads (quality/maintenance)' as what concerns them most with regards to living in Dungog Shire.

# Performance of Council

Q2a. Overall, for the last 12 months, how satisfied are you with the performance of Council, not just on one or two issues but across all responsibility areas?

	Overall 2018	Male	Female	18-34	35-49	50-64	65+	Ratepayer	Non-ratepayer
Mean rating	3.06	2.94	3.17	2.94	3.18	3.02	3.07	3.05	3.07

Council Benchmarks	Dungog Shire Council	All of NSW	Regional
Mean rating	3.06▼	3.42	3.31



Base: N = 302

Scale: 1 = not at all satisfied, 5 = very satisfied  
▲▼ = A significantly higher/lower level of satisfaction

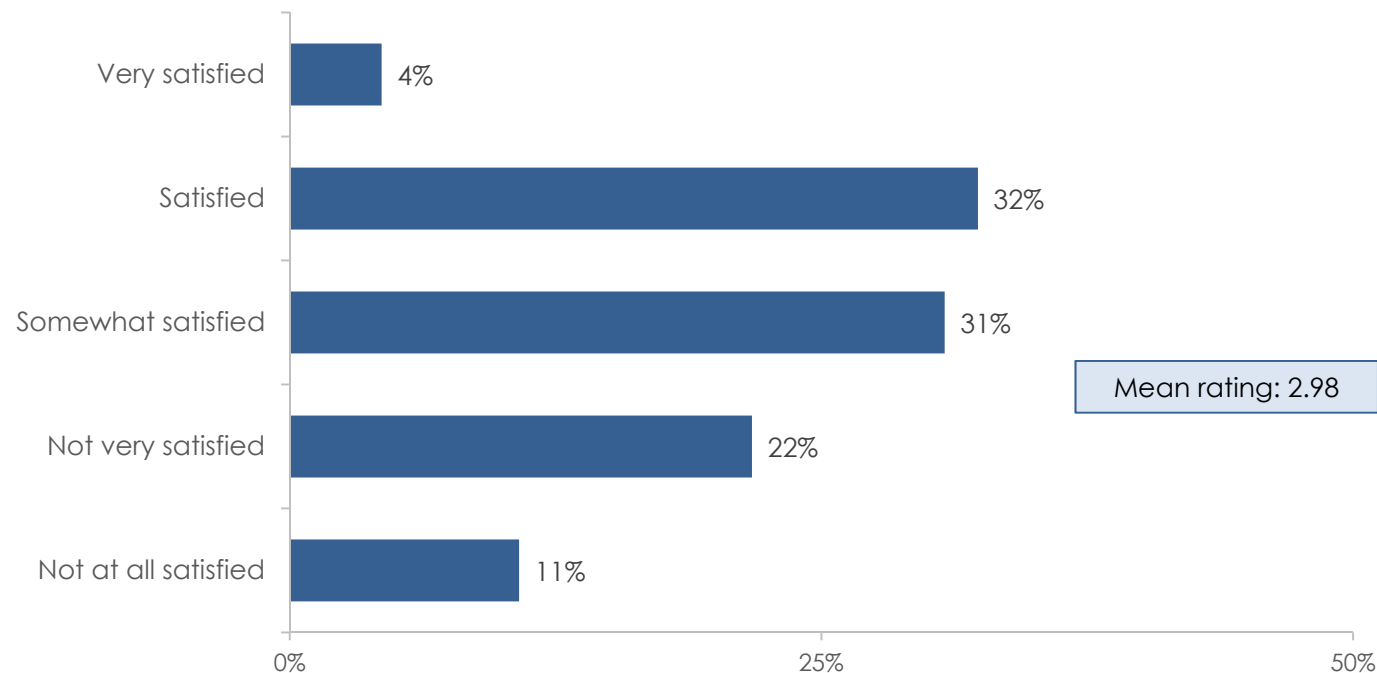
73% of residents are at least 'somewhat satisfied' with the performance of Council in the last 12 months.

Dungog Council's overall satisfaction score was significantly lower than the 'All of NSW' and 'Regional' benchmarks.

# Satisfaction with Infrastructure and Facilities

Q2b. How satisfied are you with the quality of infrastructure and facilities provided by Council in the local area?

	Overall	Male	Female	18-34	35-49	50-64	65+	Ratepayer	Non-ratepayer
Mean rating	2.98	2.88	3.07	3.09	2.91	2.97	2.95	2.95	3.16



Base: N = 302

Scale: 1 = not at all satisfied, 5 = very satisfied



**67% of residents are at least 'somewhat satisfied' with the quality of infrastructure and facilities provided by Council in the local area.**



# Service Priority/Satisfaction and Investment

*In order to explore attitudes to services in terms of priority, satisfaction and level of investment, the following question was asked:*

- Q5. Aside from the areas that Council knows need to be addressed, Council is also looking to understand what the community perceives to be the priority areas within the Shire. I will read out a list of different topic areas, please indicate which of these you think should be prioritised by Council, how satisfied you are with the performance of that service, and whether Council should invest more, the same, or less in that area. The satisfaction scale is from 1 to 5, where 1 = low satisfaction and 5 = high satisfaction**

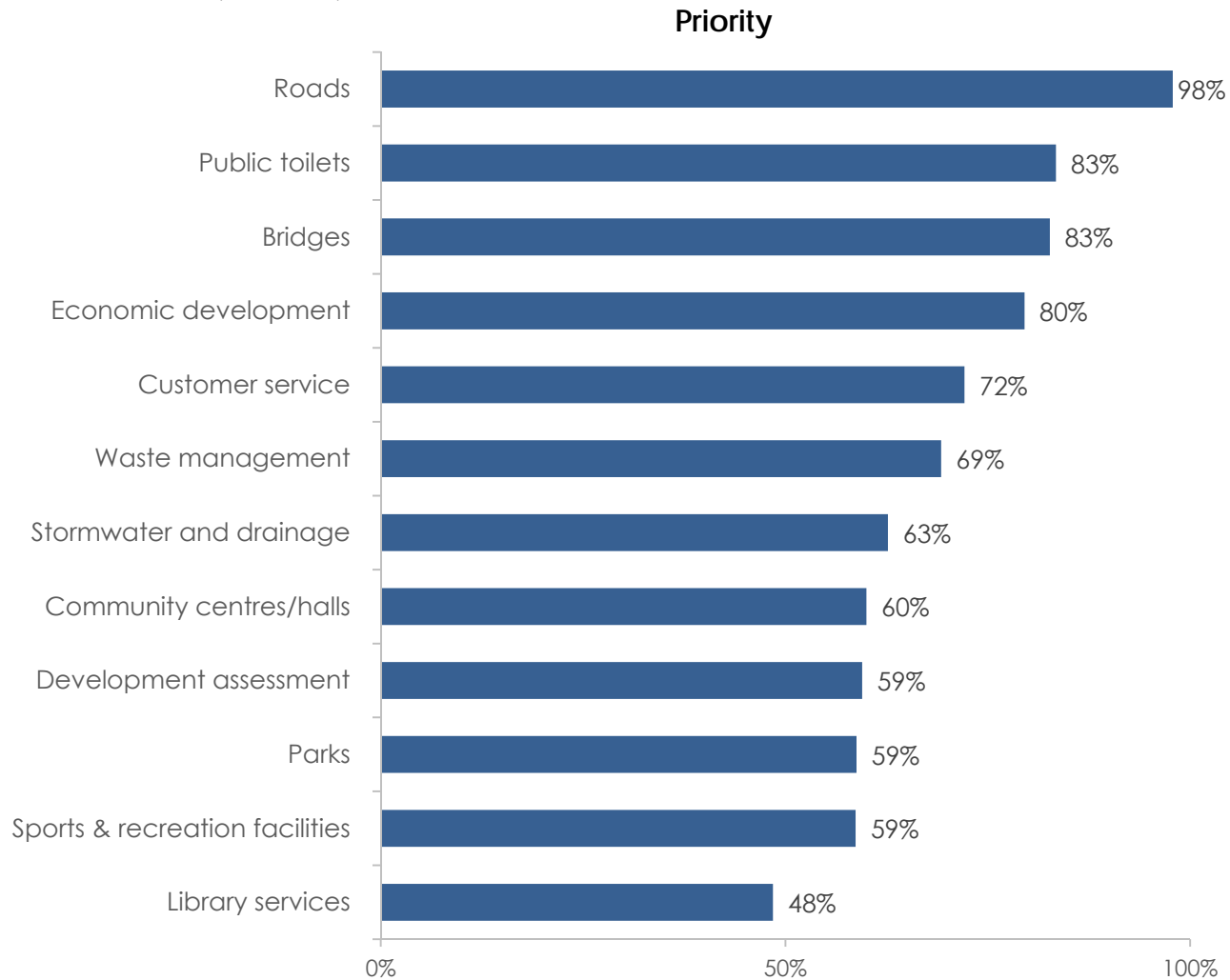
	Priority	Satisfaction					Investment		
	Yes/No	Low 1	2	3	4	High 5	M	S	L
Roads	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Bridges	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Parks	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Sports & Recreation Facilities	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Community Centres/Halls	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Library Services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Public Toilets	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Economic Development	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Waste management	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Development assessment	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Stormwater and drainage	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Customer Service	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>



See the following slides for results.

# Summary of Priority

Q5. ...please indicate which of these you think should be prioritised by Council, how satisfied you are with the performance of that service, and whether Council should invest more, the same, or less in that area.



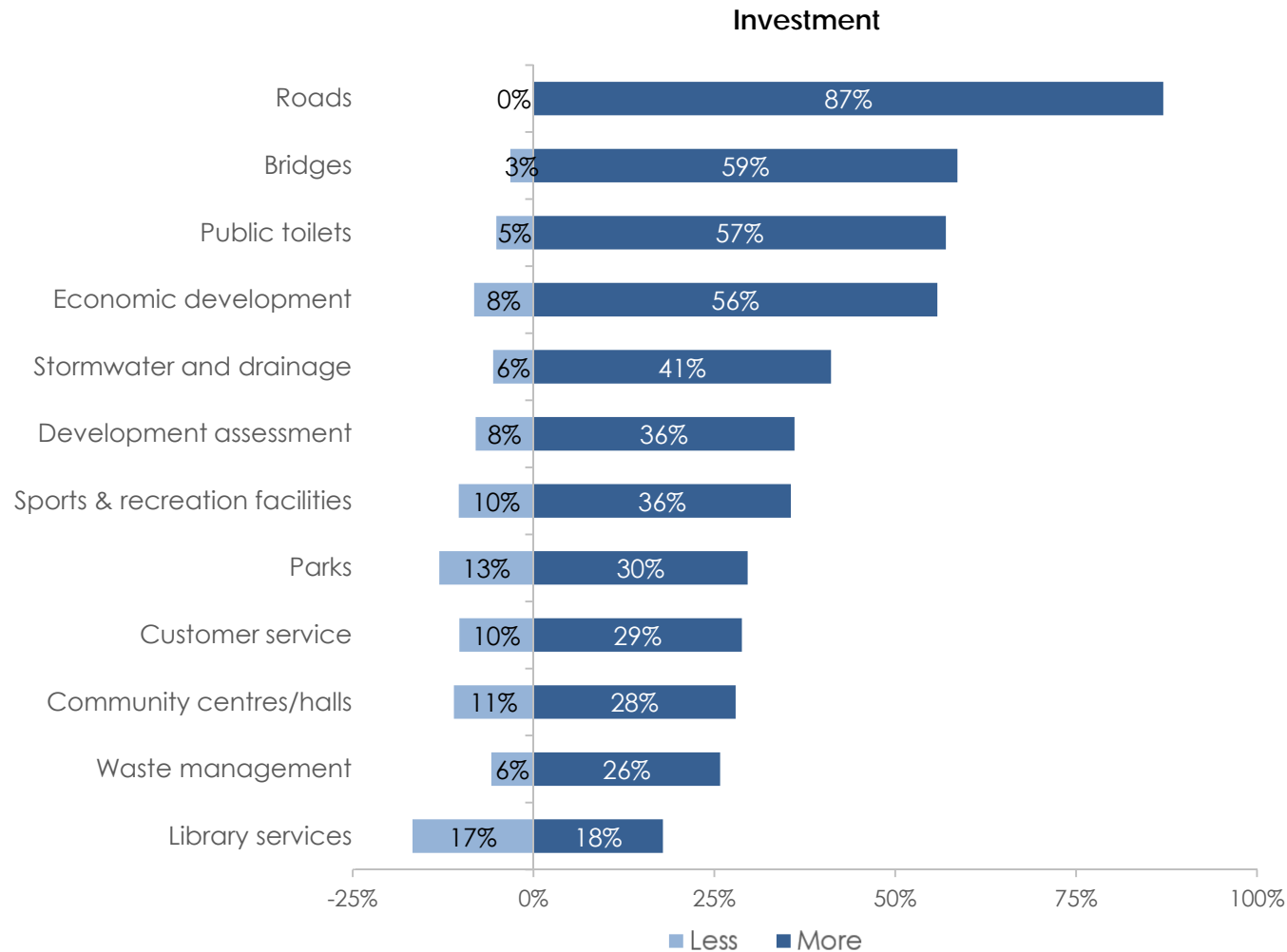
Base: N = 302



**98% of residents stated 'roads' was a priority, with 80% or more stating 'public toilets', 'bridges' and 'economic development' were priorities.**

# Summary of Investment

Q5. ...please indicate which of these you think should be prioritised by Council, how satisfied you are with the performance of that service, and whether Council should invest more, the same, or less in that area.



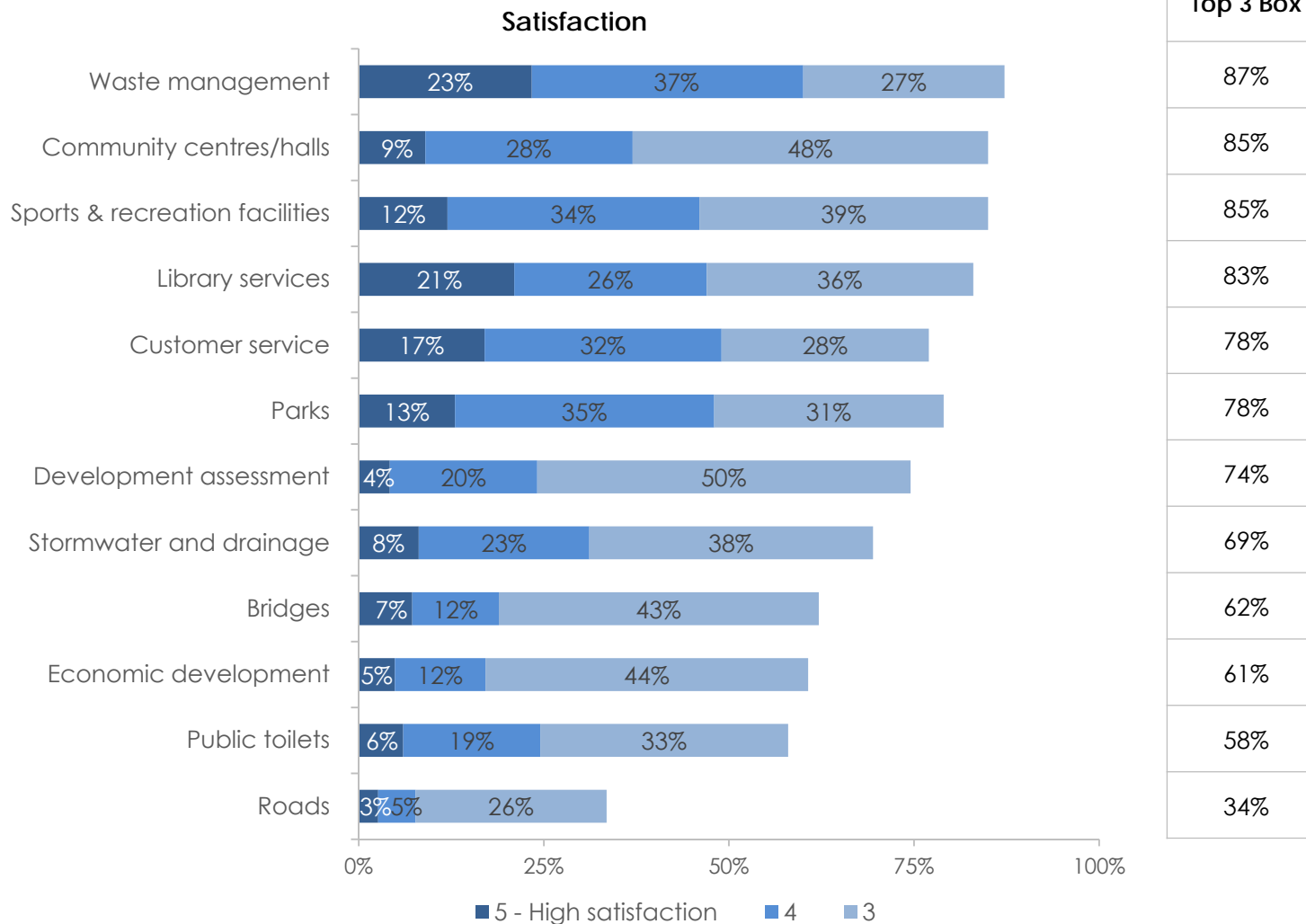
Base: N = 301-302



**It is apparent that significant segments of the community want increased resourcing across many business areas. There is little appetite for service reductions.**

# Summary of Satisfaction

Q5. ...please indicate which of these you think should be prioritised by Council, how satisfied you are with the performance of that service, and whether Council should invest more, the same, or less in that area.



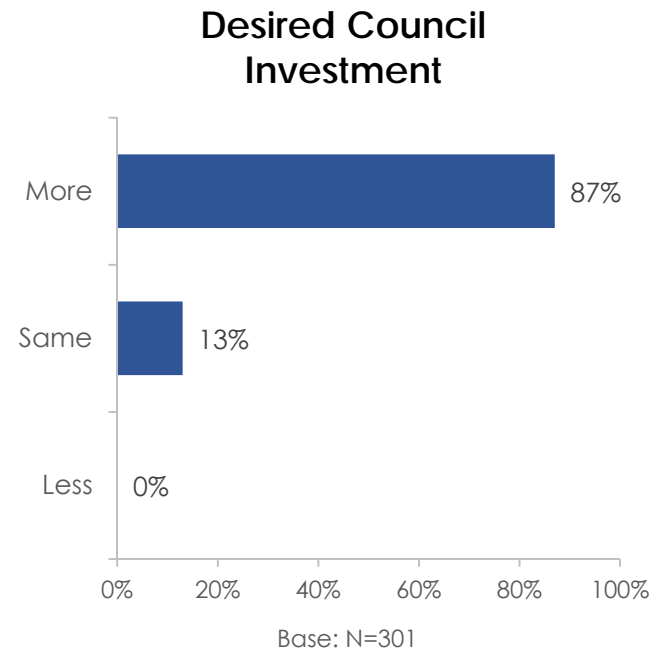
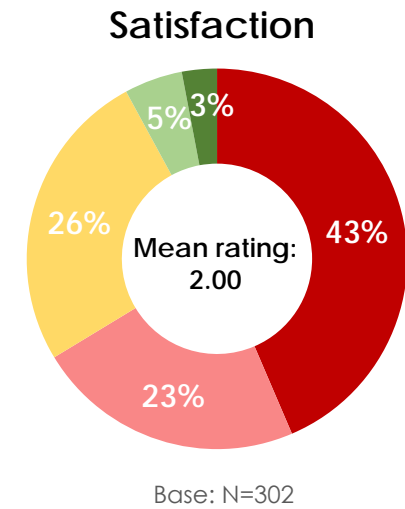
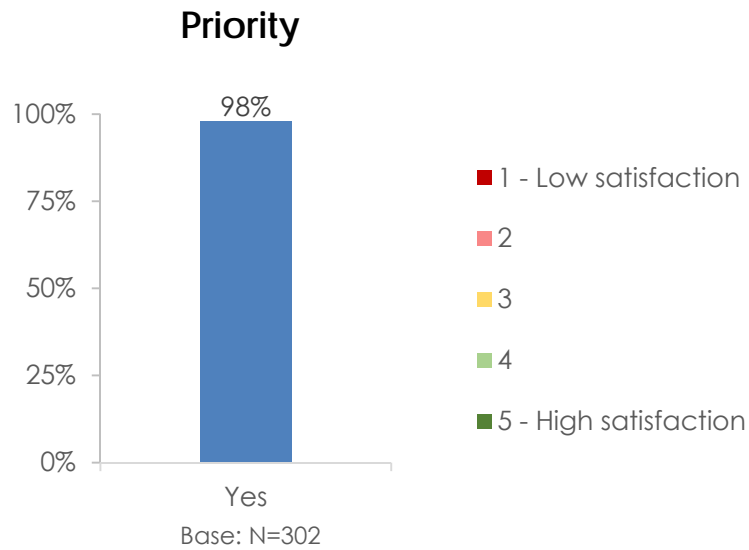
Base: N = 297-302

Satisfaction with Roads is significantly lower than other business areas.

# Priority and Satisfaction with Services – Roads

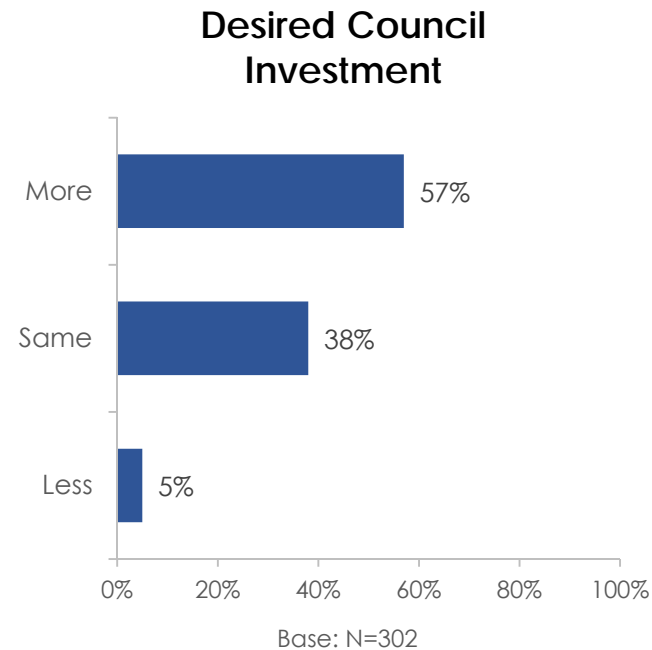
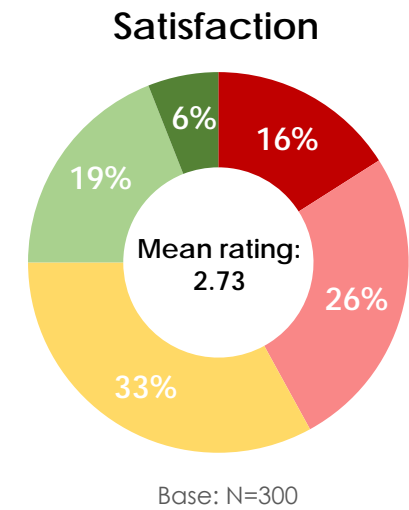
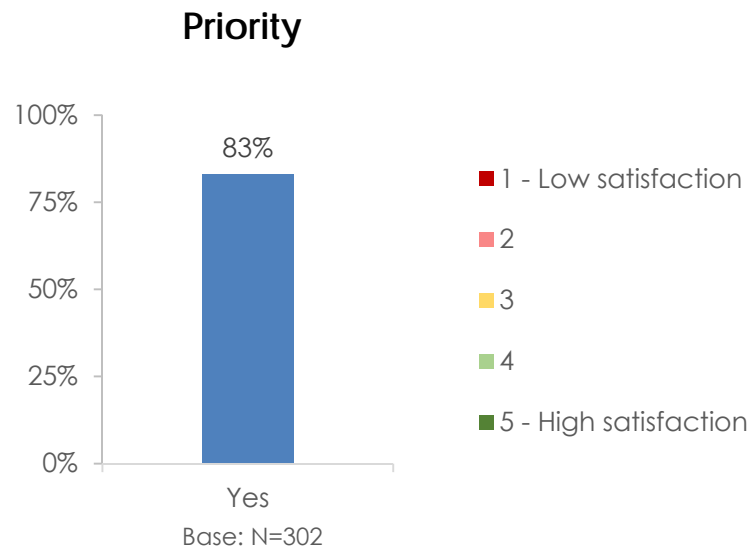
	Rank	
	Priority	Satisfaction
1 <sup>st</sup>	●	●
2 <sup>nd</sup>	●	●
3 <sup>rd</sup>	●	●
4 <sup>th</sup>	●	●
5 <sup>th</sup>	●	●
6 <sup>th</sup>	●	●
7 <sup>th</sup>	●	●
8 <sup>th</sup>	●	●
9 <sup>th</sup>	●	●
10 <sup>th</sup>	●	●
11 <sup>th</sup>	●	●
12 <sup>th</sup>	●	●

Note: satisfaction rank is based on mean rating



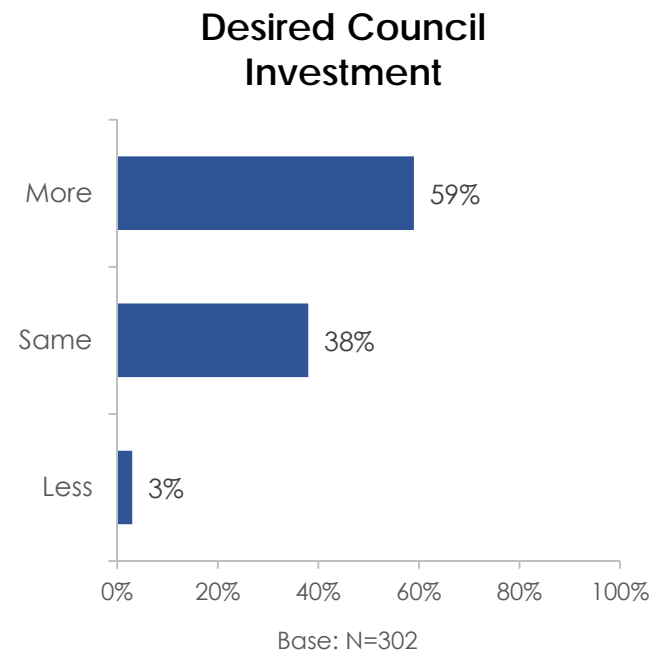
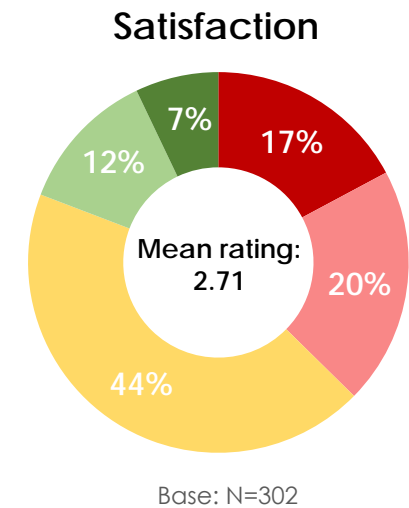
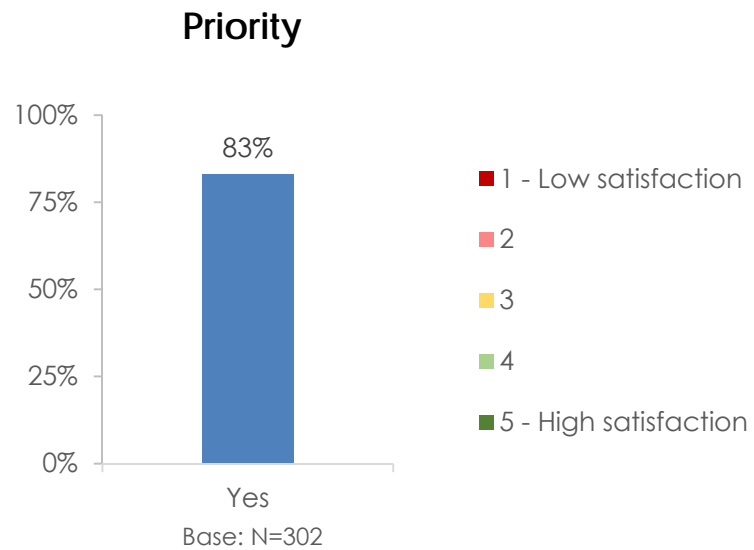
# Priority and Satisfaction with Services – Public Toilets

	Rank	
	Priority	Satisfaction
1 <sup>st</sup>	●	●
2 <sup>nd</sup>	●	●
3 <sup>rd</sup>	●	●
4 <sup>th</sup>	●	●
5 <sup>th</sup>	●	●
6 <sup>th</sup>	●	●
7 <sup>th</sup>	●	●
8 <sup>th</sup>	●	●
9 <sup>th</sup>	●	●
10 <sup>th</sup>	●	●
11 <sup>th</sup>	●	●
12 <sup>th</sup>	●	●



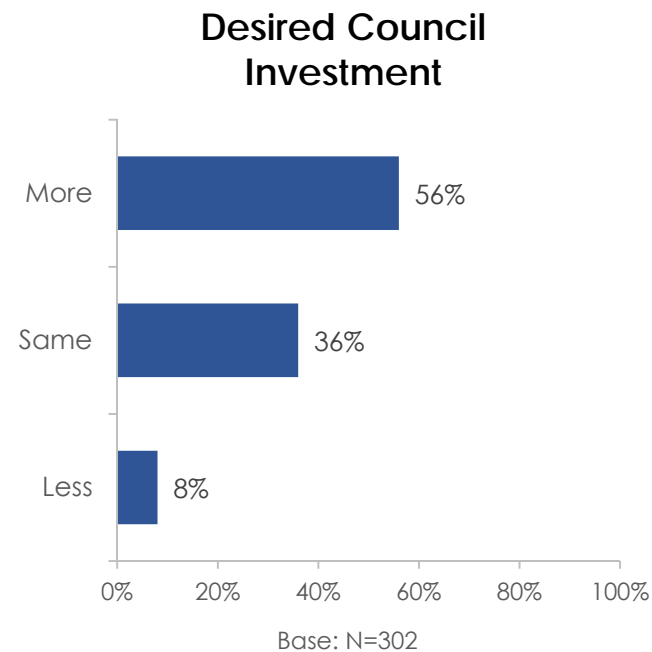
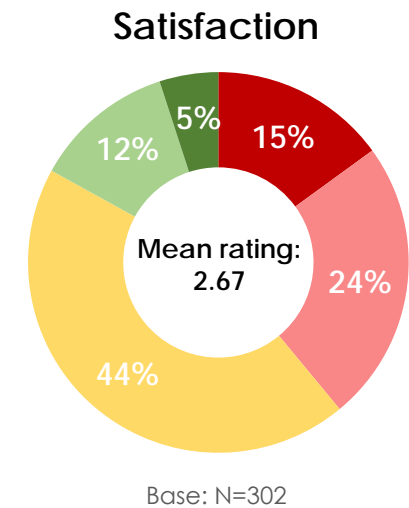
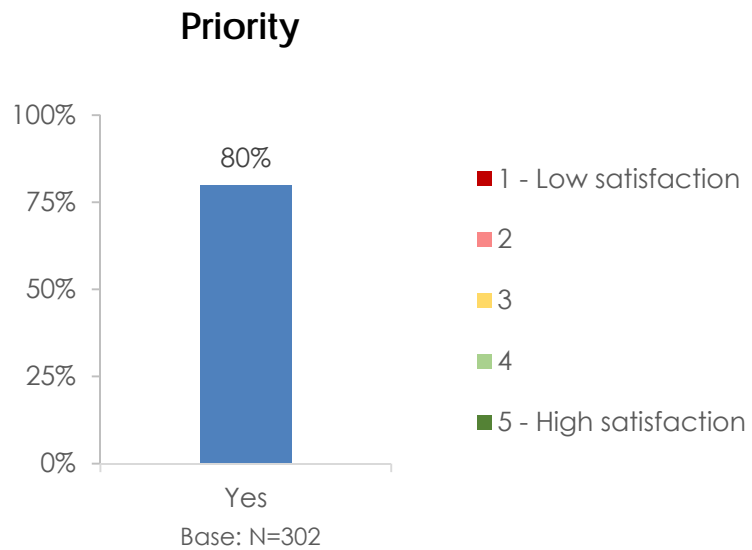
# Priority and Satisfaction with Services - Bridges

	Rank	
	Priority	Satisfaction
1 <sup>st</sup>	●	●
2 <sup>nd</sup>	●	●
3 <sup>rd</sup>	●	●
4 <sup>th</sup>	●	●
5 <sup>th</sup>	●	●
6 <sup>th</sup>	●	●
7 <sup>th</sup>	●	●
8 <sup>th</sup>	●	●
9 <sup>th</sup>	●	●
10 <sup>th</sup>	●	●
11 <sup>th</sup>	●	●
12 <sup>th</sup>	●	●



# Priority and Satisfaction with Services – Economic Development

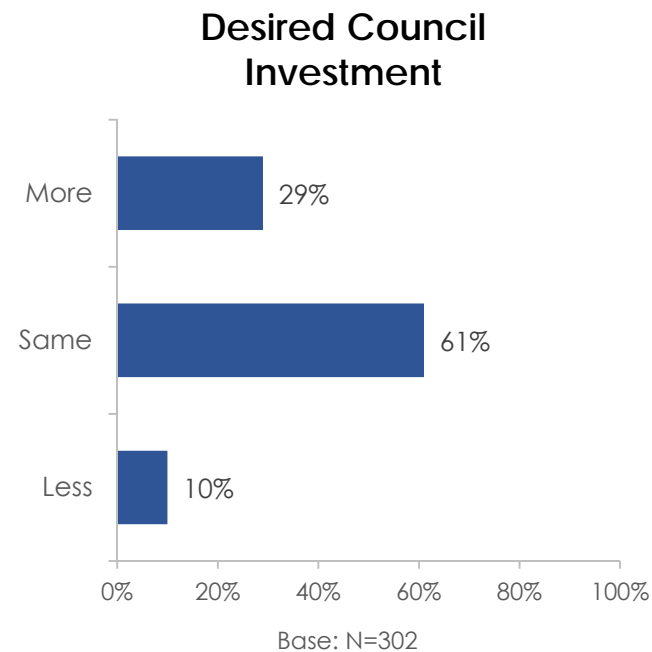
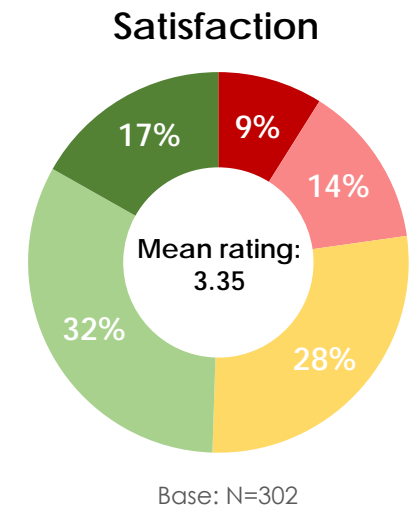
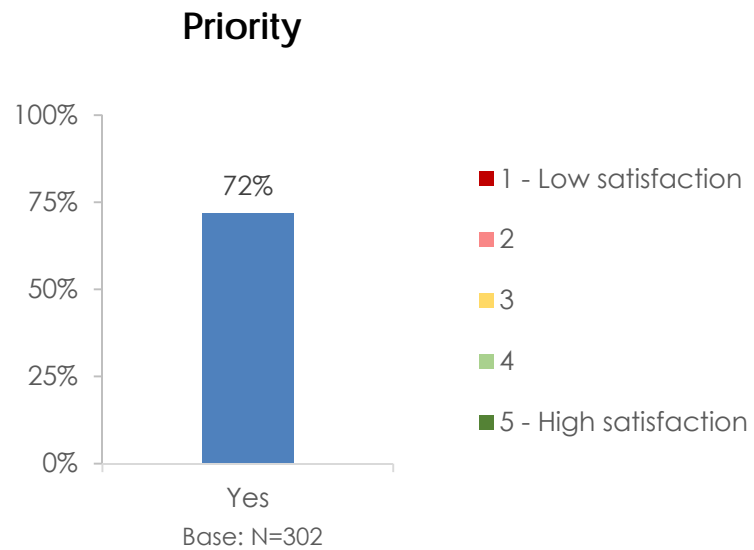
	Rank	
	Priority	Satisfaction
1 <sup>st</sup>	●	●
2 <sup>nd</sup>	●	●
3 <sup>rd</sup>	●	●
4 <sup>th</sup>	●	●
5 <sup>th</sup>	●	●
6 <sup>th</sup>	●	●
7 <sup>th</sup>	●	●
8 <sup>th</sup>	●	●
9 <sup>th</sup>	●	●
10 <sup>th</sup>	●	●
11 <sup>th</sup>	●	●
12 <sup>th</sup>	●	●





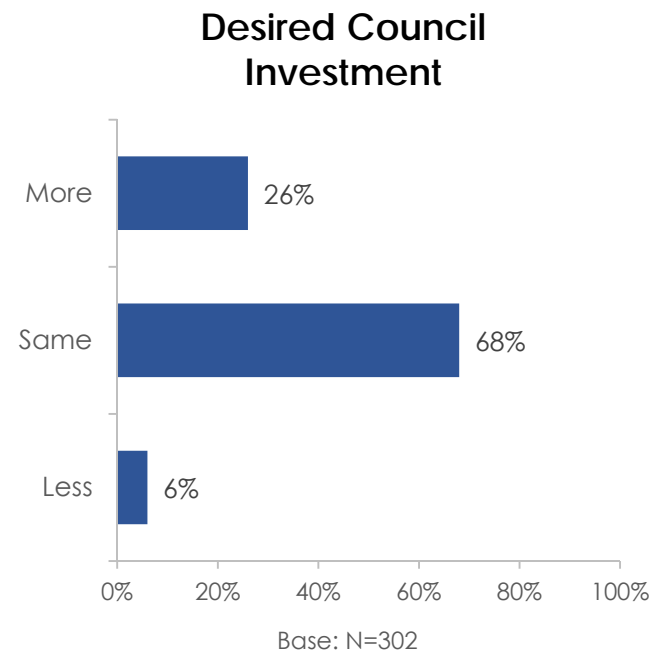
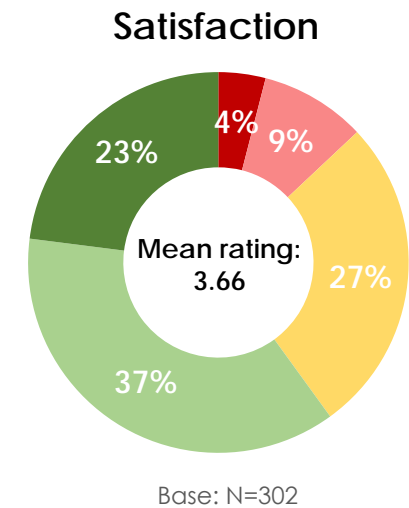
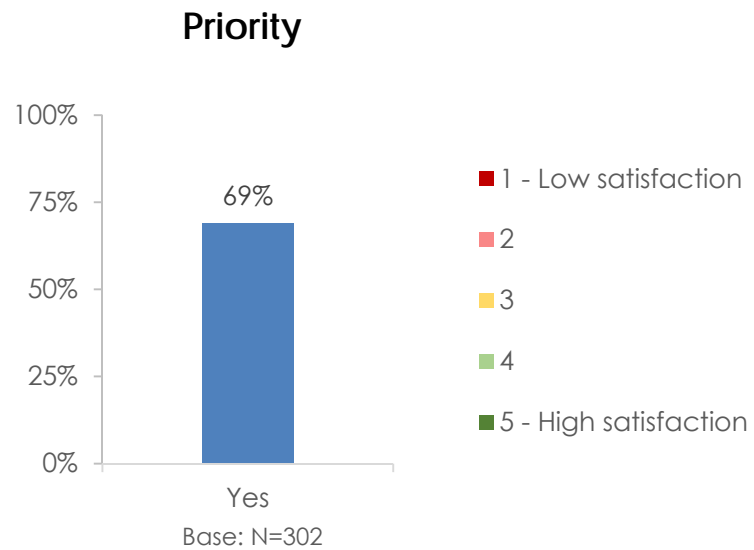
# Priority and Satisfaction with Services – Customer Service

	Rank	
	Priority	Satisfaction
1 <sup>st</sup>	●	●
2 <sup>nd</sup>	●	●
3 <sup>rd</sup>	●	●
4 <sup>th</sup>	●	●
5 <sup>th</sup>	●	●
6 <sup>th</sup>	●	●
7 <sup>th</sup>	●	●
8 <sup>th</sup>	●	●
9 <sup>th</sup>	●	●
10 <sup>th</sup>	●	●
11 <sup>th</sup>	●	●
12 <sup>th</sup>	●	●



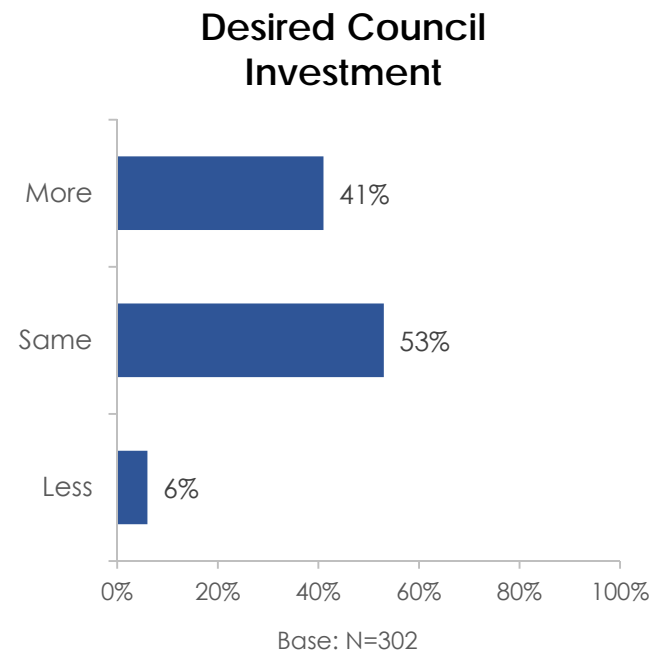
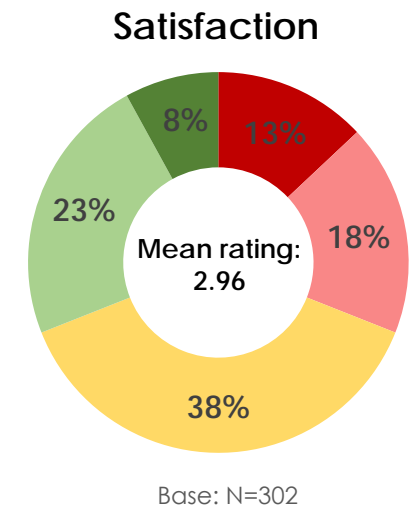
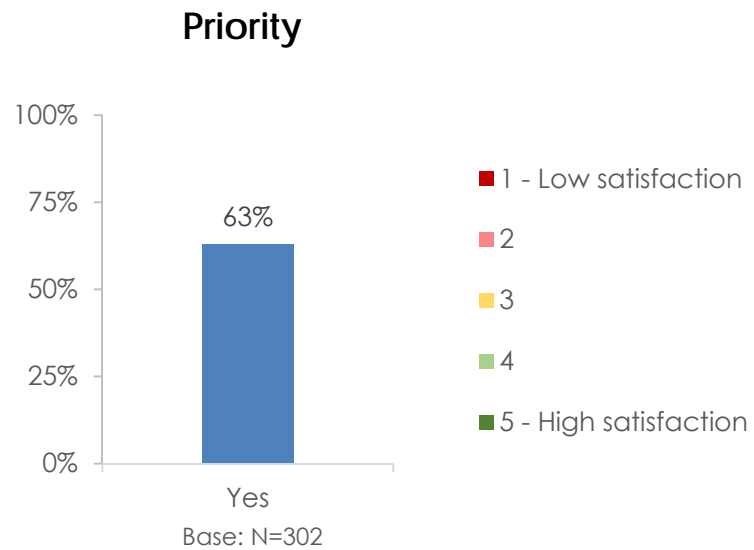
# Priority and Satisfaction with Services – Waste Management

	Rank	
	Priority	Satisfaction
1 <sup>st</sup>	●	●
2 <sup>nd</sup>	●	●
3 <sup>rd</sup>	●	●
4 <sup>th</sup>	●	●
5 <sup>th</sup>	●	●
6 <sup>th</sup>	●	●
7 <sup>th</sup>	●	●
8 <sup>th</sup>	●	●
9 <sup>th</sup>	●	●
10 <sup>th</sup>	●	●
11 <sup>th</sup>	●	●
12 <sup>th</sup>	●	●



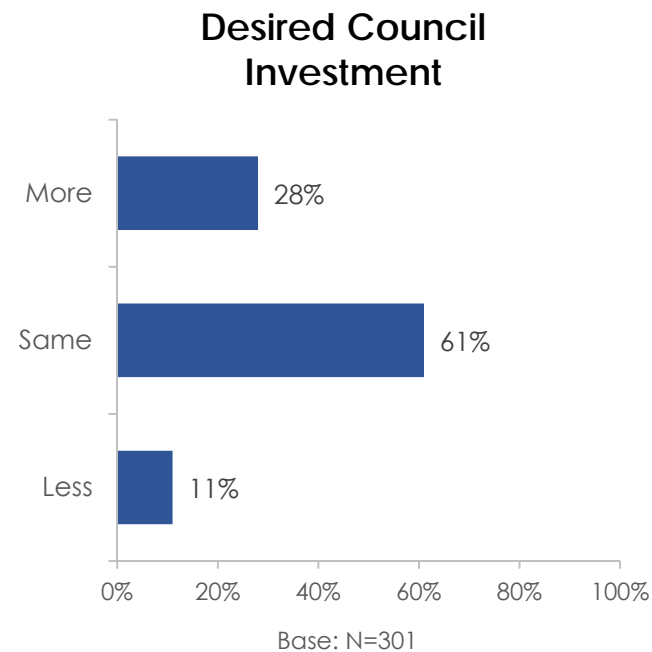
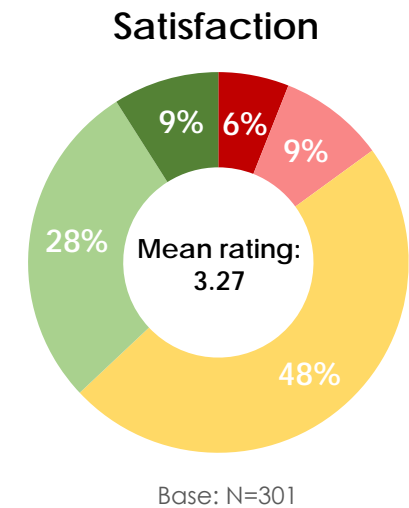
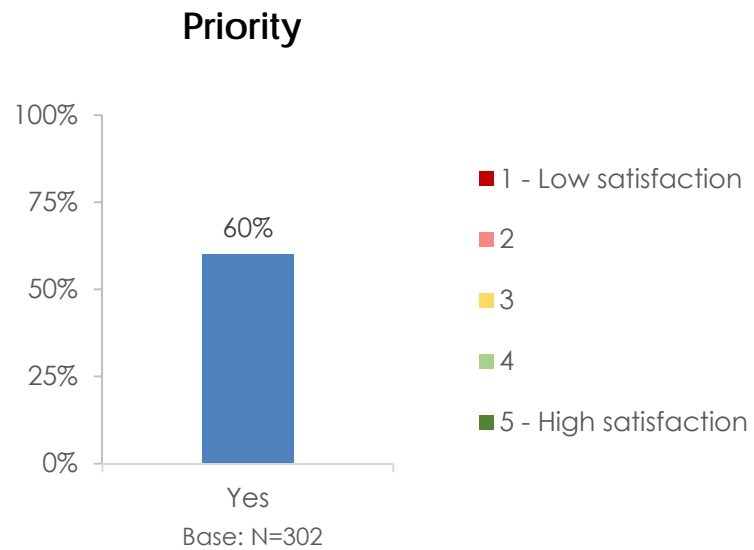
# Priority and Satisfaction with Services – Stormwater and Drainage

	Rank	
	Priority	Satisfaction
1 <sup>st</sup>	●	●
2 <sup>nd</sup>	●	●
3 <sup>rd</sup>	●	●
4 <sup>th</sup>	●	●
5 <sup>th</sup>	●	●
6 <sup>th</sup>	●	●
7 <sup>th</sup>	●	●
8 <sup>th</sup>	●	●
9 <sup>th</sup>	●	●
10 <sup>th</sup>	●	●
11 <sup>th</sup>	●	●
12 <sup>th</sup>	●	●



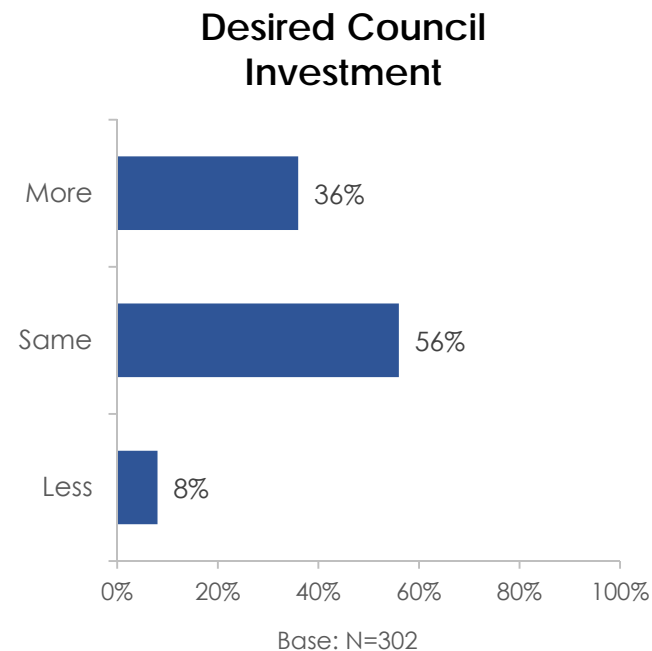
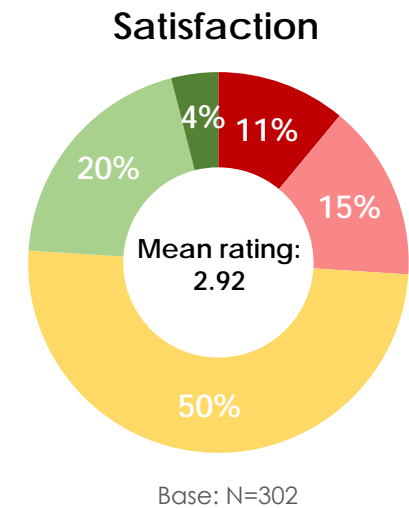
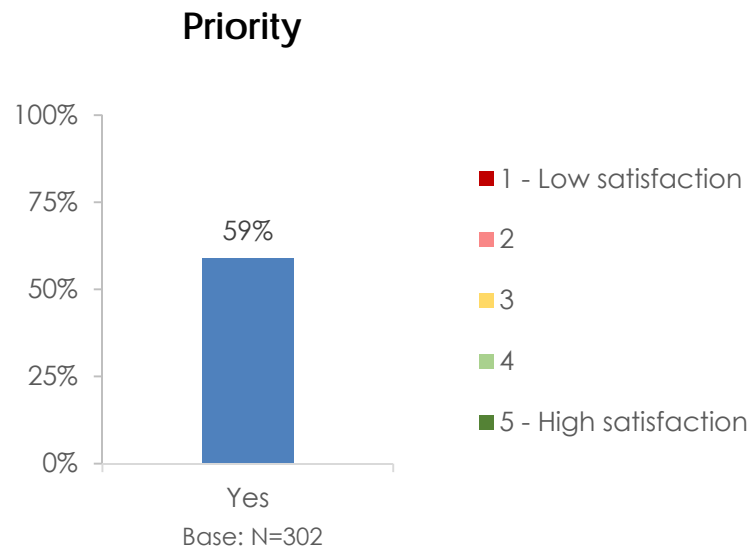
# Priority and Satisfaction with Services – Community Centres/Halls

	Rank	
	Priority	Satisfaction
1 <sup>st</sup>	●	●
2 <sup>nd</sup>	●	●
3 <sup>rd</sup>	●	●
4 <sup>th</sup>	●	●
5 <sup>th</sup>	●	●
6 <sup>th</sup>	●	●
7 <sup>th</sup>	●	●
8 <sup>th</sup>	●	●
9 <sup>th</sup>	●	●
10 <sup>th</sup>	●	●
11 <sup>th</sup>	●	●
12 <sup>th</sup>	●	●



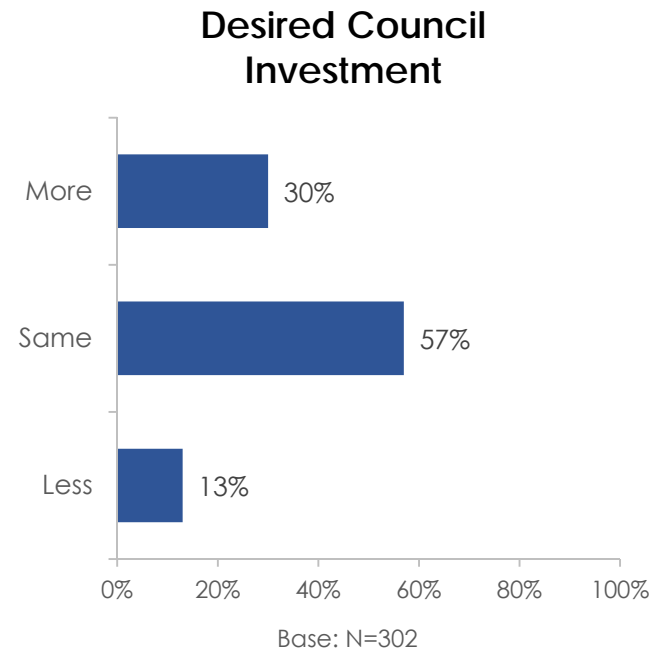
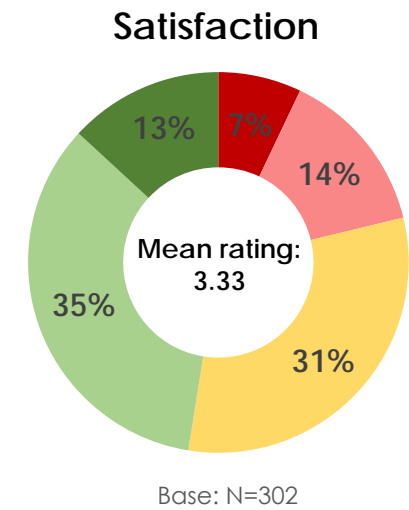
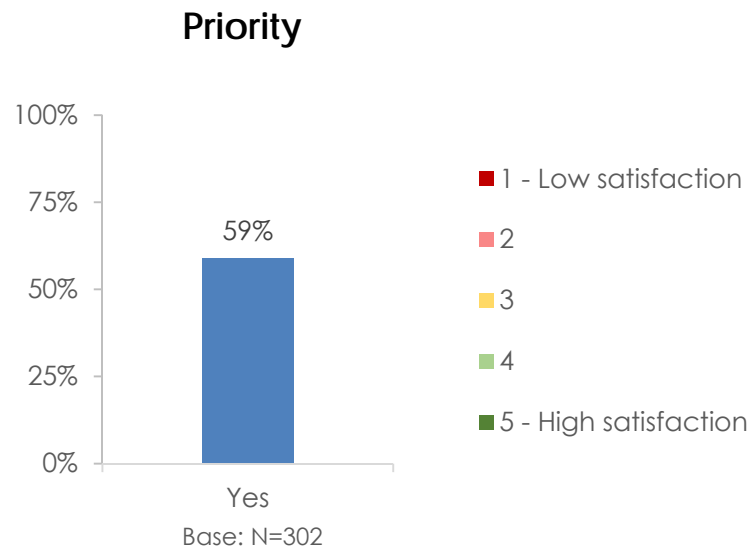
# Priority and Satisfaction with Services – Development Assessment

	Rank	
	Priority	Satisfaction
1 <sup>st</sup>	●	●
2 <sup>nd</sup>	●	●
3 <sup>rd</sup>	●	●
4 <sup>th</sup>	●	●
5 <sup>th</sup>	●	●
6 <sup>th</sup>	●	●
7 <sup>th</sup>	●	●
8 <sup>th</sup>	●	●
9 <sup>th</sup>	●	●
10 <sup>th</sup>	●	●
11 <sup>th</sup>	●	●
12 <sup>th</sup>	●	●



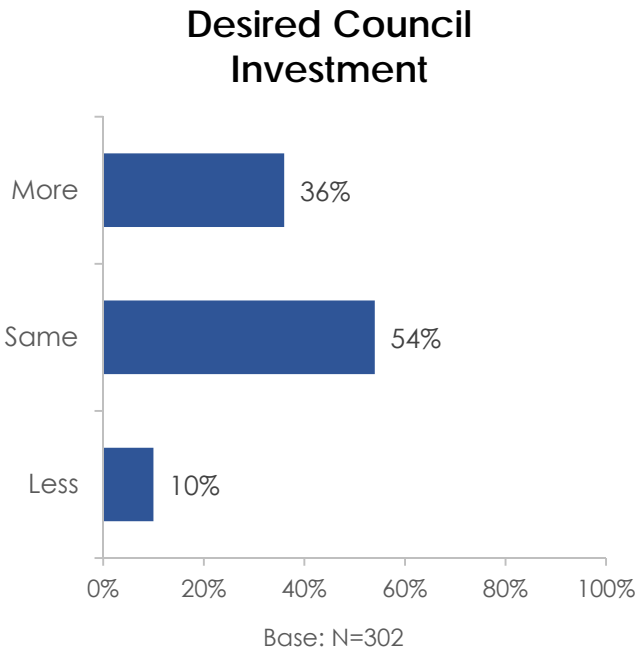
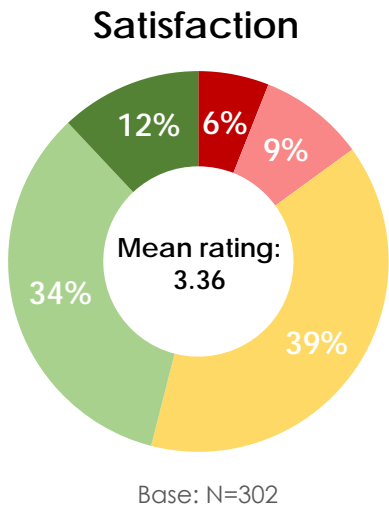
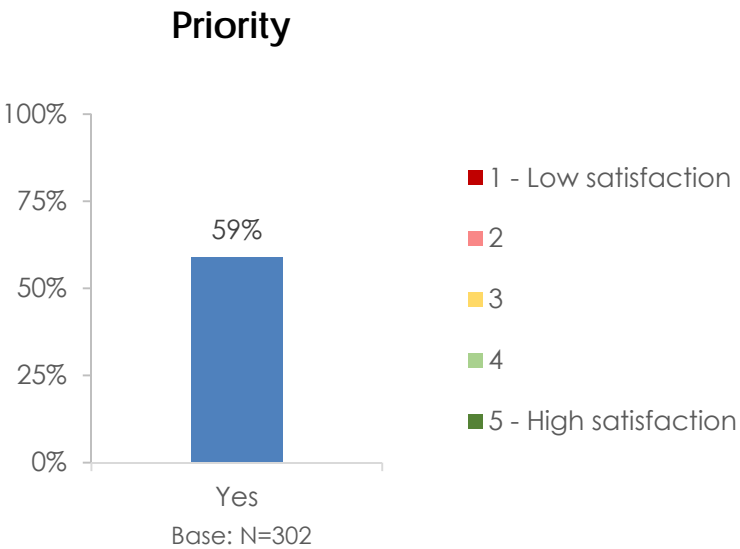
# Priority and Satisfaction with Services – Parks

	Rank	
	Priority	Satisfaction
1 <sup>st</sup>	●	●
2 <sup>nd</sup>	●	●
3 <sup>rd</sup>	●	●
4 <sup>th</sup>	●	●
5 <sup>th</sup>	●	●
6 <sup>th</sup>	●	●
7 <sup>th</sup>	●	●
8 <sup>th</sup>	●	●
9 <sup>th</sup>	●	●
10 <sup>th</sup>	●	●
11 <sup>th</sup>	●	●
12 <sup>th</sup>	●	●



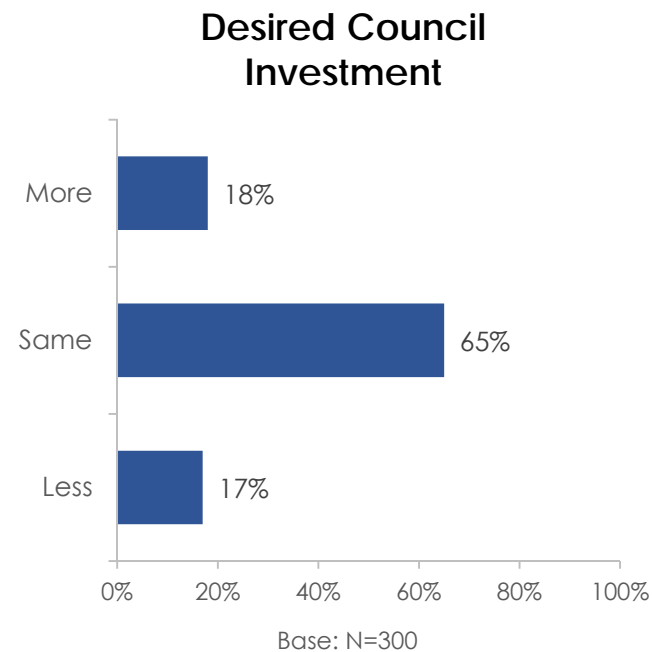
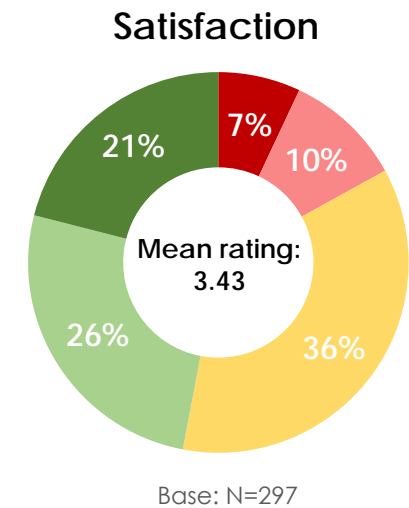
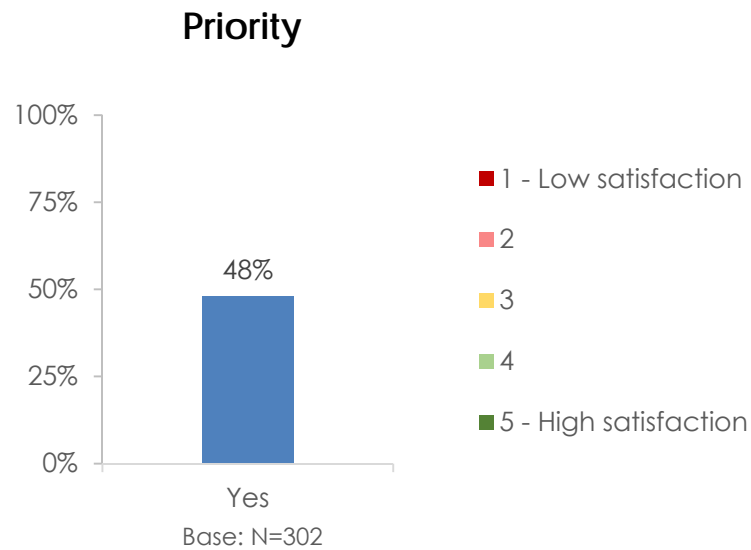
# Priority and Satisfaction with Services – Sports & Recreation Facilities

	Rank	
	Priority	Satisfaction
1 <sup>st</sup>	<div></div>	<div></div>
2 <sup>nd</sup>	<div></div>	<div></div>
3 <sup>rd</sup>	<div></div>	<div></div>
4 <sup>th</sup>	<div></div>	<div></div>
5 <sup>th</sup>	<div></div>	<div></div>
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10 <sup>th</sup>	<div></div>	<div></div>
11 <sup>th</sup>	<div></div>	<div></div>
12 <sup>th</sup>	<div></div>	<div></div>



# Priority and Satisfaction with Services – Library Services

	Rank	
	Priority	Satisfaction
1 <sup>st</sup>	●	●
2 <sup>nd</sup>	●	●
3 <sup>rd</sup>	●	●
4 <sup>th</sup>	●	●
5 <sup>th</sup>	●	●
6 <sup>th</sup>	●	●
7 <sup>th</sup>	●	●
8 <sup>th</sup>	●	●
9 <sup>th</sup>	●	●
10 <sup>th</sup>	●	●
11 <sup>th</sup>	●	●
12 <sup>th</sup>	●	●





# Summary - Community/Council Diagnostics

- 73% were at least somewhat satisfied with Council's performance
- 67% were at least somewhat satisfied with the current quality of local infrastructure and facilities
- The main focus of the proposed SRV addresses the most salient resident priorities, which are roads and bridges
- Across all the service areas there is very little indication that residents feel that servicing/resourcing should be reduced, for the most part the results indicate that service levels should be maintained or increased
- Top 3 Box satisfaction is over 80% for 4 out of the 12 service areas, these being waste management, community centres, libraries and sport & recreational facilities



# Appendix A – Results by Demographics



# Source of Information on a Special Rate Variation

Q4a. Prior to this call, were you aware that Council was exploring community sentiment towards a Special Rate Variation?

Q4b. [If yes in Q4a] How were you informed of the Special Rate Variation?

	Male	Female	18-34	35-49	50-64	65+	Ratepayer	Non-ratepayer
Mail out	51%	44%	54%	43%	46%	51%	50%▲	12%
Newspaper advertisement	35%	26%	20%	24%	37%	34%	32%	15%
Community meeting	19%	13%	0%	14%	18%	23%	17%	0%
Mayoral Column	15%	10%	7%	9%	12%	17%	12%	11%
Council website	11%	6%	0%	9%	11%	9%	9%	0%
Information kiosk	6%	1%	0%	5%	5%	2%	4%	0%
Other	41%	37%	53%	57%▲	35%	25%▼	37%▼	74%
Base	93	87	19	45	65	52	169	11

# Satisfaction by Special Rate Variation Options

Q2a. Overall, for the last 12 months, how satisfied are you with the performance of Council, not just on one or two issues but across all responsibility areas?

Q3c. Please rank the 2 options in order of preference:

First Preference	Mean Rating	1 - Not at all satisfied	2 - Not very satisfied	3 - Somewhat satisfied	4 - Satisfied	5 - Very satisfied	Base
Rate Peg only	2.75	19%	15%	37%	28%	1%	140
SRV	3.33▲	6%▼	14%	33%	36%	11%▲	160
Overall	3.06	12%	15%	35%	32%	6%	300

Q2b. How satisfied are you with the quality of infrastructure and facilities provided by Council in the local area?

Q3c. Please rank the 2 options in order of preference:

First Preference	Mean rating	1 - Not at all satisfied	2 - Not very satisfied	3 - Somewhat satisfied	4 - Satisfied	5 - Very satisfied	Base
Rate Peg Only	2.76	16%	27%	26%	28%	3%	140
SRV	3.19▲	6%▼	16%▼	36%	36%	6%	160
Overall	2.99	11%	21%	31%	33%	4%	300

Scale: 1 = not at all satisfied, 5 = very satisfied

▲▼ = A significantly higher/lower level of satisfaction (by group) 44

# Appendix B – Additional Tables



# Reasons for Preferring Option 1 – Rate peg only (47%)

Q3c. Please rank the 2 options in order of preference:

Q3d. What is your reason for choosing that option as your highest preference?

Reason for selecting Option 1	% of those that selected option 1 N=139	% of total sample N=299
Do not agree with current spending behaviours of Council	7%	3%
Explore amalgamation	6%	3%
Best option for the community	5%	2%
Cost of living is already too high	5%	2%
Not getting value for money for the rates that are currently paid	4%	2%
I will not benefit from rate increase	3%	1%
Important to maintain current assets	3%	1%
Need to explore other options	3%	1%
Council don't listen	2%	1%
Growing population will generate more income/funding	2%	1%
Improvements are needed with Council's financial management	2%	1%
Need more information about SRV	2%	1%
Not enough transparency	2%	1%
Already pay additional fees through other services/administration fees	1%	1%
Council should focus on essential services rather than recreational needs	1%	<1%
I understand that Council needs the funds	1%	<1%
Low population, therefore not enough residents to generate the funding	1%	<1%
More subdivisions	1%	<1%
Need vacant lots to generate more development	1%	<1%
No win situation	1%	<1%
Council needs an engineer	<1%	<1%
Residents use services outside of the Shire	<1%	<1%
Don't know/nothing	3%	1%

# Reasons for Preferring Option 2 – Improvement Plan (53%)

Q3c. Please rank the 2 options in order of preference:

Q3d. What is your reason for choosing that option as your highest preference?

Reason for selecting Option 2	% of those that selected option 2 N=160	% of total sample N=299
Am happy to pay more as long as it is evenly distributed/used effectively	7%	4%
Increase is affordable	6%	3%
Don't want to see services/facilities deteriorate	5%	3%
Need to pay if we want to see improvements	4%	2%
Will attract more people to the area/good for the economy	3%	1%
Additional funds/improvements are needed in my area	2%	1%
Cheaper to maintain current infrastructure now than to rebuild in the future	2%	1%
Do not agree with current spending behaviours of Council	2%	1%
Need/want more jobs in the community	2%	1%
Do not trust they will spend any extra money effectively	1%	1%
Nothing will be fixed without this option	1%	<1%
Only other option is amalgamation	1%	1%
Option 2 is an affordable increase for what is needed/preferred	1%	<1%
Option 2 is not affordable for pensioners/residents	1%	1%
Trust the funds will be spent wisely	<1%	<1%
Don't know/nothing	3%	1%

# What is Valued Most About Living in the Dungog Shire

Q1b. What do you value most about living in the Dungog Shire?

Comment	N=302
Hometown/where I've always lived	2%
Proximity to work	2%
Safe area/safe place to raise a family	2%
Accessibility	1%
Family	1%
Fresh air	1%
Great services/facilities	1%
Local wildlife	1%
Nice area/good place to live	1%
Not busy	1%
Classed as garden of Eden	<1%
Everything	<1%
Great food	<1%
Isolation	<1%
Lack of traffic	<1%
Low rates	<1%
Rivers	<1%
Rustic town appearance	<1%
Don't know/nothing	2%



# Biggest Concerns Living in Dungog Shire

Q1c. What concerns you most with regards to living in the Dungog Shire?

Comment	N=302
Maintaining the condition of infrastructure e.g. bridges	2%
Water/sewage	2%
Aging infrastructure	1%
Continuation of the provision of services	1%
Development	1%
Increasing costs of living	1%
Keeping the area the same	1%
Lack of education	1%
Lack of public transport	1%
Lack of quality health services	1%
Lack of speed limit signs	1%
Mobile/internet coverage	1%
Quarry expansion	1%
Safety near roads	1%
The people	1%
Dungog needs to be better	<1%
Controlling illegal dumping	<1%
Different rules for different people	<1%
Drought	<1%
E3 Zoning	<1%
Effect of climate change on the area	<1%
Fire risk	<1%
Isolated	<1%
Kangaroos on the roads	<1%
Keeping up with the improvements	<1%
Lack of community aspect	<1%
Lack of development	<1%
Over population	<1%
Remaining a self-sustaining community	<1%

# Questionnaire



Dungog Shire Council  
Community Survey – Special Rate Variation  
November 2018

Good morning/afternoon/evening, my name is ..... I'm calling from Micromex Research. We are conducting a survey on behalf of Dungog Shire Council on a range of local issues. The survey will take about 10 minutes, would you be able to assist us please?

**QA.** Before we start, I would like to check whether you or an immediate family member works for Council.

- ☐ Yes (If yes, terminate survey)  
☐ No

**QB.** Which town/village do you live in/near?

- ☐ Dungog  
☐ Clarence Town  
☐ Paterson  
☐ Vacy  
☐ Gresford  
☐ Martins Creek

**Q1a.** How long have you lived in the local area? *Prompt*

- ☐ Less than 6 months  
☐ 6 months – 2 years  
☐ 3 – 5 years  
☐ 6 – 10 years  
☐ 11 – 20 years  
☐ More than 20 years

**Q1b.** What do you value most about living in the Dungog Shire?

.....

**Q1c.** What concerns you most with regards to living in the Dungog Shire?

.....

**Q2a.** Overall, for the last 12 months, how satisfied are you with the performance of Council, not just on one or two issues but across all responsibility areas? *Prompt*

- ☐ Very satisfied  
☐ Satisfied  
☐ Somewhat satisfied  
☐ Not very satisfied  
☐ Not at all satisfied

**Q2b.** How satisfied are you with the quality of infrastructure and facilities provided by Council in the local area? *Prompt*

- ☐ Very satisfied  
☐ Satisfied  
☐ Somewhat satisfied  
☐ Not very satisfied  
☐ Not at all satisfied

Concept statement:

Dungog Shire residents have consistently told Council that assets such as roads, bridges, public spaces, parks and community facilities are important to them, and that Council needs to improve their condition. In addition to this, the State Government introduced its Fit for the Future Reform in 2014, which required all NSW councils to assess their current position and submit a proposal demonstrating how they will become Fit for the Future.

Council currently spends approximately \$19.8 million on the maintenance and renewal of local assets and infrastructure each year; however, Council should be investing an additional \$6.1 million per year to keep assets safe and functioning.

In preparing its submission on how to achieve long term financial sustainability, Council identified that despite its best efforts, the funding available is not enough to keep community assets in an acceptable condition.

There is no easy solution to addressing this funding gap. Put simply, if Council does not address this gap now, the community assets that Council manages will deteriorate and, in the future, become unusable. A proposed Special Rate Variation – which is an increase in rates above what is known as the rate peg increase the State Government sets each year – is necessary to maintain and manage current assets to ensure that Council delivers services in line with community expectations and remains financially sustainable into the future.

Council acknowledges that any rate increase may adversely impact some community members. Council has a Hardship Policy and alternative payment options to assist ratepayers should they have difficulty keeping up with their rate payments. Please contact Council for further information regarding this.

There are two options which I would like you to consider. Each option will have varying impacts on local assets and service quality. Let's look at the options in more detail:

#### Option 1: Rate peg only

No Special Rate Variation. Rates would only increase by the annual projected rate peg amount of 2.5% per year. Over the seven-year period, this is a cumulative increase of 18.9%. Residential ratepayers who are currently paying around \$1,177 per year would pay a total increase of \$222.00 after seven years, which equates to an average annual increase of around \$31.71 each year. After 7 years this would amount to an annual rate charge of \$1,399 by 2025/2026.

Under this option the impact would be further deterioration of assets, including the worsening of:

- Roads and timber bridges
- Community buildings
- Town centres and public spaces
- Public toilets
- Footpaths
- Stormwater drainage; and
- Parks and open spaces, including playgrounds

Council would also have no capacity for new capital works, meaning it would have difficulty funding new assets such as roads infrastructure and community facilities. It would also be unable to undertake works like the replacement of timber bridges, or the progressive rehabilitation of the local sealed road network.

In order to meet the Fit for the Future financial benchmarks, Council would be required to reduce or close services.

Q3a. How supportive are you of Council proceeding with Option 1? *Prompt*

- ☐ Very supportive
- ☐ Supportive
- ☐ Somewhat supportive
- ☐ Not very supportive
- ☐ Not at all supportive

#### Option 2: Improvement Plan

A tapered Special Rate Variation of 15% for two years, 10% for three years and 6% for two years, which includes the rate peg amount of 2.5%, and then reverting to the rate peg amount of 2.5% in the eighth year. Over the seven-year period this is a cumulative increase of 97.8% which includes the 18.9% from rate peg.

At the end of the seven-year period the Special Rate Variation increase would be built into the rate base. Residential ratepayers who are currently paying around \$1,177 per year would pay a total increase of \$778.00 after seven years, which equates to an average annual increase of around \$111.14 more each year. After 7 years this would amount to an annual charge of \$1,955 by 2025/2026.

The Special Rate Variation would only be applied to the general rates component of residential rates, which is currently \$704 per annum. The \$473 of other fees and charges would be subject only to increases similar to CPI.

At the end of the seven-year period the Special Rate Variation increase would be built into the rate base.

This option would generate an additional \$4.5 million to Council's rates base by 2025/2026. With this and a borrowing program, Council would spend an additional:

- \$31 million on roads infrastructure
- \$12.8 million on timber bridge replacement using concrete or steel
- \$3 million on parks and community buildings

This option would stabilise the deterioration of our assets and gradually improve their condition over time. It would enable Council to fund a program of asset upgrades with a focus on roads, the renewal of timber bridges using either concrete or steel, the rehabilitation of sealed roads and improvements to parks and community buildings. Council would also be able to increase its preventative maintenance and renewal program to stabilise the condition of priority assets.

Council would also be able to meet the Fit for the Future financial benchmarks and maintain current service levels.

Q3b. How supportive are you of Council proceeding with Option 2? *Prompt*

- ☐ Very supportive
- ☐ Supportive
- ☐ Somewhat supportive
- ☐ Not very supportive
- ☐ Not at all supportive

Q3c. Please rank the 2 options in order of preference:

- ☐ **Option 1 – Rate Peg Only.** Our assets would continue to decline with more assets in poor condition. The focus would be on managing risk, including the possible closure and removal of unsafe assets and reduction of services
- ☐ **Option 2 – Improvement Plan.** Would provide funds for Council to undertake the required renewal and maintenance of our roads, bridges and community assets into the future, it will allow the implementation of a timber bridge replacement program and see council meet the Fit for the Future sustainability benchmarks

Q3d. What is your reason for choosing that option as your highest preference?

.....

Q4a. Prior to this call, were you aware that Council was exploring community sentiment towards a Special Rate Variation?

- ☐ Yes
- ☐ No (If no, go to Q5)
- ☐ Not sure (If not sure, go to Q5)

Q4b. How were you informed of the Special Rate Variation? Prompt

- ☐ Mail out
- ☐ Council website
- ☐ Community meeting
- ☐ Newspaper advertisement
- ☐ Mayoral Column
- ☐ Information kiosk
- ☐ Other (please specify).....

Q5. Aside from the areas that Council knows need to be addressed, Council is also looking to understand what the community perceives to be the priority areas within the Shire. I will read out a list of different topic areas, please indicate which of these you think should be prioritised by Council, how satisfied you are with the performance of that service, and whether Council should invest more, the same, or less in that area. The satisfaction scale is from 1 to 5, where 1 = low satisfaction and 5 = high satisfaction

	Priority Yes/No	Satisfaction					Investment		
		Low 1	2	3	4	High 5	M	S	L
Roads	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Bridges	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Parks	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Sports & Recreation Facilities	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Community Centres/Halls	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Library Services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Public Toilets	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Economic Development	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Waste management	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Development assessment	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Stormwater and drainage	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Customer Service	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

#### Explanations

**Library services** – i.e. promote and support recreation, lifelong learning and literacy through access to a balanced collection of quality information, recreational and educational resources

**Economic development** – i.e. to work with industry and business to build up the economic capacity of the area to create a diversified and resilient regional economy

**Natural resource management** – i.e. protect and restore natural areas and assets in a sustainable way to provide the community with access to enjoy the natural environment

**Waste management** – i.e. best practice waste management and regulation compliance that is value for money and optimises opportunities for environmental sustainability

**Development assessment** – i.e. provide development and planning advice and undertake processing and inspections according to legislation

**Compliance** – i.e. ensure community safety by investigating and resolving unauthorised activities and legislative matters in the areas of food and public health premises, environmental pollution, onsite sewage management, building regulation, and companion animals

**Strategic land use planning** – i.e. develop and maintain planning guidelines for the use of land including new developments, new infrastructure and appropriate land use zonings relevant to a diverse economy

**Stormwater and drainage** – i.e. operate and maintain the stormwater drainage network to ensure efficient and safe collection of stormwater flows that reduce flooding, improve water quality and reduce the potential for damage to infrastructure

**Place Making / Community Place** – i.e. working with the community to create a series of well planned, connected and unique places throughout the area that the community is proud of

**Customer service** - i.e. this service is often the first and only point of contact between Council and the community and includes the customer service centre and Visitor Information Centre. This service provides information and processes applications, takes bookings, retrieves files and manages visitors

### Demographics

The following information is used for demographic purposes only.

**Q7. Please stop me when I read out your age bracket: Prompt**

- ☐ 18-34
- ☐ 35-49
- ☐ 50-64
- ☐ 65+

**Q8. Which of the following best describes the house where you are currently living?**

- ☐ I/We own/are currently buying this property
- ☐ I/We currently rent this property

**Q9. Which of the following best describes your current employment status? Prompt**

- ☐ Work full time in the LGA
- ☐ Work full time outside the LGA
- ☐ Work part time in the LGA
- ☐ Work part time outside the LGA
- ☐ Home duties
- ☐ Student
- ☐ Retired
- ☐ Unemployed/Pensioner
- ☐ Other (please specify).....

At this stage we are developing a register of interest for future consultations.

**Q10a. Would you be interested in registering your interest in being contacted by Dungog Shire Council to participate in future consultations?**

- ☐ Yes
- ☐ No (If no, go to end)

**Q10b. May I please confirm your contact details?**

First name.....  
Surname.....  
Email.....  
Telephone.....

**Q11. Gender by voice:**

- ☐ Male
- ☐ Female

Thank you very much for your time, enjoy the rest of your evening. This market research is carried out in compliance with the Privacy Act, and the information you provided will be used only for research purposes. Just to remind you, I am calling from Micromex Research on behalf of Dungog Shire Council.



Telephone: (02) 4352 2388  
Fax: (02) 4352 2117  
Web: [www.micromex.com.au](http://www.micromex.com.au)  
Email: [stu@micromex.com.au](mailto:stu@micromex.com.au)

# DUNGOG SHIRE COUNCIL

## SECURING OUR FUTURE

### Special Rate Variation Proposal 2019/2020 — Have your Say!!

Age: ..... Postcode: ..... Gender: .....

#### What is your preferred option to secure our future?

☐

**Base Case** - increase rates by the NSW Government's rate peg of approximately 2.5% per year and reduce or no longer deliver certain services

OR

☐

**A Special Rate Variation** - a rate increase over 7 years (which increases rates in Year 1 & 2 by 15% (2.5% rate cap plus 12.5% SRV), Years 3, 4 & 5 by 10% (2.5% rate cap plus 7.5% SRV) and Years 6 & 7 by 6% (2.5% rate cap plus 3.5% SRV) and meet our asset maintenance renewal requirements and retain existing service levels.

If you prefer the **Base Case**, what services or projects would you like to see reduced or no longer delivered?

- 1) .....
- 2) .....
- 3) .....
- 4) .....
- 5) .....

Other thoughts, ideas, suggestions, comments?

.....

.....

.....

.....

.....

Thank you for taking the time to complete this survey.

Completed surveys can be returned:

In person to: Council's Administration Office, 198 Dowling Street or the Dungog Library, 17 Mackay Street, Dungog

By email to: [svr@dungog.nsw.gov.au](mailto:svr@dungog.nsw.gov.au)

By mail in the provided reply paid envelope.



BASE CASE					SRV					UNDECIDED				
Age	Gender	Postcode	Base case	Comments	Age	Gender	Postcode	SRV	Comments	Age	Gender	Postcode	Undecided	Comments
62	M	2420	Yes	Not sure what Council provides	66	F	2420	Yes	Please fix Clarence Town bridge - it's dangerous	67	F	2300	Undecided	In principle I am in favour, but the % increase is too high
48	F	2321	Yes	Councillors to take a pay cut	53	F	2321	Yes	Annual rate rise is necessary to improve the Shire	N/S	M	N/S	Undecided	Its been bad for decades
N/S	M	N/S	Yes	Stop wasting money	64	M	2321	Yes	Improve the roads	50	M	2321	Undecided	Delete all councillors
62	F	2311	Yes	Get people who use the parks to look after them	66	F	2311	Yes	Secure a better future	N/S	N/S	N/S	Undecided	Really unsure
60	M	2420	Yes	User pays caravan park	64	M	2420	Yes	Don't pay for staff vehicles or petrol	78	M	2321	Undecided	Organise community meetings to fight for a fairer future
31	F	2420	Yes	Get better insurance deals	71	M	2420	Yes	Don't need more than 1 Planner	65	F	2321	Undecided	Agree with rate rise, but not the amount proposed
67	M	2420	Yes	User pays sports fields	75	M	2311	Yes	Reduce Council admin staff	74	M	2321	Undecided	Agree with increase, but not as much. I am a rural landholder who already pays a large amount of rates
N/S	N/S	N/S	Yes	Charge people full cost to use pool	60	F	2420	Yes	Fix drainage and erosion problems in Common Rd	69	2240	M	Undecided	Don't believe any of this will come to fruition
69	M	2321	Yes	Life is hard enough without more costs	70	M	2420	Yes	Get revenue from heavy vehicle companies	53	M	2421	Undecided	Bob Carr needs to take the roads back
49	F	2321	Yes	Don't need to pay for thinks we don't use	62	M	2311	Yes	Library is fantastic	73	M	2311	Undecided	Hand the Council back to the NSW Govt
N/S	N/S	N/S	Yes	You can't even fix the bridge at Clarence Town	70	F	2420	Yes	Would like more shops	84	F	2319	Undecided	Why didn't we amalgamate
55	F	2420	Yes	Less use of heavy vehicles	68	M	2421	Yes	Great that the train stops in Dungog	45	M	2321	Undecided	How did it get so bad, should be ashamed
56	M	2311	Yes	Too many roads	54	F	2321	Yes	Oppose Daracon's expansion	31	N/S	2321	Undecided	Poorly designed bandaid
52	F	2311	Yes	Replace bridges with concrete	39	M	2321	Yes	No more heavy Daracon vehicles	57	F	2321	Undecided	Make Hunter Water pay fees
61	M	2420	Yes	Spend the money you have got on roads	70	M	2420	Yes	Dungog Council rates are extremely moderate compared to others	57	M	2321	Undecided	No matter what I answer Council will not do what's best for the Shire
65	M	2321	Yes	Amalgamate with Pt Stephens	81	F	2321	Yes	SRV is reasonable and necessary	37	M	2321	Undecided	What a waste of time this survey is
45	F	2321	Yes	Happy to pay for services I use	57	F	2420	Yes	Use extra revenue wisely	70	M	2321	Undecided	This is a job for the State Govt
39	M	2321	Yes	Seek Federal and State funding for roads	65	M	2420	Yes	Finance is an uphill battle for a stand alone council	68	F	2321	Undecided	Whatever is cheaper for the ratepayer
64	M	2420	Yes	User pays	65	F	2420	Yes	Run the caravan park at a profit	60	M	2420	Undecided	Limeburners Bridge needs work
70	F	2321	Yes	Reduce staff	50	F	2421	Yes	Return and earn facility needed to produce income via yellow bins	82	F	2420	Undecided	
66	M	2420	Yes	Turn all lights off in the street at night	70	F	2420	Yes	Use the funds the way you are recommending - not wasted	66	F	2421	Undecided	
39	M	2420	Yes	Can't afford to live here	60	F	2311	Yes	Too many lost opportunities - Tillegra, amalgamation, sewerage in Paterson	66	M	2421	Undecided	
43	M	2420	Yes	Make money at the caravan park	68	F	2420	Yes	Spend SRV on roads and bridges and sporting venues	50	M	2311	Undecided	
40	M	2420	Yes	Spend you money more wisely	60	M	2421	Yes	Get rid of jetpatcher truck	83	M	2421	Undecided	
67	M	2420	Yes	Work harder	62	M	2420	Yes	Don't need garbage removal on Xmas Day	N/S	N/S	N/S	Undecided	
31	M	2420	Yes	Fight the State for funding	63	M	2420	Yes	Please repair roads outside hospital and library	55	F	2420	Undecided	
29	F	2420	Yes	Close library, caravan park, pools and sack Council staff	52	F	2420	Yes	Reduce waste management fees - I hardly have any waste as a single person	66	F	2311	Undecided	
55	F	2420	Yes	Reduce spending on sport and recreation	57	F	2421	Yes	Free day at the dump for green waste	N/S	N/S	N/S	Undecided	
63	M	2321	Yes	Get a loan	37	M	2420	Yes	Do something with the Butter Factory	54	M	2421	Undecided	
74	M	2321	Yes	Fix the towns road and streets	75	F	2420	Yes	Get more grants for the Common and Abbotts Flat	58	M	2131	Undecided	
60	M	2421	Yes	Merge with Port Stephens	51	M	2421	Yes	Council is responsible for the safety and security of all residents on our roads	68	M	2420	Undecided	
60	F	2421	Yes	Merge with Port Stephens	74	M	2321	Yes	Get a tourist attraction in town, backpacker accommodation	74	F	2420	Undecided	
54	F	2311	Yes	Road should be funded by the Commonwealth & State	69	F	2420	Yes	A good well thought through proposal	45	F	2320	Undecided	
67	M	2321	Yes	Bridges should be funded by the Commonwealth & State	66	N/S	2420	Yes	Repair Thalaba and Banfield Bridges					
71	M	2311	Yes	Farmers will be impacted on and will not see the increased service level	48	F	2321	Yes	Better overall road upgrades required					
72	M	2321	Yes	Significant overstaffing of Council	63	M	2420	Yes	Council staff know the priorities					
N/S	N/S	N/S	Yes	Sell assets	64	F	2420	Yes	Allow smaller parcels of land for development - not the 100 acres currently required					
54	M	2420	Yes	Create planning incentives	78	F	2420	Yes	Be transparent in zoning allocation so detrimental zonings can be changed					
58	M	2420	Yes	I take offence at your request	83	M	2420	Yes	Would love to see improvement in services and amenities - without the SRV the area wont thrive					
71	M	2420	Yes	Cease roadside rubbish collection	76	M	2335	Yes	You need the SRV just to provide current services					
55	M	2420	Yes	Don't do annual roadside rubbish collection	73	F	2420	Yes	Keep up the good work, this is necessary					
48	F	2420	Yes	There is no need for the SRV - you have a surplus	64	F	2420	Yes	Improve/renew the main street with trees down the middle					
75	M	2420	Yes	We should have amalgamated	63	F	2420	Yes	Apply for NSW Government grants					
38	M	2420	Yes	I can't think of any services we do get from Council	57	M	2420	Yes	Prefer to maintain services even is SRV required - once services are lost they wont come back					
58	F	2421	Yes	Abolish involvement with tourism including the VIC	83	M	2420	Yes	More properties to pay rates needed					
38	F	2421	Yes	Get rid of deadwood in the Council	70	M	2420	Yes	Minimum lot size to be reduced from 100 acres to 25/20 acres					
47	M	2420	Yes	Should have merged	33	F	2420	Yes	Someone has to pay for this					
N/S	F	2420	Yes	My family cannot sustain this increase	63	M	2420	Yes	Proposal is pretty reasonable					
80	M	2107	Yes	Build Tillegra Dam	68	F	2420	Yes	Bridges need to be a priority					
73	F	2107	Yes	We need development	70	M	2420	Yes	We need improvements, make it happen					

BASE CASE					SRV					UNDECIDED					
Age	Gender	Postcode	Base case		Comments	Age	Gender	Postcode	SRV	Comments	Age	Gender	Postcode	Undecided	Comments
40	F	2421	Yes	Farms and business can't afford the rise		66	F	2420	Yes	SRV will be hard on people on a pension - increase the pension rebate					
61	M	2420	Yes	Why are we suffering for Council mismanagement		54	M	2420	Yes	Will this make Council financially viable?					
68	F	2421	Yes	We have the worst roads in NSW		62	F	2420	Yes	Applaud the effort and optimism of the new Council					
70	M	2421	Yes	Why did you knock down the old units when you could have sold them		40	M	2420	Yes	Where is the State representation					
67	M	2420	Yes	Start allowing small acre blocks		95	F	2420	Yes	Our services and facilities are sadly lacking					
50	M	2421	Yes	There is no point		58	F	2420	Yes	Roads are the priority					
62	M	2420	Yes	Why did you build an unnecessary roundabout in Dowling Street		N/S	M	2420	Yes	Maintenance around villages needed to make them more appealing					
44	M	2421	Yes	Why are we not merging so we can get things done		46	M	2420	Yes	Happy to pay as long as we get results					
40	M	2321	Yes	Review the work ethic of Council staff		60	M	2420	Yes	Improvements will attract visitors from Sydney and Newcastle					
57	F	2420	Yes	Council staff waste rate payer money		35	F	2321	Yes	In the next 7 years we need Tillegra Dam, a caravan park in town and amalgamation					
60	M	2420	Yes	Encourage private investment		65	M	2420	Yes	Keep pestering the State Government to take back some of the roads					
70	M	2321	Yes	Upgrade bridges		39	F	2420	Yes	Love to promote a unique clean image for our Shire					
50	M	2321	Yes	Consider pensioners		63	F	2420	Yes	Joint projects encouraging economic development					
29	M	2321	Yes	I've seen roads done twice		66	M	2420	Yes	Promote purchase local					
58	M	2421	Yes	Street signs need to be more visible		48	F	2420	Yes	Encourage new farm enterprises and industries					
25	N/S	2311	Yes	Cancel road side bulky collection		66	M	2300	Yes	Support and encourage our businesses					
69	M	2321	Yes	Increase tip fees		74	M	2290	Yes	Keep the red tape down					
61	F	2420	Yes	Pressure needs to be applied to the State Government		46	M	2330	Yes	Lets free Dungog from survival mode and move to real progress					
60	F	2420	Yes	This Council is not fit & can't provide basic services		87	M	2321	Yes	Run the pool better and more efficiently					
80	F	2321	Yes	We don't use any Council services		57	F	2321	Yes	Green waste bin for residents					
62	M	2321	Yes	Get Gladys to divert \$200M from Stadiums to Dungog		51	M	2421	Yes	Better street lighting in Clarence Town					
55	F	2321	Yes	Get back to basics		40	M	2311	Yes	Facilities needed.					
47	M	2420	Yes	I am faced with never ending expenses - please enough		74	M	2420	Yes	If amalgamation had taken place this wouldn't be necessary					
70	F	2420	Yes	All Council employees should live in Dungog		N/S	N/S	N/S	Yes	Green waste bin for residents					
76	M	2421	Yes	Ageing population can't afford to pay rates		69	M	2420	Yes	Caravan park in Dungog					
44	F	2321	Yes	Its your job to run the Council, not mine		54	F	2420	Yes	Weed removal needed					
72	M	2311	Yes	Chase grants		66	M	2420	Yes	Happy if basic services are provided and roads upgraded					
59	M	2420	Yes	Caravan park and pools - user pays		63	M	2420	Yes	Don't waste the increase					
57	M	2311	Yes	Will leave primary producers in the margins		61	F	2420	Yes	Increase charges for property developers					
N/S	N/S	2420	Yes	Will hasten turning good country into real estate		70	M	2420	Yes	Charge for use of services					
68	M	2421	Yes	Don't provide lighting, cemetery maintenance or sports grounds		55	M	2280	Yes	Charge heavy vehicles					
65	F	2421	Yes	Get rid of all buildings run by committees		58	M	2311	Yes	Stop annual purchase of plant					
N/S	F	2420	Yes	Stop closing streets for events		78	F	2420	Yes	Leave park maintenance to community groups					
47	M	2420	Yes	Reduce the number of councillors		55	F	2420	Yes	Tender out road upgrades to contractors					
60	F	2420	Yes	Don't do tourism		60	M	2420	Yes	Open up more land for development					
65	M	2420	Yes	No services required, we are rural		60	F	2420	Yes	Better engineered roads					
64	F	2420	Yes	Sort yourself as a Council so we ratepayers don't suffer		59	F	2420	Yes	Town roads need urgent retopping					
32	F	2421	Yes	The roads in Dungog are worse that far west Qld		59	F	2420	Yes	Love the work done in Dungog township so far					
70	F	2420	Yes	Put Council staff on contracts		71	M	2420	Yes	Keep Dungog alive and moving forward					
81	M	2420	Yes	Close the pool and library		29	F	2420	Yes	Support this wholeheartedly					
32	F	2420	Yes	Contract out road works		30	M	2420	Yes	Bring our budget back on track					
57	F	2420	Yes	Rates not reasonable		65	M	2420	Yes	A welcome change for our roads and bridges					
52	M	2420	Yes	Sell off Council property not being used		70	M	2321	Yes	Fix the roads so people are not deterred from visiting the Shire					
48	M	2311	Yes	Not enough rate payers		54	M	2420	Yes	Fix the roads					
46	F	2321	Yes	Hand Council over to State Government		67	F	2420	Yes	Fix the roads but concentrate on the entry and exit roads first					
60	M	2311	Yes	Nice attempt at deceit		71	M	2420	Yes	Demand higher road grant to cover heavy vehicle impact - its not fair					
68	F	2321	Yes	Get a commercial focus		53	F	2420	Yes	Replace timber bridges with concrete ones					
49	F	2421	Yes	It was detrimental not to merge		73	F	2420	Yes	Allow more roads to be unsealed for lower maintenance					
60	F	2421	Yes	Cut councillor wages and numbers		54	M	2420	Yes	Must concentrate on facilities, recreation areas and parks, building - bring them up to standard					
31	M	2421	Yes	Don't mow the grass in winter		69	F	2321	Yes	Dungog needs a caravan park					
36	F	2421	Yes	Live within your income		70	M	2321	Yes	Lantana and privet needs to be removed from road sides					

BASE CASE					SRV					UNDECIDED				
Age	Gender	Postcode	Base case	Comments	Age	Gender	Postcode	SRV	Comments	Age	Gender	Postcode	Undecided	Comments
65	M	2421	Yes	Need more people in the Shire to pay rates	66	M	2321	Yes	Payment of Lower Hunter Rural Fire Service seems largely excessive					
59	M	2321	Yes	I do not mind what services you close, I do not want a rate rise	44	M	2321	Yes	Cut down on plant purchases and use contractors					
27	M	2311	Yes	Divide the Shire	52	F	2420	Yes	All services are important, don't reduce					
49	F	2420	Yes	Other Councils are more efficient	66	M	2421	Yes	Need for greater efficiency					
34	F	2321	Yes	We don't get any services so what could you reduce	45	Fluid	2421	Yes	Thank you for the excellent business case - very well argued and comprehensive					
59	F	2321	Yes	We are never going to have enough money to stand alone	70	M	2421	Yes	Thanks for all you do Dungog					
40	M	2321	Yes	Like to see the Council divided up	85	F	2420	Yes	Set up a reserves fund					
N/S	N/S	N/S	Yes	Council has over \$1M in land - sell it	67	M	2321	Yes	Increase rates to provide amenities					
N/S	N/S	N/S	Yes	We are drought declared. Farmers can't afford to pay these rates	67	F	2421	Yes	Spend on sporting facilities and caravan park is high					
65	F	2420	Yes	The exorbitant rate will cause hardship	57	F	2421	Yes	Better manage weed control					
50	M	2420	Yes	A complete overhaul is needed - very unimpressed	83	M	2420	Yes	Charge on septic tank is outrageous					
69	M	2420	Yes	No street lights, no guttering, no kerbs - poor!!!!	49	M	2420	Yes	If services like library, caravan parks and sports grounds can't support themselves get rid of them					
69	F	2420	Yes	Will reconsider when we have properly functioning administration staff	66	F	2420	Yes	New development \$ should be proportionally spent to increase assets/services in the town it came from					
N/S	N/S	N/S	Yes	Hit up the State Govt for this crisis	N/S	F	2420	Yes	Love having a Mayor like Tracy Norman - believe the Shire will prosper under her leadership					
48	F	2421	Yes	Just do the basics - roads and rubbish	30	F	2321	Yes	Rural Fire Service payment seems excessive					
56	F	2321	Yes	Turn roads back to dirt	45	F	2420	Yes	Spend money wisely on essentials eg. Infrastructure					
35	F	2421	Yes	This Shire is clearly not sustainable	43	M	2420	Yes	Make developers bear costs associated with subdivisions					
66	F	2421	Yes	Apply a means test to rates	45	F	2420	Yes	Be proactive and use the SRV wisely					
53	M	2420	Yes	More community fundraising needed	80	F	2311	Yes	Upgrade Paterson Park					
43	M	2321	Yes	Create a roads levy	60	F	2421	Yes	Public buildings must be useable by residents					
23	F	2420	Yes	Merge with Maitland	61	M	2421	Yes	If the rate increase is approved do not amalgamate					
51	M	2421	Yes	Cut indoor staff	58	M	2321	Yes	Thanks for the opportunity to provide our opinior					
59	M	2421	Yes	This makes is difficult for us as a family	85	M	2311	Yes	Keep the community updated on the SRV expenditure					
62	M	2321	Yes	Allow more housing development	60	M	2321	Yes	More retirement accommodation needed					
N/S	N/S	N/S	Yes	Charge Hunter Water rates	64	F	2321	Yes	Want more information on budget ins and outs					
N/S	N/S	N/S	Yes	Invest in caravan/camping grounds	89	F	2420	Yes	Still keep lobbying State Government					
66	M	2421	Yes	Reduce Council employees vehicles	65	F	2011	Yes	Many services are not being properly provided now					
58	F	2311	Yes	Beer budget, champagne lifestyle	65	M	2311	Yes	Do not reduce any more services - offer more services like green waste					
40	M	2311	Yes	Reduce councillors salaries and perks	65	F	2311	Yes	Lets build a region that encourages new residents and visitors					
57	F	2311	Yes	Reduce parks maintenance	76	M	2421	Yes	The through roads are a joke - must be rebuilt					
65	M	2311	Yes	Daracon needs to pay - they affect everyone's lives	54	M	2420	Yes	I have advocated higher rates for 20 years					
66	M	2321	Yes	Reduce your business to road and bridges, not libraries	N/S	M	2420	Yes	Fix bridges-roads first - don't wast money on things that are not a priority					
71	M	2421	Yes	SRV too high	54	M	2420	Yes	The roads are a disgrace compared to other regions					
32	M	2420	Yes	Real farmers can't afford the SRV increase	68	M	2420	Yes	The Liberal National Party are letting us down					
65	F	2420	Yes	Land owners are struggling with the drought - don't need a rate increase	53	M	2321	Yes	Consider amalgamation with Gloucester Council					
75	F	2321	Yes	Increase the rate base	78	F	2321	Yes	Keep trying to get funding					
50	M	2311	Yes	Rate increase is savage	76	F	2420	Yes	Poor decisions in the 80s make this rise inevitable					
67	M	2421	Yes	Cut staff numbers and pay	70	F	2421	Yes	We need to get going					
57	N/S	2321	Yes	E books only	70	M	2421	Yes	Apply for large funds, in the millions from State Government					
58	M	2321	Yes	Not sure of Council services	70	F	2421	Yes	Nothing is free					
61	M	2420	Yes	Review your projects	70	F	2321	Yes	If you want to live in a nice area you have to pay for it					
60	M	2420	Yes	Public toilets are a disgrace	60	M	2420	Yes	Agree - but the SRV is too much for people on super/pension					
48	F	2421	Yes	Joint venture options	71	F	2321	Yes	Start a Council run gym					
73	F	2420	Yes	Invest in a service station in Clarence Town	76	F	2303	Yes	Seek loans					
N/S	M	2024	Yes	Keeping Dungog rural is no longer a viable option	59	F	2421	Yes	Seek to review State Government levies - get other Councils to join in this					
40	F	2420	Yes	Impose load limits on all our roads - keep heavy vehicles off	72	F	2421	Yes	Implement a levy on heavy transport					
42	F	2420	Yes	More subdivisions in Vacy	27	F	2321	Yes	Seek help from corporate Australia - companies that benefit from our region					
47	M	2420	Yes	Council can't be trusted	29	M	2420	Yes	Assistance from Hunter Water					
65	M	2420	Yes	Get an administrator to sort out the finances	56	F	N/S	Yes	Share service with other Councils					

BASE CASE					SRV					UNDECIDED				
Age	Gender	Postcode	Base case	Comments	Age	Gender	Postcode	SRV	Comments	Age	Gender	Postcode	Undecided	Comments
N/S	N/S	2420	Yes	Thank you to the Mayor for refunding her annual sitting fees	70	F	2420	Yes	Between a rock and a hard place					
64	M	2421	Yes	Increase productivity	73	F	2420	Yes	Spend funds on environmental projects in the Shire - weed management					
60	M	2421	Yes	Cease buying useless properties	70	F	2321	Yes	Go for it!					
59	M	2420	Yes	You will destroy growth in this area with these increases	50	F	2420	Yes	The increase in my rates over the first 2 years is the same as the bill for my car's suspension					
79	F	2420	Yes	Seek to transfer roads back to State Govt	49	F	2321	Yes	Pretty happy with the direction of Council at the moment - we have noticed an improvement					
70	M	2420	Yes	Ruthlessly prioritise	54	M	2420	Yes	Stay independent - harness the local member's support					
49	M	2321	Yes	This survey will be rigged	66	F	2420	Yes	If we want services there is no alternative					
50	F	2321	Yes	Farmers will be rated off their properties	65	F	2420	Yes	Amalgamate with Port Stephens as proposed earlier					
55	F	2420	Yes	More properties will become foreign owned	71	F	2420	Yes	We need it done so let's do it					
58	F	2420	Yes	Sell remaining Melbee blocks	56	F	2420	Yes	Running at a loss is not an option					
60	M	2420	Yes	Encourage development opposite the golf club	73	M	2089	Yes	Council staff need to support local businesses and not make things difficult					
60	M	2420	Yes	I haven't had a pay rise in 7 years	70	M	2420	Yes	We need street beautification!					
58	F	2420	Yes	Hitting people in the pocket isn't the answer	75	M	2420	Yes	Perhaps something might even get done with Clarence Town bridge					
60	N/S	2420	Yes	Transparency is needed - where is the money going	50	M	2420	Yes	It's the only way forward for our Shire					
46	F	2321	Yes	Open new Council quarries	76	M	2420	Yes	Even if we amalgamated it would be happening under another Council					
61	M	2321	Yes	I'm 4th generation and believe our roads will never keep up with progress	62	M	2420	Yes	Go for it, let's get our Shire Fit for the Future					
49	F	2321	Yes	Charge for use of all assets	56	M	2420	Yes	The current Council are doing a great job - thank you					
46	M	2420	Yes		75	M	2321	Yes	We need to maintain infrastructure in good order					
35	M	2420	Yes		71	F	2421	Yes	We understand the situation					
77	M	2420	Yes		66	M	2420	Yes	Lets get it done and hope we survive					
43	M	2420	Yes		65	M	2311	Yes	Continue to share resources with neighbouring councils					
48	M	2420	Yes		69	M	2421	Yes	Continue to pressure the State Govt for road maintenance funding					
68	M	2321	Yes		64	M	2321	Yes	I reluctantly agree to get better roads and services					
28	F	2321	Yes		65	F	2420	Yes	Streets, kerbs and gutters need to be upgraded					
84	M	2311	Yes		79	M	2420	Yes	Review land use - we are now a lifestyle shire not an agricultural one - allow subdivision					
52	F	2421	Yes		69	F	2420	Yes	Increase number of ratepayers					
64	M	2420	Yes		78	M	2300	Yes	Too many years with minimal rate increases is not good management					
48	M	2321	Yes		62	M	2311	Yes	SRV makes sense					
78	M	2420	Yes		70	F	2420	Yes	Continue to dispose of Council assets					
61	M	2311	Yes		70	M	2420	Yes	Consider the permanent closure of some bridges					
73	M	2311	Yes		59	F	2421	Yes	Raise the inequity of grant funding for Dungog with State and Federal Govt					
75	F	2420	Yes		67	M	2321	Yes						
53	M	2420	Yes		76	M	2311	Yes						
59	M	2321	Yes		72	M	2321	Yes						
62	M	2420	Yes		71	M	2420	Yes						
60	F	2420	Yes		66	M	2420	Yes						
N/S	N/S	N/S	Yes		38	F	2421	Yes						
56	M	2421	Yes		50	F	2420	Yes						
32	F	2421	Yes		66	F	2321	Yes						
N/S	N/S	N/S	Yes		67	M	2421	Yes						
57	M	2321	Yes		74	M	2240	Yes						
32	F	2321	Yes		81	M	2420	Yes						
41	M	2321	Yes		69	M	2420	Yes						
67	F	2321	Yes		67	M	2421	Yes						
36	F	2421	Yes		N/S	N/S	2321	Yes						
37	M	2420	Yes		77	M	2420	Yes						
61	M	2420	Yes		54	F	2311	Yes						
61	M	2420	Yes		40	F	2421	Yes						
61	M	2420	Yes		57	F	2421	Yes						
79	M	2311	Yes		65	F	2311	Yes						
49	F	2421	Yes		41	M	2311	Yes						
60	M	2311	Yes		44	M	2420	Yes						
59	M	2321	Yes		44	M	2420	Yes						
73	M	2321	Yes		55	M	2420	Yes						
53	M	2421	Yes		64	F	2420	Yes						
N/S	M	2420	Yes		68	M	2420	Yes						
54	M	2420	Yes		30	M	2420	Yes						
69	F	2311	Yes		68	M	2420	Yes						



BASE CASE					SRV					UNDECIDED				
Age	Gender	Postcode	Base case	Comments	Age	Gender	Postcode	SRV	Comments	Age	Gender	Postcode	Undecided	Comments
60	F	2321	Yes		68	F	2420	Yes						
63	M	2421	Yes		70	F	2420	Yes						
72	M	2420	Yes		37	M	2420	Yes						
N/S	N/S	N/S	Yes		52	M	2420	Yes						
71	M	2220	Yes		67	M	2420	Yes						
69	M	2321	Yes		79	F	2066	Yes						
71	M	2420	Yes		81	M	2420	Yes						
65	M	2321	Yes		71	M	2420	Yes						
54	F	2321	Yes		70	M	2420	Yes						
77	M	2321	Yes		43	M	2420	Yes						
68	M	2420	Yes		68	F	2420	Yes						
					71	M	2420	Yes						
					56	F	2420	Yes						
					60	F	2420	Yes						
					64	M	2420	Yes						
					65	M	2420	Yes						
					61	M	2323	Yes						
					72	M	2321	Yes						
					53	F	2321	Yes						
					77	M	2311	Yes						
					34	M	3641	Yes						
					34	M	2321	Yes						
					59	M	2321	Yes						
					71	M	2321	Yes						
					73	F	2420	Yes						
					58	M	2311	Yes						
					N/S	M	N/S	Yes						
					78	M	2420	Yes						
					68	M	2420	Yes						
43	M	2420	Yes		58	F	2420	Yes	Agree with the SRV, but it is unfair to larger land holders vs town centre residents	N/S	F	2420	Yes	Don't agree with either option
50	F	2321	Yes	Reduce load limit CT Bridge and all timber bridges. Close swimming pools. Reduce recreational areas. Concrete path around reserve in CT total waste of money. Road - CT finally tarred and potholes appeared within months. Better management required.	65	M	N/S	Yes	Agree with the SRV, but it is unfair to larger land holders vs town centre residents					
					N/S	N/S	N/S	Yes	Totally support Council in the SRV put forward at the meeting					
					73	M	2420	Yes						
					56	F	N/S	Yes	Agree with increase but worried about large land holders					
					60	M	2420	Yes	Nature reserves should be required to pay rates toc					
					70	F	2420	Yes						
					64	M	2420	Yes						
					70	M	2420	Yes						
					70	F	2321	Yes	Only agree because we have been pushed to the wall - it's a disgrace					
					67	F	2421	Yes						
					71	F	2321	Yes						
					78	M	2420	Yes						
					75	M	2420	Yes						
					67	F	2420	Yes						
					61	M	2420	Yes						
					63	F	2420	Yes						
					67	M	2420	Yes						
					63	F	2420	Yes						
					67	F	2420	Yes						
					64	F	2420	Yes						
					72	M	2321	Yes						
					77	M	2420	Yes						
					79	M	2420	Yes						
					69	F	2420	Yes						

GENERAL COMMENTS FOR COUNCIL CONSIDERATION

- Suggest you unload assets
- Look after the farmers
- Services in Clarence Town are inadequate
- Train a team to do Stop/Go work
- Reduce staff numbers
- Reduce lighting on sportsfields
- Sell Abbots Flat