



Newcastle • voice

Community Survey Snapshot 2014

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Executive Summary

The 2014 Community Survey was undertaken to better understand key issues, community needs and community priorities and to determine the importance of and satisfaction with the services and facilities provided by Council.

Response rate

- 719 Newcastle Voice members completed the survey, representing a response rate of 30.5%. Of these, 643 resided in the Newcastle LGA. A further 77 responses were received from the broad community via a link on Council's website.

Satisfaction

- There has been a modest improvement in overall satisfaction with Council's overall performance since 2012.
- Respondents were most satisfied with library services, waste, environmental programs and recreation.
- The areas where respondents were least satisfied included long term planning and vision for the city, parking in and management of the CBD, and community involvement in Council decision making.

Key drivers

- The key driver analysis revealed community engagement, planning and vision for the city, and management of the CBD and residential development as key areas for focus.
- Arts, culture and entertainment, promotion of tourism and heritage conservation also emerged as key drivers of overall satisfaction with Council.

Respondent comments - Top themes noted

1. Newcastle CBD / Hunter Street
2. Residential development / commercial development
3. Arts, entertainment and culture
4. Community involvement in Council decision making / listen to community
5. Promotion of tourism

Recommendations

- Ensure feedback gained from community engagement activities is embedded into decision making processes at Council.
- Implement a promotional campaign for the Newcastle 2030 Community Strategic Plan.
- Continue to inform the community of plans for the CBD as NSW Government plans progress.
- Undertake the Community Survey every second year.

1. Introduction

From 1993-2003, The City of Newcastle conducted a telephone Community Satisfaction Survey on an annual basis. The most recent Community Surveys were conducted in 2008 and in 2012.

1.1 Report Purpose

The purpose of the 2014 Community Survey was to:

- determine the importance of and satisfaction with the services and facilities provided by Council,
- better understand key issues, community needs and community priorities.

2. Methodology

2.1 Questionnaire

The survey was based on the 2012 Community Survey and consisted of two parts. Part one sought perceptions from the community on broad areas of Council responsibility. Part two sought community perceptions of the importance of, and satisfaction with, 32 key facilities and services. The survey is presented in Appendix I.

2.2 Report scope

This report is a snapshot of the Community Survey results. The report focuses on two key measures:

- Satisfaction with specific Council facilities and services (section 3.1) amongst Newcastle Voice members residing in the Newcastle local government area (LGA) only. Satisfaction levels with each facility or service are presented by Ward and over time.
- Key driver analysis (section 3.2), which outlines those facilities and services that have the greatest impact on overall satisfaction with Council, and is also based on Newcastle Voice members in the Newcastle LGA.

The respondent comments presented in Section 3.3 of the report include responses from all Newcastle Voice members (both in the LGA and not in the LGA) and the broader community. Results from other areas of the survey are presented in Appendix II.

2.3 Data collection

The survey was open from 28 March 2014 to midnight 30 April 2014. Online active Newcastle Voice members were sent the survey invitation on 28 March. Electronic reminders to those online Newcastle Voice members who had not yet completed the survey were sent on 10, 22 and 28 April 2014. The survey closed for online respondents at midnight on 30 April 2014.

The survey was distributed in hard copy to those Newcastle Voice members who requested printed surveys. The survey was mailed out on 28 March 2014. A pre-paid envelope was included to encourage their return. The hard copy survey responses were entered into the Sparq system by members of Council's communication team.

2.3 Survey area, sample selection and response rate

A total of 2,354 Newcastle Voice members were invited to complete the survey. This number represents all active on-line and off-line panel members. The survey was also open to members of the broad community via a link on Council's webpage.

In total, 719 Newcastle Voice members completed the survey, representing a response rate of 30.5%. Of these, 643 resided in the Newcastle LGA. A further 77 responses were received from the broad community via a link on Council's website.

2.4 Data handling and analysis

In line with industry standards, weighting has been applied to the data post collection by Ward and age distribution of the population. The weights include Ward (25% each Ward) and age based on 2011 Newcastle LGA ABS census data.

Data handling and analysis was carried out using Sparq software. Trend analysis was conducted from the open-ended question responses. All responses are treated in confidence to ensure the anonymity of respondents, and edited only for grammar and spelling if inserted as verbatim comments into the body of the report. Please refer to Appendix III for verbatim responses.

3. Survey findings

3.1 Satisfaction with Council overall performance¹

Respondents were asked to rate their level of satisfaction with Council's performance overall, as well as their satisfaction with 32 specific services and facilities provided by the City of Newcastle. Respondents rated their level of satisfaction on a scale of 1 to 5, where 1 = 'very dissatisfied' and 5 = 'very satisfied'. 'Not aware / not applicable' was also provided as an option. Satisfaction with Council's performance overall is presented in Figure 1.

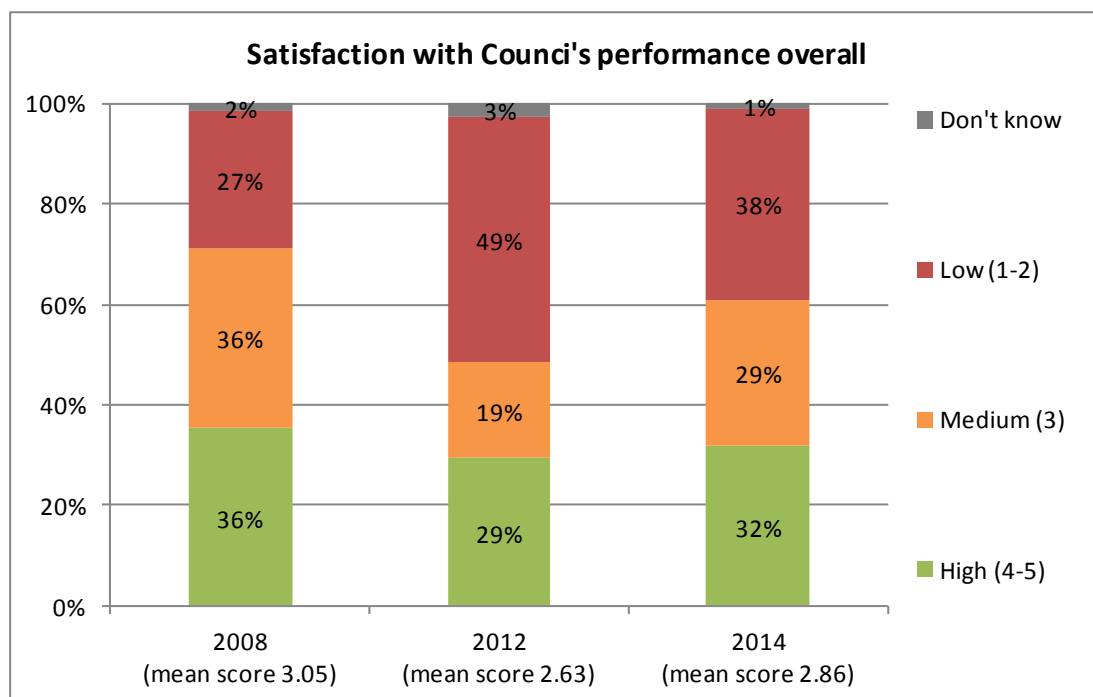


Figure 1: Overall satisfaction with Council's performance (source: Q7)

Overall, satisfaction with Council's performance has shown improvement since 2012. The proportion of respondents stating they were satisfied or very satisfied increased from 29% in 2012 to 32% in 2014. There was also a decrease in the proportion saying they were dissatisfied or very dissatisfied, from 49% in 2012 to 38% in 2014.

¹ Results based on Q7, respondents from the Newcastle LGA, n= 643

3.2 Satisfaction with Council facilities and services²

In addition to overall satisfaction, respondents were asked to rate their satisfaction with 32 services and facilities provided by the City of Newcastle. The 32 services and facilities were grouped into eight key service areas:

1. Arts and Culture
2. Council Communication
3. General Services
4. Infrastructure and Traffic
5. Planning and Development
6. Recreation
7. Services for Special Needs Groups
8. Waste and Environment

Respondents rated their level of satisfaction with each of the 32 council services and facilities on a scale of 1 to 5, where 1 = 'very dissatisfied' and 5 = 'very satisfied'. 'Not aware / not applicable' was also provided as an option. Detailed results can be found in Appendix II. The top 10 and bottom 10 services ranked in terms of satisfaction are presented below in Figure 2.



Figure 2: Top 10 most satisfied and least satisfied facilities and services (stars represent mean score out of five)

² Results based on Q7, respondents from the Newcastle LGA, n= 643

3.1.1 Satisfaction ratings by Ward

Table 1 shows the mean satisfaction score for each of the 32 Council facilities and services for each Ward. All mean scores are out of five, where higher scores indicate greater satisfaction. The top 10 satisfaction scores in each Ward are denoted by green font.

Overall, six of the top 10 most important facilities and services were consistent across the wards. Figure 3 outlines the areas consistent across all Wards and the four facilities or services that rounded out the top 10 in each Ward.

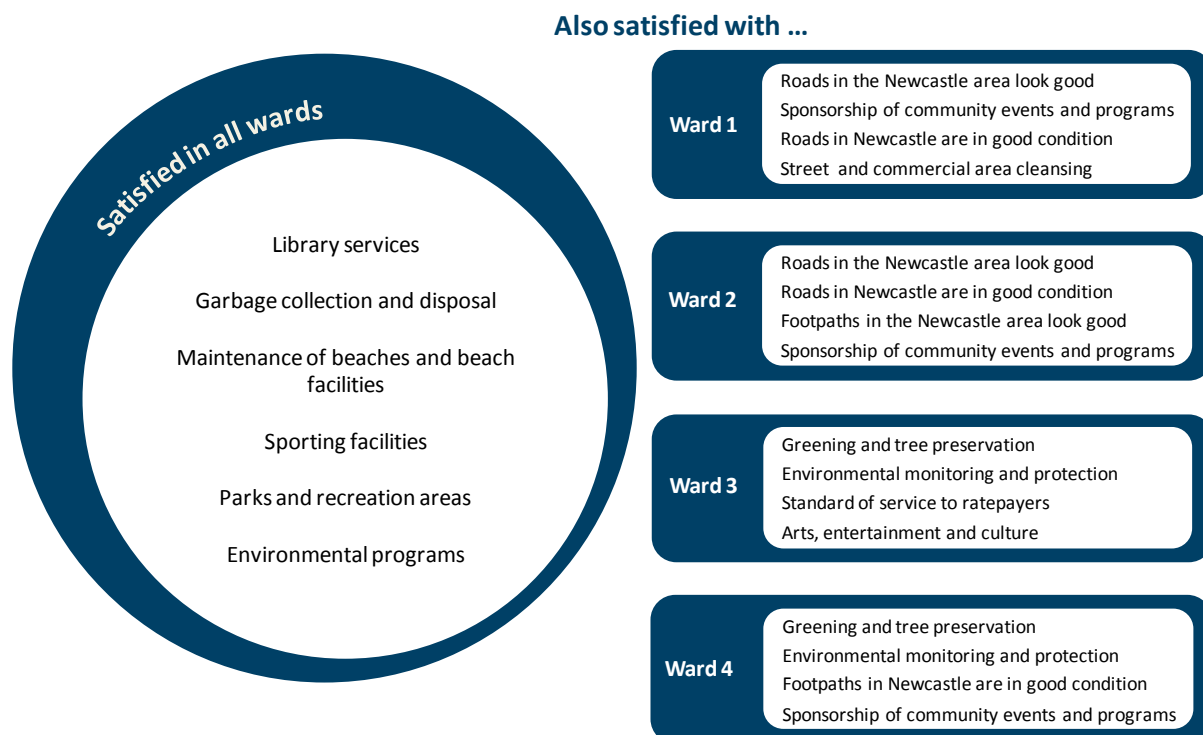


Figure 3: Summary of top 10 facilities and services most satisfied with by Ward

Overall, respondents in Wards 3 and 4 showed higher levels of satisfaction with Council facilities and services than respondents in Wards 1 and 2. In terms of general trends, satisfaction with environmental monitoring and protection, footpaths are in good condition, footpaths look good, facilities and services for youth and management of the CBD increased the further away you move from the Newcastle CBD.

Significant differences between Wards were noted in the following areas:

- Respondents in Wards 3 and 4 were more satisfied with *environmental monitoring and protection* than respondents in Ward 1.
- Respondents in Ward 3 were more satisfied with *arts, entertainment and culture* and *management of the Newcastle CBD* than respondents in Ward 1.
- Respondents in Ward 3 were also more satisfied than respondents in Wards 1 and 4 in regard to *standard of service to ratepayers*, and more satisfied than respondents in Ward 1 and 2 in regard to *management of the Newcastle CBD*.
- Respondents in Ward 4 were more satisfied with *footpaths in Newcastle are in good condition* than respondents in Ward 1, and were also more satisfied than respondents in Wards 1 and 2 in relation to *community involvement in Council decision making*.

Table 1: Satisfaction mean scores by Ward

2014- Satisfaction mean scores by ward	Mean scores by ward (out of five)					
	RANK	Mean score (/5)	Ward 1 (A)	Ward 2 (B)	Ward 3 (C)	Ward 4 (D)
Library services	1	4.0	3.9	3.8	4.0	4.0
Garbage collection and disposal	2	3.7	3.5	3.7	3.9	3.6
Maintenance of beaches and beach facilities	3	3.6	3.6	3.6	3.7	3.5
Sporting facilities	4	3.5	3.6	3.5	3.7	3.5
Parks and recreation areas	5	3.5	3.5	3.5	3.7	3.5
Environmental programs	6	3.5	3.3	3.4	3.6	3.5
Roads in Newcastle Council area look good	7	3.3	3.3	3.4	3.4	3.3
Sponsorship of community events and programs	8	3.3	3.3	3.2	3.3	3.4
Greening and tree preservation	9	3.3	3.1	3.1	3.5	3.5
Environmental monitoring and protection	10	3.2	2.9	3.1	3.5 ^A	3.5 ^A
Roads in Newcastle area are in good condition	11	3.2	3.3	3.3	3.2	3.2
Street and commercial area cleansing	12	3.2	3.2	3.1	3.2	3.4
Footpaths in the Newcastle area look good	13	3.2	2.9	3.3	3.3	3.4
Children's facilities and services	14	3.2	3.1	3.2	3.3	3.1
Swimming pools	15	3.1	3.0	3.2	3.3	3.0
Footpaths in Newcastle are in good condition	16	3.1	2.8	3.1	3.1	3.4 ^A
Regulating traffic flow	17	3.1	3.2	3.2	3.1	3.1
Arts, entertainment and culture	18	3.1	2.7	3.0	3.4 ^A	3.3
Standard of service to ratepayers	19	3.1	3.0	3.1	3.5 ^{AD}	2.9
Informing residents about Council activities	20	3.0	2.9	2.8	3.4 ^B	3.0
Provision of facilities and services for the aged	21	3.0	3.0	2.9	3.3	3.0
Council's buildings and assets maintenance	22	3.0	2.8	2.9	3.1	3.2
Promotion of tourism	23	3.0	3.0	2.8	3.2	2.9
Management of residential development	24	3.0	2.9	2.8	3.1	3.1
Providing cycleways	25	2.9	2.7	2.8	3.0	3.1
Heritage conservation	26	2.9	2.7	2.6	3.1	3.1
Community involvement in Council decision making	27	2.9	2.6	2.6	3.1	3.2 ^{AB}
Facilities and services for youth	28	2.8	2.6	2.7	2.9	3.0
Response to community needs	29	2.8	2.5	2.6	3.2 ^{AB}	2.8
Parking in the Newcastle CBD	30	2.6	2.7	2.6	2.8	2.3
Management of the Newcastle CBD	31	2.5	2.2	2.5	2.8 ^A	2.6
Long-term planning and vision for the city	32	2.5	2.5	2.2	2.7	2.7

Note: letters denote significant differences between Wards

3.1.2 Satisfaction rankings over time

Satisfaction with facilities and services was also asked in the 2008 and 2012 Community Surveys. The rank order of the 32 facilities and services for each year are presented in Table 3.

The ranking of Council facilities and services in terms of satisfaction was similar from 2012 to 2014. Seven of the top 10 facilities and services in 2012 remained in the top 10 in 2014. The three new entrants into the top 10 most satisfied facilities or services in 2014 were:

- *Roads in Newcastle area look good*
- *Greening and tree preservation*
- *Environmental monitoring and protection*

Similarly, the bottom ranked 10 facilities and services showed little variation from 2012 to 2014. Seven of the facilities or services ranked in the bottom 10 in 2012 remained in the bottom 10 in 2014. The three facilities and services to enter the bottom 10 in 2014 (i.e. their satisfaction ranking declined since 2012) were:

- *Promotion of tourism*
- *Heritage conservation*
- *Facilities and services for youth*

The largest single satisfaction improvement (in terms of rank order position from 2012 to 2014) was for *greening and tree preservation*, which increased from rank 26 in 2012 to rank 9 in 2014. At the other end of the spectrum, that largest decline in rank order position was for *facilities and services for youth*, which dropped from rank 11 in 2012 to rank 28 in 2014. Figure 4 summarises the top three increases and decreases since the last survey was undertaken.

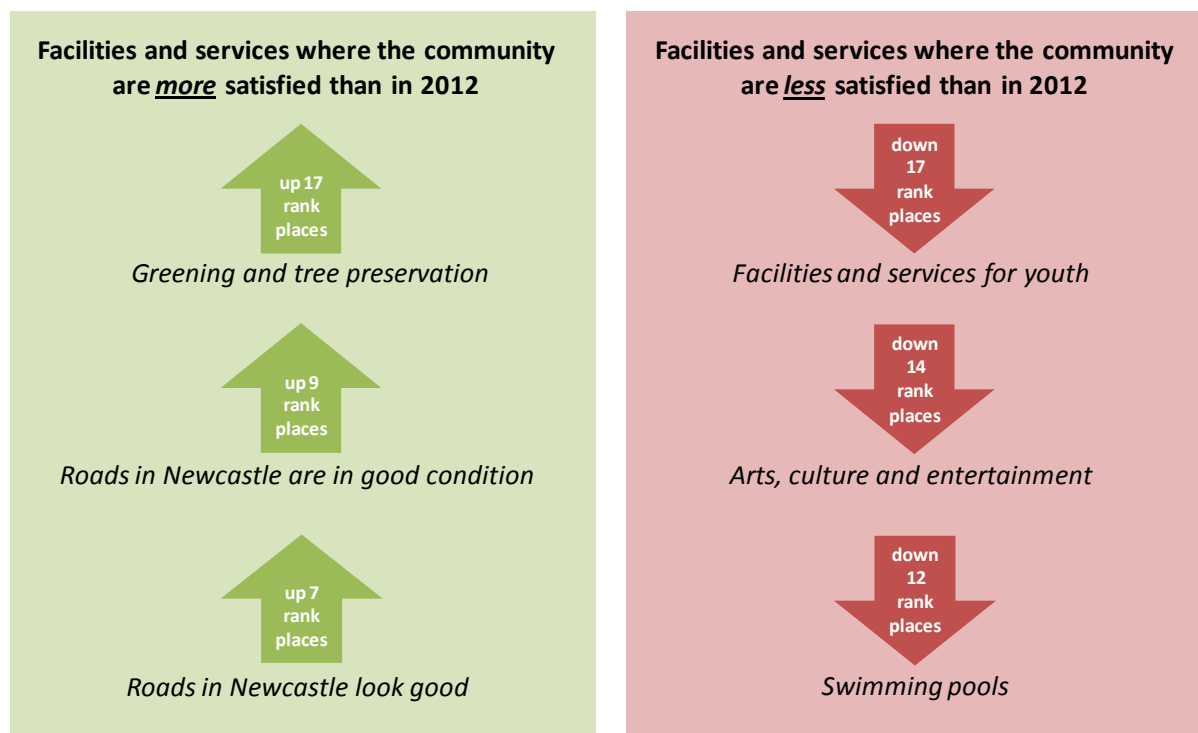


Figure 4: Satisfaction rank changes 2012 to 2014

Table 2: Satisfaction Council facilities and services, rank order comparison over time

Q: How satisfied are you with ...	RANK			RANK CHANGE	
	2008	2012	2014	2012 to 2014	
Library services	1	1	1	-	
Garbage collection and disposal	2	8	2	↑	6
Maintenance of beaches and beach facilities	5	2	3	↓	-1
Sporting facilities	4	5	4	↑	1
Parks and recreation areas	3	6	5	↑	1
Environmental programs	8	9	6	↑	3
Roads in Newcastle Council area look good	18	14	7	↑	7
Sponsorship of community events and programs	12	7	8	↓	-1
Greening and tree preservation	7	26	9	↑	17
Environmental monitoring and protection	11	16	10	↑	6
Roads in Newcastle are in good condition	26	20	11	↑	9
Street and commercial area cleansing	13	15	12	↑	3
Footpaths in the Newcastle area look good	19	12	13	↓	-1
Children's facilities and services	15	10	14	↓	-4
Swimming pools	6	3	15	↓	-12
Footpaths in Newcastle are in good condition	24	21	16	↑	5
Regulating traffic flow	21	19	17	↑	2
Arts, entertainment and culture	9	4	18	↓	-14
Standard of service to ratepayers	17	18	19	↓	-1
Informing residents about Council activities	16	24	20	↑	4
Provision of facilities and services for the aged	23	17	21	↓	-4
Council's buildings and assets maintenance	28	27	22	↑	5
Promotion of tourism	10	13	23	↓	-10
Management of residential development	25	25	24	↑	1
Providing cycleways	14	23	25	↓	-2
Heritage conservation	20	22	26	↓	-4
Community involvement in Council decision making	29	29	27	↑	2
Facilities and services for youth	30	11	28	↓	-17
Response to community needs	22	28	29	↓	-1
Parking in the Newcastle CBD	32	30	30	-	
Management of the Newcastle CBD	31	32	31	↑	1
Long-term planning and vision for the city	27	31	32	↓	-1

Note: ↑ indicates ranking has improved since previous survey, ↓. indicates ranking has declined since previous survey

3.3 Driver analysis³

A Shapley Value regression analysis was conducted as a means of identifying those attributes most important in driving overall satisfaction. The analysis was conducted on the facilities and services for which satisfaction ratings were obtained⁴. The results provide clarity about what Council should focus on for future business planning and budgeting

The analysis sorted the attributes into four groups, with the lower right quadrant of high importance but relatively low satisfaction capturing services that are priorities for improvement. The four quadrants are summarised in the figure 5 below.

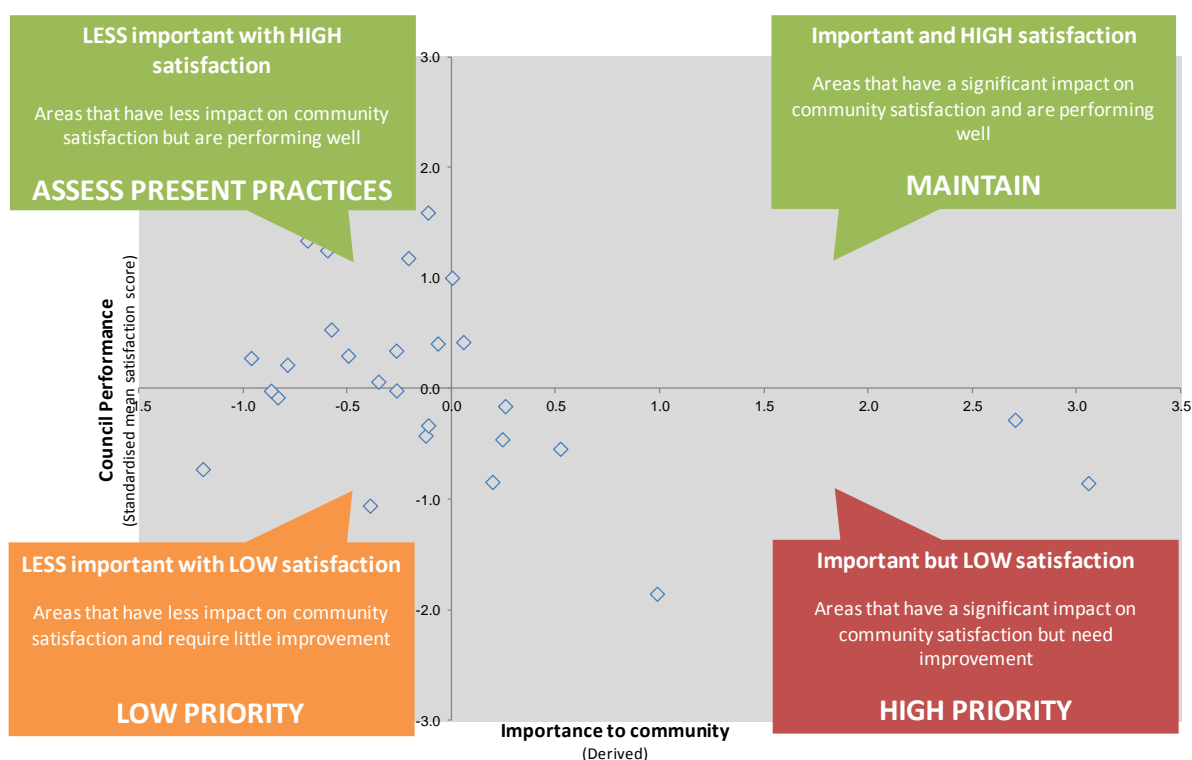


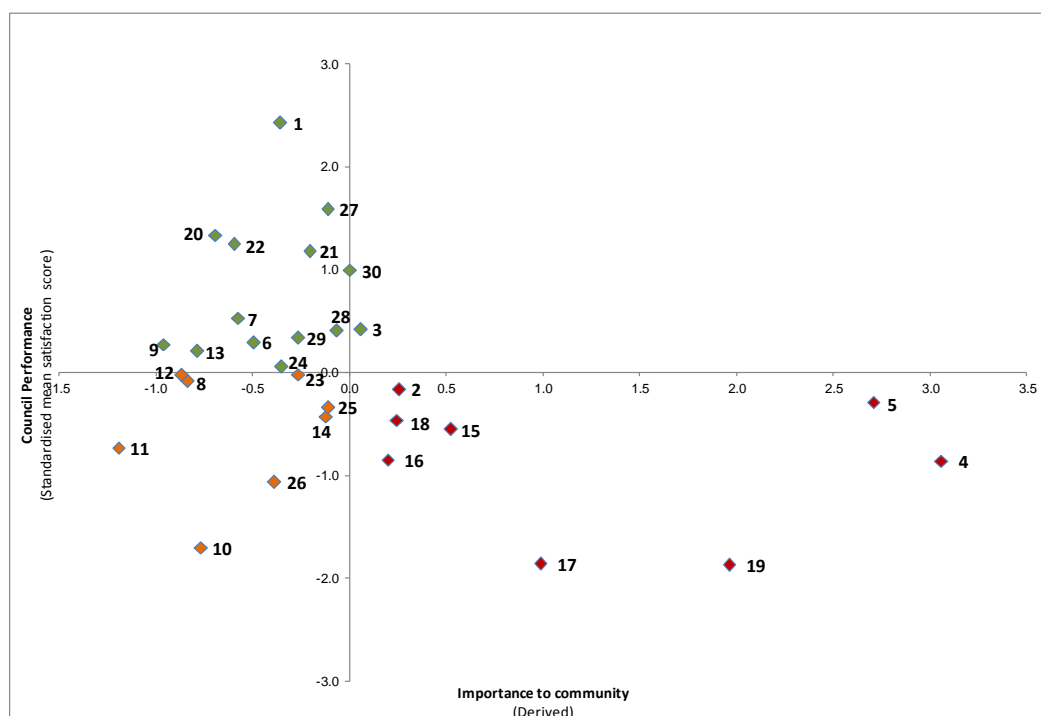
Figure 5: Key driver regression analysis

The following graph (figure 6) and table provide a summary of the regression analysis and guidance as to the key areas that Council needs to focus on moving forward.

³ Results based on respondents from the Newcastle LGA, n= 643.

⁴ Note: Regression analysis based on survey Q7. *Response to community needs* and *Standard of service to ratepayers* were excluded from the analysis given their strong correlation with the dependent variable, *Council's overall performance*

Figure 6: Driver analysis- Importance vs Performance



Key	Facility or service	Action	Area
1	Library services	Assess present practice	Arts & Culture
2	Arts, entertainment and culture	High priority	
3	Sponsorship of community events and programs	Maintain	
4	Community involvement in Council decision making	High priority	Council Communication
5	Informing residents about Council activities	High priority	
6	Roads are in good condition	Assess present practice	Infrastructure & Traffic
7	Roads look good	Assess present practice	
8	Regulating traffic flow	Low priority	
9	Street and commercial area cleansing	Assess present practice	
10	Parking in the Newcastle CBD	Low priority	
11	Providing cycleways	Low priority	
12	Footpaths are in good condition	Low priority	
13	Footpaths in the Newcastle area look good	Assess present practice	
14	Council's buildings and assets maintenance	Low priority	Planning & Development
15	Management of residential development	High priority	
16	Heritage conservation	High priority	
17	Management of the Newcastle CBD	High priority	
18	Promotion of tourism	High priority	
19	Long-term planning and vision for the city	High priority	Recreation
20	Maintenance of beaches and beach facilities	Assess present practice	
21	Parks and recreation areas	Assess present practice	
22	Sporting facilities	Assess present practice	
23	Swimming pools	Low priority	Special need groups
24	Children's facilities and services	Assess present practice	
25	Provision of facilities and services for the aged	Low priority	
26	Facilities and services for youth	Low priority	Waste & Environment
27	Garbage collection and disposal	Assess present practice	
28	Greening and tree preservation	Assess present practice	
29	Environmental monitoring and protection	Assess present practice	
30	Programs to improve the environment	Maintain / Assess present practice	

Council was generally seen to be performing well in relation to recreation, waste, environment, and roads. The areas to emerge from the analysis as key drivers of satisfaction related to community engagement:

1. Community involvement in Council decision making
2. Informing residents about council activities

Other key drivers included:

3. Long-term planning and vision for the city
4. Management of the CBD
5. Management of residential development
6. Arts, culture and entertainment
7. Promotion of tourism
8. Heritage conservation

There has been little change in the key drivers since 2012. Five of the key drivers in 2012 remain key drivers in 2014 (highlighted in yellow in Figure 7). While small improvements in satisfaction with community involvement in decision making and informing residents about council activities are evident since the 2012 survey, there is still room for improvement. Satisfaction with long-term planning and vision for the city and management of the CBD have not improved since 2012 and remain areas for focus.

Arts, culture and entertainment, promotion of tourism, and heritage conservation have all become more important in driving overall satisfaction since 2012.



Figure 7: Key drivers- 2012 vs 2014

3.4 Respondent comments

At the end of the survey, respondents were given the opportunity to nominate what area(s) Council should focus to improve their overall satisfaction in an open-ended question. In total, 681 respondents left a comment.

The key topics noted by respondents were very closely aligned to the key drivers noted in the preceding section. Table 5 summarises the top 10 topics noted by respondents.

Table 3: Top 10 themes in additional comments

Rank	Top 10 areas noted in additional comments	%
1	Newcastle CBD / Hunter Street	13.5%
2	Residential development / Commercial development	10.6%
3	Arts, entertainment and culture	10.1%
4	Community involvement in Council decision making / Listen to community	10.0%
5	Promotion of tourism	9.7%
6	Informing residents about Council activities and/or decisions	9.3%
7	Heritage conservation	8.4%
8	Public transport: Rail and bus	8.2%
9	Long-term planning and vision for the city	8.1%
10	Providing or improving cycle ways	7.2%

Similar themes were noted across Wards. The top three themes to emerge in each Ward are summarised in table 6, with examples of each topic following the table.

Table 4: Top three themes in additional comments by Ward

Top three areas noted in additional comments			%
Ward 1	1	Community involvement in Council decision making / Listen to community	20.3%
	2	Newcastle CBD / Hunter Street	19.4%
	3	Residential development / Commercial development	18.1%
Ward 2	1	Newcastle CBD / Hunter Street	20.1%
	2	Residential development / Commercial development	19.5%
	3	Community involvement in Council decision making / Listen to community	18.9%
Ward 3	1	Community involvement in Council decision making / Listen to community	40.0%
	2	Newcastle CBD / Hunter Street	38.0%
	3	Residential development / Commercial development	36.0%
Ward 4	1	Newcastle CBD / Hunter Street	21.2%
	2	Public transport: Rail and bus	18.2%
	3	Informing residents about Council activities and/or decisions	12.1%
No Ward	1	Community involvement in Council decision making / Listen to community	23.0%
	2	Residential development / Commercial development	20.0%
	3	Newcastle CBD / Hunter Street	17.0%

Note: Each Ward has been individually analysed.

Council decision making/ listen to community

- Comments surrounding community involvement in Council decision making/ listen to community were consistent across Wards 1, 2 and 3.
- Respondents that addressed this as an issue identified the need for there to be more community influence on Council decision making.
- Whilst community involvement was not evident in Ward 4's top three, a related area emerged, which was the need for informing residents about Council activities and/or decisions (12.1%). Participants from Ward 4 felt forgotten and uninformed, this is a recurring theme from previous Newcastle Voice survey studies.

"This Council is negatively marked by a lack of meaningful consultation with the community on major issues as well as a lack of transparency and due process."

"Communicate with, and take seriously, the views of the community. Listen. Be transparent in its dealings - behind closed doors does not engender trust, but suspicion."

"When consulting, actually listen to the community feedback. Don't just do it as though it's just something that has to be ticked of the list."

"Council should listen to what ratepayers are telling them and then act accordingly. Not listen then go and do what they wanted to do in the first place!"

"Real engagement with community rather than so called consultation"

Informing residents about Council activities and/or decisions

"Bring the people BACK to the CBD...Advertise more what's happening in NEWCASTLE."

"Being more open with community about what is going on - particularly when it comes to making decisions."

"Communication. Much of what is done is done without the community's knowledge."

"I'd also love more information and updates from Council (ie, via email) throughout the year."

Newcastle CBD / Hunter Street (CBD)

- All Wards identified the need for the revitalisation and development of CBD.
- Some respondents commented that there was too much emphasis on the CBD. This was evident across all Wards with the exclusion of Ward 1.
- Most of the Wards identified a need for CBD improvements to encourage tourism and to encourage civic pride.
- Respondents identified the need for better and consistent planning needed for the CBD. This issue was addressed by respondents in Ward 1, 2, 3 and no Ward.
- It was also noted that developers have too much involvement in the development of the CBD. This was mentioned in particular by Ward 1 respondents.

"Newcastle is a great place to live and council is obviously doing their best, however suburbs of Newcastle often miss out at the expense of the cbd."

"Cater to the broader Community rather than to the Developers and short-termers."

"Improve infrastructure in areas other than CBD. Newcastle Council is too CBD centric."

"I have concerns regarding the lifting of height restrictions in Newcastle's east end to favour developers."

"I am concerned that council is caught up in a 'development at all costs' mindset with regard to the CBD."

Residential development / Commercial development

- Respondents that commented on residential and commercial development were mainly concerned with high rise developments in the CBD.
- In particular the inner Wards felt that the community is not being listened to in regards to the high rise and believe that more community engagement activities should be carried out.
- Some were supportive of development but thought the scale and heights were too extreme.
- A limited amount of respondents were supportive of the high rise in the CBD, some also suggested high rise would be more acceptable in the West End of Newcastle.
- Respondents commented on the need to plan for population growth in terms of infrastructure and transport.

"I agree to developing the CBD with extra accommodation available for students etc that will encourage more life to the city but VERY concerned by the scale and height of what has been proposed."

"Council dominated by property developers, free market radicals and opportunist individuals."

"I would like the Council to be more involved in encouraging businesses to decentralize from Sydney and locate in Newcastle, providing employment and a flourishing economy that would make it more viable to provide cultural activities, a range of quality restaurants and some ethnic input which makes a place interesting and diverse."

Public Transport

- Public transport was evident in Ward 4's top three.
- Consider CBD plans in relation to transport and the effects on commuters/users.
- Improve public transport.
- Opinion was mixed amongst respondents who commented on removal of the rail line / light rail.

"At this time the main focus for the Council should be the redevelopment of the CBD. Eg. the cutting of the rail line back to Wickham."

"Council should advocate improved public transport options for the city."

"FIX THE PARKING ISSUES. Too expensive to park and public transport inadequate."

"Stopping the rail line at Wickham will be a huge pity. I enjoy the quick trip by train into the Civic so have no parking worries, theatre, museum, library, art gallery, council building, city hall and foreshore."

"Don't put trams down Hunter Street. Leave the heavy rail in place and save us all a lot of money."

Arts, entertainment and culture

While not making the top three for any of the Wards, comments relating to arts, culture and entertainment did rank third overall (noted by 10.1% of those who left a response).

- Respondents addressed their concerns about the dealings with the suspensions and then dismissal of Newcastle Art Gallery Director.
- Respondents stated concerns that the art gallery is not a priority of Council.
- More attention is needed towards the art gallery.
- Art Gallery extension was one of Councils major projects – lack of funding from NSW Government.

"Have a more positive attitude to arts and cultural issues."

"Fix The Art Gallery Mess - But DON'T sell it or the artworks."

"Focus on cultural revitalisation of the city, and good planning taking into consideration the urban historic features."

4. Summary

Overall, respondents were satisfied with the library service, waste, environmental programs and recreation. The areas where respondents were least satisfied included long term planning and vision for the city, parking in and management of the CBD, and community involvement in Council decision making.

The key driver analysis revealed community engagement, planning and vision for the city, and management of the CBD and residential development as key areas for focus. Arts, culture and entertainment, promotion of tourism and heritage conservation also emerged as key drivers of overall satisfaction with Council.

5. Recommendations

- Ensure feedback gained from community engagement activities is embedded into decision making processes at Council.
- Implement a promotional campaign for the Newcastle 2030 Community Strategic Plan.
- Continue to inform the community of plans for the CBD as NSW Government plans progress.
- Undertake the Community Survey every second year.

Appendix I- Questionnaire

2014 Community Survey

Through this survey we would like to understand how you view Newcastle and how you feel about the performance of local government in The City of Newcastle. Please keep in mind that there are no right or wrong answers. What we are seeking is simply your opinion. The results from this survey will help Council to focus on programs and deliver the best possible services to the community in the future.

If you have taken part in a Newcastle Community Survey in previous years you will notice that some of the questions are the same or similar. It is important to ask you these questions again as we have either completed works or refocused services and/or projects, therefore we need to know if we have improved.

This 8-question survey should take you around 15 minutes to complete.

Please send the completed survey back to The City of Newcastle in the postage-paid envelope provided (there is no need to put a stamp on the envelope) by **Friday 11 April 2014**.

We look forward to receiving your completed survey.

Newcastle Voice Team

Council Areas of Responsibility

Q1. In the last twelve months, how has Council performed on the following areas of responsibility? **Please select one response only.**

Areas	Very poor	Poor	Adequate (acceptable standard)	Good	Very good	Don't know/ Can't say
Local roads and footpaths (excluding highways and main roads but including roadside maintenance)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Recreation facilities (includes sporting facilities, swimming pools, sports fields and playgrounds, art centres and festivals and library services)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Appearance of public areas (includes local parks and gardens, street cleaning and litter collection and street trees)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Traffic management and parking facilities (includes Council provision of street and off street parking, and local road safety)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Waste management (includes garbage and recyclable collection and operation of the tip)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Enforcement of local laws (includes food and health, noise, animal control, parking and fire prevention)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Economic development (includes business and tourism and job creation)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Town planning policy and approvals (including heritage and environmental issues)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q2. Thinking of the most recent contact, how well did Council perform in the way you were treated – things like the ease of contact, helpfulness and ability of staff, speed of responses and their attitude towards you? We do NOT mean the ACTUAL outcome. **Please select one response only.**

<input type="checkbox"/> 1- Very poor	<input type="checkbox"/> 2- Poor	<input type="checkbox"/> 3- Adequate <i>(acceptable standard)</i>	<input type="checkbox"/> 4- Good	<input type="checkbox"/> 5- Very good	<input type="checkbox"/> 6- Don't know/ Can't say
---	--	--	--	---	---

Q3. Over the last 12 months, how would you rate the performance of Council on consulting with the community and leading discussion on key social, economic and environmental issues which could impact on the local areas, and may require decisions by council? **Please select one response only.**

<input type="checkbox"/> 1- Very poor	<input type="checkbox"/> 2- Poor	<input type="checkbox"/> 3- Adequate <i>(acceptable standard)</i>	<input type="checkbox"/> 4- Good	<input type="checkbox"/> 5- Very good	<input type="checkbox"/> 6- Don't know/ Can't say
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Q4. In the last twelve months, how well has Council represented and lobbied on behalf of the community with other levels of government and private organisations, on key local issues? **Please select one response only.**

<input type="checkbox"/> 1- Very poor	<input type="checkbox"/> 2- Poor	<input type="checkbox"/> 3- Adequate <i>(acceptable standard)</i>	<input type="checkbox"/> 4- Good	<input type="checkbox"/> 5- Very good	<input type="checkbox"/> 6- Don't know/ Can't say
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Q5. On balance, for the last twelve months, how would you feel about the performance of Council, not just on one or two issues, BUT OVERALL across all responsibility areas? **Please select one response only.**

<input type="checkbox"/> 1- Very poor	<input type="checkbox"/> 2- Poor	<input type="checkbox"/> 3- Adequate <i>(acceptable standard)</i>	<input type="checkbox"/> 4- Good	<input type="checkbox"/> 5- Very good	<input type="checkbox"/> 6- Don't know/ Can't say
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Importance of Specific Services

The following questions are about specific services and how **important** they are to you and those living in your household.

Q6. Please indicate how **important** each of the following is on a scale from *not at all important* to *very important*. **Please select one response only.**

Areas	Not at all important	Not important	Average importance	Important	Very important	Not aware/ NA
Arts & Culture						
Library services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Arts, entertainment and culture	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Sponsorship of community events and programs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Council Communication						
Community involvement in Council decision making	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Informing residents about Council activities	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
General Services						
Response to community needs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Standard of service to ratepayers	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Council's performance overall	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Infrastructure & Traffic						
Roads in Newcastle Council area are in good condition	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Roads in Newcastle Council area look good	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Regulating traffic flow	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Street and commercial area cleansing	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Parking in the Newcastle CBD	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Providing cycleways	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Footpaths in the Newcastle Council area are in good condition	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Footpaths in the Newcastle area look good	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Council's buildings and assets maintenance	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Areas	Not at all important	Not important	Average importance	Important	Very important	Not aware/ NA
Planning & Development						
Management of residential development	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Heritage conservation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Management of the Newcastle CBD	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Promotion of tourism	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Long-term planning and vision for the city	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Recreation Services & Facilities						
Maintenance of beaches and beach facilities	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Parks and recreation areas	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Sporting facilities	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Swimming pools	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Services for Special Needs Groups						
Children's facilities and services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Provision of facilities and services for the aged	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Facilities and services for youth	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Waste & Environment						
Garbage collection and disposal	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Greening and tree preservation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Environmental monitoring and protection	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Environmental programs to improve the environment eg. coast care program	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Satisfaction with Specific Services

The following questions will ask you to tell us how **satisfied** you and those living in your household are with Council services.

Q7. Could you also indicate how **satisfied** you are with each of the following on a scale from *very dissatisfied* to *very satisfied* **Please select one response only.**

Areas	Very dissatisfied	Dissatisfied	Neither	Satisfied	Very satisfied	Not aware/ NA
Arts & Culture						
Library services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Arts, entertainment and culture	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Sponsorship of community events and programs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Council Communication						
Community involvement in Council decision making	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Informing residents about Council activities	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
General Services						
Response to community needs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Standard of service to ratepayers	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Council's performance overall	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Infrastructure & Traffic						
Roads in Newcastle Council area are in good condition	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Roads in Newcastle Council area look good	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Regulating traffic flow	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Street and commercial area cleansing	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Parking in the Newcastle CBD	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Providing cycleways	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Footpaths in the Newcastle Council area are in good condition	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Footpaths in the Newcastle area look good	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Council's buildings and assets maintenance	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Areas	Very dissatisfied	Dissatisfied	Neither	Satisfied	Very satisfied	Not aware/ NA
Planning & Development						
Management of residential development	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Heritage conservation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Management of the Newcastle CBD	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Promotion of tourism	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Long-term planning and vision for the city	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Recreation Services & Facilities						
Maintenance of beaches and beach facilities	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Parks and recreation areas	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Sporting facilities	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Swimming pools	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Services for Special Needs Groups						
Children's facilities and services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Provision of facilities and services for the aged	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Facilities and services for youth	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Waste & Environment						
Garbage collection and disposal	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Greening and tree preservation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Environmental monitoring and protection	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Environmental programs to improve the environment eg. coast care program	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

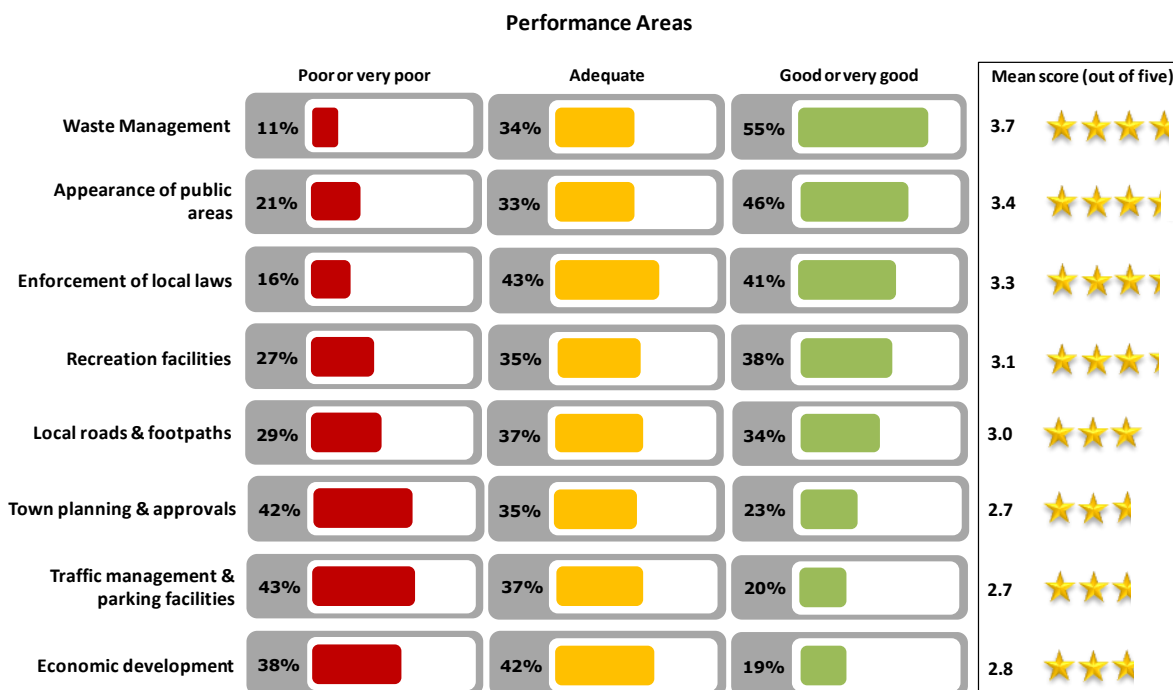
Q8. What is the main aspect that Council should focus on to increase your overall satisfaction with Council's performance. **Please be as specific as possible.**

Thank you for taking the time to complete this survey.

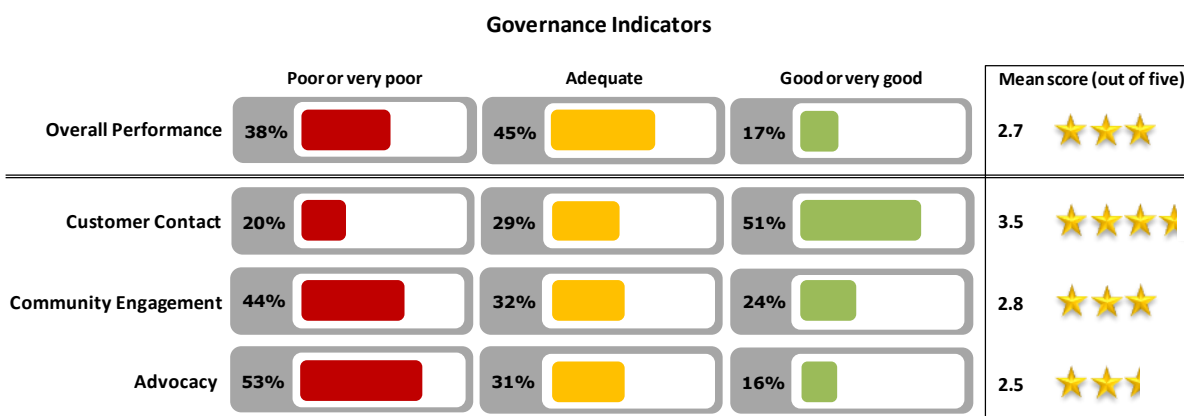
Appendix II- Survey results

The following are based on Newcastle Voice members residing in the Newcastle LGA, weighted data.

Q1: Council performance on broad areas of responsibility



Q2-Q5: Council performance on Governance indicators



Q6: 2014 explicit importance ratings

2014 Importance of Council facilities and service	Rank	Very important	Important	Average importance	Not important	Not at all important	Not aware/ NA	Mean score (out of five)
Long-term planning & vision for the city	1	76%	20%	3%	0%	0%	1%	4.72
Garbage collection & disposal	2	69%	28%	3%	0%	0%	0%	4.66
Response to community needs	3	66%	29%	5%	0%	0%	0%	4.61
Maintenance of beaches & beach facilities	4	65%	29%	5%	0%	0%	1%	4.59
Standard of service to ratepayers	5	62%	33%	4%	1%	0%	0%	4.58
Parks & recreation areas	6	61%	34%	3%	1%	0%	1%	4.57
Informing residents about Council activities	8	60%	32%	7%	0%	1%	0%	4.51
Community involvement in Council decision making	9	59%	32%	8%	1%	0%	0%	4.48
Management of the Newcastle CBD	10	51%	34%	12%	2%	0%	1%	4.35
Footpaths are in good condition	11	48%	38%	13%	0%	0%	1%	4.34
Swimming pools	12	51%	33%	12%	3%	0%	0%	4.34
Roads are in good condition	13	46%	40%	12%	1%	0%	1%	4.33
Management of residential development	14	45%	40%	13%	1%	0%	1%	4.31
Children's facilities & services	15	52%	30%	12%	4%	1%	1%	4.30
Provision of facilities & services for the aged	16	50%	32%	13%	3%	1%	1%	4.30
Environmental monitoring & protection	17	49%	34%	13%	2%	0%	2%	4.30
Promotion of tourism	18	50%	31%	15%	3%	1%	0%	4.28
Facilities & services for youth	19	51%	31%	13%	3%	1%	1%	4.28
Library services	20	50%	34%	10%	3%	3%	0%	4.25
Sporting facilities	21	43%	41%	13%	2%	1%	0%	4.25
Environmental programs	22	46%	34%	16%	2%	1%	1%	4.25
Greening & tree preservation	23	43%	37%	16%	3%	1%	0%	4.21
Regulating traffic flow	24	42%	37%	18%	2%	0%	1%	4.20
Street & commercial area cleansing	25	38%	40%	20%	2%	0%	0%	4.15
Heritage conservation	26	47%	26%	20%	5%	1%	1%	4.14
Council's buildings & assets maintenance	27	30%	50%	18%	0%	0%	2%	4.11
Parking in the Newcastle CBD	28	43%	31%	18%	4%	3%	1%	4.09
Arts, entertainment & culture	29	46%	27%	15%	7%	4%	1%	4.06
Providing cycleways	30	42%	32%	18%	5%	3%	0%	4.05
Sponsorship of community events & programs	31	35%	31%	26%	5%	2%	1%	3.93
Footpaths look good	32	29%	37%	28%	5%	1%	0%	3.90
Roads look good	33	23%	39%	28%	8%	0%	2%	3.77

Notes: Based on Newcastle Voice respondents residing in Newcastle LGA, n= 645. Weighted data

Q7: 2014 Satisfaction ratings

2014 Satisfaction with Council facilities and service	Rank	Very satisfied	Satisfied	Neither	Dissatisfied	Very dissatisfied	Not aware/ NA	Mean score (out of five)
Library services	1	19%	57%	14%	4%	1%	5%	3.95
Garbage collection and disposal	2	16%	56%	13%	10%	5%	4%	3.66
Maintenance of beaches and beach facilities	3	6%	62%	16%	13%	2%	1%	3.57
Sporting facilities	4	3%	57%	25%	7%	2%	6%	3.54
Parks and recreation areas	5	5%	60%	19%	13%	3%	0%	3.52
Environmental programs	6	4%	46%	31%	7%	2%	10%	3.46
Roads in Newcastle Council area look good	7	2%	50%	28%	14%	5%	1%	3.31
Sponsorship of community events and programs	8	3%	38%	26%	14%	3%	16%	3.28
Greening and tree preservation	9	3%	45%	28%	16%	4%	4%	3.26
Environmental monitoring and protection	10	3%	38%	30%	11%	6%	12%	3.24
Street and commercial area cleansing	11	2%	42%	34%	17%	4%	1%	3.23
Roads are in good condition	12	2%	47%	26%	19%	5%	1%	3.23
Footpaths in the Newcastle area look good	13	3%	45%	28%	17%	7%	0%	3.20
Children's facilities and services	14	2%	27%	34%	12%	4%	20%	3.15
Swimming pools	15	2%	43%	19%	20%	8%	7%	3.13
Footpaths are in good condition	16	3%	41%	27%	22%	7%	0%	3.12
Regulating traffic flow	17	2%	39%	28%	24%	4%	3%	3.11
Standard of service to ratepayers	18	2%	37%	32%	19%	6%	4%	3.09
Arts, entertainment and culture	19	5%	35%	25%	19%	9%	7%	3.09
Informing residents about Council activities	20	3%	37%	25%	23%	8%	4%	3.04
Provision of facilities and services for the aged	21	1%	22%	38%	12%	5%	22%	3.02
Council's buildings and assets maintenance	22	1%	31%	36%	20%	7%	3%	2.99
Promotion of tourism	23	1%	31%	33%	23%	6%	6%	2.98
Management of residential development	24	1%	32%	31%	23%	8%	5%	2.95
Providing cycleways	25	4%	27%	29%	30%	7%	3%	2.89
Heritage conservation	26	1%	27%	32%	19%	12%	9%	2.86
Community involvement in Council decision making	27	2%	32%	24%	25%	13%	4%	2.85
Facilities and services for youth	28	1%	17%	36%	14%	12%	20%	2.78
Response to community needs	29	1%	26%	30%	28%	12%	3%	2.77
Parking in the Newcastle CBD	30	1%	24%	23%	29%	19%	4%	2.58
Management of the Newcastle CBD	31	1%	18%	29%	32%	17%	3%	2.52
Long-term planning and vision for the city	32	2%	20%	23%	32%	19%	4%	2.51

Notes: Based on Newcastle Voice respondents residing in Newcastle LGA, n= 645. Weighted data