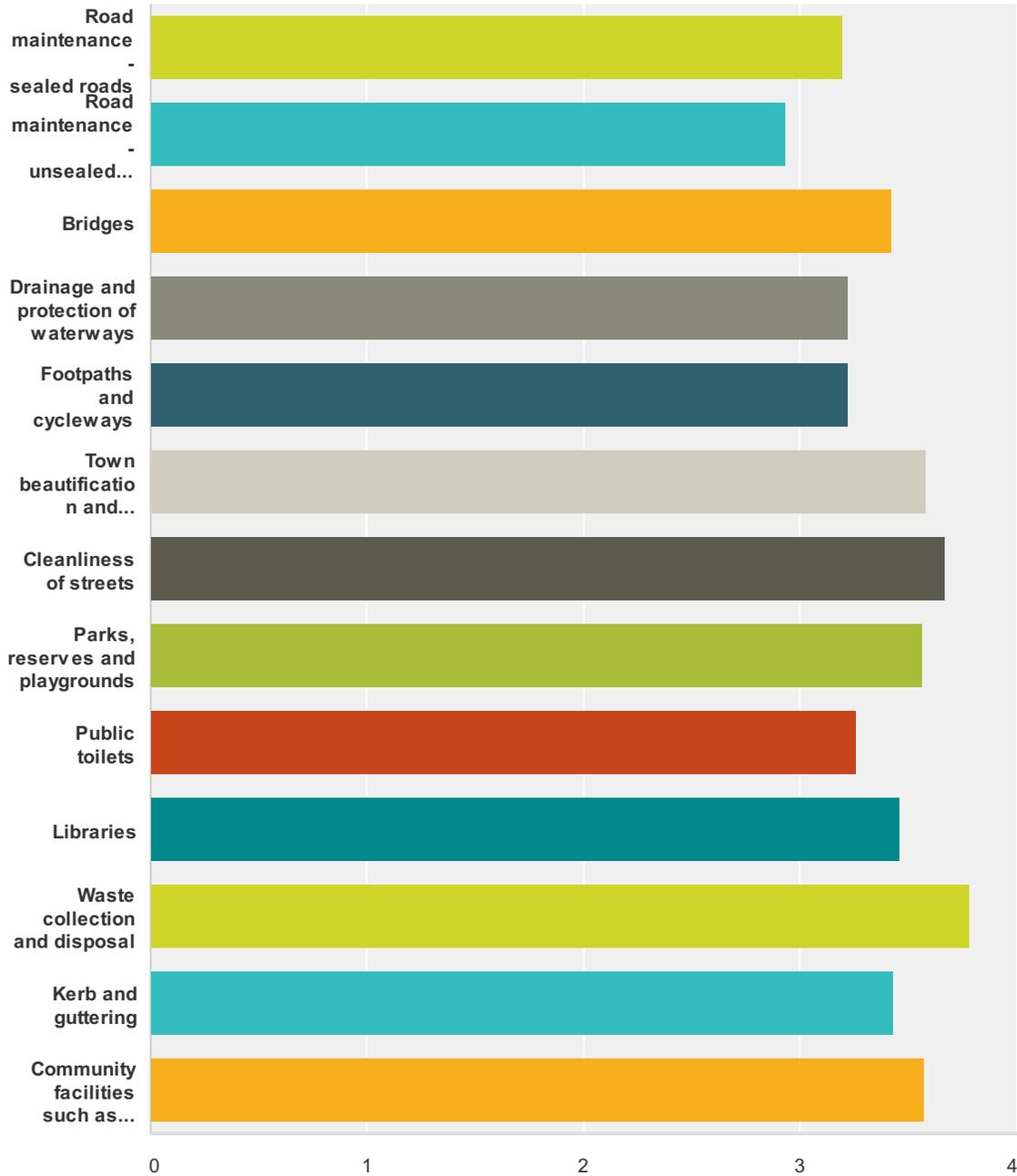


Special Rate Variation Survey

Q1 Council would like to commence by asking you to rate your satisfaction with a range of Council facilities and services. We'll use a scale of 1-5, where 1 is very dissatisfied, 3 is neutral and 5 is very satisfied.

Answered: 301 Skipped: 0



	Very Dissatisfied	(no label)	Neutral	(no label)	Very Satisfied	Total	Average Rating
Road maintenance - sealed roads	7.64%	16.94%	33.89%	31.89%	9.63%	301	3.19
	23	51	102	96	29		

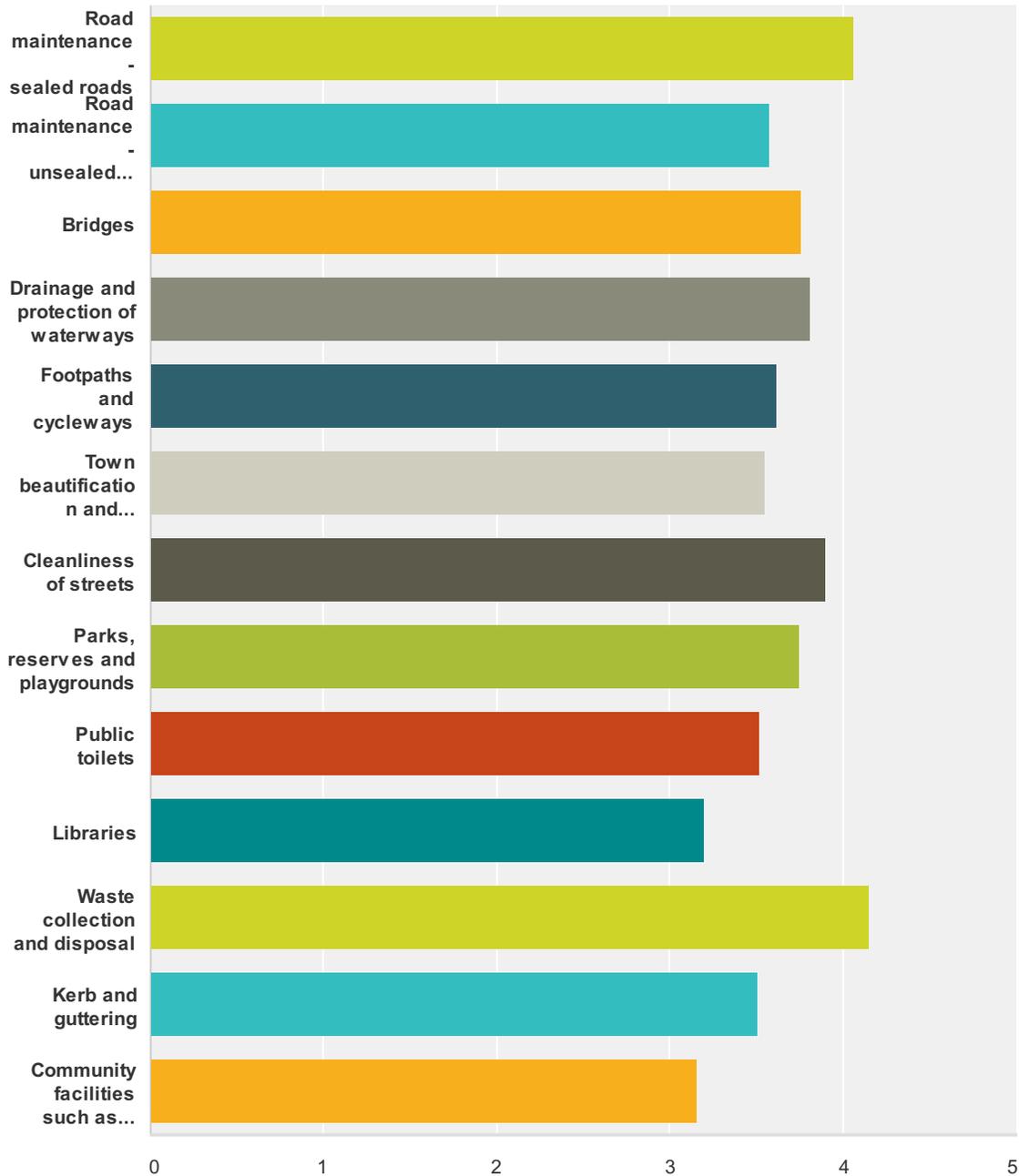
Special Rate Variation Survey

Road maintenance - unsealed roads	11.30% 34	17.61% 53	44.19% 133	20.27% 61	6.64% 20	301	2.93
Bridges	1.66% 5	11.63% 35	41.53% 125	33.22% 100	11.96% 36	301	3.42
Drainage and protection of waterways	4.32% 13	17.94% 54	38.21% 115	30.23% 91	9.30% 28	301	3.22
Footpaths and cycleways	8.31% 25	19.60% 59	26.25% 79	33.89% 102	11.96% 36	301	3.22
Town beautification and streetscaping	3.65% 11	7.64% 23	31.23% 94	41.86% 126	15.61% 47	301	3.58
Cleanliness of streets	3.32% 10	9.97% 30	21.93% 66	45.51% 137	19.27% 58	301	3.67
Parks, reserves and playgrounds	5.32% 16	12.62% 38	20.93% 63	42.86% 129	18.27% 55	301	3.56
Public toilets	4.32% 13	14.62% 44	44.19% 133	24.92% 75	11.96% 36	301	3.26
Libraries	4.98% 15	9.30% 28	38.54% 116	29.24% 88	17.94% 54	301	3.46
Waste collection and disposal	6.98% 21	7.31% 22	20.60% 62	30.90% 93	34.22% 103	301	3.78
Kerb and guttering	4.98% 15	12.29% 37	32.23% 97	35.55% 107	14.95% 45	301	3.43
Community facilities such as public halls	2.33% 7	4.32% 13	44.19% 133	32.56% 98	16.61% 50	301	3.57

Special Rate Variation Survey

Q2 And now please rate how important these Council facilities and services are to you personally. Again we'll use a scale of 1-5, where 1 is not at all important and 5 is very important:

Answered: 301 Skipped: 0



	Is not at all Important	(no label)	(no label)	(no label)	Very Important	Total	Average Rating
Road maintenance - sealed roads	2.33%	3.99%	16.28%	41.53%	35.88%	301	4.05
	7	12	49	125	108		

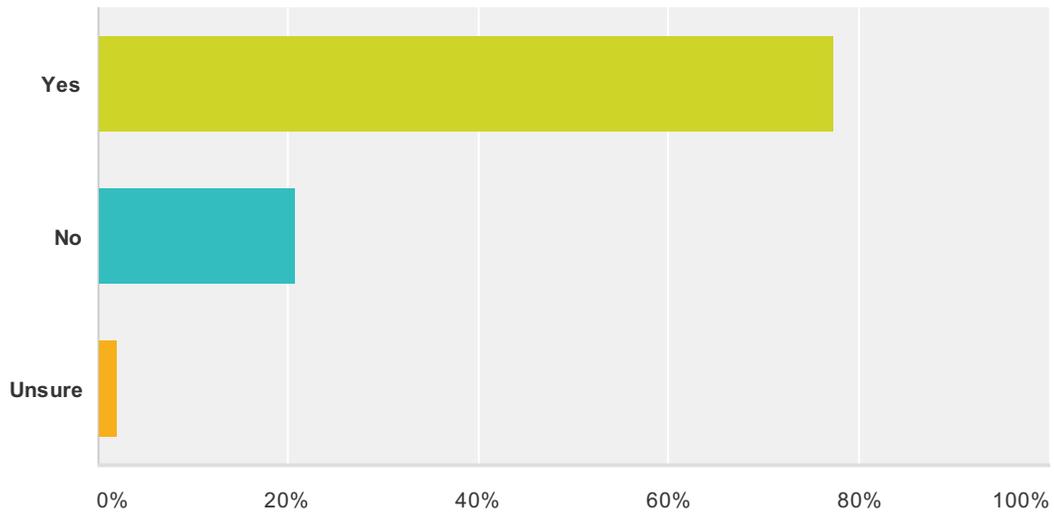
Road maintenance - unsealed roads	5.65%	12.96%	26.58%	28.57%	26.25%		
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Special Rate Variation Survey

	2017/18	2018/19	2019/20	2020/21	2021/22		
Road maintenance - unsealed roads	17	39	80	86	79	301	3.57
Bridges	1.99% 6	7.97% 24	28.90% 87	35.22% 106	25.91% 78	301	3.75
Drainage and protection of waterways	2.33% 7	7.97% 24	24.25% 73	38.21% 115	27.24% 82	301	3.80
Footpaths and cycleways	5.65% 17	9.97% 30	26.25% 79	34.22% 103	23.92% 72	301	3.61
Town beautification and streetscaping	6.64% 20	10.30% 31	24.58% 74	39.20% 118	19.27% 58	301	3.54
Cleanliness of streets	3.32% 10	4.65% 14	18.60% 56	46.18% 139	27.24% 82	301	3.89
Parks, reserves and playgrounds	4.32% 13	8.64% 26	21.59% 65	39.53% 119	25.91% 78	301	3.74
Public toilets	4.32% 13	13.95% 42	28.57% 86	32.89% 99	20.27% 61	301	3.51
Libraries	15.28% 46	11.96% 36	30.90% 93	21.93% 66	19.93% 60	301	3.19
Waste collection and disposal	3.32% 10	2.99% 9	12.96% 39	37.54% 113	43.19% 130	301	4.14
Kerb and guttering	5.65% 17	10.63% 32	29.90% 90	36.21% 109	17.61% 53	301	3.50
Community facilities such as public halls	7.64% 23	18.60% 56	36.54% 110	25.91% 78	11.30% 34	301	3.15

Q3 Armidale Dumaresq Council has indicated in-principle support for a special rate variation of 20% p.a in 2014 on general rates. This rate variation would last for seven years. It does not include the rate peg of 2.3% nor include this increase on water, sewer and waste charges. The rate variation is designed to fund asset sustainability and would address the current \$2.1 million per annum funding gap for maintenance of local infrastructure. The proposed increases would mean that for a ratepayer currently paying \$1000 in general rates, the special rate increase in the first year would be \$200 per year or approximately \$3.85 per week. Were you aware of this proposed special rate variation?

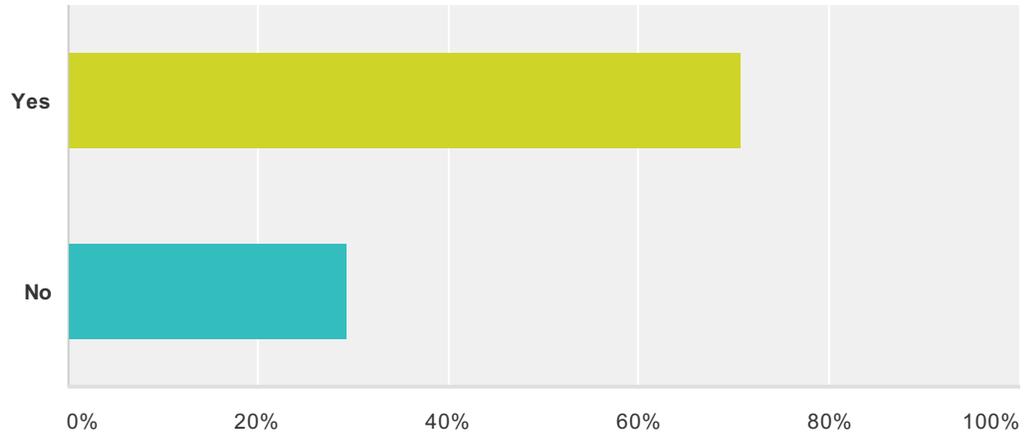
Answered: 300 Skipped: 1



Answer Choices	Responses
Yes	77.33% 232
No	20.67% 62
Unsure	2% 6
Total	300

Q4 And have you read any of the recent articles in local media about the reasons for this proposed rate increase?

Answered: 300 Skipped: 1

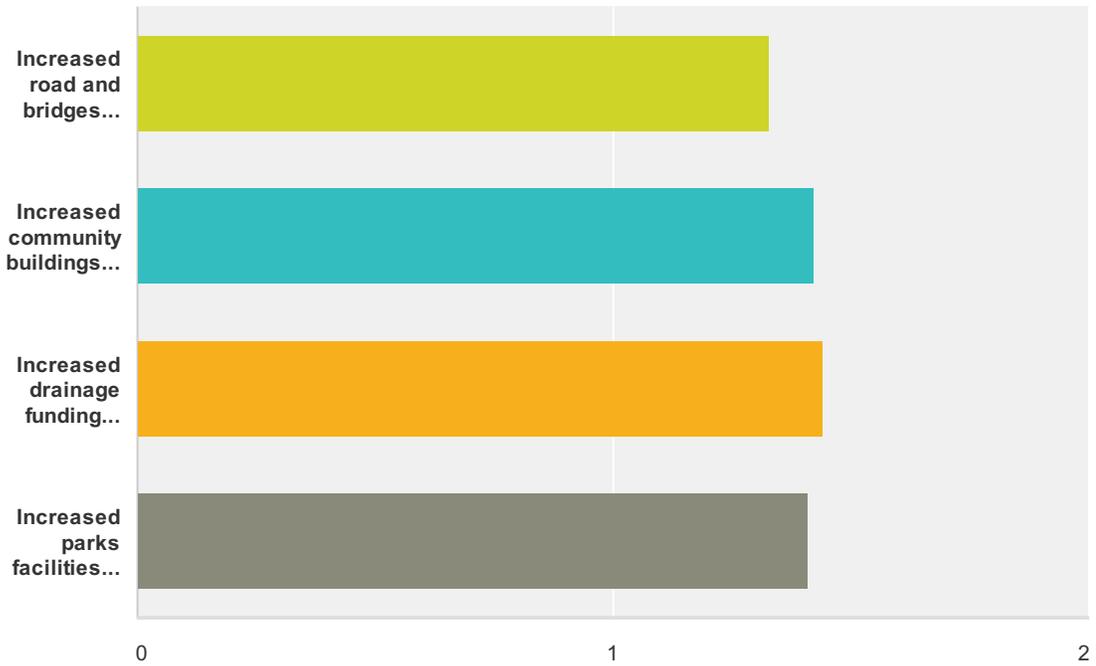


Answer Choices	Responses	
Yes	70.67%	212
No	29.33%	88
Total		300

Special Rate Variation Survey

Q5 Are you aware of the following proposed programs or projects in the special rate variation?

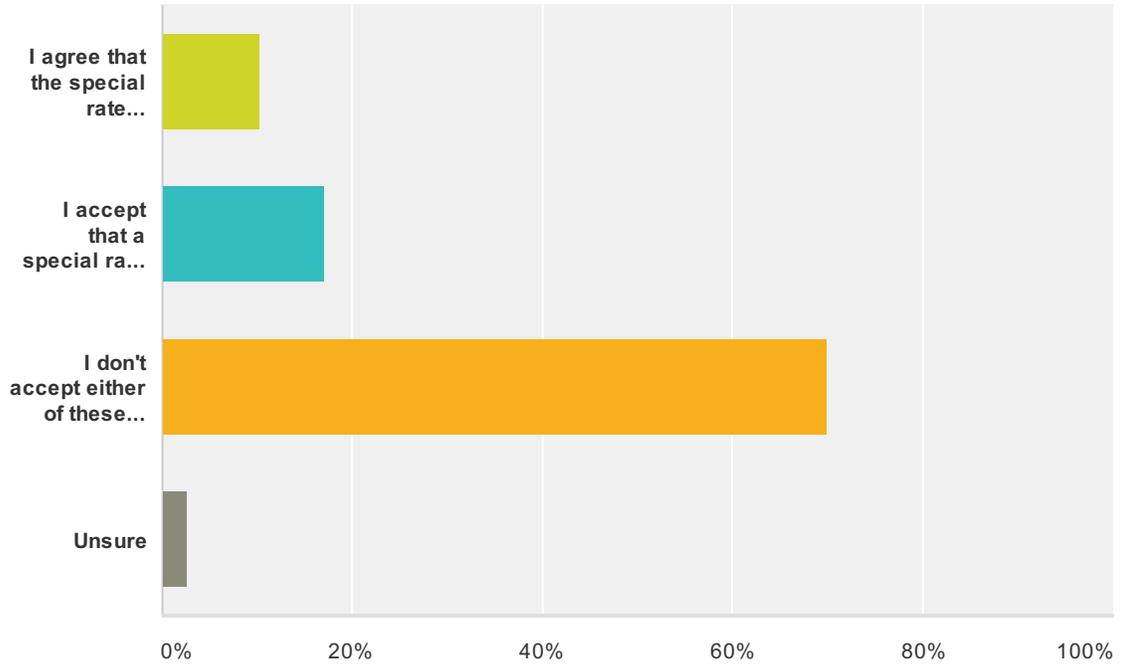
Answered: 300 Skipped: 1



	Yes	No	Total	Average Rating
Increased road and bridges funding \$1 million	66.67% 200	33.33% 100	300	1.33
Increased community buildings funding \$400,000	57.67% 173	42.33% 127	300	1.42
Increased drainage funding \$600,000	55.67% 167	44.33% 133	300	1.44
Increased parks facilities funding \$150,000	58.67% 176	41.33% 124	300	1.41

Q6 Which of the following statements MOST closely aligns with your views on the proposed special rate variation?

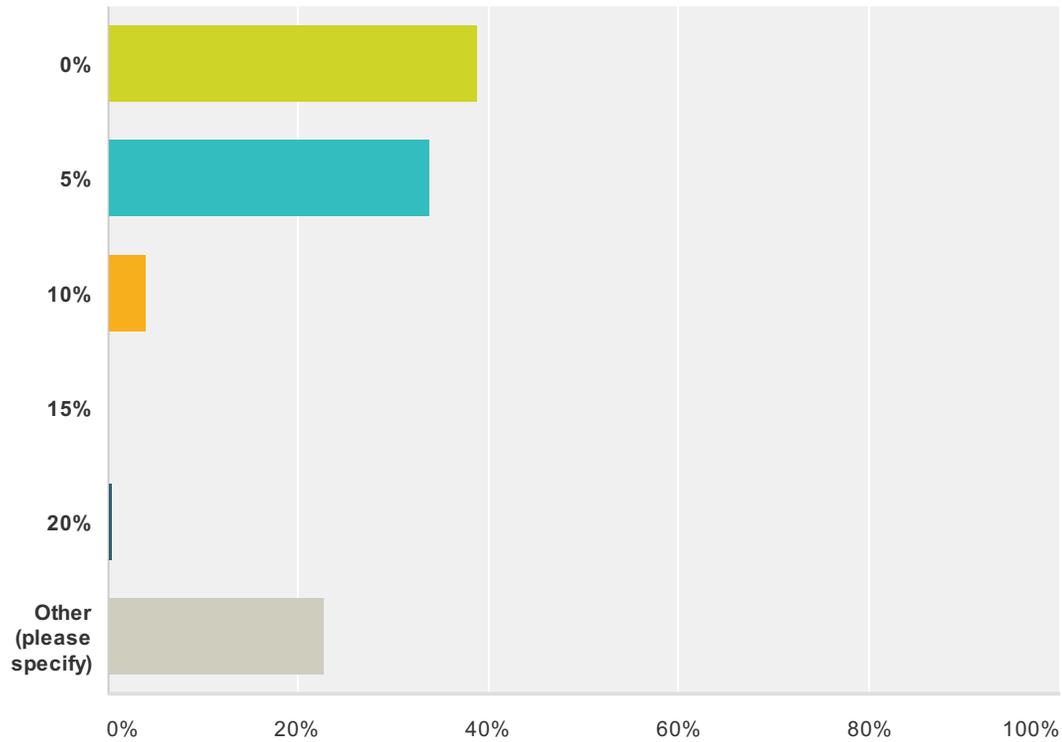
Answered: 298 Skipped: 3



Answer Choices	Responses
I agree that the special rate variation is necessary and support the rate variation being proposed of 20% for 7 years	10.40% 31
I accept that a special rate variation is necessary but believe the proposed rate increase is too high and should be set at 10% for the first year and an additional 10% thereafter	17.11% 51
I don't accept either of these proposed variations	69.80% 208
Unsure	2.68% 8
Total	298

Q7 If you answered 'I don't accept either of these proposed variations' or 'Unsure' from the last question, In percentage terms, what sort of rate variation do you feel would be appropriate? (Skip question if you answered differently).

Answered: 219 Skipped: 82



Answer Choices	Responses	
0%	38.81%	85
5%	33.79%	74
10%	4.11%	9
15%	0%	0
20%	0.46%	1
Other (please specify)	22.83%	50
Total		219

#	Other (please specify)	Date
1	I would accept the full proposed increase if council ceases to engage consultants at nearly every turn. There is a poor record of advice from consultants and I believe the senior executives and the councillors should be prepared to accept a greater burden of responsibility.	1/7/2014 4:15 PM

Special Rate Variation Survey

2	I believe Council should be run as a business. Most businesses assess themselves regularly. Looking internally and the associated costs is more important than looking externally all the time and saying someone else (us) should fix your problems. Please do an internal review. This Council costs far more than most. Why?	1/7/2014 10:53 AM
3	2.5%	1/7/2014 7:44 AM
4	We accept that there probably should be a rate increase but 20% is excessive and possibly will be a great burden for many rate payers. Council should be looking at their own management and making cost cuts from within at all levels starting with the general manager - ie being more efficient	1/7/2014 6:46 AM
5	Productivity improvements, improved investment strategies, resource sharing and other internal cost saving measures should be investigated/initiated prior to putting forward the "easy way out" option of proposing this enormous rate variation. I find it abhorrent that the "Council" thinks that an approximate \$400 + increase p.a. is so "matter of fact" and acceptable.	1/4/2014 8:29 PM
6	3% in line with CPI	1/3/2014 9:31 PM
7	Council could find more savings by sticking to basic services and not getting embroiled in expensive "social good" projects. How much excess public land has actually been sold? How much has been saved by "cutting operational overheads"? If electricity prices have risen 91% over the last 5 years, why didn't the Council lobby the then Labor State Government to remove the Renewable Energy Targets which have contributed to that increase?	1/3/2014 3:46 PM
8	1% 5to 3%	1/3/2014 10:30 AM
9	You need to invest in grant writing hence chasing every public, private and non-profit \$ you can	1/3/2014 4:35 AM
10	maximum in line with the CPI or with valuation increases in property values. The only reason council is out of pocket is because of financial risk taking with public monies that council staff carried out without council approval, and because of money lost in the GFC as council "gambled" our rates money in the USA	1/2/2014 9:31 AM
11	Continue with the 2.3% Rate Peg	1/1/2014 2:48 PM
12	one year's increase ONLY	12/31/2013 11:38 AM
13	As per legislation (3%)	12/31/2013 10:02 AM
14	25%	12/31/2013 8:36 AM
15	2.3% according to rate peg	12/30/2013 12:57 PM
16	I strongly oppose this increase and would have answered 0%, however unfortunately you have not provided any opportunity for comment other than for this question. Small business holders and rural producers already face dramatically increased input costs, coupled with reduced returns. From my perspective, current councillors were voted in on their business platform and it is very disappointing that increasing rates is all you have been able to come up with to meet your financial needs. Small business operators do not have the luxury of increasing our sales costs by 20% to meet market challenges. Rural producers already pay high rates and cannot access the garbage, water, road services that urban residents have. it is this group who will be hardest hit with rates well over the example of \$1000. The closing businesses in the mall and CBD should be an indicator that small business is doing it tough and not able to absorb a 20% rate increase.	12/29/2013 4:52 PM
17	Maximum = Average wage increase	12/28/2013 2:18 PM
18	Keep it the same	12/28/2013 11:21 AM
19	10% for seven years	12/28/2013 8:34 AM
20	0% why such an increase needed if current funds were used properly and not WASTED	12/26/2013 9:43 PM
21	5% would be acceptable raise above CPI. In relation to the short fall of funds has council considered solar and other alternative energy for other functions? Also did the prospect of providing commercial viable services to gain profit be examined? I am very dissatisfied on how the council is run I believe filled with public service mentality.	12/26/2013 4:45 PM

Special Rate Variation Survey

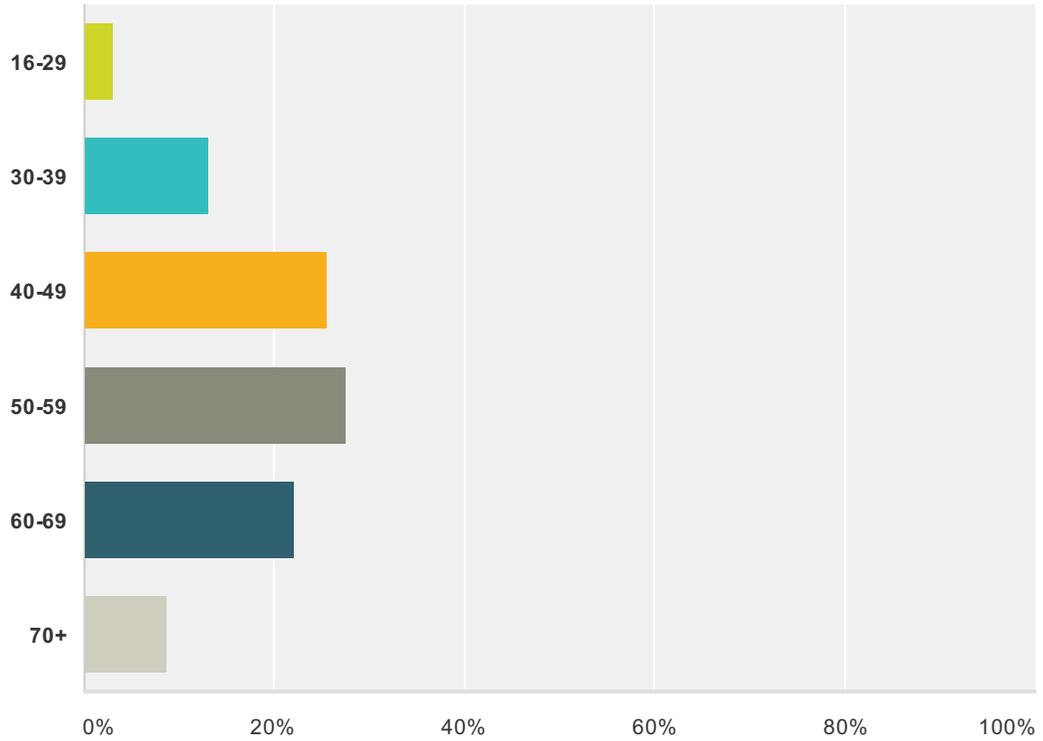
22	5 % over 2 years would be sufficient as you have to consider the people on pensions, lower income class and the businesses that are struggling to make ends meet because of the increasing rents and rates which will eventually have to be passed onto the consumer, so we are then getting hit twice. You can have the best parks and public toilets in a town but without small businesses you do not have a town.	12/26/2013 8:03 AM
23	Putting rates up by a % is unfair on farmers who pay high rates and have Terrible service for their rates. I could accept a per household fee, but can not accept that I should pay so much, for so little. We do not have the rubbish or road services of our town counterparts, nor do we care for the library services (in this day and age a physical library is unneeded). A 20% increase would amount to approximately a \$2400 increase for us. With no sewerage, town water, sealed roads etc.... Why should I pay to support the town people who use the facilities the most. In a time where 'user pays' is the preferred system for most commodities, I feel that I am getting the short end of the stick.	12/24/2013 9:15 PM
24	Rate needs to be variable. Rural ratepayers should not have to subsidise nice to have features like kerb and guttering enjoyed only by city ratepayers. Many examples like this.	12/23/2013 8:51 PM
25	Decreasing council's fund wastage	12/23/2013 12:56 PM
26	I think council needs to make its case far more clearly (and perhaps more persuasively), including clearly explaining the history of where the funds from previous years have gone. Far more transparency is required if you are going to ask for another \$500P.A. from me. - especially after the fact (ie if my rates are going to be \$2500 next financial year, I want regular, comprehensive updates on where that money is going via email). Have our elected councillors considered a salary freeze or cut?	12/23/2013 9:11 AM
27	Until I'm satisfied Council has addressed a range of other efficiencies, I cannot support the SRV. Also, I need to be satisfied that SRV won't become the norm.	12/21/2013 9:18 AM
28	government controlled rate pegging	12/21/2013 7:45 AM
29	General Manager is the problem	12/20/2013 9:19 AM
30	council has to live within its means! (just like any other business.	12/20/2013 8:38 AM
31	3%	12/20/2013 8:12 AM
32	Minimise all other spending before considering increase. Increase should be the last step not the first.	12/19/2013 3:30 PM
33	I don't believe any increase is acceptable at the moment, there have been approx. 40 businesses close down in Armidale over the last 12 months, that MUST give you an indication of the serious financial situation the town is in, therefore, a rate rise of any description would surely mean the loss of more businesses which in turn would lose more jobs, all so that we can have more nice buildings and new roads etc. You need to be realistic as to what the town ACTUALLY needs and what Council would LIKE/LOVE to do for the town!	12/19/2013 2:12 PM
34	Not sure	12/19/2013 10:05 AM
35	I am not convinced that it is necessary	12/19/2013 8:37 AM
36	I think the Council should live within their means	12/19/2013 7:39 AM
37	0% until there is a clear vision of Armidale in 2028	12/18/2013 3:34 PM
38	A fall in rates reflected in the money council pays the mayor & others especially the senior public servants	12/18/2013 3:26 PM
39	Increase rates of city dwellers on whom most current rates and additional rate levies are spent - this one continuing that trend. No increase for rural ratepayers who pay disproportionately high rates and receive almost no services for the money that council extorts from them to spend on city ratepayers	12/18/2013 1:03 PM
40	We should be given the option to pay the increase in a one-off payment	12/18/2013 12:09 PM
41	Armidale rates are already WAY too high. We can't afford any higher rates. I can't believe you're even looking at this. Our rates have more than doubled in the 10 years we've lived in this property. My wages haven't!!!!	12/18/2013 11:48 AM
42	Happy to pay %increase that all management are prepared for %decrease in salary	12/18/2013 10:53 AM
43	less beaurocracy and red tape will save the money required	12/16/2013 8:26 PM

Special Rate Variation Survey

44	CPI, the standard rate peg of 2.5% or thereabouts	12/16/2013 5:50 PM
45	Council wastes money on needless additional reports and projects just for political grandstanding	12/12/2013 8:00 AM
46	A number that is not rounded up for convenience. What is the exact figure? 13.45% 16.72% Surely you have done the sums.	12/11/2013 12:37 PM
47	Im against the rate rize staright up, if rates are increased in line with CPI at say 2.5% year on year than this is acceptable.	12/11/2013 9:06 AM
48	reduce rates	12/10/2013 3:03 PM
49	Core business only, delete duplication services such as local libraries and community service programs that also provided by state and federal governments, appears to be too many service providers and not enough workers to maintain our valuable transport routes throughout the new england	12/10/2013 6:45 AM
50	Managment need to be held to account for misuse of savings by investing in high risk investment returns. Why should the ratepayers of Armidale have to cover the mismanagement of Council.	12/9/2013 2:23 PM

Q8 To ensure we have a good mix of residents, please select your age range.

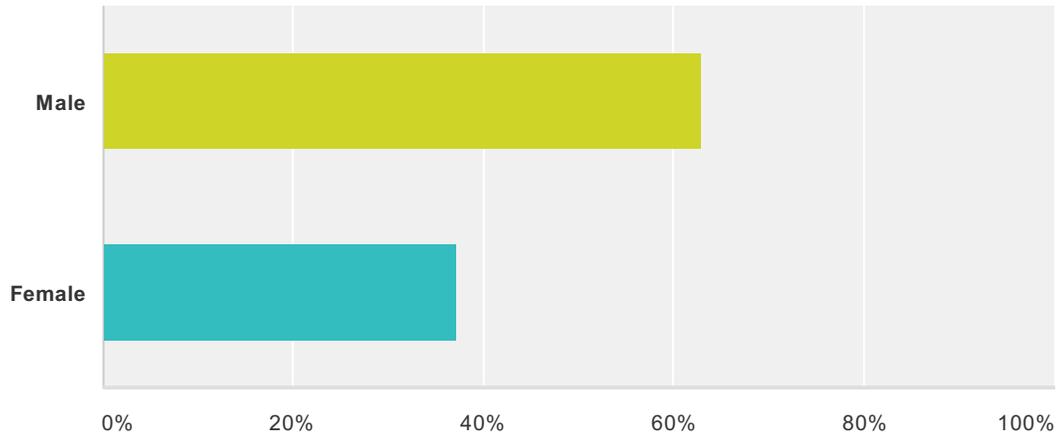
Answered: 298 Skipped: 3



Answer Choices	Responses
16-29	3.02% 9
30-39	13.09% 39
40-49	25.50% 76
50-59	27.52% 82
60-69	22.15% 66
70+	8.72% 26
Total	298

Q9 What is your gender?

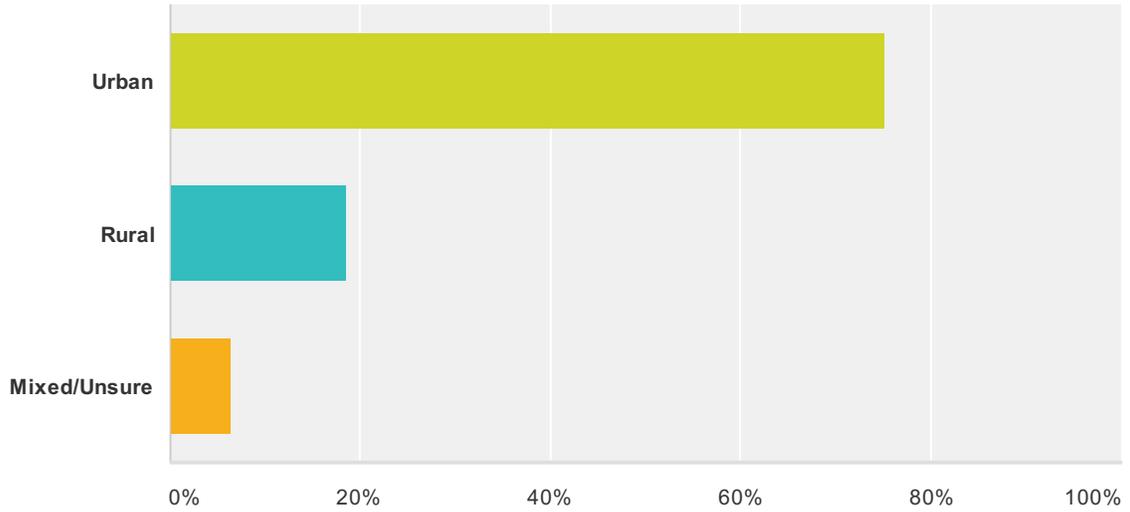
Answered: 298 Skipped: 3



Answer Choices	Responses
Male	62.75% 187
Female	37.25% 111
Total	298

Q10 Would you class your residence as mainly urban or rural?

Answered: 296 Skipped: 5

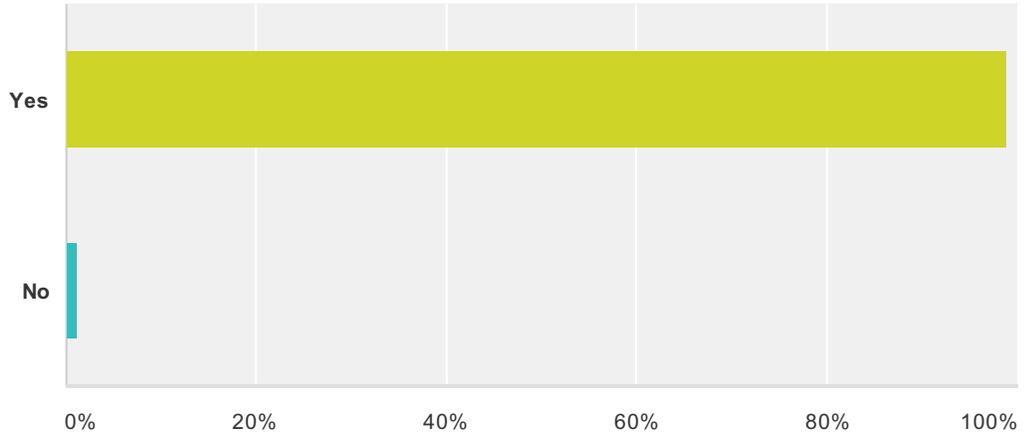


Answer Choices	Responses
Urban	75% 222
Rural	18.58% 55
Mixed/Unsure	6.42% 19
Total	296

Special Rate Variation Survey

Q11 Are you a ratepayer within the Armidale Dumaresq council area?

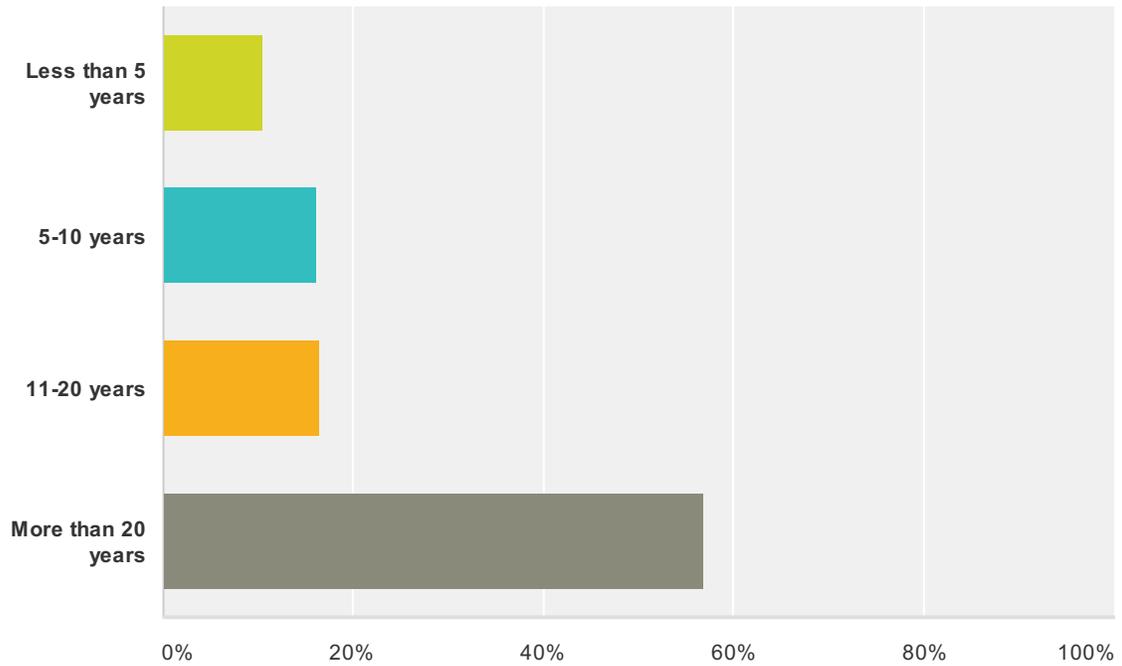
Answered: 296 Skipped: 5



Answer Choices	Responses
Yes	98.65% 292
No	1.35% 4
Total	296

Q12 In total, how long have you lived in the Armidale Dumaresq Council area?

Answered: 296 Skipped: 5



Answer Choices	Responses
Less than 5 years	10.47% 31
5-10 years	16.22% 48
11-20 years	16.55% 49
More than 20 years	56.76% 168
Total	296