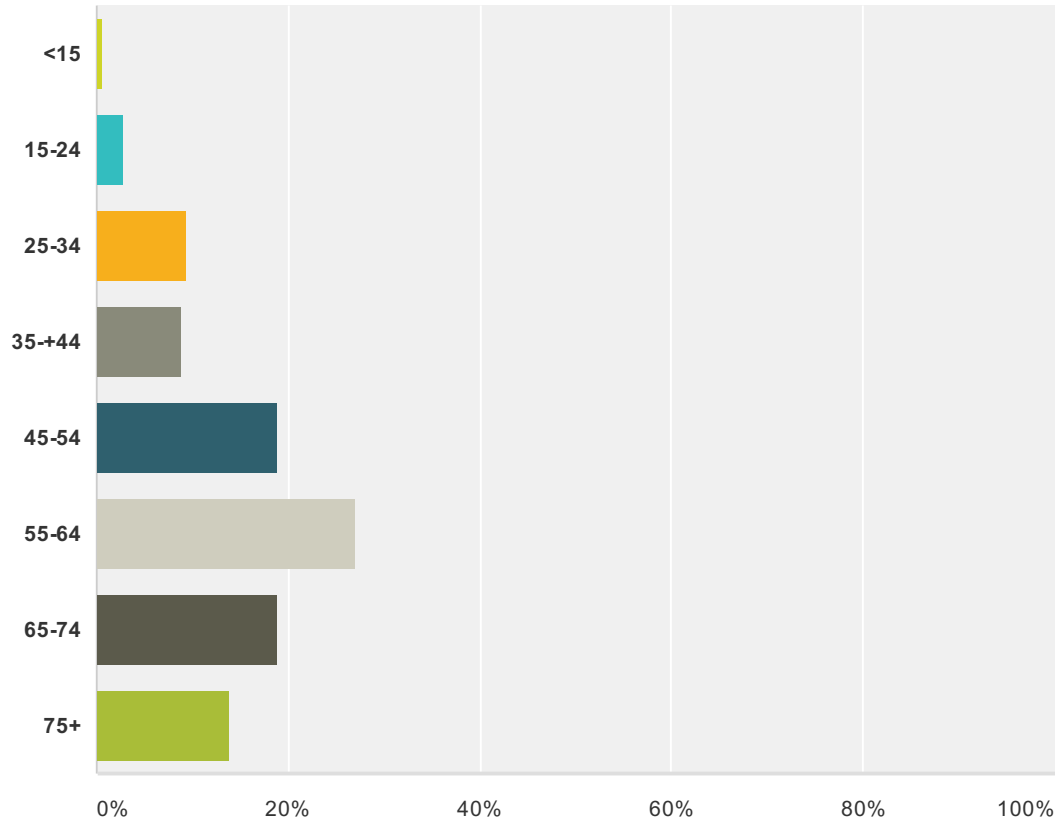


Q1 In order to understand the varying needs and desires within a diverse community, please provide some detail about your demographics.

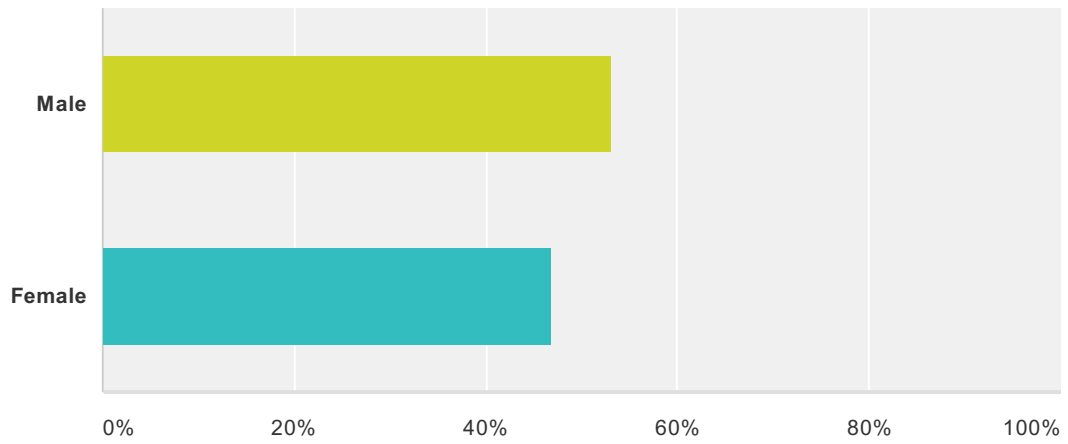
Answered: 181 Skipped: 0



Answer Choices	Responses	
<15	0.55%	1
15-24	2.76%	5
25-34	9.39%	17
35-44	8.84%	16
45-54	18.78%	34
55-64	27.07%	49
65-74	18.78%	34
75+	13.81%	25
Total		181

Q2 What is your gender?

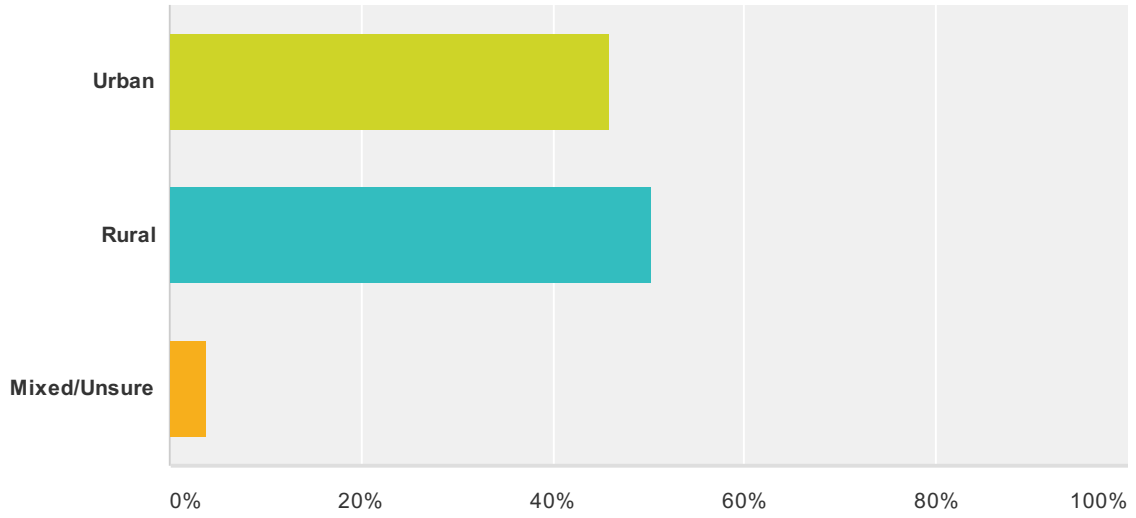
Answered: 181 Skipped: 0



Answer Choices	Responses
Male	53.04% 96
Female	46.96% 85
Total	181

Q3 Would you class your residence as mainly urban or rural?

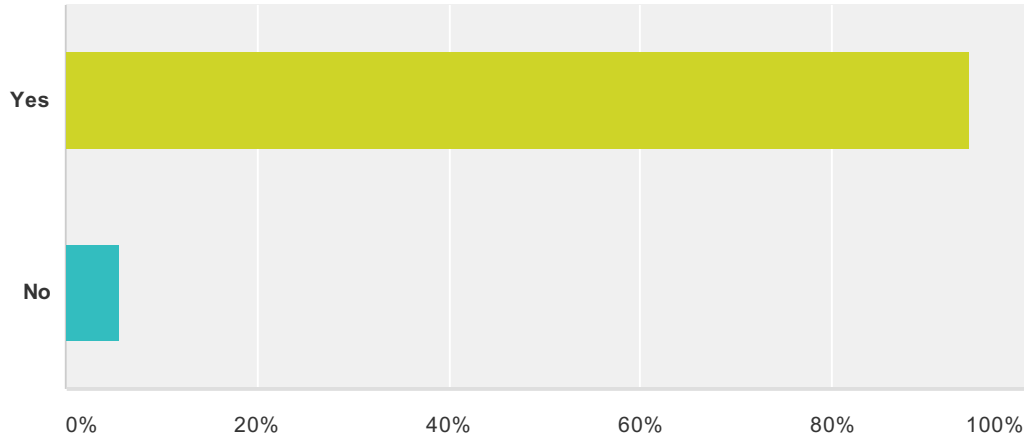
Answered: 181 Skipped: 0



Answer Choices	Responses
Urban	45.86% 83
Rural	50.28% 91
Mixed/Unsure	3.87% 7
Total	181

Q4 Do you own property in the Armidale Dumaresq council area?

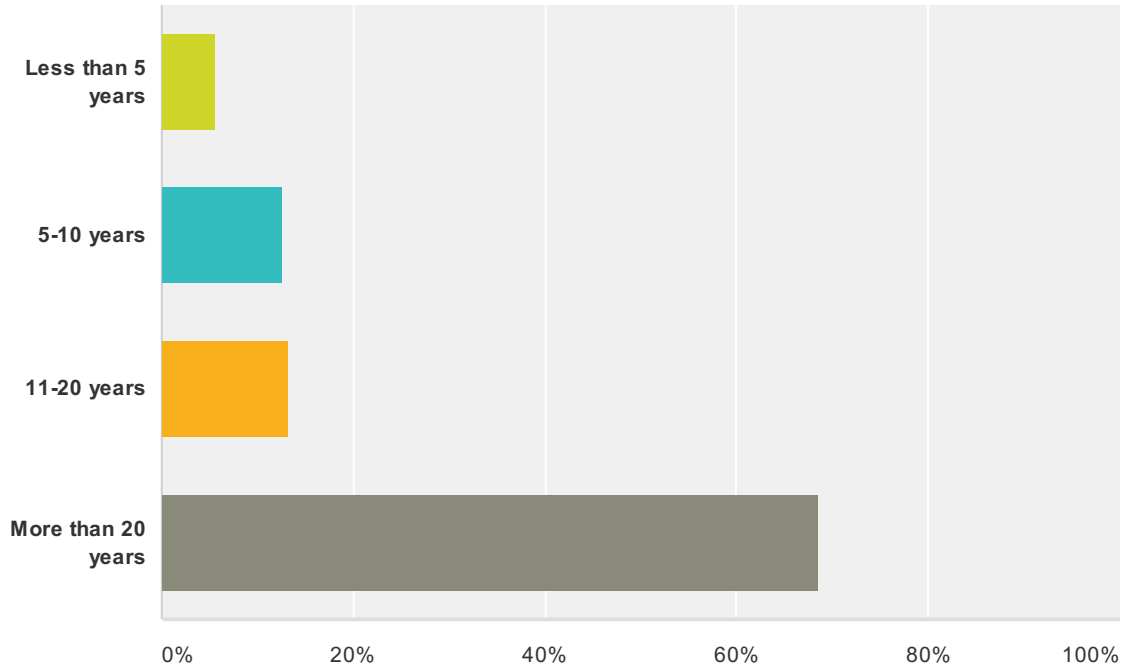
Answered: 181 Skipped: 0



Answer Choices	Responses	
Yes	94.48%	171
No	5.52%	10
Total		181

Q5 In total, how long have you lived in the Armidale Dumaresq Council area?

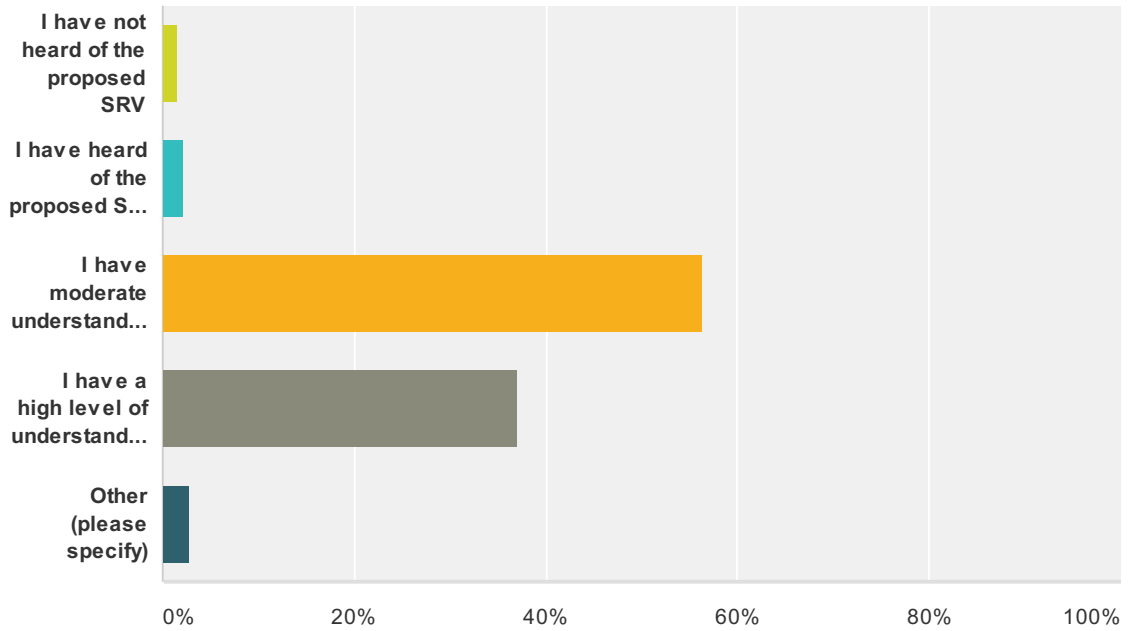
Answered: 181 Skipped: 0



Answer Choices	Responses
Less than 5 years	5.52% 10
5-10 years	12.71% 23
11-20 years	13.26% 24
More than 20 years	68.51% 124
Total	181

Q6 What is your level of understanding of the proposed Special Rate Variation (SRV)?

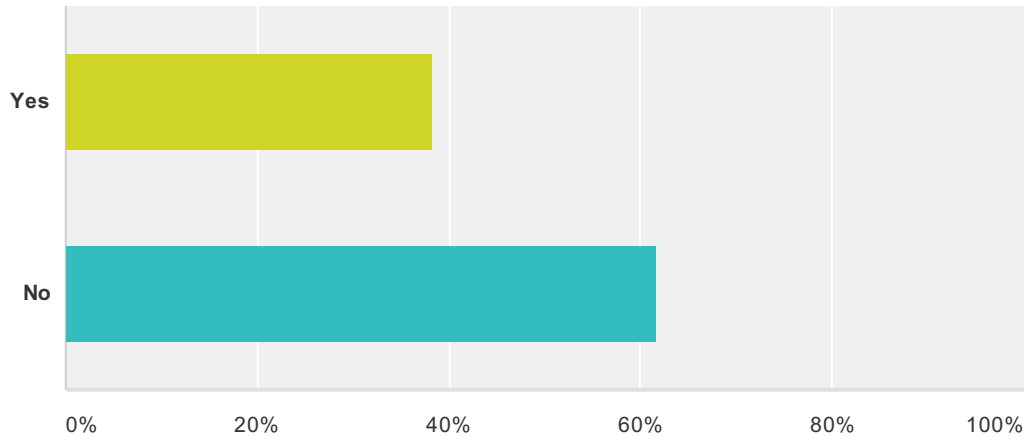
Answered: 181 Skipped: 0



Answer Choices	Responses	
I have not heard of the proposed SRV	1.66%	3
I have heard of the proposed SRV, but have not taken any notice	2.21%	4
I have moderate understanding of the proposed SRV	56.35%	102
I have a high level of understanding of the proposed SRV and have done some research	37.02%	67
Other (please specify)	2.76%	5
Total		181

Q7 Would you be prepared to continue the current rate variation to maintain current service levels?

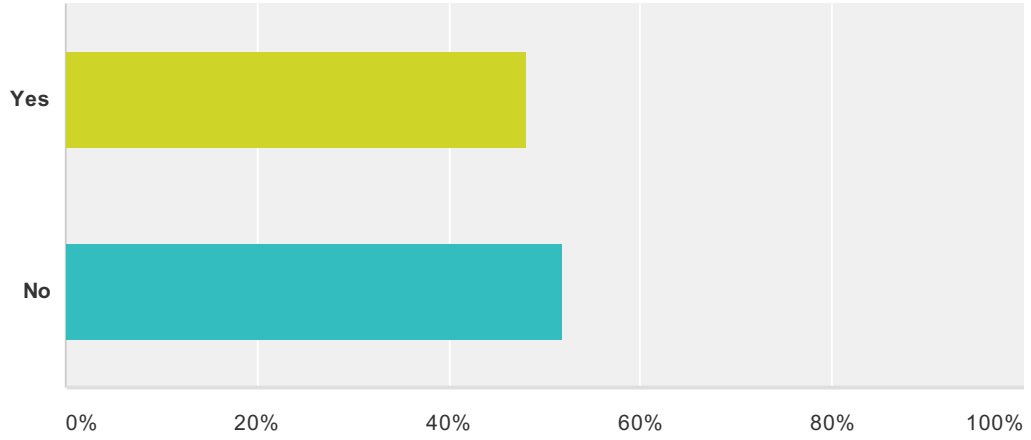
Answered: 162 Skipped: 19



Answer Choices	Responses	
Yes	38.27%	62
No	61.73%	100
Total		162

Q8 Would you be prepared to have rates reduced by the amount of the current rate variation and have service levels reduced accordingly?

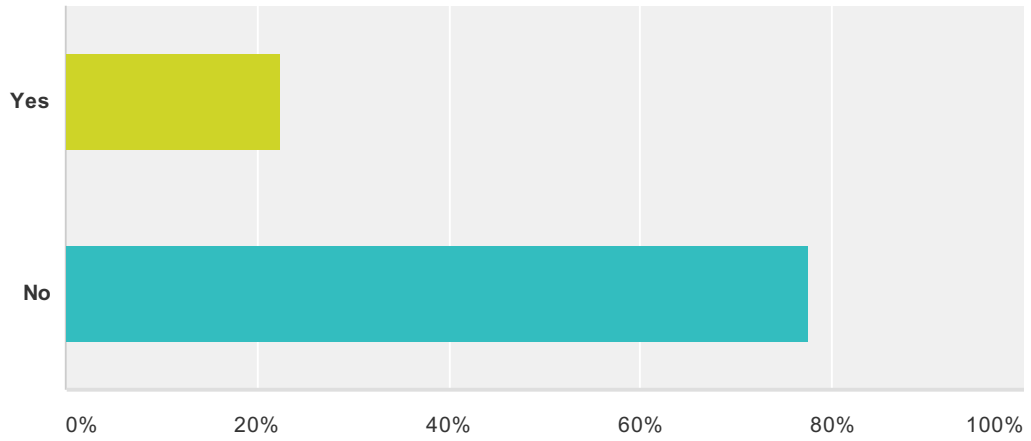
Answered: 158 Skipped: 23



Answer Choices	Responses	
Yes	48.10%	76
No	51.90%	82
Total		158

Q9 Would you be prepared to support higher rates to renew roads and other community infrastructure?

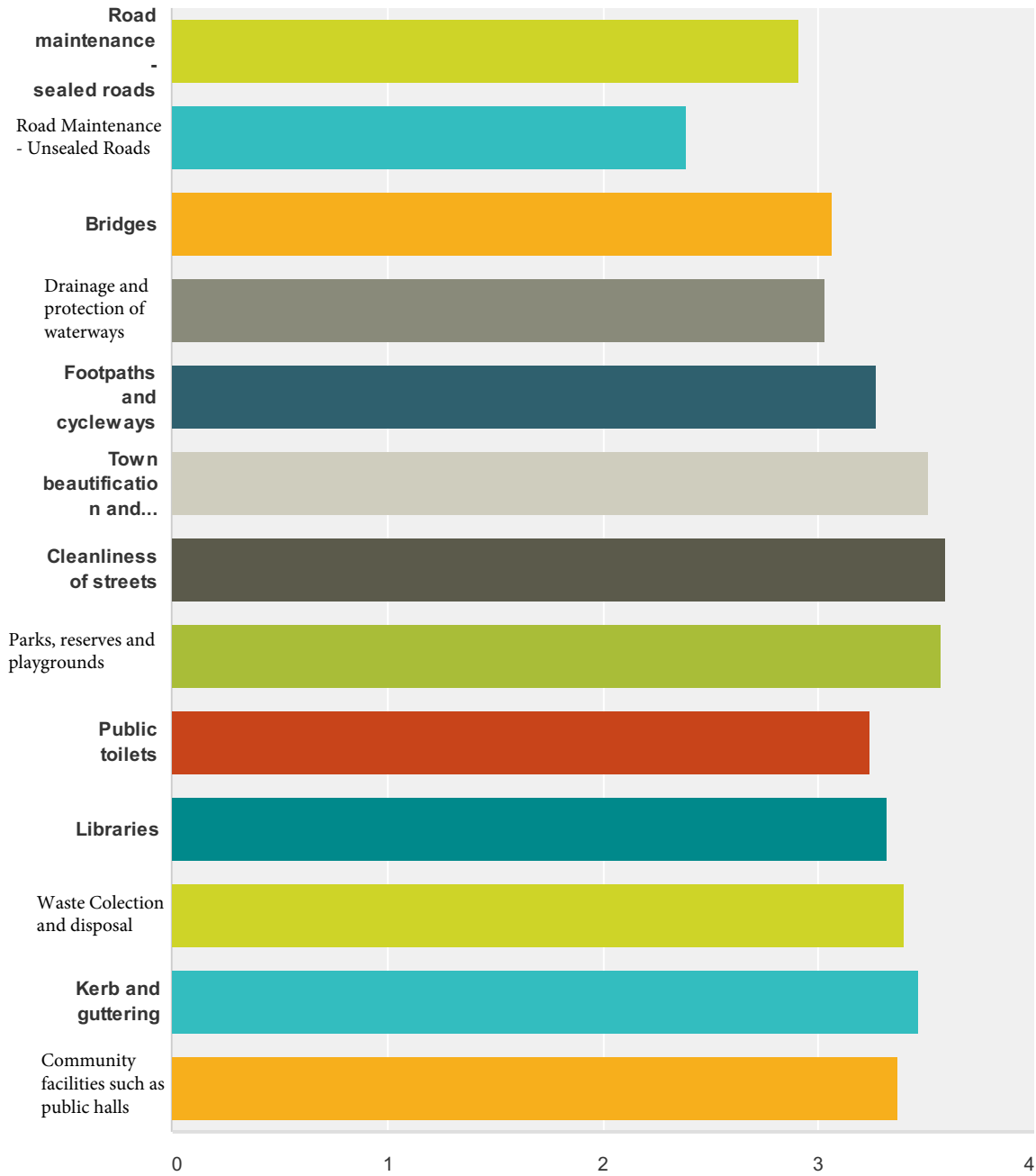
Answered: 165 Skipped: 16



Answer Choices	Responses
Yes	22.42% 37
No	77.58% 128
Total	165

Q10 Please rate your satisfaction level with each of Council's current services.

Answered: 175 Skipped: 6



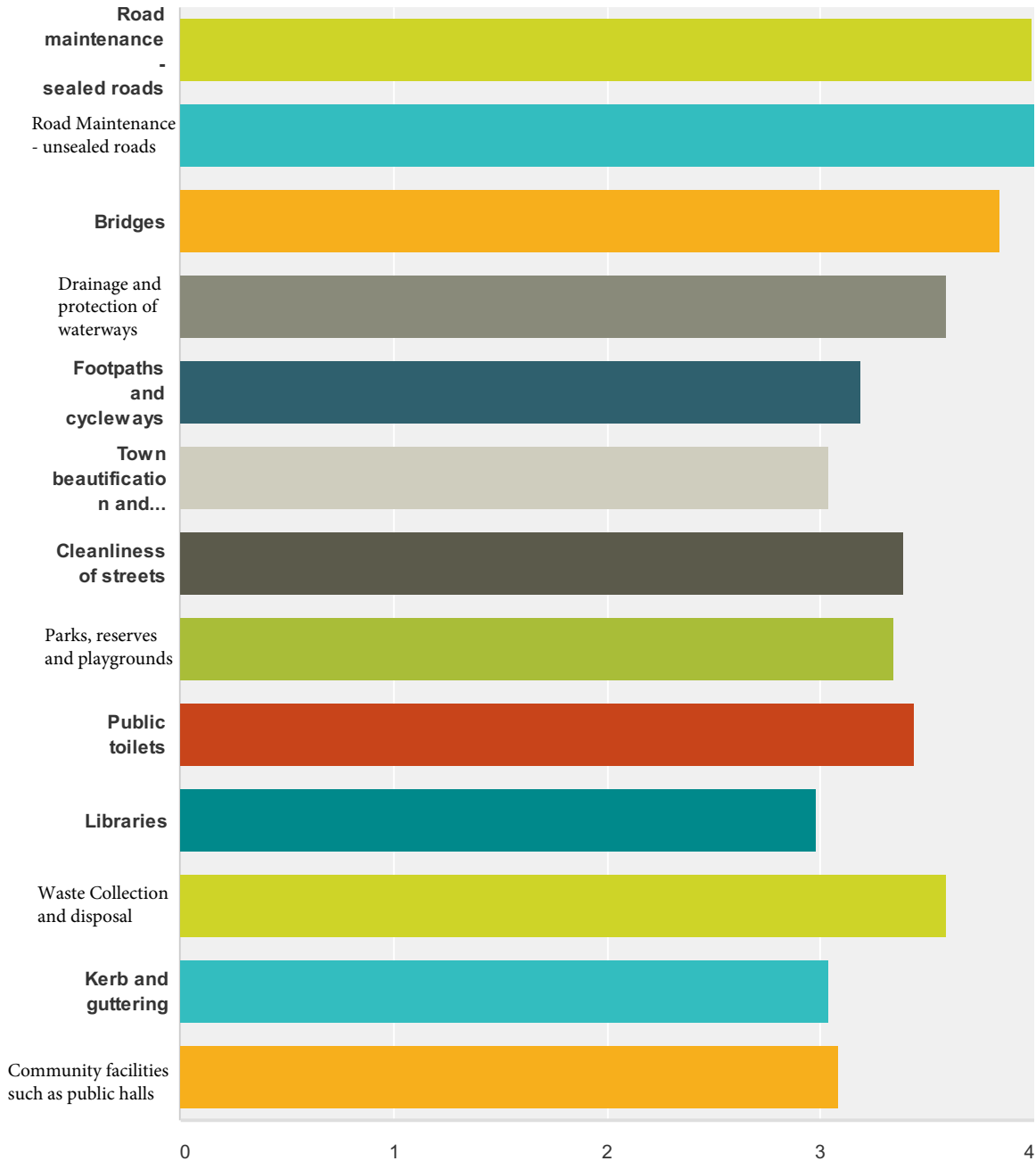
	Very Dissatisfied	(no label)	Neutral	(no label)	Very Satisfied	Total	Average Rating
Road maintenance - sealed roads	17.71% 31	13.71% 24	35.43% 62	25.71% 45	7.43% 13	175	2.91
Road maintenance - unsealed roads	30.29% 53	20.57% 36	32.57% 57	12.57% 22	4% 7	175	2.39
Bridges	11.43% 20	12% 21	44% 77	24% 42	8.57% 15	175	3.06

Special Rate Variation Survey for workshop 8 February 2014

Drainage and protection of waterways	11.43% 20	17.71% 31	38.29% 67	21.71% 38	10.86% 19	175	3.03
Footpaths and cycleways	5.14% 9	16.57% 29	39.43% 69	23.43% 41	15.43% 27	175	3.27
Town beautification and streetscaping	7.43% 13	4.57% 8	40% 70	25.14% 44	22.86% 40	175	3.51
Cleanliness of streets	5.71% 10	6.29% 11	34.86% 61	29.71% 52	23.43% 41	175	3.59
Parks, reserves and playgrounds	6.29% 11	5.14% 9	36% 63	30.86% 54	21.71% 38	175	3.57
Public toilets	8% 14	9.71% 17	44% 77	26.86% 47	11.43% 20	175	3.24
Libraries	12% 21	6.29% 11	38.29% 67	24.57% 43	18.86% 33	175	3.32
Waste collection and disposal	13.71% 24	9.14% 16	25.14% 44	27.43% 48	24.57% 43	175	3.40
Kerb and guttering	4.57% 8	7.43% 13	42.29% 74	29.14% 51	16.57% 29	175	3.46
Community facilities such as public halls	6.29% 11	8% 14	42.86% 75	28.57% 50	14.29% 25	175	3.37

Q11 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: 175 Skipped: 6



	Is not at all Important	(no label)	(no label)	(no label)	Very Important	Total	Average Rating
Road maintenance - sealed roads	2.86%	5.14%	24.57%	24.57%	42.86%	175	3.99
	5	9	43	43	75		

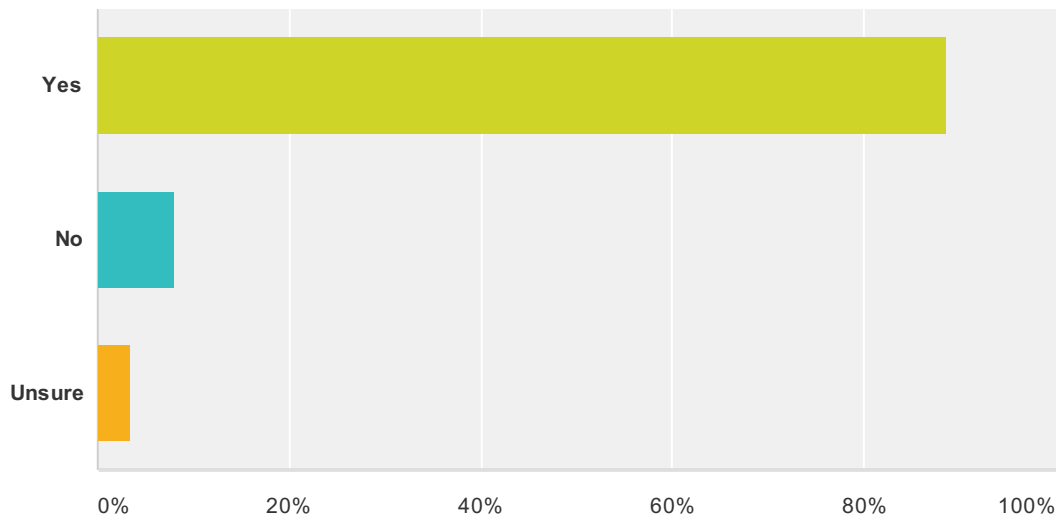
Road maintenance - unsealed roads	2.20%	3.43%	28.57%	23.43%	42.20%		
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Special Rate Variation Survey for workshop 8 February 2014

road maintenance - unsealed roads	4.25% 4	5.75% 6	28.97% 50	28.75% 41	72.25% 74	175	4.00
Bridges	3.43% 6	4% 7	33.14% 58	24% 42	35.43% 62	175	3.84
Drainage and protection of waterways	10.29% 18	5.71% 10	30.29% 53	21.71% 38	32% 56	175	3.59
Footpaths and cycleways	17.14% 30	7.43% 13	32.57% 57	24.57% 43	18.29% 32	175	3.19
Town beautification and streetscaping	19.43% 34	9.71% 17	33.14% 58	22.86% 40	14.86% 26	175	3.04
Cleanliness of streets	10.29% 18	9.14% 16	28.00% 49	36.57% 64	16% 28	175	3.39
Parks, reserves and playgrounds	12.57% 22	8.57% 15	28.57% 50	33.14% 58	17.14% 30	175	3.34
Public toilets	9.14% 16	6.29% 11	37.71% 66	25.14% 44	21.71% 38	175	3.44
Libraries	24.57% 43	9.71% 17	28.57% 50	17.14% 30	20% 35	175	2.98
Waste collection and disposal	12.57% 22	4.57% 8	27.43% 48	22.29% 39	33.14% 58	175	3.59
Kerb and guttering	18.29% 32	13.14% 23	29.71% 52	24% 42	14.86% 26	175	3.04
Community facilities such as public halls	13.14% 23	12.57% 22	38.86% 68	22.86% 40	12.57% 22	175	3.09

Q12 Armidale Dumaresq Council has given in principal support for a 10% increase over and above rate peg for 2015/2015 for seven years and an additional 10% over rate peg for 2015/2016 for seven years. 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?

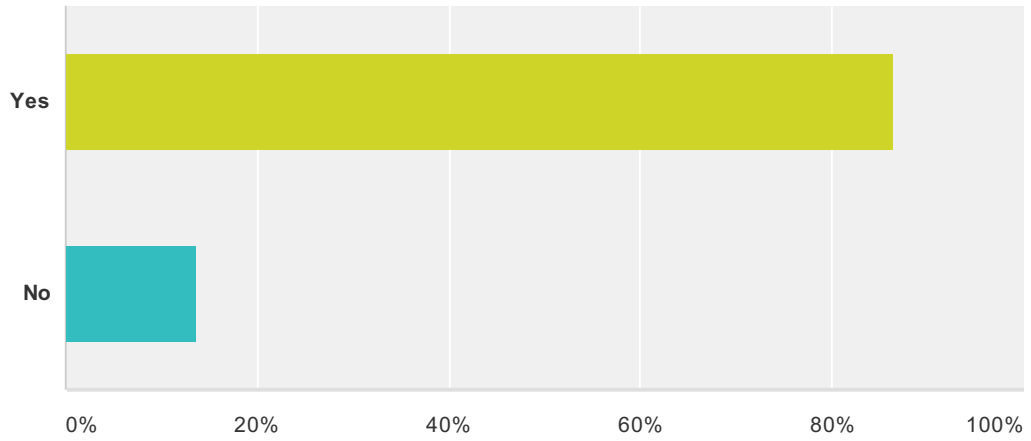
Answered: 175 Skipped: 6



Answer Choices	Responses
Yes	88.57% 155
No	8% 14
Unsure	3.43% 6
Total	175

Q13 And have you read any of the recent articles in local media about the reasons for this proposed rate increase?

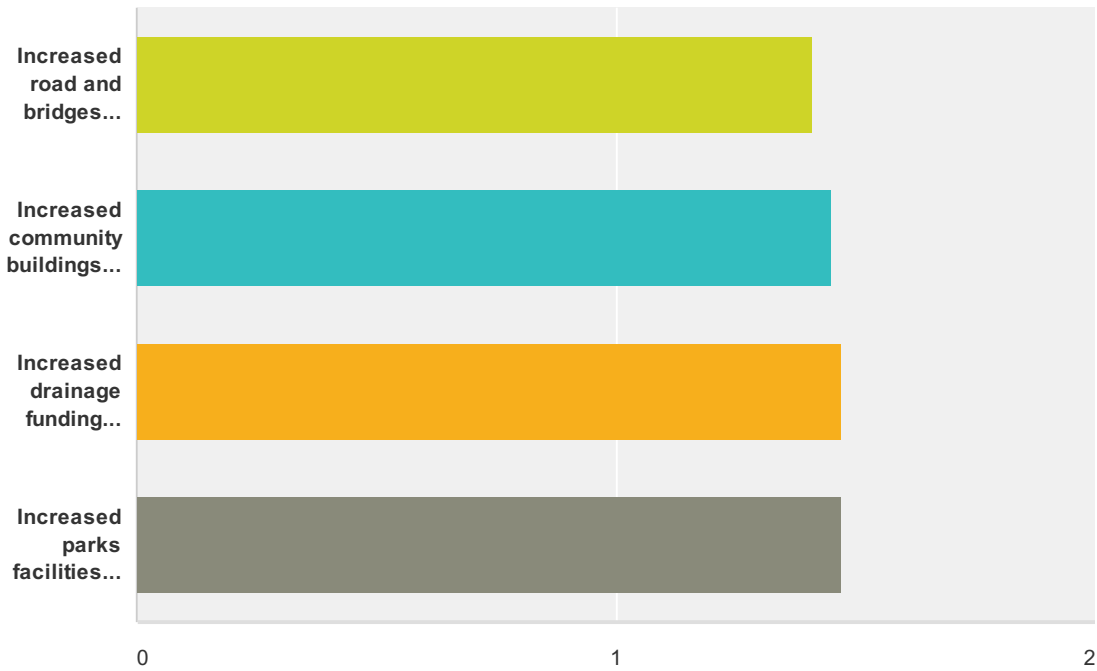
Answered: 175 Skipped: 6



Answer Choices	Responses	
Yes	86.29%	151
No	13.71%	24
Total		175

Q14 Are you aware of the following proposed programs or projects in the special rate variation?

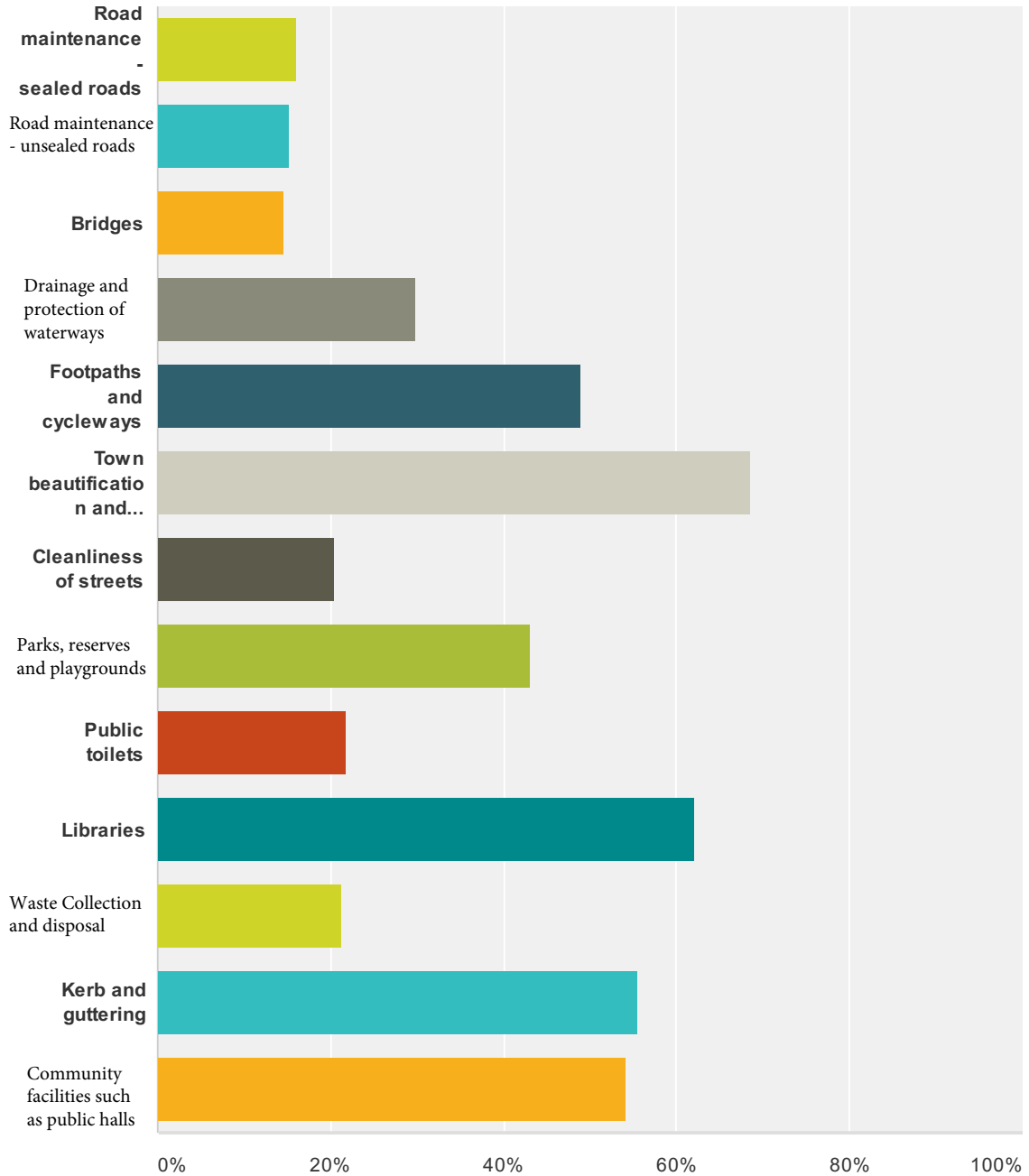
Answered: 175 Skipped: 6



	Yes	No	Total	Average Rating
Increased road and bridges funding \$1 million	59.43% 104	40.57% 71	175	1.41
Increased community buildings funding \$400,000	55.43% 97	44.57% 78	175	1.45
Increased drainage funding \$600,000	52.57% 92	47.43% 83	175	1.47
Increased parks facilities funding \$150,000	52.57% 92	47.43% 83	175	1.47

Q15 If Council does not increase its revenue base some services may have a reduced service level. Which services would you be willing to see a decrease in service level? You may select more than one answer.

Answered: 137 Skipped: 44



Answer Choices	Responses
Road maintenance - sealed roads	16.06% 22
Road maintenance - unsealed roads	15.33% 21

Special Rate Variation Survey for workshop 8 February 2014

Bridges	14.60%	20
Drainage and protection of waterways	29.93%	41
Footpaths and cycleways	48.91%	67
Town beautification and streetscaping	68.61%	94
Cleanliness of streets	20.44%	28
Parks, reserves and playgrounds	43.07%	59
Public toilets	21.90%	30
Libraries	62.04%	85
Waste collection and disposal	21.17%	29
Kerb and guttering	55.47%	76
Community facilities such as public halls	54.01%	74
Total Respondents: 137		

**Q16 Do you have any additional comments
or questions?**

Answered: 133 Skipped: 48

See attachment below:

Individual Comments from SRV Workshop Survey:

Question 6 – What is your level of understanding of the proposed Special rate Variation *These are the responses placed in the ‘Other’ box, [each response is separated by a paragraph return]:*

Took part in telephone survey and said we could cope with a 5% increase not 10 to 20%

ADC advised IPART on 22 Nov 13 with community consultations occurring in Nov 13 - 8 days later. The date and time of the community consultation in February changed with short notice. I was unable to attend due to the change at short notice

I have heard of the SRV but your explanation still confuses me.

Question 15 – If Council does not increase its revenue base some services may have a reduced service level. Which services would you be willing to see a decrease in service level? *These are the responses placed in the ‘Other’ box, [each response is separated by a paragraph return]:*

No more expensive Code of Conducts. Look at work force for savings. Be efficient. Work with Community. Cut out sustainability section. Look at waste despite what you believe, there is waste and lack of accountability.

Reduce staff within office - Check Duplication of staff.

Wages of staff responsible for fund investments

Sporting Facilities

Council wages

Community facilities such as public halls: Does ADC do anything??

Stop being incompetent

It is important to be safe - and our assets need to be maintained not just for aesthetic reasons, but more importantly for safety. Armidale thrives because it is a university town, and we have a large percentage of university students - who are "new" drivers. Make the roads as safe as possible - it's a question of life preservation

None

Our road is only graded once a year and makes it unsafe to drive on

Pet Projects

Reduction in staff and overtime

Over spending on sport

Don't use consultants

I do not want to see decrease in any of the services listed. Re - Libraries: Am happy with current Library service and Library should NOT be expanded in light of current revenue baser issues.

We would to see reduced numbers of bureaucrats - those left - lower wages.

the use of consultants

Council office services - need to cut the amount of overheads there

Staff levels. We see more staff on jobs than we consider necessary. Stop bonuses as they are public servants, particularly when they have made bad decisions. Eg Investments

Salaries of top management

none

Replacement of creek and river road signs which were quite serviceable.

Reduction in councillors and wages especially now GM is leaving should cut wages in half. All counsellors expenses outside wages should be subject to FBT and their cost.

None...SRV is a pay the bills exercise Some strategic action pleas

I expect ADC to get their own backyard in order first, poor investment decisions, loss of information in the changeover to a new computer system, and therefore the integrity of the rating database, termination of the General Manger's employment contract and subsequent pay out. Additional costs associated with the upgrade of Dumaresqu dam wall - 200k. etc

Employees work more efficiently - especially outdoor staff!

This is a crap question. Council should maintain services without upping the rates. If they operated like a private business. Council needs to get its own ship in shape prior to dishing out rate rises

Productivity - staff need to be looked at even if they have downed numbers and upped wages

Reduce cost of Council office staff

We see none of these services currently so cutting back or decreasing them will make no difference to our community.

The footpaths/cycleways are not done. Brown Street between Taylor & Marsh. It's appalling. We pay extra rates. 4 million dollar salary savings

Contributions to events and community groups, a day on the green and other commercials

- Ask the community to care more about their surroundings - Don't mow on weekend or afterhours
- I am apposed to the new Library & Cultural Centre proposal.

We do not need to replace general manager until his contract expires .Be like adults and work it out.

I believe Council can maintain current level of services without special rate variation. The bureaucracy is too big (compared with other councils), wastage has been abominable (court orders, investments, planned GM early dismissal)

Don't waste funds on non essential items such the new "Armidale" signs which apparently cost \$90,000. Use contractors for road maintenance, cut administrative staff.

Continued on page below:

find efficiencies within the council, wages, productivity, etc. The meeting at the town hall 8/2/14 said it all. Do those things instead of just hitting up the ratepayers again and again. I got a mail out about a local area meeting and then a few days later got another one and this is not the only time I have had serial letters from council where one envelope and one stamp could have been used to get them all to me. A small thing but indicative of the sloppiness of council processes. It seems council employees are not very sharp or very diligent. Oh, and on your web site you might want to check the spelling capacity vs capacity, etc. Attention to detail, the detail of running more efficiently.

reduced wages bill for council staff, achieved by fewer people doing more. Stop driving around in the latest \$50,000 dual cab utes - buy second hand cars like we do and get any of the local mechanics to service them and keep them in good order. Why are you always in the most expensive, late model vehicles often with one passenger and 4 wheel drive going down Marsh St.

don't overprovide - outside the town boundary there should be no attempt to provide garbage collection, sewerage, town water. If you can't live without that live inside the town boundary

What is missing entirely from this survey is the cost of ADC administration/bureaucracy. Admin should be cut to the bone before there is any special rate increase. It has been a very long time since there has been an attempt to match admin costs directly to services. Council has been so tied up with bickering and time wasting as a strategy that numbers employed has slowly increased without recognition. A great deal of time has been wasted on failed attempts to amalgamate with Walcha and Guyra, and with finding and operating a new rubbish tip. Much time has also been used up with false consultation with the local gov. electorate. I have been on a council committee (parks and gardens) and we were told from the very beginning that while we might come up with good ideas there was no point because there was no money for anything new.

Question 16 – Do you have any additional comments or questions? [each response is separated by a paragraph return]:

Due to business down turn - especially in retail, also the drought for rural ratepayers, 20% is a fantasy. 2.3% is achievable and what happened to the 3% extra [illegible] last year. Could this be a future possibility? The 20% might solve Council's plans but you are not working with your community who cant afford it. Council inefficiencies - PLEASE no waste. Be efficient. No new projects. Work within your means. You get paid whether you do a good job or not! That is not what happens in your community of small business, farms in drought - smaller populations such as us at Hillgrove and a small paying base - many are in dire straights. The GM has sold all he can - now he comes to try and take a larger amount from Armidale Dumaresq ratepayers while he is a Uralla resident with a very very expensive road paid by Armidale Dumaresq ratepayers! Mr Mayor, Trust has been broken and Saturday's meeting (changed to a workshop) a perfect example. Council assuming divide would be best whereas the rural section is fed up with the taking of large rates and receiving little or nothing in return. Some have lived on their properties for years and never receive a Council grading (32 years) and others very little. The monies in reserve has been depleted. Assets sold off. Then wastage with legal costs (to Supreme Court) and lawyers, lawyers shows a Council in crisis and the Man responsible GM still there. A consultant last Saturday was a perfect example of waste (did is cost \$40,000-\$50,000 as many do) and all these examples show why the rural section and town too are saying no. Council needs to get its house in order, make responsible suggestions, search for efficiencies, treat the public with respect (often missing) and work out what exactly is needed - necessary - urgent. Work to the best for savings (not can my department receive more than another). Find efficiencies. Cut to the bone. Do the core functions of Council, forget a separate 'sustainability' and other pet causes and concentrate on necessities. Please please stop the wave of

'Code of Conducts', especially from the GM. This is bullying and costly and we are paying for them not the GM. Pay him out as he is still wasting our money. Mayor and the new Councillors stay strong and make the changes so Armidale Dumaresq thrives and survives.

I am a self funded retiree who's income has been greatly reduced with the down turn. The plight of farmers is critical. A lot of farmers have not got over the last drought yet and now have another one and their council wants to put up rates by 20%. After attending Armidale Dumaresq Council meeting on Saturday I hope council must know we are not at all positive they have any idea what they are doing, and we are not happy at all as to their performance. So many cost blow outs, then hiding [illegible] the General manager, hire a Acting General Manager at a cost of \$100,000 cost to us again. [illegible] hire a speaker for the day and he made no sense and said he didn't even care what happens, Why did we need either of these people? I feel there is too much money stuffing through the cracks and council don't seem to care either. A rate rise at this stage would be criminal. We don't want a new library and we don't want a new rubbish tip at this time. Playing fields only need to be maintained they are quite adequate until we pick up again. Cut staff, cut overheads, don't hire expensive speakers, we don't want them. Don't save the General manager and seek rates from unrateable land and there is heaps of that in Armidale. As for the community survey special rate variation, some questions are very confusing how they are set out. Thanking you that I was able to have my say as a rate payer.

Use contractors for road works and maybe some efficiencies may be there.

Bad timing - We are in the worst drought in living memory - we are working 11/12 hour days 7 days a week. NO MONEY!!!

10% rate rise unjustified given Councils current ability to manage finances and the consistent waste of money eg - new rubbish tip site, Dumaresq Dam Wall, Shane Burns Fiasco!

1. Cut down on postage by putting more than one letter per envelope 2. By not replacing very good roads side signs. 3. Run Council as the good business it could and should be.

Reduce Council staff costs!

Cut the Council staff and increase productivity please! Cut services which don't impinge on public safety. Remember rural dirt roads.

1. Council should first carry out an audit of the efficiencies and cost effectiveness of all its activities and report to rate payers what savings can thus be made. 2. Fully explain to rate payers why and how this disgraceful financial situation has been allowed to develop. 3. The present Council should be dismissed and fresh elections held.

* I do not approve of the Manner in which our elected Councillors are behaving. Local Government is not the venue for party politics. eg - Greens Lab Lib etc. * Local Government Councils should strive to achieve a Common ground to the betterment of the community. Therefore the creating of blocks within Council is a negative factor. * I do not approve of Council Considering to Terminate the General Manager 6 months before his contract is completed, to the cost of Rate Payers of \$100,000+. This person has been employed for a number of years without complaint, what is the Urgency now?

We do not need a NEW LIBRARY. Council could encourage new business to town plus private development. Rumour has it that ADC is worst in area to deal with. many negatives as far as getting

things passed with/ Business's/ go elsewhere. We need to encourage NOT discourage. Reduce RED tape. We realise there are guidelines but other Councils seem to welcome Business.

We own a rural property and the proposed rate variation letter received said our rates will increase by \$3011 - that's 40% more than last year, and our land valuation has increases therefore our rates should decrease??!!

More efficiencies from all employees and Council less duplication.

I would like to see some specific evidence that Council is trying to save money by eliminating waste, expecting workers to actually work for the whole day, possibly cut some middle management - then I would be happy to talk about rate variation. Perhaps councils need to address the lack of funds to the Governments rather than hitting constituents pockets. I support a rate increase, but not by 10/20%. The meeting on the 8th February was an appalling example of arrogance and unpreparedness by this Council.

Road Maintenance - unsealed roads should be graded once a year. No increased rate variation for at least another 12 months.

I do not want any discrimination of services and accept a rate increase is probably necessary. However I object to the [rest of text illegible] .

Why don't you present in a professional manner? 1. I wear hearing aid so cannot hear the questions from the floor. 2. The slides are so poor they can't be read.

The inefficiencies within Council, I believe are the main reason we are now faced with this SRV. A comment has been made that of the 152 Councils, 37 are applying for SRV's including Armidale. Why are we in the minority? Why are other Councils not in the same position? My current feeling is that their GM is far more current than ours and Council is run as a business not a charity.

Reduce Council Admin Staff. We do not need a new library under present conditions. Look within management for cost cutting- not services reduced. Become more efficient. Rural rating is almost double Guyra Shire. They still maintain services plus keep roads better than ADC. Facilities like Dumaresq Dam-user pays-too many campers there for free. Discourages local activities. Was a great facility before.

Is it possible to keep the community more informed and encourage community members to attend meetings?

Council needs to reduce their costs and become more productive with the money they already have.

No increase is justified for rural rate payers. We already receive very little value for our rates.

Do church pay rates is no why not as they have prime position. Do all banks pay rates? Do old teachers college pay rates? Do any of state government buildings pay rates and also do Federal Government buildings pay rates?

People in the former shire have little or no facilities. More non rate payers use most of the services provided than do rate payers. How about user pays for sporting fields etc. A poll tax would be fairer. Stop wasting money on consultants.

Re - Question 8: To be honest - the service levels are appalling eg - cheap concrete on curbs that just literally wears away. WHAT A WASTE - For such a large outlay on rates what a cheap way out. Re - Question 9: Literally because we are not going to get the so good renew roads no matter what so don't make it look good and make rate payers feel sorry for the incompetence of wrong decisions and the lack of being able to budget financial issues. Re - Question 10 - Public Toilets - especially around parks need to be addresses - eg - Park behind Ben Venue School - Great Park - NO toilet facilities!!!! When taking children to park, NO where to go to the toilet. Mainly very dissatisfied - considering we pay very high rates as it is. Re - Question 11 - For what we pay - facilities could be better. General comments: The increase is very disgusting. How do you really think we can afford to live. Our wages are not the same as a lot of Councillors. Please review.

Special rate Variation Application should be abandoned immediately.

We need an administrator to take over from a hopeless council.

Council need to review productivity if its labour and utilisation of its plant and equipment compared to be it being [illegible]

Cut ADC costs and corruption

Re Question 10 - Wrong Focus - this is all less important than Financial Viability or your Milk Cows

Could the Mayor please grow up?

Why do we need a Library with the Internet etc?

Fix roads properly (don't fill with gravel only or thin tar coat - makes road twice more dangerous. I protest any increase of 10% (20%) increase as I believe Council need more consultation! Do not give information sessions as consultation sessions. The cost of living is increasing with no wage increase. How are the people meant to pay this? As a first home owner, I need financial stability and the Council is not providing that to the community.

I would like to point out that I am bitterly disappointed that the Mayor is a chauvinistic man (who claimed that Cr Bailey was forced to clean his office) - who picks on the little things such as delay in name cards, not knowing where the toilet is (does he not have a tongue in his mouth?) and having a dirty car as reasons for getting rid of the General Manager. Clearly it is not a performance issue as to the reasons the Mayor is not getting on with the General Manager. Perhaps it is more of an arrogance problem. Perhaps the Mayor could learn to have more humility; perhaps he could focus on the important aspects of the position instead of worrying about how grand he is appearing. I voted for you Cr Bishop. Never again. You have failed in the last six months to show any maturity or leadership qualities. When you say "Change is good" - it sounds lame - because it is you who needs to change. In this instance, having you as mayor, is "bad" change.

Review distribution and management of revenue

Options: No Rate Rises! Find necessary funds within Council. Council to be more productive!
Ratepayers should not have to pay for Council's Inefficiencies!

I object to the sacking of the General manager so close to the expiration of his term. This action is cruel and does not add luster to this Council's reputation. Change for changes sake is a very weak excuse for this action which seems to be vindictive towards a loyal and hard working officer. Do unto others as you would be done to you.

Try and improve better management & distribution of Council income from rate payers.

Pensioners and farmers will not be able to afford the proposed increase. Non rate paying residents use all the facilities scott free. Perhaps instead of increasing the rates, put a charge on using certain facilities such as library, toilets etc. Stop private use of Council vehicles and fuel cards. If Health can successfully provide a vehicle pool, surely Council could do the same. More accountability required by Council workers on more superannuation. This would save money Stop misleading us with unreliable information & skewed data. The Councillors comment about the lady who said she was likely to lose her house and end up in the park, was uncalled for and indicates how out of touch he is. He should apologise to her as she is quite upset at his uncalled for remark. Is there any guarantee that rates will be reduced by 20% after the 7 1/2 - 8 year period?? Can we trust you??

Our road is only graded once a year. The road becomes very unsafe to drive on.

Although I value these services, do not take this as affirmative that I will support such a large rate increase. Council should firstly look at the reason it has progressively found itself in their position. Perhaps a lesser percentage increase over a shorter period, say five years would be more acceptable, This survey is very poorly structured. It is designed to give Council the result they are wanting, I feel that it is not representative of community needs and desires.

The questionnaire is patronising and insulting

I have seen no improvement in services in the 15 years I have lived in the Shire. As a rural producer I have been revenue neutral ie no increase in revenue in that 15 years - but our costs have increased progressively and now our margins are paper thin. Any further increase in cost, such as rates, will contribute to our rural enterprises becoming unviable. Council could enact significant efficiencies and cost savings and live within the current rate base and not seek increase from the ratepayers.

Landfill too costly. New library too costly. Live within means.

No rate increase while drought is on. Run Council more efficiently

Increase productivity before cutting services

A decrease in using Consultant's for simple work. Councillors hire and Councillors pay. Councillors dismiss employees Councillors pay. With the dodgy maths shown on page 6 - I don't support anything this council says.

Get rid of Councillors and get all new councillors Reduce staff wages and salaries and make more staff work efficiently or halve Armidale Council, halve Guyra, halve Uralla Council should be able to do costing each year. How much does it cost to seal/reseal roads, footpaths, costing of Parks, Reserves and playgrounds. Workshop on 8 Feb was shameful. We were treated by Mayor and Councillors like school kids (Line up and see your Councillors). It seems this mayor is out to compete with all the presidents (he compares the likeness) And we need to encourage industries and business into the town not drive them away. Where do the school leavers go to work- no jobs in Armidale. Council has a lot to answer for. We need some reassurance that our town is moving forward and not

moving backwards. How much did it cost to become third tourist town? Get rid of unnecessary / unwanted staff who do not perform. No one is irreplaceable.

Yes, when Council gets back this year a proposed three million. Put that towards infrastructure etc. Plus the grants that are supplied by the Government.

Will roads be repaired properly? Rather than patch up and spray tar and gravel - breaks up in less than six months

To initiate this at the end of last year just before Christmas was definitely tricky manoeuvre - lot of people away over the holidays didn't get the mail or see the papers.

Outdoor staff efficiency - does need looking at. Some jobs carried out in the city seem to take an unusually long time - drainage in Erkin Street between Kennedy and the creek going east - Jessie Street. Took months and months. We all have to be more efficient including the general public - there is always the element who litters... Look at grounds after sporting events. Better education

In my short time in Armidale I have seen too many outside workmen on jobs standing about doing nothing - not organised, There seems to be a lack of communication and other than front counter staff - almost impossible to contact officers - Keeping anonymity. Your facebook page could be used as an information source along with Community Radio- which is where I heard about this forum.

I think you need to give farmers a consideration /special exemption related to income. It's pretty nasty to put this increase on top of an increased land valuation

Churches should pay rates. Many citizens are non religious. Attention to wastages - these are the most obvious to the average person. I would nominate the badly designed and hardly visible 'Experience the Highs' signs and on the highway. What did they cost? and the fancy toilet that plays music etc (admittedly the last Council) - very nice but no doubt costly. Lately men holding 'slow' or 'stop' signs where there is no sign of any work taking place. The money spent on the Information Centre which to me shows little improvement. the desk has changed position, what else? Over the years, I have seen numerous plans to improve the mall. None of them ever happened. It is a great space, Why don't we use it more?For jazz concerts, community dances (Christmas/New Year) parties, comedians, poetry readings, or whatever. Bring the city to life.

I am NOT content with the Council proposition of 'either higher rates to maintain assets/services' or same rates with reduced assets/ services! I think other options need to be considered such as an investigation of Council efficiencies and spending.

This is a shameful proposal - it is a huge disadvantage to rural rate payers. Solution - reduce wages account.

If you do raise rates they should be spent on playgrounds and public parks. It's not the 1950s, we need better public spaces for all ages and abilities to enjoy. Playgrounds. Playgrounds. Playgrounds. Also, as a long term rate payer I'm bitterly disappointed the due to councils financial mismanagement we are even in this situation. I don't really think I've seen much bang for my buck, especially when rates here are double what we paid in Sydney prior to moving here.

As the accountant said you should put your own house in order and reduce staff and tighten up your wasteful spending like the rest of the people and stop cheating, to send a letter dated 24.1.14 and post it in February. I would sack the council and get an administrator. Thank you.

ADC should look at running council for people - rates are paid by people. No bonus especially for poor performance. Look at cost culling in ADC

Re - Question 7: This question is not clear. As far as I am aware there is not a rate variation currently in place, unless you are referring to rate pegging. My answer is in the context of the existing rates plus ongoing rate pegging. Re - Question 9: Yes, but not by 20% and not to renew roads. I consider that the existing urban roads are well maintained. Some unsealed roads may need a higher level of maintenance. Re - Question 10: Waste collection and disposal: In particular, very satisfied with Council efforts relating to recycling, city to soil and mulching and availability of mulch and compost, although we could do better. More needs to be done relating to generation of waste - this needs to start in the supermarkets and with other items that are so heavily packaged. City to Soil is a great initiative that I strongly support. Re - Question 11 - Protection of waterways - In particular maintenance and regeneration on remnant bushland areas and restoration and replanting/weed control and removal along the creeklands. I do not support any further planting for 'autumn colour' We already have plenty. Re - Question 15 - Drainage - Litter protection grids needed at all waterway entry points. Should be ongoing, particularly rehabilitation and planting along creeklands. - Town Beautification - Current level adequate - only requires maintenance. - Kerb and guttering - OK at current level.

Did we not pay enough over the years or did the Council misplace money?

Submission was received.

Surely there are enough highly paid intelligent personnel within Council to make good decisions without consultants - as I live in the rural area I have to be super efficient and struggle to stay viable. It is noticed that most work in my area has blown well over budget Is the repair work on Kelly's Plains Road going to be subsidised by the developers of Gostwyck Park Estate? I believe heavy gravel trucks carting to the estate contributed greatly to its deterioration.

Council offices are far over staffed and productivity needs to be overhauled, like any other business-tighten ya belts. Cut where you can, clean the cupboards of lazy staff members that do sweet bugger all.

We are disappointed in the way the ADC has been operating in the last few years utilising our rates eg multiple envelopes for the same addresses, replacement of signposts not required. Maybe staff cuts and fewer staff cars could help the situation with less waste overall to same money. Several years ago, surplus rate money was invested by the GM which should have been used on our roads, bridges etc, and we wouldn't need to have a rise in our rates now, Money misused and now ratepayers pay for Council's mistakes. The Creeklands are covered with trees and will be detrimental to free flow in flood time, if and when it rains. In recent years, Council has not accepted DAs for vintage care museum - a very good tourist attraction. Also Wickhams o/n stopover - because of noise problems. The people who complained hear traffic noise on the highway 24/7. We have lived for over 50 years close to town and pay rates \$3200 pa "Residential City" which include a gravel road, domestic waste management, drainage charge (supposed to be charged for three years only). We do not enjoy a water supply (hence our own) sewerage, footpaths. This gravel road is the only road within the old city council area, that is not tar sealed. It is used as a bypass of Eastern Armidale and carries a lot of traffic, not wishing to go through town. Cost of tar seal, would eliminate cost of grading. Maybe an Administrator is needed.

Special garbage roadside collection for furniture and for items that won't fit in the wheelie bin. Consider open forum for Council to place in front of ratepayers the financial structure of Council - its aspirations and future plans in an actual form and actual figures... .

Simmons Road is a disgrace

No confidence in the Council. Bring in an administrator. Too much negligence/incompetence - especially Shane Byrne. Why should we keep paying for Council's incompetence. Why are ratepayers paying \$1340 per day- the difference of interest made on a \$14 million loan (we now have for waste disposal) and the loan repayment. Why doesn't Council just move on with this project? This goes back to Peter Straw and Claude Caniero's days - 29 Years ago

Maybe put off some of the Council workers, it doesn't take three or more to water a garden on the roundabouts. I could go on and on - as 8-10 people and numerous vehicles filling in a pothole.

We are fortunate to have containers for paper and plastic etc collected weekly, perhaps a large bin, plastics etc one side, paper the other once a fortnight may work. I have seen these in Victoria. Because of my financial situation I find being a widow of 29 years any rise when you are on a single pension is hard to manipulate, but i am only one of many in this situation.

The proposed rate variation is totally inappropriate. Presently in my specific case (residential land of 967 sq metres) existing rates of \$2324 pa based on land value of \$179,000. This equates to rates of \$2.40/sq metre pa compared with my Gold Coast Residential Land of 1670 sq metres, land value of \$710,000 - annual rates are \$2,975 - equates to annual \$1.78/ sq metre. Present Armidale rate is 35% more than the Gold Coast with 10% increase, Armidale is 49% more than the Gold Coast with 10% increase, Armidale is 49% more than Gold Coast. With 20% increase, Armidale is 62% more than Gold Coast. Armidale DC rates are exorbitantly expensive.

Private contract for roads Council - accountability - more efficient planning use of equipment esp. roads. No flexi days and equipment sitting idle Land fill - not on waterfall way Get the shops up and running Unnecessary expense of purchasing new equipment eg Tractor etc Two men in trucks eg checking roads etc Shared water plan for Gara River, Malpas Dam

Council are inefficient in productivity with staff management and investing in infrastructure in and around the city. maintenance of roads only happens in teams - driving past workers on the job only one is working while multiple stand around and watch. they leave work early and drive home slowly etc. The survey doesn't cover any issue. Land holders are more efficient with less. Councils are over staffed and less efficient. How is it the General Manager can seal the road out to his property at great cost when rural roads are left unattended. It appears that the General Manager is incompetent and a loose cannon that does what he wants with no clear management and doesn't appear to be able to be centred by Council

The rural community are doing it very hard, how dare the council expect us to pay more. We have to keep to a budget, so should Council. Is all too easy for Council to increase our rates. The more money you get, the more you waste. How about our budget. We have to manage our money. How dare Council waste our money on useless signs. How dare Council allow our poor roads to be destroyed by allowing a car rally to be run. I am totally against a rat increase. Council need to work to a budget like every one else. If they can't manage their budget, they should step down. What needs to be done, is we need a new Council. We do not agree with the Council does. We do not have any confidence in this Council. They need to come back to the people of Armidale and Dumaresq with a better proposal of how they are going to run things

We need better financial guidance in council. Stop giving money to private enterprise eg Hillgrove Mine, Day on the Green and using Council facilities to benefit private businesses. Waste of money on "experience the highs" signs. They are often unreadable in certain lights. How much did street parking cost? We have lost several hundred parking spots in the CBD in the last decade or so.

Do we need two men to clean bins in the mall? Do all staff need to have a truck or ute each? Do they to call into coffee shop etc on the way to get lattes and cappuccinos etc.

The meeting was an attempt to stage manage an outcome - pathetic

Yes, get rid of some of the useless staff. Cut costs and work within your means. Get rid of top staff - Shane Burns and Keith Lockyer Work for day's wages Outdoor staff waste a lot of time Get rid of some office staff.

Of course all the above services are important. however, as in any business there is a much bigger picture and quite a few residents would not be able to afford this huge increase at our time so cuts are going to have to be made. Armidale is a particularly rural town and it seems they are going to be even worse off than cit . 2.3% increase would be fair.

Efficiency of cost benefit analysis (advisors/consultants and any other work) Better Management The sooner repairing maintenance is done, the cheaper/better. Attracting more people and businesses to Armidale. Specific benefits to specific people (rural) should be pay more.

I would only agree to the standard 2.3% rate increase. We are currently undergoing a drought which will affect our infrastructure. Council needs to cut its expenditure in the same way as its rural constituents.

I believe our Council is a poor manager of its present income and should endeavour to implement efficiencies before asking for rate increases.

I realise Council has to maintain assets but you must work within your budget. We have to. Our land has been revalued in the last 12 months - our rates have tripled and making difficult to keep property which has been in the family for six generations. If our current rates and expenses keep increasing we will be unsustainable.

We want better productivity and less red tape. Less waste on stupid projects eg Electronic Parking

I occasionally observe work by Council workers that don't seem necessary, like resurfacing of streets that were completely serviceable. I also have heard and read about Council expenses. Eg Bank services, that I find very questionable. I think at least some answers need to be found in looking at individual expenses.

Increase efficiency of Council operations- all staff should be on contracts. I notice all Council vehicles are nearly new. We have to make do with what we have , as you are spending our money and are very good at losing it with Lehmans etc. Pull your heads in like your ratepayers have to.

As a rural ratepayer I am concerned at the rate increase of this magnitude when my property is suffering a serious drought. I do not relish the idea of borrowing money to pay rates while my animals starve. The cost mailouts when the Mayor's letter could have been sent with the rate notices. Also multiple rate notices were sent separately How much did he consultant cost? How much does it cost to maintain the Kempsey Road which was re classified so that the ADC has to carry the total cost of maintenance of the road?

I see it will be a deposit on your debts and interest bills

Why should we pay for council mistakes and overspending

How much has been waisted on Law suits due to mistakes by council \$4-\$6 million?

We have reached a sad situation whereby community elected representatives no longer represent the community rather themselves and interested parties eg Murats claim he was elected on a development platform..what developing his own bank account Administrator NOW More power to Shane Burns for his courage in managing fools like Bishop

Whilst I understand that councils need money to improve facilities and infrastructure I believe that council should be better at managing the money that it does have. As a rural resident the average increase of my rates is much greater than those living within the town boundaries. I do not believe that this is fair as I do not have access to the same level of services but will be responsible for paying for them. If council was to cut unnecessary costs and encourage industries to town rather than knocking back viable industrial proposals we may no need such a dramatic increase in rates.

Bring in the forensic accountants/administrators.

I am listening to someone who you obviously employed to convince me & 299 others we need to go along with rates needing to rise!! The answer is Council cut costs and I would feel this has been told to you before. The costs should come out of the office.

Reduce spending on community project and stuff like Neram and divert the funds back into core infer structure which will benefit the community as a whole instead of a handful of people

I am willing to accept the rate rise, because I understand the need to improve infrastructure. However, I expect an improvement in productivity and to visibly see the results of how my money is spent.

Roads: Outdoor staff could work a days work therefore more work would be completed each day and therefore costs could be spread further. On several occasions have seen outdoor staff crawling back into town so that they get back to town in time to knock off. ie knock off work at their work site far too early. If this cant be achieved maybe this work should be contracted out and do away with some outdoors staff. Suggest that all businesses pay their share of rates, rather than some businesses being classified under their church and religious organisation. There are many businesses in this town under this classification. This also should include their private residences. Please look at your outdoor staff inefficiencies - how about a councillor do a spot check at their work places.

All of the above are important. If these are not maintained the ambiance/business operations/ attractiveness of the town are compromised and the town will continue to struggle. Increased efficiencies in Council would help and better methods of community consultation. Some genuine

cooperation between Council, Council employees and the community. NB: Surveys such as this are inevitable presented in a [??] manner. eg - 15 above. [Part of comment illegible]

Question 8 - This is not a fair question. Try getting your shit together & running Council to run efficiently. Question 9 - Again a misleading statement/question? This depends on how much what assurance we have that the money will end up when it needs to. Rates most certainly have not been spent well in the past. Your questions propose an all or nothing situations. this is a simplistic approach.

Why do we pay for rubbish collection without collection and still pay for a bag of rubbish at the transfer station?

Time the Council was held accountable for decisions they have made and are still making. 20% increase is inequitable, unsustainable and completely unnecessary.

If a business rang this way it would be so broke and closed down. Look at the Council staffing & wages. Staff need a massive kick in the bum first.

This is a ridiculous unfair inequitable rate increase. {rest of text illegible TP#1}

NO RATE INCREASE!

Look at the proficiency of Council work / projects Look at outsourcing Look at employee numbers
Look at Rowlands Road

I would be far more amenable to a rate rise if I had more confidence in our Councillors. a Council that votes 6 to 4 on almost everything makes me think NO ONE is capable of making a decision of their own and the indecision of Dumaresq Dam and the Landfill has cost us dearly. The recent childish behaviour between the Mayor and the General Manager is nothing short of disgraceful and makes Council look ridiculous!!

Employ efficient managers

We see none of these services in our area so it is not the responsibility of rural ratepayers to fund the short comings of the Council. Roads are a major concern in the Wollomombi area, most are unsealed and is in dire disrepair, having seen little work over my life time. The work that has been done is below standard and rushed. Maybe we should be sending repair bills on cars and tyres to the Council!!! The rate variation is aimed at impairing services and areas that we as rural rate payers see no benefit from. At Wollomombi we see no general maintenance or parks or public areas. We pay our own waste disposal and the roads are a disgrace so as a general community we see no reason to pay more money for nothing, especially during one of the worst droughts in history.

Council must be held accountable for the decisions they have made and are still making! Please take some notice of the rural ratepayers!

I don't get any of these services, so they don't apply to me therefore I don't believe why we need these rate rises!! None of the above reasons apply to residents on farms. We don't get any of these services, so don't make us pay them. THIS IS A JOKE!

My income increases will the CPI I would be happy your rates to increase by this We ALL have to live within our means. Maybe a reallocation of some spending in this regard. eg.no sponsorship of a day on the green

Too many no paying rate arrears. I'm sure they could "Churches" "Private Schools" "Public Buildings" They are making money should pay SOMETHING Bad investments caused most problems

The issue is mismanagement of funds!

You need to let water out of the dam! Especially for the people living below! Maybe put Armidale on residents on water restrictions to help.

The meeting at the Town Hall on 8th Feb shared there is not a mandate to continue with this rate rise. Other options should be looked at first - productivity of Council - more equitable rates between rural and residential based on respective services - or lack of for rural rate payers

Council needs to wake up about commercial realities & stop wasting money eg Dumaresq Dam tender fiasco. Enquiries on waste management. Proposal to sack GM, This will probably be repeat of Chetwyn sacking Perry. No events in Armidale.(even those subsidised by Council have ever been on visit NSW or visit North West NSW website. Wast in admin eg. Postage duplicated on every message to both partners on property. Not prepared to pay any more that current rate. Income significantly reduced over last 2 years & next 3-4 yrs will be reduced due to the drought.

Rural rate payers do not get "waste collection" and have to drive in recycling and pay for all sorts of general waste

Council Employees should not get any pay rises for 2 or more years. Senior staff should not be on more than \$100,000 Get the non-rate payers like UNE & Church, state Government offices, bretheran communities to pay rates. Mayor and Councillors should work for minimum pay.

I am sick of seeing Armidale City having money thrown at it, while rural roads and bridges are totally neglected. Rural rate payers fund Council expenses by 20% and this 20% should be used on rural roads, bridges and services (rubbish, recycling pick up). We are charged for all these and receive little! My family travels the "Rockvale" Rd 6 times a week from the start of the gravel to town. This road is dangerous and badly maintained. If my rates are increased I want this road fully bitumen and up to the standard of all the roads in town!!

What happened to the money that was recovered from the bad investment.How can we be sure council will not waste ratepayers money in bad investment and with all the infighting that goes on?

Being a Resident of Jeogla, I am appalled at the very little you do out here. Of course our family doesn't care about Gutters and Kerbs, we get a flat tyre every second trip along the Kempsey road. You should also be embarrassed at the level of "work" carried out on the recent grading of the road. Its a bigger mess than what it already was and talk about a waste of money!! Don't bother doing something unless you are going to do it properly! Its not going to be long before someone critically injures themselves on that road, it will be on your back when it does. As farmers we are having a tough enough time as it is in this drought without copping an unrealistic rate rise. one day we could only wish for rubbish removal!! Save the rate payers money by working smarter and harder, that's how you really make money not by borrowing it.

Listen to the strong anti-rate rise message that came from the Feb 8 gathering. The people present are not your traditional whinger/radical and they have very legitimate concerns about the productivity of the current council. Fix the discrepancies in reporting : expected rate rises \$ value, ratepayer survey results. Be honest with the community, and don't try the divide and conquer method.

I totally disagree with the severe increase in rates. Where do you think we are going to get this extra money from ?

Due to your incompetence do not know why rural people should be made to pay when they receive nothing in return! You know what money you get in so you should be able to stay within your budget.

Due to your incompetence do not know why rural people should be made to pay when they receive nothing in return. You know what money you get in so should be able to stay within your budget!

Council needs to sell off non essential properties (e.g. old waterfall way depot and other properties they have purchased) and provide only services that are mandated by government (e.g. go back to basics and dispense with their empire building) I would support a rate increase of up to 10% if council could achieved the equivalent long term savings in there operations.

Eliminate some of the stupid expenditure like speed-bumps in front of round-about, free wifi for the mall, etc. Fix the roads properly the first time instead of having to return on a regular basis to fix errors in the initial repairs. Conduct an independent audit that is transparent to the community, on the inefficiencies within council so that they can be fixed to save money before slugging the rate payer. Why has amalgamation of the councils been disregarded as a viable option to save money moving forward? Why do we need to continue to fund a library when most people have internet at home or on mobiles? There needs to be more transparency from Council on the phone survey that was undertaken. To state that people who voted against the rate increase are in favour of degrading the assets is wrong. More could be done by council to find ways to better optimize rate payer funds.

Encourage development instead of stopping it

You seem to be using this survey to satisfy the ipart requirement to report on "community awareness and engagement". The survey WOULD HAVE TO BE PROPERLY DESIGNED for that to mean anything. So far I have filled out the survey 5 or 6 times. FIVE or SIX TIMES. You don't even know if I'm a ratepayer. Maybe I'm not even Australian and also not living in Australia. Maybe I'm filling out the survey from my computer in Russia, there's nothing to stop that, it's freely available on the web to any and all comers. There are no limits on who can do the survey or how often - POINTLESS, ABSOLUTELY POINTLESS. Start the efficiency drive right there - who designed and published the survey? Bet it was that expensive consulting firm.

The information you have put out to the public is very unspecific, it is vague - for example you speak about the "average" increase being "only \$200 per year or \$4.85 per week". You failed to tell ratepayers they can make a submission to ipart as individuals. Why don't you put that information on your web site? You don't make it clear whether the increase will apply only to the "rates" part of my bill or to the levies as well, despite not getting any garbage service one sixth of the "rates" I pay is in garbage levies.

I use almost none of the services council provides, some are not available to me in any case, but I pay very high rates for not much. I also pay a garbage levy (don't get (or want) a garbage service)

and still have to pay when I go to the dump. Just what is the garbage levy for? Council have been on about garbage for about a decade, spent vast amounts of money and still nothing to show for it. I go to the dump with a box trailer once a year. Council has too many staff doing too little. Get the extra funds from increased efficiency. Cut out some of the touchy feely stuff and stop employing consultants at great expense. Instead of consultants employ competent staff, they can do the work that you employ consultants to do.

It is time for the local government section of the State government to consider sending in an Administrator or some less draconian move in order to clear out those Councillors who have made their way by either being obstructionist (when they are not in power), or being obstructed (when they are in power). There needs to be a new class of Councillor who are primarily interested in the nuts and bolts of local govt. and in reaching out to other Councillors in order to create and pass good legislation.