



ATTACHMENT 6c

Report on Resourcing Our Future: Community Workshops

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Insight for
Business & Government

Community Engagement on Options for Achieving A Better Blue Mountains

SV2 Area Based Community Workshops August-September 2014

Prepared for



Prepared by

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INTRODUCTION

1.1 EXECUTIVE SUMMARY

As part of its comprehensive community engagement program on *Resourcing Our Future – Have Your Say on Options for Achieving a Better Blue Mountains* - BMCC engaged IRIS Research to independently organise, facilitate and document five area based workshops with a randomly selected cross section of residents. The overall objective of the workshops was to assess the views of Blue Mountains residents on three different resourcing options for the City, taking into consideration existing financial challenges impacting on levels of affordable service delivery by the Council. The three resourcing options included:

- ❖ **Option 1 - Service Levels Improved (special rate variation):** Under this Option the decline in the City's \$1Billion worth of built assets is stopped and there is greater capacity to fund required renewal and maintenance, prepare and respond to emergencies and continue to look after the environment and the community.
- ❖ **Option 2- Service Levels Maintained (special rate variation):** Under this Option the decline in the City's built assets is stabilised at the current level of 21% in poor condition. Capacity to prepare for and respond to emergencies and look after the environment is maintained not improved.
- ❖ **Option 3 - Service Levels Reduced (no special rate variation):** Under this Option the City's built assets in poor condition increase from 21% to 37% by 2024. Priority focus is on managing risk, including closure or removal of unsafe infrastructure and community facilities. Capacity to respond to emergencies and protect the environment is diminished.

Each of the five Workshops was conducted over a three hour period using an interactive format. Participants were provided with comprehensive information on: the challenges facing the City; the range of services delivered by the Council; the three alternative options for Resourcing Our Future; and on the impact of each option on service levels. In addition, the views of participants on the Council's draft Waste Resource Management strategy were also sought.

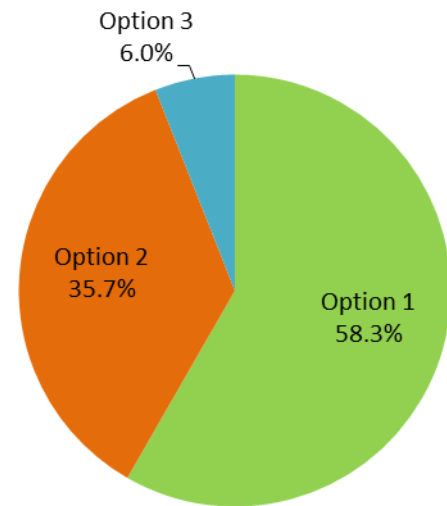
Workshop participants were asked to record their views in Workbooks which were subsequently independently analysed by IRIS Research. While a total of 230 residents confirmed they would participate in the Area Workshops, only 91 actually participated, with 84 completing key components of the Workbook.

Key Results

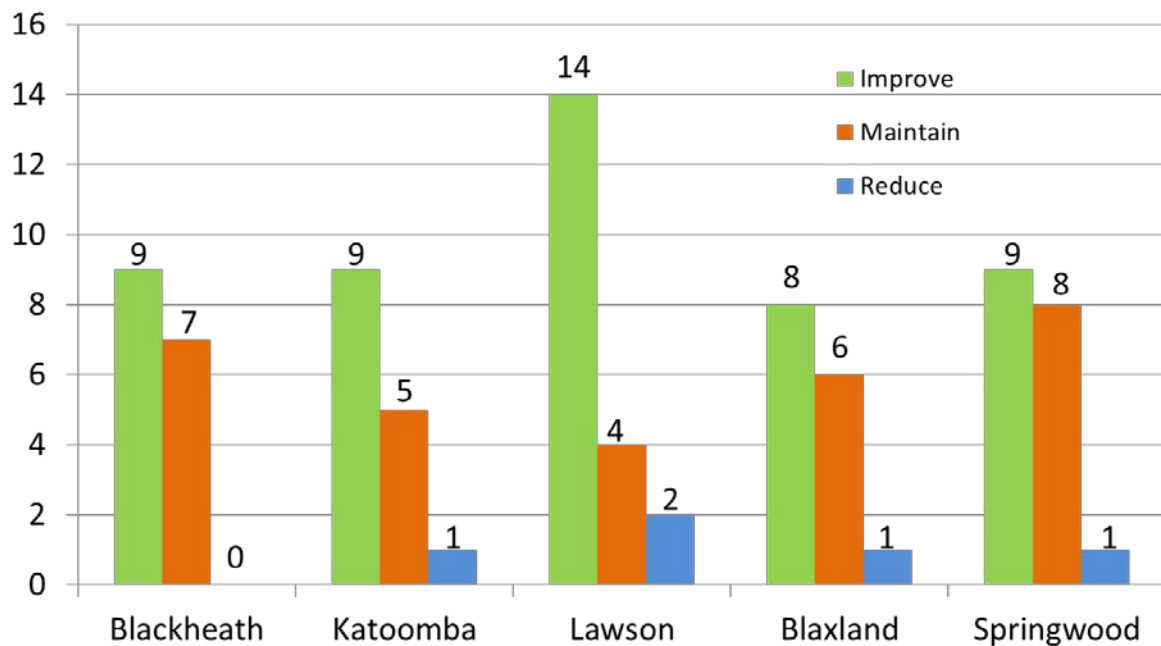
As shown in the pie chart and table below, 58.3% of participants indicated their overall support for Option 1 – Service Levels Improved (including a Special Rate Variation). A total of 35.7% supported Option 2 –Service Levels Maintained and only 5 participants (6%) chose Option 3 - Service Levels Reduced (no Special Rate Variation – rate peg increase only) as their preference. This pattern of support was replicated within each Area Workshop conducted.

Preferred Option from the Five Area Workshops

Preferred Option	Number	Percentage
Option 1: Service Levels Improved	49	58.3%
Option 2: Service Levels Maintained	30	35.7%
Option 3: Service Levels Reduced	5	6.0%
Total	84	100.0%



Preferred Option selected



1.2 METHODOLOGY

Workshop participants were recruited from local residents who had previously been randomly selected to participate in the 2014 BMCC Community Survey, or the 2014 Special Rate Variation Survey or the 2012 Area Workshops. To achieve the required profile and number of workshop participants, recruitment targets were set for age and gender representation within each Area. A target of 40-50 people for each of the five Workshops was established with the expectation some would not turn up on the day.

Table 1.1 below displays the number of people recruited for each of the workshops by location, gender and age group along with the actual attendance.

Table 1.2 Profile of Workshop Participants by Area Workshop

Workshops Conducted	N° Recruited	Age Group					Gender		N° of Participants
		18-24 years	25-39 years	40-54 years	55-64 years	65+ years	M	F	Total
<u>Blackheath Area Workshop</u> Held on 31/08/14 including residents from Blackheath, Mt Victoria, Megalong, Mounts	45	1	2	5	4	5	11	6	17
<u>Katoomba Area Workshop</u> Held on 30/08/14 including residents from Medlow bath, Katoomba, Leura, Wentworth Falls	48	2	2	6	3	6	10	9	19
<u>Lawson Area Workshop</u> Held on 06/09/14 (including residents from Bullaburra, Lawson, Hazelbrook, Woodford and Linden)	42	0	2	9	5	5	10	11	21
<u>Springwood Area Workshop</u> Held on 14/09/14 including residents from Faulconbridge, Springwood, Winmalee, Yellowrock, Sun Valley	47	0	1	2	12	4	9	10	19
<u>Blaxland Area Workshop</u> Held on 13/09/14 including residents from Lapstone, Glenbrook, Blaxland and Mount Riverview	48	0	2	1	7	5	7	8	15
TOTAL	230	3	9	23	31	25	47	44	91

While 230 people confirmed with IRIS Research that they would attend the workshops only 91 actually participated, with a fairly even spread of attendees across the five workshops. There was a large number of attendees for the under 55's group (35 attendees), along with a similar participation from the 55-64 group (31 attendees) and 65+ group (25 attendees).

The workshops followed a structured process as outlined in the table below.

AREA WORKSHOP PROGRAM:

TIME	ITEM
10:00am	<ul style="list-style-type: none"> ❖ Welcome & Introduction - Participant Introductions
10.20am	<ul style="list-style-type: none"> ❖ Resourcing Our Future - City Context - Challenges for all NSW Councils and for Blue Mountains - Towards A Solution – Six Point Financial Strategy - Participant Questions/ Comments
11.00am	<ul style="list-style-type: none"> ❖ Options for A Better Blue Mountains - Overview of three Options for Resourcing Our Future - Participant Questions / Comments
11.20am	<p style="text-align: center;">Refreshment Break</p>
11.35am	<ul style="list-style-type: none"> ❖ Impact of Options on Council Service Provision - Service Dashboards - Overview of impact of each Option on services & service levels: <ul style="list-style-type: none"> ➤ <u>Built Infrastructure:</u> (Town Centres, Transport and Public Access, Water Resource Management) ➤ <u>Emergency Preparedness and Response:</u> Emergency Management ➤ <u>Environment:</u> Natural Environment, Natural Area Visitor Facility ➤ <u>Community:</u> Aquatic & Leisure Centres, Community Development, Cultural Development, Libraries & Information Service, Sport & Recreation - Participants begin filling in workbooks - Participant Questions / Comments
12.30pm	<ul style="list-style-type: none"> ❖ Summary Overview of Draft Waste Strategy - Participant Questions / Comments
12.45pm	<ul style="list-style-type: none"> ❖ Participants Complete Workbooks
1.00pm	<ul style="list-style-type: none"> ❖ Workshop Concludes

Participants were provided with an overview of the three options for Resourcing Our Future, two of which (Options 1 and 2) include a proposed Special Rate Variation.

Option 1

SERVICE LEVELS IMPROVED

Under **OPTION 1**, we stop the decline in the City's \$1 billion worth of built assets and have greater capacity to fund required renewal and maintenance, prepare and respond to emergencies and continue to look after the environment.

IF YOU CHOOSE OPTION 1 'IMPROVED' WE:



ACHIEVE BETTER BUILT INFRASTRUCTURE

BETTER and SAFER roads, IMPROVED town centres, public toilets and buildings. BETTER footpaths, walking tracks and stormwater drainage.



IMPROVE EMERGENCY PREPAREDNESS AND RESPONSE

GREATER capacity to prepare for and respond to bushfires, BETTER disaster planning, IMPROVED asset protection zones and fire trail maintenance.



CONTINUE TO PROTECT THE ENVIRONMENT

CONTINUE weed control, water quality monitoring, stormwater pollution control, RESTORE bushland, SUPPORT Bushcare and Landcare programs.



IMPROVE SERVICES TO COMMUNITY

BETTER playing fields, parks, leisure centres, libraries, community facilities. IMPROVED CAPACITY TO SUPPORT community, including those in need.



HOW WILL OPTION 1 AFFECT YOUR RATES?

ANNUAL RATE INCREASE (%)	2015/16	2016/17	2017/18	2018/19
Rate Peg (allowed annual increase)	3.0%	3.0%	3.0%	3.0%
Environment Levy (reinstated)	3.6%	-	-	-
Additional Rate Increase	-	6.6%	6.6%	6.6%
Total Annual Increase	6.6%	9.6%	9.6%	9.6%

FOR RESIDENTIAL RATEPAYERS

AVERAGE RATES (incl. rate peg)	Current	2015/16	2016/17	2017/18	2018/19	Av. Increase
Annual Rate	\$1272*	\$1310	\$1436	\$1574	\$1725	-
Annual Increase	-	\$38	\$126	\$138	\$151	\$113
Weekly Increase	-	\$0.73	\$2.42	\$2.65	\$2.90	\$2.18

Option 2

SERVICE LEVELS MAINTAINED

Under **OPTION 2**, the decline in the City's built assets is stabilised at the current level of 21% in poor condition. Our capacity to prepare for and respond to emergencies and look after the environment is maintained, not improved.



IF YOU CHOOSE OPTION 2 'MAINTAINED' WE:

ONLY MAINTAIN BUILT INFRASTRUCTURE

21% of built assets **STAY IN POOR CONDITION**. Funding prioritised to **MAINTAIN RATHER THAN RENEW** or upgrade and to manage risk.



ONLY RETAIN EMERGENCY PREPAREDNESS AND RESPONSE

RETAIN EXISTING CAPACITY to address emergencies. **NO IMPROVEMENT**.



CONTINUE TO PROTECT THE ENVIRONMENT

CONTINUE weed control, water quality monitoring, stormwater pollution control, **RESTORE** bushland, **SUPPORT** Bushcare and Landcare programs.



ONLY MAINTAIN SERVICES TO COMMUNITY

MAINTAIN CURRENT CAPACITY to support and advocate for community services. **NO IMPROVEMENT** to facilities, funding targeted to manage risk. Possible **CLOSURE** of facilities if unsafe.



HOW WILL OPTION 2 AFFECT YOUR RATES?

ANNUAL RATE INCREASE (%)	2015/16	2016/17	2017/18	2018/19
Rate Peg (allowed annual increase)	3.0%	3.0%	3.0%	3.0%
Environment Levy (reinstated)	3.6%	-	-	-
Additional Rate Increase	-	4.4%	4.4%	4.4%
Total Annual Increase	6.6%	7.4%	7.4%	7.4%

FOR RESIDENTIAL RATEPAYERS

AVERAGE RATES (incl. rate peg)	Current	2015/16	2016/17	2017/18	2018/19	Av. Increase
Annual Rate	\$1272*	\$1310	\$1407	\$1511	\$1623	-
Annual Increase	-	\$38	\$97	\$104	\$112	\$88
Weekly Increase	-	\$0.73	\$1.87	\$2.00	\$2.15	\$1.69

Option 3

SERVICE LEVELS REDUCED

Under **OPTION 3**, built assets in poor condition increase from 21% to 37% by 2024. Priority focus is on managing risk, including closure or removal of unsafe infrastructure. Capacity to respond to emergencies and protect the environment is diminished.



IF YOU CHOOSE OPTION 3 'REDUCED' WE:

CANNOT FURTHER INVEST IN BUILT INFRASTRUCTURE

WORSE roads, town centres, public toilets, buildings, footpaths and drainage.



CANNOT IMPROVE EMERGENCY PREPAREDNESS AND RESPONSE

LESS CAPACITY to prepare for and respond to emergencies such as bushfires. More fire trails and asset protection zones in poor condition.



CANNOT CONTINUE CURRENT CAPACITY TO PROTECT THE ENVIRONMENT

NO water quality monitoring, LESS weed control, LESS restoration of bushland, habitat and waterways, LESS stormwater pollution control.



CANNOT IMPROVE SERVICES TO COMMUNITY

WORSE community and recreation facilities, LESS CAPACITY to support and advocate for community services. CLOSURE of unsafe facilities.



HOW WILL OPTION 3 AFFECT YOUR RATES?

ANNUAL RATE INCREASE (%)	2015/16	2016/17	2017/18	2018/19
Rate Peg Increase Only	3.0%	3.0%	3.0%	3.0%
Environment Levy (not continued)	-	-	-	-
Total Annual Increase	3.0%	3.0%	3.0%	3.0%

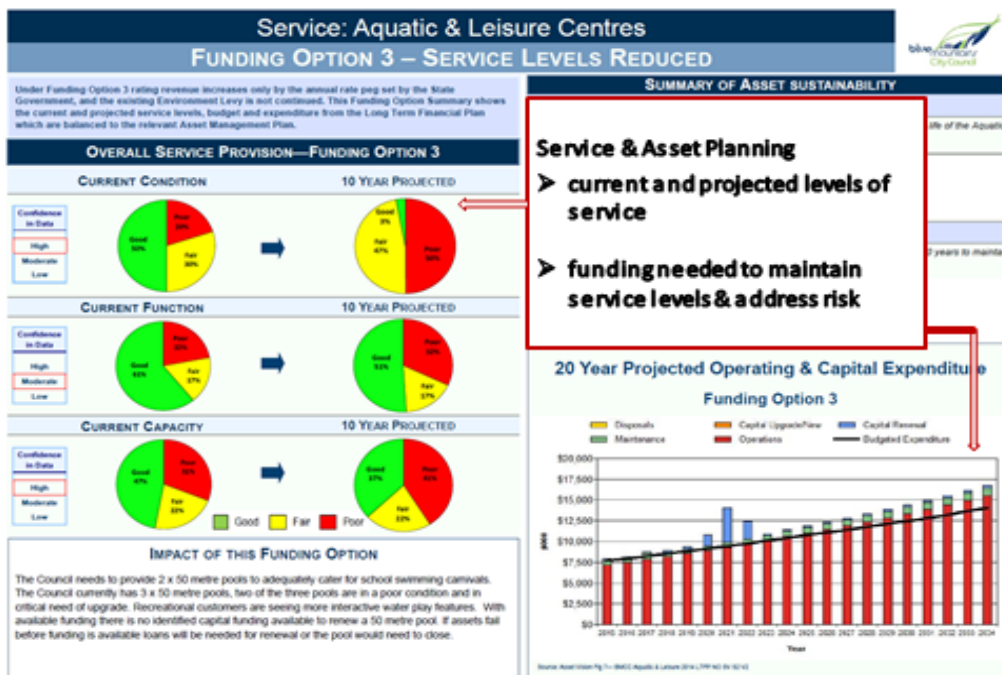
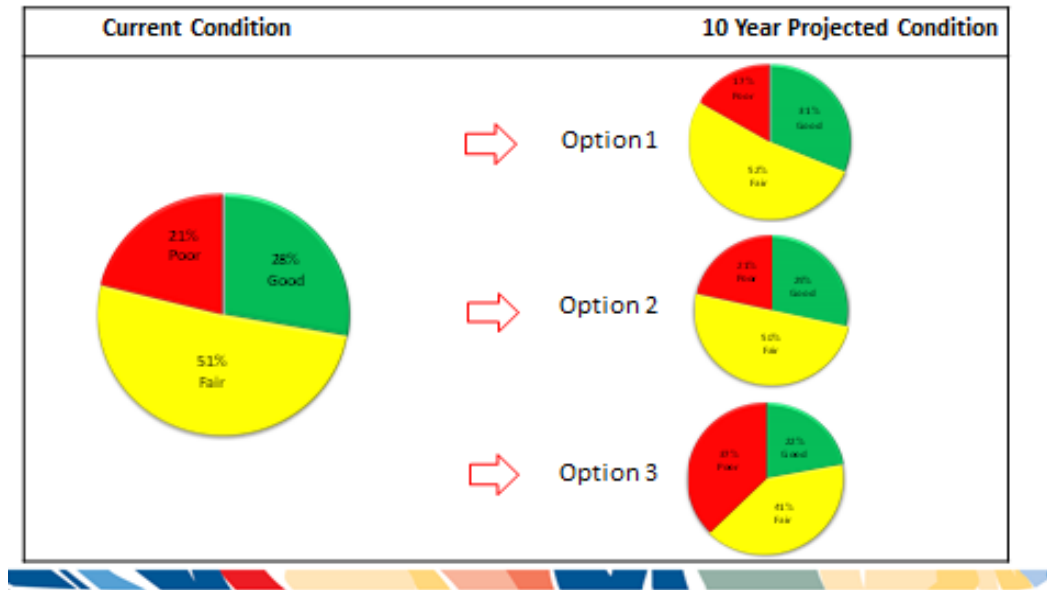
FOR RESIDENTIAL RATEPAYERS

AVERAGE RATES (incl. rate peg)	Current	2015/16	2016/17	2017/18	2018/19	Av. Increase
Annual Rate	\$1272*	\$1266	\$1304	\$1343	\$1383	-
Annual Increase	-	-\$6**	\$38	\$39	\$40	\$28
Weekly Increase	-	-\$0.12	\$1.73	\$1.75	\$1.77	\$0.53

The impact of the three resourcing options overall and on key service areas was explained using information taken from the Council's *Service Dashboards: Summary Service and Asset Plans* document.

SERVICE DASHBOARDS

Condition Profile – Built Assets (Value ≈ \$1BN)



After listening to presentations on individual services, participants were asked to nominate the level of service Council should provide for key service areas and overall for the City. Participants were asked to choose one of the following service levels.

- *Improve service levels* (including Special Rate Variation as detailed in the workshop)
- *Maintain Service Levels* (including Special Rate Variation as detailed in the workshop)
- *Reduce Service Levels* (including rate peg increase to rates only, discontinuation of Environment Levy and no Special Rate Variation as detailed in Workshop)

Participants were also asked to rate the priority of each service area (High, Medium, Low).

Views of participants were recorded in their Workbooks. Comments and suggestions were also sought on individual service areas and perceptions on required service levels.

It should be noted that the responses from participants were based on their own perceptions and were not the result of discussion between participants in the group. The responses to individual services and overall are tabulated in the report. The total number of responses will vary from table to table as some participants decided to not complete various sections of the work book.

The presentation on Council's service provision and options for resourcing current and future service levels was provided by Rosemary Dillon, Group Manager Integrated Planning and Finance along with Jeff Roorda, a specialist in government infrastructure planning and asset management.

Participants were also provided with a presentation on the Council's Draft Waste Resource Strategy and asked whether they supported it and to provide any comments on it in their Workbooks.

1.3 PARTICIPANT FEEDBACK

The final section of the Workbook consisted of a participant feedback form. Participants were asked to evaluate the venue, presentation, handouts and facilitators. The following tables show the results from these evaluations.

Table 1-3-1 Evaluation of Workshop Venue by Participants

WORKSHOP VENUE					
	1. Strongly Disagree	2. Disagree	3. Agree	4. Strongly Agree	Total
Comfortable	10%	9%	33%	49%	100%
Well located	10%	4%	16%	70%	100%
Food & refreshments were adequate	12%	4%	23%	62%	100%

Table 1-3-2 Evaluation of Workshop Presentation by Participants

WORKSHOP PRESENTATION					
	1. Strongly Disagree	2. Disagree	3. Agree	4. Strongly Agree	Total
Relevant	11%	5%	25%	58%	100%
Comprehensive	10%	4%	33%	53%	100%
Easy to understand	10%	9%	33%	48%	100%
Provided a good mix between listening & participant involvement	11%	16%	35%	38%	100%

Table 1-3-3 Evaluation of Workshop Handouts by Participants

WORKSHOP HANDOUTS					
	1. Strongly Disagree	2. Disagree	3. Agree	4. Strongly Agree	Total
Supported presentation material	11%	9%	30%	50%	100%
Provided useful additional information	9%	13%	28%	50%	100%
Were clear	11%	11%	34%	44%	100%

Table 1-3-4 Evaluation of Workshop Facilitators by Participants

FACILITATORS					
	1. Strongly Disagree	2. Disagree	3. Agree	4. Strongly Agree	Total
Knowledgeable	9%	5%	22%	63%	100%
Well prepared	13%	5%	21%	60%	100%
Responsive to questions within facilitated groups	10%	8%	19%	63%	100%

2 COUNCIL SERVICES & FACILITIES

For the purpose of the Workshops, key services delivered by Council were grouped into the following four categories which are impacted significantly by the three proposed alternative resourcing options for the City going forward:

1. **Built Infrastructure** (Town Centres, Transport & Public Access, Water Resource Management)
2. **Emergency Preparedness & Response** (Emergency Management)
3. **Environment** (Natural Environment, Natural Area Visitor Facilities)
4. **Community & Recreation** (Aquatic & Leisure Centres, Community Development, Cultural Development, Libraries, Sport & Recreation Facilities)

Tables 2-0-1 and 2-0-2 provide an overall summary of the results for each of the above Service Categories, firstly relative to the Level of Service wanted by participants (Improved, Maintained or Reduced) and secondly relative to the perceived priority of the services within each category. As shown in Table 2-0-1, the vast majority of participants wanted to either improve or maintain existing service levels. **Key service areas with the highest results for improved service levels** included Transport and Public Access (49% of participants), Emergency Management (48%), Natural Environment (47%), Natural Area Visitor Facilities (45%), Water Resource Management (41%), Town Centres (39%), Sport and Recreation (38%) and Libraries (37%). These results were reflected in the priority given to services as indicated in Table 2-0-2 with Emergency Management, followed by Transport and Natural Environment topping the priority list.

Table 2-0-1 Preferred Service Level for each Service

	Preferred Level of Service							
	Improve		Maintain		Reduce		Missing	
	No.	%	No.	%	No.	%	No.	%
BUILT INFRASTRUCTURE								
Town Centres	39	45%	39	45%	5	6%	4	5%
Transport and Public Access	49	56%	32	37%	3	3%	3	3%
Water Resource Management	41	47%	36	41%	6	7%	4	5%
EMERGENCY PREPAREDNESS & RESPONSE								
Emergency management	48	55%	29	33%	7	8%	3	4%
ENVIRONMENT								
Natural Environment	47	54%	32	37%	5	6%	3	3%
Natural Area Visitor Facilities	45	52%	34	39%	4	5%	4	5%
COMMUNITY & RECREATION								
Aquatic and Leisure Centres	21	24%	50	57%	13	15%	3	3%
Community Development	34	39%	40	46%	10	12%	3	3%
Cultural Development	27	31%	42	48%	15	17%	3	3%
Libraries	37	43%	33	38%	14	16%	3	3%

Sport and Recreation Facilities	38	44%	40	46%	6	7%	3	3%
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Table 2-0-2 Perceived Priority for each Service

	Perceived Priority of the Service							
	High		Medium		Low		Missing	
	No.	%	No.	%	No.	%	No.	%
BUILT INFRASTRUCTURE								
Town Centres	25	29%	33	38%	3	3%	26	30%
Transport and Public Access	40	46%	19	22%	3	3%	25	29%
Water Resource Management	28	32%	20	23%	10	12%	29	33%
EMERGENCY PREPAREDNESS & RESPONSE								
Emergency management	46	53%	9	10%	2	2%	30	35%
ENVIRONMENT								
Natural Environment	37	43%	19	22%	2	2%	29	33%
Natural area visitor facilities	28	32%	23	26%	3	3%	33	38%
COMMUNITY & RECREATION								
Aquatic and Leisure Centres	17	20%	32	37%	8	9%	30	35%
Community Development	27	31%	28	32%	3	3%	29	33%
Cultural Development	19	22%	27	31%	11	13%	30	35%
Libraries	24	28%	27	31%	7	8%	29	33%
Sport and Recreation	32	37%	22	25%	2	2%	31	36%

2.1 Key Area: Built Infrastructure

The Built Infrastructure category included Town Centres, Transport and Public Access, and Water Resource Management services. Sections 2.1.1 to 2.1.3 present the preferred level of service for each of these services and the perceived priority level, grouped by location of workshop participants.

2.1.1 Service: Town Centres

Table 2-1-1 shows the preferred service level for town centre activities grouped by location of workshop participants. Overall, participants were evenly divided between a desire to improve town centres (45%) and maintain town centres (45%) with very few indicating a preference to reduce service levels (6%). A greater proportion of residents participating in the Blackheath Workshop (63%) indicated they wanted an improved level of service for town centres, in contrast to 35% of participants at the Katoomba and Lawson Workshops. In terms of the perceived priority of the service overall, town centres ranked in the bottom third (29% high), with participants at the Blaxland Workshop giving the highest priority rating (40% high).

Table 2-1-1 Preferred Service Level and Priority for: Town Centres

	Preferred Level of Service								Perceived Priority of the Service							
	Improve		Maintain		Reduce		Missing		High		Medium		Low		Missing	
Blackheath	10	63%	6	38%	0	0%	0	0%	5	31%	7	44%	1	6%	3	19%
Katoomba	6	35%	8	47%	1	6%	2	12%	4	24%	4	24%	1	6%	8	47%
Lawson	7	35%	10	50%	1	5%	2	10%	6	30%	7	35%	0	0%	7	35%
Springwood	9	47%	7	37%	3	16%	0	0%	4	21%	10	53%	1	5%	4	21%
Blaxland	7	47%	8	53%	0	0%	0	0%	6	40%	5	33%	0	0%	4	27%
Overall	39	45%	39	45%	5	6%	4	5%	25	29%	33	38%	3	3%	26	30%

Participants who suggested they would like Council to consider an improved service level for town centres identified a number of reasons to support their position. A popular sentiment was to provide better facilities for tourism and the flow on affect to local business. Also mentioned was the desire to maintain the ‘village feel’ of town centres.

Participants who suggested maintaining town centres at current service levels mentioned the use of public toilets including the possibility of user pays, low maintenance toilets or even privately run toilets. Also mentioned were utilising TAFE students in street scaping and seating initiatives.

2.1.2 Service: Transport & Public Access

Transport and Public Access had the highest level of support for improved service levels (56%) compared with other services. Each workshop, except Katoomba, had a majority of participants that preferred an improvement to service levels. This was supported overall with transport and public access being ranked the 2nd highest priority of all services (46% high). The highest level of support for an improvement to this service was from participants at the Blackheath workshop (69%).

Table 2-1-2 Preferred Service Level and Priority for: Transport & Public Access

	Preferred Level of Service								Perceived Priority of the Service							
	Improve		Maintain		Reduce		Missing		High		Medium		Low		Missing	
Blackheath	11	69%	5	31%	0	0%	0	0%	8	50%	5	31%	0	0%	3	19%
Katoomba	8	47%	6	33%	2	12%	1	6%	6	35%	3	18%	0	0%	8	47%
Lawson	11	55%	7	35%	0	0%	2	10%	9	45%	3	15%	2	10%	6	30%
Springwood	11	58%	7	37%	1	5%	0	0%	9	47%	5	26%	1	5%	4	21%
Blaxland	8	53%	7	47%	0	0%	0	0%	8	53%	3	20%	0	0%	4	27%
Overall	49	56%	32	37%	3	3%	3	3%	40	46%	19	22%	3	3%	25	29%

Participants that desired a higher service level for transport and public access appeared most concerned with local traffic management, footpaths and lighting. Some participants mentioned the safety aspect of footpaths and lighting. The use of solar power for street lighting was also a notable suggestion for improved efficiency.

The major issues for those participants that indicated council should maintain the current service level were that transport and public access should not be reduced because road infrastructure is already limited, council is already doing excellent work in this area and that sealed roads require gutters to reduce maintenance. A number of suggestions were made for this service including introducing tolls for trucks and tourist buses and the introduction of an app to allow residents to photograph and send to council images of potholes and road repairs requiring attention.

2.1.3 Service: Water Resource Management

Water resource management rated mid-range as a service requiring an improved service level according to workshop participants. Overall, just under half (47%) of participants across all workshops suggested they prefer a higher level of service for activities delivered by Council under its water resource management program. Participants from the Lawson workshop had the strongest preference at 60% whilst those attending the Springwood workshop gave the lowest preference for improved service levels (32%). Overall in terms of priority level, water resource management was given a mid-range level with 32% of participants rating this service a high priority.

Table 2-1.3 Preferred Service Level and Priority for: Water Resource Management

	Preferred Level of Service								Perceived Priority of the Service							
	Improve		Maintain		Reduce		Missing		High		Medium		Low		Missing	
Blackheath	8	50%	8	50%	0	0%	0	0%	6	38%	6	38%	2	13%	2	13%
Katoomba	8	47%	5	29%	3	18%	1	6%	4	24%	3	18%	1	6%	9	53%
Lawson	12	60%	5	25%	1	5%	2	10%	8	40%	3	15%	2	10%	7	35%
Springwood	6	32%	10	53%	2	11%	1	5%	5	26%	3	16%	5	26%	6	32%
Blaxland	7	47%	8	53%	0	0%	0	0%	5	33%	5	33%	0	0%	5	33%
Overall	41	47%	36	41%	6	7%	4	5%	28	32%	20	23%	10	12%	29	33%

Participants that desired a higher service level for water resource management commented on the responsibility of Blue Mountains to deliver effective stormwater management controls as this also has an impact on tourism, the world heritage area environment and drinking water supplies. Participants also mentioned the need for Council to collaborate with Sydney Water and state and federal governments in decision making and funding.

The “maintain” group commented that the Council is already doing a great job with this service, but suggested sharing costs with Sydney Water and stopping rubbish before it gets into the drainage system.

2.2 Key Area: Emergency Preparedness & Response

The key area of emergency preparedness and response is comprised of one service being emergency management. Section 2.2.1 presents the preferred service level and the priority level for this service, grouped by location of workshop participants.

2.2.1 Service: Emergency Management

Emergency management was ranked as being the number one priority overall by participants (53%). In particular, participants at the Lawson and Springwood workshops rated emergency management as a high priority (60% and 58% respectively). Overall, more than half of the workshop participants (55%) had a preference for improving service levels in this area, with Lawson participants indicating a strong preference for improved levels of service (75%).

Table 2-2.1 Preferred Service Level and Priority for: Emergency Management

	Preferred Level of Service								Perceived Priority of the Service							
	Improve		Maintain		Reduce		Missing		High		Medium		Low		Missing	
Blackheath	9	56%	7	44%	0	0%	0	0%	8	50%	2	13%	1	6%	5	31%
Katoomba	8	47%	5	29%	3	18%	1	6%	8	47%	0	0%	0	0%	9	53%
Lawson	15	75%	5	25%	0	0%	0	0%	12	60%	2	10%	0	0%	6	30%
Springwood	10	53%	6	32%	2	11%	1	5%	11	58%	2	11%	1	5%	5	26%
Blaxland	6	40%	6	40%	2	13%	1	7%	7	47%	3	20%	0	0%	5	33%
Overall	48	55%	29	33%	7	8%	3	4%	46	53%	9	10%	2	2%	30	35%

The majority of participants are keenly aware of the danger presented by bushfires for people and buildings in their communities. Most participants believe that emergency management is essential as the Blue Mountains is surrounded by bushland and climate change poses increased risks. They are aware of the impact to tourist confidence if planning is not in place to mitigate risks. Participants support the need to educate residents to be prepared and provide incentives for residents to upgrade their properties with reduced fees for expert assistance, and to continue hazard reduction activities. Participants also focused on the collaboration required with state and federal governments, along with the agencies involved such as the RFS and SES.

2.3 Key Area: Environment

The key area of Environment is comprised of two services; namely Natural Environment and Natural Area Visitor Facilities. Sections 2.3.1 and 2.3.2 present the desired level of service and perceived priority for each of these services, grouped by location of workshop participants.

2.3.1 Service: Natural Environment

More than half (54%) of the workshop participants indicated a preference for improving the level of service for the Natural Environment. This service ranked third overall in terms of both the perceived priority of the service and the proportion of participants wanting improvements to the service. In particular, the Blackheath and Lawson workshops had a high percentage of participants selecting improved service levels (69% and 60% respectively).

Table 2.3.1 Preferred Service Level and Priority for Service: Natural Environment

	Preferred Level of Service								Perceived Priority of the Service							
	Improve		Maintain		Reduce		Missing		High		Medium		Low		Missing	
Blackheath	11	69%	5	31%	0	0%	0	0%	8	50%	4	25%	0	0%	4	25%
Katoomba	8	47%	7	41%	1	6%	1	6%	4	24%	4	24%	0	0%	9	53%
Lawson	12	60%	5	25%	2	10%	1	5%	9	45%	4	20%	0	0%	7	35%
Springwood	8	42%	8	42%	2	11%	1	5%	9	47%	3	16%	2	11%	5	26%
Blaxland	8	53%	7	47%	0	0%	0	0%	7	47%	4	27%	0	0%	4	27%
Overall	47	54%	32	37%	5	6%	3	3%	37	43%	19	22%	2	2%	29	33%

It is widely recognised that the appeal of the Blue Mountains to both residents and tourists is the natural environment and its world heritage status. This therefore meant most participants were passionate about protecting the natural environment. A number of suggestions were made with regards to environmental protection including further educating the public via schools, engaging households and business to prefer eco-friendly alternatives, generate innovative partnerships with bush care, land care and volunteer groups to reduce the costs of protection, and facilitate better waste collection to mitigate illegal dumping.

For those participants that preferred to maintain the current service level, comments included that nature has its own mechanisms to cleanse the environment such as heavy rain and fires, encourage more revenue collection from visitors to provide funding for protecting the natural environment, nurture volunteer relationships as a low costs means of caring for the environment, continue with the environmental levy and public education to increase community involvement.

2.3.2 Service: Natural Area Visitor Facilities

Participants ranked Natural Area Visitor Facilities immediately after Natural Environment as a service that should be improved, with an overall majority of 52% indicated a preference for improved service levels. In terms of priorities, Natural Area Visitor Facilities was ranked fifth of all the services being considered with 32% indicating a high priority for this service.

Participants from the Blaxland workshop, in particular, had a strong preference for improvements to natural area visitor facilities (73%) and also rated this service as a higher priority (53% high) than participants from other workshops.

Table 2.3.2 Preferred Service Level and Priority for: Natural Area Visitor Facilities

	Preferred Level of Service								Perceived Priority of the Service							
	Improve		Maintain		Reduce		Missing		High		Medium		Low		Missing	
Blackheath	9	56%	6	38%	0	0%	1	6%	7	44%	4	25%	0	0%	5	31%
Katoomba	8	47%	7	41%	1	6%	1	6%	3	18%	5	29%	0	0%	9	53%
Lawson	8	40%	10	50%	1	5%	1	5%	5	25%	6	30%	1	5%	8	40%
Springwood	9	47%	7	37%	2	11%	1	5%	5	26%	5	26%	2	11%	7	37%
Blaxland	11	73%	4	27%	0	0%	0	0%	8	53%	3	20%	0	0%	4	27%
Overall	45	52%	34	39%	4	5%	4	5%	28	32%	23	26%	3	3%	33	38%

It was widely acknowledged by participants that experiencing the City’s natural attractions via walking tracks and lookouts is a major reason why tourists come to the Blue Mountains. Those participants indicating this service should be improved commented that it’s essential to look for alternative ways of financing such as user pays for walking track and camping, tolls for tourist buses, encouraging visitor donations, and the use of volunteer bush care groups. The importance of safe walking tracks was also highlighted which would act to keep people from wandering off into the bush and staying on the paths.

Participants that preferred to maintain the current level of service mirrored the issues raised by the ‘improve service’ group by calling for revenue neutral strategies to maintain walking tracks and other facilities used by visitor via user pays approaches and the use of volunteer bush care groups in order to reduce the financial burden on Council.

2.4 Key Area: Community & Recreation

The key area of Community and Recreation is comprised of five services, namely; Aquatic & Leisure Centres, Community Development, Cultural Development, Libraries, and Sport & Recreation Facilities. Sections 2.4.1 to 2.4.5 present the desired level of service and perceived priority for each of these services, grouped by location of workshop participants.

2.4.1 Service: Aquatic & Leisure Centres

The Aquatic and Leisure Centres service was rated the lowest of all the services being considered with regards to both the number of participants nominating a high priority for this service (20%) and the number of participants desiring improvements to the level of service (24%). While still relatively low, the Blackheath and Springwood participants appear to have a stronger preference for improvements to this service than participants from the other workshops.

Table 2-4-1 Preferred Service Level and Priority for: Aquatic & Leisure Centres

	Preferred Level of Service								Perceived Priority of the Service							
	Improve		Maintain		Reduce		Missing		High		Medium		Low		Missing	
Blackheath	6	38%	9	56%	1	6%	0	0	3	19%	7	44%	2	13%	4	25%
Katoomba	2	12%	8	47%	5	29%	2	12	2	12%	7	41%	0	0%	8	47%
Lawson	4	20%	14	70%	2	10%	0	0	6	30%	6	30%	1	5%	7	35%
Springwood	6	32%	9	47%	3	16%	1	5	4	21%	6	32%	3	16%	6	32%
Blaxland	3	20%	10	67%	2	13%	0	0	2	13%	6	40%	2	13%	5	33%
Overall	21	24%	50	57%	13	15%	3	3%	17	20%	32	37%	8	9%	30	35%

Participants that rated improve for this service mentioned that aquatic facilities are a social capital that promote good health of local residents and are also used by tourists. Many mentioned the Blackheath pool and the need to find ways to increase usage and revenue. Suggestions included using solar heating and pool covers along with partnerships such as Fitness Passport and the increased use of volunteers to staff aquatic & leisure centres.

Those participants that indicated to maintain the current level of service questioned the need to maintain these services and suggested rationalising the pools with the lowest patronage and divert funds to the remaining centres. Others suggested these facilities should be run by private enterprise or introduce user pays and more of the service being delivered via volunteers.

This was one of the services that had the greatest preference for reduced service levels (15%). Participants that gave this rating suggested that the service either be privatised or that Council find commercial ways to increase revenue at these facilities such as user pays, leasing food outlets and café spaces.

2.4.2 Service: Community Development

In terms of priority, this service was ranked seventh (31% high) out of the eleven services considered. Participants from Lawson and Blaxland had a somewhat higher perceived priority for this service (both 40%). Compared with most other services, there were fewer participants with a preference for improving Community Development services (39%), with slightly higher numbers from both Blackheath (44%) and Lawson (45%).

Table 2-4.2 Preferred Service Level and Priority for: Community Development

	Preferred Level of Service								Perceived Priority of the Service							
	Improve		Maintain		Reduce		Missing		High		Medium		Low		Missing	
Blackheath	7	44%	7	44%	2	13%	0	0%	3	19%	7	44%	2	13%	4	25%
Katoomba	6	35%	6	35%	3	17%	2	12%	4	24%	5	29%	0	0%	8	47%
Lawson	9	45%	10	50%	1	5%	0	0%	8	40%	5	25%	0	0%	7	35%
Springwood	7	37%	8	42%	3	16%	1	5%	6	32%	7	37%	1	5%	5	26%
Blaxland	5	33%	9	60%	1	7%	0	0%	6	40%	4	27%	0	0%	5	33%
Overall	34	39%	40	46%	10	12%	3	3%	27	31%	28	32%	3	3%	29	33%

Many participants that indicated this service should be improved mentioned that aged people and families are beneficiaries of this service and the focus ought to be on community buildings. Investments in and improvements to community buildings could lead to revenue generation e.g. parking for the mechanics institute in Lawson.

Participants that indicated a preference for maintaining the current level of service mentioned that community development is an important issue for mountains people as they are community minded. There was an emphasis on childcare suggesting it should be reviewed, there should be more of it, and it should be privatised where possible. Also leasing arrangements to the private sector should be looked at for generating revenue.

Those that suggested the service should be reduced mentioned that these facilities should be sold off and allow them to be run privately, that people should be allowed to hire the buildings at reasonable prices and that more accountability should be put on the state and federal government for advocacy.

2.4.3 Service: Cultural Development

The majority of participants indicated they would prefer to see the Cultural Development service either maintained or reduced (65%) whilst 31% felt the service level should be improved. This service was ranked tenth out of eleven services in terms of a preference to improve the service and also in terms of its perceived priority.

Table 2-4.3 Preferred Service Level and Priority for: Cultural Development

	Preferred Level of Service								Perceived Priority of the Service							
	Improve		Maintain		Reduce		Missing		High		Medium		Low		Missing	
Blackheath	5	31%	10	63%	1	6%	0	0%	4	25%	6	38%	2	13%	4	25%
Katoomba	5	29%	6	35%	5	29%	1	6%	4	34%	3	18%	2	12%	8	47%
Lawson	7	35%	8	40%	4	20%	1	5%	4	20%	7	35%	1	5%	7	35%
Springwood	3	16%	11	58%	4	21%	1	5%	2	11%	6	32%	4	21%	7	37%
Blaxland	7	48%	7	47%	1	7%	0	0%	5	33%	4	27%	2	13%	4	27%
Overall	27	31%	42	48%	15	17%	3	3%	19	22%	27	31%	11	13%	30	35%

Participants that indicated cultural development should be improved highlighted that the Blue Mountains is the city of the arts and therefore should be a priority with special mention that sophistication through arts is a tourist attraction, it can generate funds for other essential services and that Council should find ways to obtain more funding from state and federal governments.

For participants that suggested maintaining service levels a variety of comments were put forward. It was acknowledged that because funds are limited, cultural development could be maintained rather than have more money spent on it. Other suggestions were for Council to seek subsidies and introduce more user-pays, and for solar power in community centres.

Those who suggested Council provide a lower level of service referred to cultural development being a luxury rather than a necessity and that it's not a core function of council's responsibility. Others suggested seeking out other ways to generate revenue for this service such as corporate sponsorship, 'art after hours' and paid workshops for school aged kids.

2.4.4 Service: Libraries

Libraries were rated ninth in terms of perceived priority of the service (28% high) and eighth in terms of preference for improvement to service levels (43%). Participants from the Blaxland workshop were less likely than participants from other workshops to give libraries a preference for improvement.

Table 2-4.4 Preferred Service Level and Priority for: Libraries

	Preferred Level of Service								Perceived Priority of the Service							
	Improve		Maintain		Reduce		Missing		High		Medium		Low		Missing	
Blackheath	8	50%	6	38%	2	13%	0	0%	4	25%	6	38%	2	13%	4	25%
Katoomba	7	41%	6	34%	3	17%	1	6%	4	24%	5	29%	1	6%	7	41%
Lawson	10	50%	7	35%	3	15%	0	0%	7	35%	6	30%	0	0%	7	35%
Springwood	8	42%	7	37%	3	16%	1	5%	4	21%	6	32%	3	16%	6	32%
Blaxland	4	27%	7	47%	3	20%	1	7%	5	33%	4	27%	1	7%	5	33%
Overall	37	43%	33	38%	14	16%	3	3%	24	28%	27	31%	7	8%	29	33%

The charging of an annual fee was mentioned as a means to assist keeping library resources updated. It was also suggested that the number of libraries could be reduced but improve the remainder. Many comments highlighted the importance of libraries for an ‘intelligent community’ and the role libraries play in providing access to resources not available at home.

For participants that felt this service should be maintained at the current level, many pointed out that a fee ought to be charged for library use whilst others disagreed with user pays and that fundraising groups such as ‘Friends of the library’ should be used to raise money for this service to improve facilities.

The individuals that indicated a reduced service level stated that Council could focus more on virtual library facilities such as kindle and iPod facilities rather than using large buildings and hence rationalise the number of libraries being maintained.

2.4.5 Service: Sport & Recreation Facilities

Sport and Recreation Facilities were given a relatively high priority (37% high, or fourth overall), however less than half of the participants (44%) indicated the need for an improved level of service. Participants from the Katoomba workshop gave this service a lower priority than others, and had a higher proportion preferring to either maintain or reduce Sport and Recreation Facilities (65%, compared with 53% overall).

Table 2-4.5 Preferred Service Level and Priority for: Sport & Recreation Facilities

	Preferred Level of Service								Perceived Priority of the Service							
	Improve		Maintain		Reduce		Missing		High		Medium		Low		Missing	
Blackheath	7	44%	7	44%	2	13%	0	0%	6	38%	4	25%	2	13%	4	25%
Katoomba	5	29%	8	47%	3	18%	1	6%	5	30%	4	34%	0	0%	8	47%
Lawson	10	50%	9	45%	1	5%	0	0%	9	45%	4	20%	0	0%	7	35%
Springwood	10	53%	8	42%	0	0%	1	5%	7	37%	5	26%	0	0%	7	37%
Blaxland	6	40%	8	53%	0	0%	1	7%	5	33%	5	33%	0	0%	5	33%
Overall	38	44%	40	46%	6	7%	3	3%	32	37%	22	25%	2	2%	31	36%

The issues for residents that prefer this service to be improved were the importance of sport and recreation facilities for young families to provide social interaction and physical development for children. Sport is also important for youth to undertake and this needs to be in a safe environment and in good order to be attractive for youth. In addition it was felt that the council area is lacking in quality play grounds, facilities for cyclists and dog off leash areas. It was acknowledged by residents that not all facilities are utilised constantly and rationalisation may be required if options to increase revenue or usage such as partnering with private enterprise is not successful. However, the preference is to explore other alternatives before closing down facilities.

For participants that felt this service should be maintained, many pointed out that upkeep could be financed with alternatives such as user pays, use of volunteers, partnerships with state and federal government, leasing facilities for major events or include community groups such as Rotary.

The individuals that indicated a reduced service felt that facilities should be rationalised, community groups should be utilised to maintain the facilities, introduce user pays systems and incorporate business to privatise these facilities.

2.5 Key Area: Overall

Participants from each workshop were asked to give their overall preference for either improving, maintaining or reducing service levels, and to provide any comments.

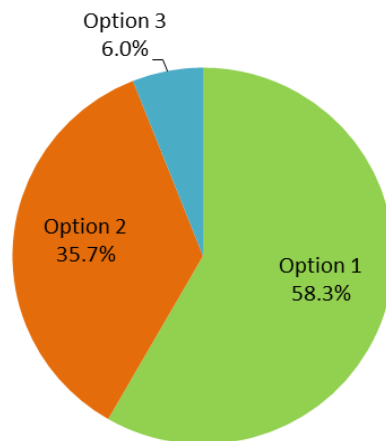
2.5.1 Service: Overall

A majority of participants (58%) indicated a preference for improved service levels, with a further 36% preferring to maintain service levels overall. In contrast, only 6% preferred that service levels be reduced.

Table 2-5-1 Preferred Service Level: Overall

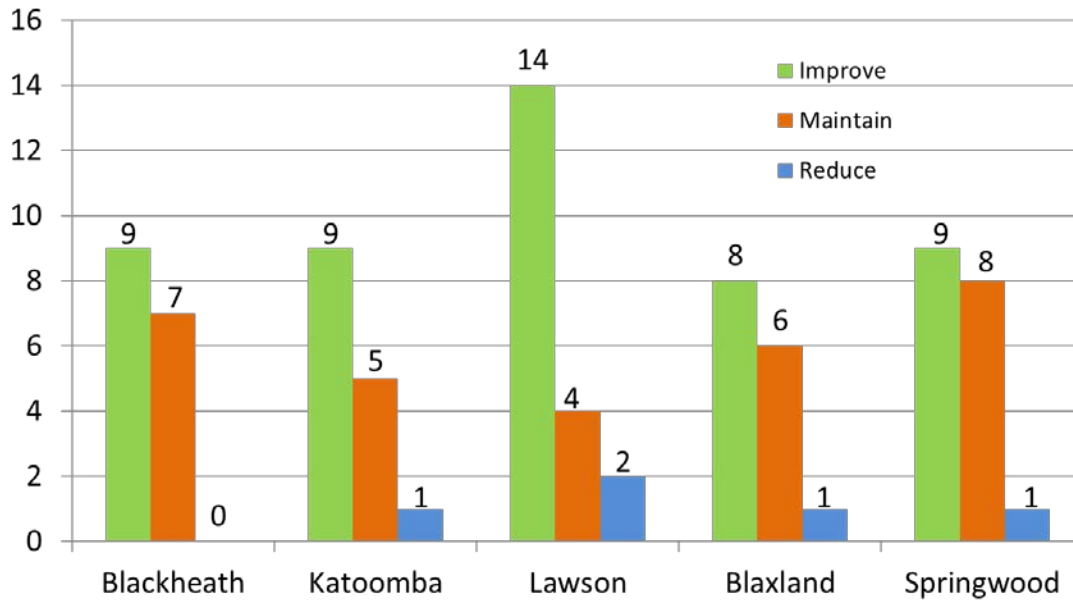
	Preferred Level of Service							
	Improve		Maintain		Reduce		Missing	
Blackheath	9	56%	7	44%	0	0%	0	0%
Katoomba	9	60%	5	33%	1	7%	0	0%
Lawson	14	70%	4	20%	2	10%	0	0%
Springwood	9	50%	8	44%	1	6%	0	0%
Blaxland	8	53%	6	40%	1	7%	0	0%
Overall	49	58%	30	36%	5	6%	0	0%

Chart 2-5-1 Preferred Service Level: Overall



Participants from the Lawson workshop were the least likely to nominate a preference for maintaining service levels. Instead they were mostly spread over the ‘improve’ (70%) and ‘reduce’ (10%) categories more so than participants from the other workshops.

Chart 2-5-2 Preferred Service Level by Area: Overall (count)



A number of major themes emerged from those participants that mentioned they wanted to improve service levels including; the expectation that the natural environment of the Blue Mountains needs to be maintained and there will be cost involved to do so. In light of supporting the improve option, a strong sentiment was expressed about the effect on groups such as pensioners and the unemployed and that these groups should be provided with relief of some variety. Further participants mentioned it is better to invest now than to incur greater expense in the future once community assets have failed, the desire to ensure that Council continues to undertake service reviews to ensure services are delivered in the most efficient manner. To this point, an opinion about utilising user pays options and other commercialisation principles such as the development of the caravan parks be adopted where possible to other council delivered services.

The comments made by participants that prefer to maintain current service levels included the concern that whilst they would like to see assets improved it was a matter of the personal costs to them that prevents them for supporting the improve option. Another comment included the use of new technology and the replacement of inefficient infrastructure with more sustainable long term options that will provide cost savings into the future. Some participants made specific mention of the need for a combination of maintain and improve rather than an all or nothing approach.

Finally those that mentioned reduced services indicated that they currently do not receive any services and do not want further increases to rates whilst others mentioned it is the affordability of a rates increase that concerns them.

3 PRIORITIES FOR AREAS

3.1 BLACKHEATH AND SURROUNDS

Workshop participants from Blackheath and surrounding areas gave priority to Transport and Public Access, Emergency Management, Natural Environment, Natural Area Visitor Facilities, Sport and Recreation, and Town Centres.

With regards to services requiring improvement for this area, the most common services selected were; Transport and Public Access, Town Centres, Emergency Management, Natural Area Visitor Facilities and Water Resource Management.

Table 3-1-1 Blackheath and surrounds – Summary of Preferred Service Levels

	Preferred Level of Service							
	Improve		Maintain		Reduce		Missing	
BUILT INFRASTRUCTURE								
Town Centres	10	63%	6	38%	0	0%	0	0%
Transport and Public Access	11	69%	5	31%	0	0%	0	0%
Water Resource Management	8	50%	8	50%	0	0%	0	0%
EMERGENCY PREPAREDNESS & RESPONSE								
Emergency management	9	56%	7	44%	0	0%	0	0%
ENVIRONMENT								
Natural Environment	11	69%	5	31%	0	0%	0	0%
Natural area visitor facilities	9	56%	6	38%	0	0%	1	6%
COMMUNITY & RECREATION								
Aquatic and Leisure Centres	6	38%	9	56%	1	6%	0	0%
Community Development	7	44%	7	44%	2	13%	0	0%
Cultural Development	5	31%	10	63%	1	6%	0	0%
Libraries	8	50%	6	38%	2	13%	0	0%
Sport and Recreation	7	44%	7	44%	2	13%	0	0%

Table 3-1-2 Blackheath and surrounds – Summary for Perceived Priority of Services

	Perceived Priority of the Service							
	High		Medium		Low		Missing	
BUILT INFRASTRUCTURE								
Town Centres	5	31%	7	44%	1	6%	3	19%
Transport and Public Access	8	50%	5	31%	0	0%	3	19%
Water Resource Management	6	38%	6	38%	2	13%	2	13%
EMERGENCY PREPAREDNESS & RESPONSE								
Emergency management	8	50%	2	13%	1	6%	5	31%
ENVIRONMENT								
Natural Environment	8	50%	4	25%	0	0%	4	25%
Natural area visitor facilities	7	44%	4	25%	0	0%	5	31%
COMMUNITY & RECREATION								
Aquatic and Leisure Centres	3	19%	7	44%	2	13%	4	25%
Community Development	3	19%	7	44%	2	13%	4	25%
Cultural Development	4	25%	6	38%	2	13%	4	25%
Libraries	4	25%	6	38%	2	13%	4	25%
Sport and Recreation	6	38%	4	25%	2	13%	4	25%

3.2 KATOOMBA AND SURROUNDS

Workshop participants living Katoomba and surrounding areas placed significant emphasis on the services of Emergency Management and Transport and Public Access, followed by Sport and Recreation as priority areas for the Council.

Five service areas were clearly identified by residents of Katoomba and surrounds as services they would like to see improved, namely; Transport and Public Access, Water Resource Management, Emergency Management, Natural Environment and Natural Area Visitor Facilities.

Table 3-2-1 Katoomba and surrounds – Summary of Preferred Service Levels

	Preferred Level of Service							
	Improve		Maintain		Reduce		Missing	
BUILT INFRASTRUCTURE								
Town Centres	6	35%	8	47%	1	6%	2	12%
Transport and Public Access	8	47%	6	33%	2	12%	1	6%
Water Resource Management	8	47%	5	29%	3	18%	1	6%
EMERGENCY PREPAREDNESS & RESPONSE								
Emergency management	8	47%	5	29%	3	18%	1	6%
ENVIRONMENT								
Natural Environment	8	47%	7	41%	1	6%	1	6%
Natural area visitor facilities	8	47%	7	41%	1	6%	1	6%
COMMUNITY & RECREATION								
Aquatic and Leisure Centres	2	12%	8	47%	5	29%	2	12%
Community Development	6	35%	6	35%	3	17%	2	12%
Cultural Development	5	29%	6	35%	5	29%	1	6%
Libraries	7	41%	6	34%	3	17%	1	6%
Sport and Recreation	5	29%	8	47%	3	18%	1	6%

Table 3-2-2 Katoomba and surrounds - Summary of Perceived Priority of Services

	Perceived Priority of the Service							
	High		Medium		Low		Missing	
BUILT INFRASTRUCTURE								
Town Centres	4	24%	4	24%	1	6%	8	47%
Transport and Public Access	6	35%	3	18%	0	0%	8	47%
Water Resource Management	4	24%	3	18%	1	6%	9	53%
EMERGENCY PREPAREDNESS & RESPONSE								
Emergency management	8	47%	0	0%	0	0%	9	53%
ENVIRONMENT								
Natural Environment	4	24%	4	24%	0	0%	9	53%
Natural area visitor facilities	3	18%	5	29%	0	0%	9	53%
COMMUNITY & RECREATION								
Aquatic and Leisure Centres	2	12%	7	41%	0	0%	8	47%
Community Development	4	24%	5	29%	0	0%	8	47%
Cultural Development	4	24%	3	18%	2	12%	8	47%
Libraries	4	24%	5	29%	1	6%	7	41%
Sport and Recreation	5	30%	4	24%	0	0%	8	47%

3.3 LAWSON AND SURROUNDS

The highest priority service nominated by residents of Lawson and surrounding areas was Emergency Management, followed by Transport and Public Access, Natural Environment and Sport and Recreation.

In line with the priority identified above, it was seen that the service most nominated as requiring improvement was for emergency management followed by natural environment and water resource management.

Table 3-3-1 Lawson and surrounds – Summary of Preferred Service Levels

	Preferred Level of Service							
	Improve		Maintain		Reduce		Missing	
BUILT INFRASTRUCTURE								
Town Centres	7	35%	10	50%	1	5%	2	10%
Transport and Public Access	11	55%	7	35%	0	0%	2	10%
Water Resource Management	12	60%	5	25%	1	5%	2	10%
EMERGENCY PREPAREDNESS & RESPONSE								
Emergency management	15	75%	5	25%	0	0%	0	0%
ENVIRONMENT								
Natural Environment	12	60%	5	25%	2	10%	1	5%
Natural area visitor facilities	8	40%	10	50%	1	5%	1	5%
COMMUNITY & RECREATION								
Aquatic and Leisure Centres	4	20%	14	70%	2	10%	0	0%
Community Development	9	45%	10	50%	1	5%	0	0%
Cultural Development	7	35%	8	40%	4	20%	1	5%
Libraries	10	50%	7	35%	3	15%	0	0%
Sport and Recreation	10	50%	9	45%	1	5%	0	0%

Table 3-3-2 Lawson and surrounds - Summary of Perceived Priority of Services

	Perceived Priority of the Service							
	High		Medium		Low		Missing	
BUILT INFRASTRUCTURE								
Town Centres	6	30%	7	35%	0	0%	7	35%
Transport and Public Access	9	45%	3	15%	2	10%	6	30%
Water Resource Management	8	40%	3	15%	20	10%	7	35%
EMERGENCY PREPAREDNESS & RESPONSE								
Emergency management	12	60%	2	10%	0	0%	6	30%
ENVIRONMENT								
Natural Environment	9	45%	4	20%	0	0%	7	35%
Natural area visitor facilities	5	25%	6	30%	1	5%	8	40%
COMMUNITY & RECREATION								
Aquatic and Leisure Centres	6	30%	6	30%	1	5%	7	35%
Community Development	8	40%	5	25%	0	0%	7	35%
Cultural Development	4	20%	7	35%	1	5%	7	35%
Libraries	7	35%	6	30%	0	0%	7	35%
Sport and Recreation	9	45%	4	20%	0	0%	7	35%

3.4 SPRINGWOOD AND SURROUNDS

Emergency Management, Transport and Public Access and Natural Environment were the highest priorities for workshop participants from Springwood and surrounding areas.

The services where residents from Springwood and surrounds would most prefer to see improvements were Transport and Public Access, Emergency Management and Sport and Recreation, followed by Town Centres and Natural Area Visitor Facilities.

Table 3-4-1 Springwood and surrounds – Summary of Preferred Service Levels

	Preferred Level of Service							
	Improve		Maintain		Reduce		Missing	
BUILT INFRASTRUCTURE								
Town Centres	9	47%	7	37%	3	16%	0	0%
Transport and Public Access	11	58%	7	37%	1	5%	0	0%
Water Resource Management	6	32%	10	53%	2	11%	1	5%
EMERGENCY PREPAREDNESS & RESPONSE								
Emergency management	10	53%	6	32%	2	11%	1	5%
ENVIRONMENT								
Natural Environment	8	42%	8	42%	2	11%	1	5%
Natural area visitor facilities	9	47%	7	35%	2	11%	1	5%
COMMUNITY & RECREATION								
Aquatic and Leisure Centres	6	32%	9	47%	3	16%	1	5%
Community Development	7	37%	8	42%	3	16%	1	5%
Cultural Development	3	16%	11	58%	40	21%	1	5%
Libraries	8	42%	7	37%	3	16%	1	5%
Sport and Recreation	10	53%	8	42%	0	0%	1	5%

Table 3-4-2 Springwood and surrounds – Summary of Perceived Priority of Services

	Perceived Priority of the Service							
	High		Medium		Low		Missing	
BUILT INFRASTRUCTURE								
Town Centres	4	21%	10	53%	1	5%	4	21%
Transport and Public Access	9	47%	5	26%	1	5%	4	21%
Water Resource Management	5	26%	3	16%	5	26%	6	32%
EMERGENCY PREPAREDNESS & RESPONSE								
Emergency management	11	58%	2	11%	1	5%	5	26%
ENVIRONMENT								
Natural Environment	9	47%	3	16%	2	11%	5	26%
Natural area visitor facilities	5	26%	5	26%	2	11%	7	37%
COMMUNITY & RECREATION								
Aquatic and Leisure Centres	4	21%	6	32%	3	16%	6	32%
Community Development	6	32%	7	37%	1	5%	5	26%
Cultural Development	2	11%	6	32%	4	21%	7	37%
Libraries	4	21%	6	32%	3	16%	6	32%
Sport and Recreation	7	37%	5	26%	0	0%	7	37%

3.5 BLAXLAND AND SURROUNDS

Natural Area Visitor facilities and Transport and Public Access were the areas of highest priority for participants from the Blaxland workshop. This was followed by Emergency Management, Natural Environment, Town Centres and Community Development.

Services identified by residents from Blaxland and surrounds that require improvement are; Natural Area Visitor Facilities, Natural Environment and Transport and Public Access. These services were followed by Cultural Development, Town Centres and Water Resource Management.

Table 3-5-1 Blaxland and surrounds – Summary of Preferred Service Levels

	Preferred Level of Service							
	Improve		Maintain		Reduce		Missing	
BUILT INFRASTRUCTURE								
Town Centres	7	47%	8	53%	0	0%	0	0%
Transport and Public Access	8	53%	7	47%	0	0%	0	0%
Water Resource Management	7	47%	8	53%	0	0%	0	0%
EMERGENCY PREPAREDNESS & RESPONSE								
Emergency management	6	40%	6	40%	2	13%	1	7%
ENVIRONMENT								
Natural Environment	8	53%	7	47%	0	0%	0	0%
Natural area visitor facilities	11	73%	4	27%	0	0%	0	0%
COMMUNITY & RECREATION								
Aquatic and Leisure Centres	3	20%	10	67%	2	13%	0	0%
Community Development	5	33%	9	60%	1	7%	0	0%
Cultural Development	7	48%	7	47%	1	7%	0	0%
Libraries	4	27%	7	47%	3	20%	1	7%
Sport and Recreation	6	40%	8	53%	0	0%	1	7%

Table 3-5-2 Blaxland and surrounds - Summary of Perceived Priority of Services

	Perceived Priority of the Service							
	High		Medium		Low		Missing	
BUILT INFRASTRUCTURE								
Town Centres	6	40%	5	33%	0	0%	4	27%
Transport and Public Access	8	53%	3	20%	0	0%	4	27%
Water Resource Management	5	33%	5	33%	0	0%	5	33%
EMERGENCY PREPAREDNESS & RESPONSE								
Emergency management	7	47%	3	20%	0	0%	5	33%
ENVIRONMENT								
Natural Environment	7	47%	4	27%	0	0%	4	27%
Natural area visitor facilities	8	53%	3	20%	0	0%	4	27%
COMMUNITY & RECREATION								
Aquatic and Leisure Centres	2	13%	6	40%	20	13%	5	33%
Community Development	6	40%	4	27%	0	0%	5	33%
Cultural Development	5	33%	4	27%	2	13%	4	27%
Libraries	5	33%	4	27%	1	7%	5	33%
Sport and Recreation	5	33%	5	33%	0	0%	5	33%

4 DRAFT WASTE STRATEGY

4.1 AGREEMENT WITH OVERALL STRATEGY

Participants from the workshops were asked to what extent they agree with the Draft Waste Strategy as presented. They were asked to score their level of agreement on a scale of 1 to 5, where 1 was strongly agree and 4 was strongly disagree.

Figure 4-1 indicates that 91% of participants provided a score of one or two. The distribution of scores and the overall average score of 1.68 indicated a very high level of agreement with the waste strategy.

Figure 4-1 Agreement with Overall Waste Strategy (n=73)

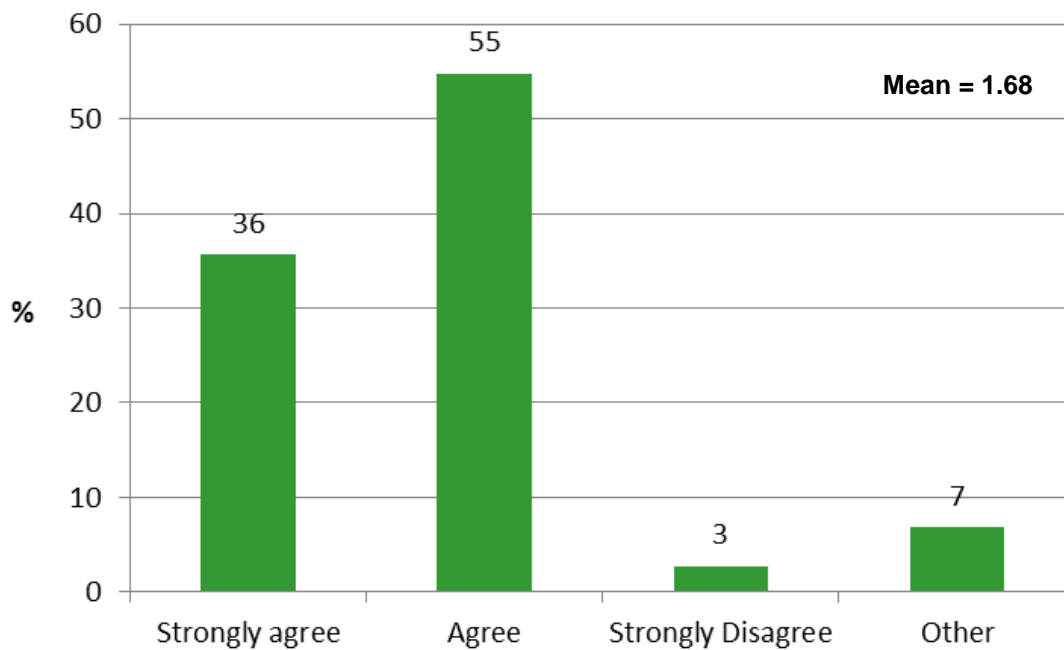


Table 4-1 shows that agreement levels varied across workshops. Participants from the Lawson workshop reported the highest level of agreement with the Draft Waste Strategy, with a mean score of 1.59.

Table 4-1 Agreement with Draft Waste Strategy by Workshop

	Satisfaction with Services						Mean
	Strongly Agree		Agree		Strongly Disagree		
Blackheath	3	23%	10	77%	0	0%	1.77
Katoomba	2	33%	4	67%	0	0%	1.67
Lawson	7	41%	10	59%	0	0%	1.59
Springwood	10	53%	7	37%	2	0%	1.68
Blaxland	4	31%	9	69%	0	0%	1.69
Overall	26	38%	40	59%	2	3%	1.68

Table 4-2 shows common themes emerging from the comments that workshop participants made on the draft waste strategy.

Table 4-2 Comments on Draft Waste Strategy: Overall

Comment Themes	Number
Support the Waste Strategy	15
Other happy/satisfied comments	6
Do not want a green bin	9
Reduce service levels/change bin sizes	7
Do want a green bin	5
Not enough information to comment	8
Various other comments/suggestions/questions	20

5 APPENDIX

5.1 COMMENTS BY SERVICE

Table 5-1-1 Comments by Preferred Service Level for Town Centres

LEVEL OF SERVICE	COMMENT
IMPROVE	
	Are all town centre operations required? E.g. town notice boards. Very important for tourists.
	As important for residents as for visitors - that town centres are pleasurable, attractive, well - functioning places to come to. I encourage council to actively get the Mind the Gap programme up and running, to get life and vibrancy into vacant retail space.
	As the majority of townships are located along the GWH and the City of the Blue Mountains is within a World heritage National Park and attracts many tourists it is important that our towns give a good impression.
	Business can also contribute (corporate)
	Council should be a major player in stimulating local economics and tourism by enabling small business not ---
	Council to supply cost.
	Critical to maintaining the lifestyle residents want 'a village feel'.
	Extremely important - asset impressions give residents and tourists --- vibes for the area.
	Felt more options for funding that include RATE PAYERS input and ingenuity offering of INCENTIVES crediting from volunteering services.
	Given the reliance on tourism in the BM - particularly upper mountains - this area cannot be neglected.
	Katoomba streetscape is a disgrace. I work in Leura and a large amount of customers say that they have just been to Katoomba and it was depressing, sad and shocking. These are tourists from all over Australia and the world. Hold the building owners and business owners accountable for the presentation of the face of their buildings. Unfortunately in presentation of Katoomba main street is very important to me and the tourism of Upper mountains. Some of the shops are empty and it is a depressed area and quite frankly looks like a very low socioeconomic area. Katoomba has a wonderful unique character but it doesn't need to look poverty stricken.
	Katoomba unattractive town. Needs more appeal for tourists and especially locals. Safety at night.
	Keep to a high standard important for tourism. Perception of safety.
	Maintaining character and supporting local businesses (easy for people to park, shop etc.)

	Option 1
	Parking - Inadequate when tourist events develop Watson's supply yard into underground parking. Street - Develop more outdoor seating, buskers/music to encourage more tourism.
	Pay more attention to toilet facilities need more, tourism very important to whole of B.Mtns. Graffiti removed or prevention needs attention.
	Provide more support for local community groups and volunteers to improves their town centres. E.g., like Bush care groups
	Provide new self cleaning toilets in a user pays format. Better looking town centres will attract more visitors.
	Reduce operating costs - Solar Electricity - it's only going to get more expensive to access electricity grid!!! Get locals e.g. scouts/guides involved in maintaining certain parks/lookouts etc. Reduce the cost.
	Roundabout at south end of Katoomba St. has been a worthwhile and well-executed exercise, DRAINAGE NEEDS ATTENTION.
	Seeking improvement in all costs - E.g. Solar options.
	Should local chambers take over responsibility to a great extent. They get the return from the visitor/residents purchases and can priorities i.e. how many public toilets for Blackheath.
	The benefit of safe and beautiful community meeting spaces cannot be underestimated. Good cost benefit ratio here.
	The development of Lawson is farcically design and appeal. If we are to develop more tourist dollars we need inviting environments. Why can't the mid-mountains have a long term plan for becoming a tourist destination.
	The issue is does improve have to cost 'more'.
	Very important to overall wellbeing of all mountain residents
	Visual amenity would be greatly improved by burying power lines. Start with new development and town centre plan for every street.
MAINTAIN	
	Consider integrating TAFE students into service positions, e.g., Horticulture students for street scaping, seating or landscaping. Consider over pay model for some services.
	Added income from visitor levy via vehicle parking.
	Council already doing excellent work across these three services
	Council should not privatise all public toilets but couldn't some be closed and replaced with privately run 'user pays' kiosks. Public seating is very important. Wentworth Falls good but don't know other areas.
	Council to be more Pro - active. Introduce dog Management program - Bio-Degradable. Non-Plastic bags - Owners sample packs to dog owners. Council - printed bags in pet shops / supermarkets.
	Ensure assets charges cover maintenance where possible
	Graffiti a major concern. Blue Mountains costs like a 3rd world city.
	If there is not revenue from tourism coming in, lets not improve streetscapes etc. to improve tourism.
	Important for young families. Tourist - encourage tourism. Rotary support?
	Include car parking improvement in Town centre (motor bike friendly)

	It's not currently proportionate. Leura had massive investment in a fancy flyer while Lawson languished for over 50 years uniting for new shops. Can't town centres have an annual competition to encourage community group involvement in flower beds, gardens, train stations.
	More funds should be sought as the Blue Mountains is a special case.
	Mount Victoria. Not yet mostly for major improvement. Mount Victoria toilets and park amenities excellent. More attention to gas lamps would be appreciated.
	Need to ensure that crew are actually on the job during their allocated hours as it is still evident that a percentage are using their paid hours to engage in personal activity, e.g. shopping.
	Not just for tourism but for the residents.
	Public toilets pay as in Europe. Not all but some (tourist)
	Reduce no. of public toilets. Convert to low maintenance stainless steel etc. Convert lights to LED.
	Stop locking the toilets at night.
	There already appears to be a decrease in some services, viz. removal of bins in some public places.
REDUCE	
	4% short \$600k

Table 5-1-2 Comments by Preferred Service Level for Transport & Public Access

Level of Service	Comment
IMPROVE	
	A safety issue - poor roads, footpaths are not safe.
	Add to Wascoe, Manne. Have street lights by introducing lights at GWh and Ross street. Co-ordinate and synchronise these lights. All traffic at present is diverted to 40km/h school zones increasing noise and traffic congestion in a residential zone.
	As GWH is the main rout west, with huge trucks affecting our roads, what financial help can we expect from State/Federal Govt? Can this be further explained?
	Badgerys Crescent Lawson - as example high traffic flow, no footpath in places. No other way for pedestrians to walk to Hazo.
	Better lighting along GWH - new technology - solar power? Heavy trucks etc. tend to speed. Also accelerate road erosion.
	Consider redirecting traffic on the Eastern - maybe near Springwood Ps. This will alleviate local access being dominant on Macquarie Road.
	Council to supply costs
	Council workers should be seen to be busy. So many times they are standing around, leaning on shovels, looking at holes being dug, if works have to be done at the expense of the community, the very least they can do is look busy and like they are not wasting our money that we have worked hard for and have decided to increase for the rates for the improvement of facilities. you can't improve anything looking at a black hole.
	Emphasis put on high risk.
	FOOTPATHS IN GOOD CONDITION IS CRUCIAL TO AN AGING AND BALANCE - CHALLENGED POPULATION
	Footpaths needed in many areas. Main road plan should eliminate heavy traffic for Station street.
	Great lack of footpaths which endangers safety of pedestrians, especially children and mothers with prams.
	Initial cost is high but long term cost is reduced if these assets are built at maximum level of construction standards. Less maintenance + flow an effects.
	Is there an overall BMCC plan to create, improve, maintain or repair footpaths. If yes, can it be made available to residents.
	Main roads. Motor bike suitable i.e. Wentworth street Blackheath.
	Maintaining and improving will save cost in the long run.
	New technology - LED streetlights, solar power. Phone apps for people to report problems, damage etc.
	Option 1. Reduce long term operating costs.
	Public safety should be a priority at every instance.
	Reduce rates for people who maintain drains/footpaths outside their properties - obviously this would need to be checked but checking takes less times than maintenance! Win/Win situation.
	Roads improvement in particular is essential. Noted council has improved in this area.
	Safety here should be prioritised.

	Such a larger proportion of council's asset base, and such a utilised asset - it is obvious, for reasons of safety as much as anything - that significant expenditure is required.
	Surely 3% government funding has to be increased, keep up pressure.
	The Blue Mountains is a 'ribbon development' and for residents to move about it is important that transport and public access is safe and well maintained.
	Use standard performance critical - E.g. quality STP (one type only Road and Gutter.)
	Will it include improved car parking? Especially in Blackheath at the train station. Would it include improvement of footpaths? New footpaths in unsafe areas?
MAINTAIN	
	As individuals we need to understand risk and take responsibility for our movements.
	Considering mountain community the road infrastructure is limited anyway.
	Council already doing excellent work across these three services
	Council needs to convince rate payers that all services are required.
	Need more to spend more critically - do it right
	Sealed roads also need gutters and drains thus less maintenance.
	Special grants from State Government are available for road maintenance. E.g. cf grant lakes council program.
	Stop the wasteful practice of sprinkling gravel or wet tar.
	The occasional road/footpath may need improvement. What about a phone app that allows residents to photograph and send things they want fixed. The maintenance can aggregate requests. This provides a more efficient prioritisation for projects/maintenance.
	This is also important for tourism - families to enjoy.
	Tolls for trucks going through the Blue Mountains, as well as for Tourist buses.
REDUCE	
	The language is misleading for the 3 options. I want service levels maintained without a rates rise. Decrease massive trucks and encourage freight by rail.
	11% 63%

Table 5-1-3 Comments by Preferred Service Level for Water Resource Management

Level of Service	Comment
IMPROVE	
	A great deal of 'scoop' gathering needed in Mount Victoria.
	Also investigate new technology, enforce biodegradable packaging, plenty along highways and roads that will take up toxins.
	As a city within a World Heritage National Park - Water Resource management is imperative to protect the environment.
	Climate change impact
	Council to supply costs
	Emphasis on areas where rate payers are receiving high impact damage.
	Great work already done but more places need remediation to prevent damage to bush land including erosion, spread of weeds, rubbish etc.
	Health issue - This needs to be maintained.
	High priority as maintaining this area effects a greater group. More work needed to get external funding as this area is responsible for the water catchment for a greater amount of Sydney. State and Federal Government need to be made more aware of the importance of this area for water usage of Sydney.
	If people keep their roads drain clear especially after storms, reduce their rates!
	Important to keep mountains pristine - for our children's future - tourism.
	Important to protect water quality in the natural environment - particularly important as the Blue Mountains are subject to regular storms at certain times of the year.
	Must Improve - Cost improvement with resource capture
	Need plentiful water supply - fight fires, drought and wildlife.
	Regular cleanouts of drains should be introduced.
	Responsibility to the entire drainage basin.
	Several areas of Glenbrook are still without storm water management.
	Shouldn't depend on complaints to council to get this done.
	that they are being delivered effectively.
	Water resources need to be managed and improved to save damage to environment.
	Whatever is required with input from BMCC, Sydney water and any other wastewater and storm water management should always be maintained.
MAINTAIN	
	Believe is being done well now.
	Council already doing excellent work across these three services

	Flooding not really an issue.
	I am satisfied in what I can see in my limited view, that storm water issues are currently managed well, in terms of flash flooding on roads.
	Reduce pollution - e.g. Dog droppings (above) keeps drainage clean. Clean up storm water.
	Share the cost with Sydney water
	Stop the rubbish at the gutter before it gets in the drainage system.
	This is important, but given the longer life span of enriching infrastructure it can be dealt with at a later time.
REDUCE	
	Increase user pays charges to those near bush land areas.

Table 5-1-4 Comments by Preferred Service Level for Emergency Management

Level of Service	Comment
IMPROVE	
	A concern is the friction (or potential friction) between the agencies having responsibility for emergency management.
	A huge initial effort needs to be done to ensure back burning etc. Once this has been accomplished the option could be maintenance.
	Blue Mountains high risk area Seek increased funding from State and Federal Government. High tourist area is impacted on if emergencies occur and can damage tourist confidence. Blue Mountains to be seen as a special case.
	Consequences of CLIMATE CHANGE ON THE INCREASE
	Conspicuous progress already visible, but more is desirable. Cautionary not - APZ and Fire Trails should be scientifically justified. No ad-hoc removal of nature vegetation without EIS and Aboriginal Heritage impact assessed. Best practice needs to be demonstrated and advertised to keep residents supportive.
	Council to supply costs
	Educate landowners to be prepared.
	Ensure that Aboriginal reserve directly near houses are back burned if safe to do so or clear buildings up of leaf litter, twigs and branches. I live near one and I'm not sure who is responsible for maintaining these areas.
	Greater need to ensure hazard reduction activities by both government sector and private sector. Council may need to look at assisting private land owners for a fee to help reduce their hazard levels. A joint program that helps land owners by providing ground level assistance at a cost that would not be prohibitive as it could be if private contractors were required to do this work. Possibly a combined effort from our RFS/SES to assist council and private owners based on affordability tests.
	I live near National Park entrance Glenbrook. 1) If we have a fire we are trapped in the area. 2) If the fire were to be in the village area we could well be cut off from mains water supply. There is a need to connect to another source of water. i.e. a ring main.
	If strategy I will provide for a less costly response for future emergencies then I support this. Not convinced with fire mitigation - Prefer money used for RFS and SES.
	If we already have 7 fires on average per year, and this number is likely to increase rather than decrease - this must be a high priority moving forward.
	I'm in my local community fire group - more resident education (in partnership with the community fire group maybe?) Could help reduce storm and bushfire risk and damage. Assistance for residents living in existing property inflame zones to help them upgrade properties. Reduce fees, assistance with expertise etc. in recognition that the building costs are much higher.
	Improve buildings that are used - Lease out buildings as appropriate if at all. Remove buildings that are unable to be rectified due to white anteing - rot - roofing problems. Properties to be maintained as use buildings should have roofing fixed as priority to protect asset.
	Keep as high priority. Involve use of volunteer bush care groups for surveillance of Bush trails and Walking tracks.
	Must include waste.

	Obviously that is critical. Again we have to take it on trust that you are effective/efficient in how you spend money.
	Option 1. We want additional investment in fire protection zones and preventative work.
	Pressure on State and Federal Government needs to be considered. Those in danger zones could be expected to pay a levy - after all, it is their safety.
	Prevention > Intervention
	Shouldn't be impacted on by out of area events i.e. council control burnings because of city to surf.
	State and Federal Govt income? Should council campaign for its ratepayers to lobby for this and to be more AWARE of need for this.
	The Blue Mountains is a high fire risk area therefore, emergency management is essential.
	The reality is this is an area prone to and at a high, and seemingly increasing risk of natural disaster. Protection of lives and people's homes is of paramount importance, and is extra money needed to do this better, then it's justified.
	We chose to live in the mountains surrounded by bush land with limited future development and therefore should have this as a priority.
	We need to enhance the area - looking at 10y time frame increases in natural disasters likely with climate change.
MAINTAIN	
	As proven last year (Oct 13) Current service is effective.
	Call upon Federal Government for emergency planning/funding direct to RFS
	Do we need to constantly clear bush zones that buffer residential areas. Perhaps we should think laterally and instead of bush have park like zones with non flammable trees and plants that help to protect residential properties especially in the case of ember showers.
	Does it really cost \$10,000 to mount a rescue attempt of bushwalkers? If so, could council explore ways to follow NZ's method - the State underwrites all outdoor activities insurances. (as far as I know). Council is now reaping the result of their pathetic laws for housing and fire protection. We have a lot to learn from W.A in terms of where housing is permitted and the residents' responsibility to clear near their homes.
	Huge input always from volunteers
	I will admit I do not have a great deal of knowledge about this so I fell my opinion is a little uninformed.
	I'm said 2 but with climate change and the failure of Governments to address it we probably need to improve.
	It is noted that RFS and SES conduct fund raising activities e.g. phone calls for raffles. Shopping centre collections.
	Offer reasonable insurance options to cover disasters.
	Private property owners always had choice as to where they bought and how they built. Why some people live where they do beyond belief.
	Quality of emergency management is adequate but need to ensure maintained for situations when emergency's occur unexpectedly.
	Some fire mitigation risks totals over the top! E.g. my property borders Rolnor Park. I have trees and shrubbery on my land but 'reserve' now divided. Speak to neighbouring landowners and ask if they want it. Useless to provide mitigation if neighbours do not.
	There seems to be efforts to reduce rate complexity however these land lots near council assets require Asset Protection Zones may

	require levy's etc. to help fill the funding gap here to maintain services without rate increases.
	This is an area where community engagement, involvement and focus can be improved by facilitating local (street/community residential hub) participation rather than a prescriptive or punitive approach. People will privatise their safety and property protection reduces costs and brief community positively.
REDUCE	
	Divert bushfire management activities to rescue duplication and costs. RFS, National Parks. Fire Brigades.
	Work with partners RFS and NPWS. Lobby State/Federal Govt \$\$\$. Don't relinquish responsibility but enhance partnerships. 10/50 will help alleviate pressure.
	Allow RFS brigades to assist more rather than using council resources for AZP x Fire trail maintenance.
	Increase education of community, train volunteers in a program to contact households in Spring to do house safety audits and make recommendations to the householder. Make it a mandatory participation program. Apply for grants and do community fundraisers and get sponsorship from Coles and Woollies.

Table 5-1-5 Comments by Preferred Service Level for Natural Environment

Level of Service	Comment
IMPROVE	
	Charge all tourists an entry permit fee.
	As a city within a World Heritage National Park it is important to protect and restore the natural environment.
	BMCC environment is our most precious assets.
	Council should audit the management in this area as it can be very ineffective especially in regards to weed control.
	Council to supply costs
	Do not get rid of the land care and bush care groups.
	Educate all households and businesses to use eco-friendly products.
	Educate public (via schools and public program) on treating this area with respect.
	Enlarge Bush Care so that a bigger proportion of this work carried out by volunteers.
	For me this is the highest priority, I'm not convinced that current funds are being used with max efficiency. In many residential areas, lack of work and guttering leaves from water polluting bush lands and creeks. Catchment ponds put in in the last 10 years are often not sufficient and one risk to my residence has never been maintained except by efforts. Innovative partnership with the bush careers sector should be explored. Maintain World Heritage status.
	has to be high priority because of general importance of the environment and because BM is a world heritage area.
	Important as tourism and World Heritage area depend on natural aspects.
	Invest in promoting community engagement e.g. similar to "clean up Australia day" why not one day for the Blue Mountains? Promote through schools and community groups.
	Is an integrated part of Blue Mountains community and culture
	Is there a metal recycling area in Blaxland Waste Management area? There should be if there isn't and money given to people recycling metal there! Positive reason to not dump in the environment.
	Maintain environmental levy. Attract more tourist dollars. Family enjoyment - keep young families in the area.
	Need to introduce a user-pay system. With so much of council's expenditure being spent on accommodating visitor numbers (3m/yr.?) there needs to be an income stream to compliment this.
	Need to protect environment, we are its guardians - cannot let it deteriorate. Healthy environment - Healthy Population.
	Open up volunteer groups to assist but also pay people to carry out major clearing, restoration.
	Partnerships with local groups should continue and increase. Put money into supporting community groups, not doing it with council funds.
	Policing what goes into the waterways from properties commercial/residential. Population is an issue.
	The Blue Mountain IGA is about the environment (natural). Millions of people visit the mountains. We need to maintain the environment

	The environment levy have enabled great benefits for the environment like infrastructure, these works need maintenance otherwise good works lost eventually. This must be improved as part of cost/benefit of being city in a World Heritage Area.
	The natural environment drives our tourism industry; it's also a great resource for locals - recreation, the arts etc.
	The natural environment here is (in my view) one of the primary reasons residents live here. In addition, it is a key draw card for tourism.
	This area has a greater area of impact than just our local region. Are we obtaining a proportionate assistance from State Government to ensure catchment areas are maintained. As well as other water ways and their ecosystem.
	Very important as a draw card to the area
	We live in amazing natural bushland - I love that I live somewhere where I am continually visually reminded that we are a small strip of human development in a huge area of bushland - we have a responsibility to protect and minimise our detrimental impact on this surrounding areas.
	Weed control officers do great work for private land, but council land is often the weed bank! (e.g. below Lawson Pool) "Do as I do" Is better education than "Do as I say". More encouragement/advocacy/support for local Land care and Bush care groups. Their value in educating our community is huge.
	World Heritage Area of Blue Mountains means this must have high priority.
MAINTAIN	
	Community involvement has utilised and can be enhanced on a local level (as per section 2.1)
	Engage more resources - Bush Care programs on a recent Bush Care day the nearest group to us was 8km away at valley heights.
	Get each township to do working bee. Two weekend/Year? Local business - Earth moving equipment/trucks etc. Donate for a day or two (rotary).
	Have spent a lot over last few years (e.g.. Glenbrook Lagoon).
	I support the environmental levy into the future.
	Look after your volunteer relationships, increase rewards to volunteers. Increase creativity in ways to educate the community. Visit schools and educate kids. Create an education program w/ prizes for schools increasing greenery, reducing 'weeds'. Continue Bush trackers support. Increase fines for environmental vandalism - police it. Allow nature strip gardens like Waverton councils "streets alive" program.
	Maintain with help of volunteers/residents (those willing to be involved) Focus groups to be used in control of problem needs and rests.
	Natural environment has exists for thousands of years. Nature cleans the environment over time by natural means such as heavy rain and fires not man made.
	Ongoing support for Bush Care.
	Option 2. Continuation of current levy.

	Partnership with land care bush care must be the way to go.
	These are very important however what is the linkage between council and national parks and who pays. It would be great to understand the difference.
	This has been a waste of money for my property. A storm washed away the work done by the bush doctors.
	We need to make visitors pay to be involved in our World Heritage area. 3 Million people pay \$5 each would provide massive income. Realistically, people wanting to utilise the facilities should pay, but which facilities? A small fee to use the toilets would not be unreasonable. it was done in major cities years ago. Can't see a problem with it. Universities could pay to study our unique environment.
	Why limit the levy to only 1 additional year? Why not keep it?
REDUCE	
	Concentrate on working with all volunteers as was done in the past.

Table 5-1-6 Comments by Preferred Service Level for Natural Area Visitor Facilities

Level of Service	Comment
IMPROVE	
	Again, Blue Mountains one of Australia's highest tourist destination and I would demand more funding from State and Federal Governments. Also maybe Institute and visitor fee?
	Are we able to have the ability to allow users that want to donate to the upkeep of these facilities. Maybe we need to simply ask all users that if they have enjoyed these facilities if they would like to donate money to maintain these facilities. Possibly a type of association to a 'friends of' type of program. Make users feel that they are a part of this environment and its management.
	Attracting for tourists/Revenue. Good "house keeping"
	Can attract more tourist dollar. Encourage visitors to spend dollars in area.
	council to supply costs
	Decrease economic and community as attraction to mountains decreased
	I belong to a local bushwalking group and all the council walking tracks are being badly degraded. Closing tracks should not be an option, walking provides exercise, social contact and general well being for locals.
	If Self funded. Should pay for itself. What about \$5 permits to use walking tracks, \$10 for camping grounds etc. Could improve safety as well with these funds.
	Important to keep attracting visitors to the Blue Mountains for what we are known for. A toll similar or the M7 charging visitors a nominal fee (more for buses)
	Improve' because this is why people come to the blue mountains! Camping sites improved and keep the walking tracks up to date. I constantly tell people to visit Goreti leap lookout and am proud because it is so lovely.
	Investigate enhanced visitor funding for maintenance for track/lookout infrastructure.
	It is essential to improve and maintain these facilities as this does increase tourism in our area.
	Keep looking at risks and facility requirements
	Look at donation buckets and volunteers to collect from visitors.
	Need to introduce a user-pay system. With so much of council's expenditure being spent on accommodating visitor numbers (3m/yr.?) there needs to be an income stream to compliment this.
	One of the main reasons we live here is because of the extensive network of bushwalks on our doorstep. The craftsmanship in the creation and maintenance of many of the tracks is breathtaking. People NEED to get out into the bush, on safe, accessible tracks, for their health and sanity and well being.
	Option 1. If we are serious about growing tourism and engaging these groups. We need to address our walking tracks particularly if most of them are presently not maintained.
	Partnerships with local groups should continue and increase. Put money into supporting community groups, not doing it with council funds.

	Perhaps close one loss making visitors come to Glenbrook?
	Put a gate across the highway at Glenbrook! Seriously - finding ways to capitalise and being the East - West thoroughfare charge the tour buses. Well maintained tracks encourage people to use them and not to wander off into the bush.
	Sounds like the main upgrade done on upgrading camping grounds (reduce) but improve lookouts.
	The Blue Mountains attracts many tourists so visitor facilities must be maintains to a high standard.
	The natural environment here is (in my view) one of the primary reasons residents live here. In addition, it is a key draw card for tourism.
	These have great revenue potential. That is permits for walking tracks and camping costs that are cost reflective.
	This brings in visitors - and makes money through fees and day use cost. Again use of volunteers and interested residents.
	Tourism benefits and large number of local Bush walking groups also benefit from improved natural areas.
	Tourism investment is unavoidable.
	Tourist levy - Applied to track management. Need control and so forth. Maybe a more palatable approach to applying a tourist levy would be to direct it to - Need control, traction management.
	Two new caravan parks lower and mid mountains areas and camping.
	Visitors to the Blue Mountains need to be kept safe.
	We are a class tourist destination. Our facilities are not good. Certainly not as good as what I have see in the USA. Pride in our local environment is vital encourage and involve local groups in this
MAINTAIN	
	Charge all tourists an entry permit fee.
	Apply cost recovery charges for maintenance. Charge access charges for use of walking track. This area should be revenue - Neutral.
	As suggested, a user pays approach can be considered. Once again local community involvement in maintenance can be used.
	Engage more resources - Bush Care programs on a recent Bush Care day the nearest group to us was 8km away at valley heights.
	Engage more volunteers from community, add small fee for camping grounds.
	Fees for Use.
	I agree that those which are maintained got tourists should aim to be self funding. Some local ones might go but we locals can always walk elsewhere.
	Levy for visitors via vehicle parking tickets, tour operator additional levy per person. Lobby state and fed govt.
	Maintain if not improved to ensure public safety. Perhaps look at volunteer working bees to help with maintenance.
	Maintain in safe condition. Improve is especially popular.
	Maybe there could be a levy changed to visitors using council camp ground around maintenance.
	Mount York grant very well spent .
	Need to be able to charge out of town tourists - the user pay.
	Not lead agency for this, savings could be made by with minimal impact. Closing tracks/lookouts.
	Since it is hard to quantify any potential for increased revenue from improvements here, just maintain. Explore options for divesting

	BMCC of responsibility by giving over to NFWS (state funded).
	Strategies developed to have a responsible 'user pays' fee for accessing these facilities. These major users are from outside the Blue Mountains and residents should not bare the break of these costs. These resources are important to maintain tourist engagement. User should pay to visit a World Heritage area.
	Very important as a draw card to the area
	Visitors should pay for a permit to use these facilities.
	Work more closely with others and managers. Share recourses, skills, promote jointly, plan in partnership.
REDUCE	
	How does spending money on this help me and my family?
	Concentrate on working with all volunteers as was done in the past.

Table 5-1-7 Comments by Preferred Service Level for Aquatic & Leisure Centres

Level of Service	Comment
IMPROVE	
	Assess viability of Blackheath/Lawson outdoor pools vs. Renovation costs
	Closing Blackheath pool is NOT an option. More partnerships with groups like Fitness Passport to increase usage and revenue. A temporary cover and solar heater in winter. Blackheath pool is social capital, this should not just be about money. Looking at new technology e.g., there are roll - out structures you can put over a swimming pool and then heat it and get more use out of it.
	Council to supply costs
	Create mutual credit systems to reward volunteers
	Create or expand volunteer programs to help 'staff' these facilities for e.g. swim clubs (With appropriate training, insurance) or local sport groups to 'adopt' their pool.
	Encourage "crowd finding" to improve services. E.g.. Solar heating for Blackheath pool.
	More can be done at Blackheath pool for locals and visitors. "Kids Kingdom" etc. Ice rink in winter? Something!
	My partner and children and I very much enjoy these facilities quite regularly. Investment in infrastructure to support and encourage health and well being of local residents is money well spent. I would be in favour of closing or limiting opening times for less used facilities, e.g. Blackheath Pool.
	Need to be maintained - therefore option 1.
	Please don't close the Lawson pool. Can we look at community fundraising to upgrade?
	Privatization?
	Put funds aside for future repairs and maintenance
	Spare and Source for Glenbrook pool.
	The leisure centres at Katoomba and Springwood to be improved along with the pool at Glenbrook.
	There are too many pools in the BMC. 3 is enough - there should be no outdoor pools given the climate. 1 pool per area (upper, lower and inland) is adequate. Perhaps in BH the area could be used as another recreation facility where suited to the climate.
	These centres attract people/tourists. Support community health, provide good ethical work for locals, can form the basis for growth industry tourism/health/recreation.
MAINTAIN	
	Can we afford to have so many pools if they are not all viable?
	Another area where the tough decisions need to be made to close pools with low patronage. If pools are not being used they should be closed.
	Close Blackheath! Invest in Springwood and Glenbrook.
	Commercial interest for such structures - Aquatic centres, Fitness centres should not be BMCC responsibility.
	Costs are high - a high priority for some residents - again users should pay to maintain and service. In many respects these are 'luxury' items and not all residents see these as a high priority.

	Cover the lane pool in Blackheath which makes it available for users all year round, swimming lessons etc. (Aqua Aerobics)
	Ensure revenue covers cost to maintain facilities.
	I think Katoomba and Springwood Aquatic and fitness centre should be maintained. Blackheath pool should be privatized or abandoned.
	I would prefer emphasis on in structural outdoor pursuits given the beautiful environment we live in. Do we need all the pools?
	Important - for community
	Issue of maximising "user pays". Assess community use. Look at some facilities accordingly.
	Loss of services would hurt locals. Improvement might not be a priority so maintain present levels. Mid - Mountains basket ball court?
	Maybe too many pools!
	Mountain communities like to have local aquatic facilities - good for teaching safe swimming to Australian kids, good for therapeutic swimming and exercise, gym for all including therapeutic and health maintenance for aging population (as is pool - Less stress on joints)
	Noted 6 pools maintained in BMCC area. It may be better to return to 5 - taking out the poorest pool to provide better maintenance/services for the remaining pools.
	Rationalise. Reduce number of pools and playing fields create fewer but better facilities.
	Small amount of population use these services and cost should be borne by user.
	These facilities should be user costed. E.g. if a gym needs work - those who actually use it should be prepared to pay a little more.
	This is an area which could be better supported through a user-pays system.
	Volunteer groups to be formed to carry out low level maintenance - once under council supervision.
	We don't need more cultural and arts buildings! Lawson Mechanics Institute is underutilised, and the community is restricted by council regulations to a max of 30 people (I think) Ridiculous! The people want to use it, but can't/ Host events for Greater Western Sydney in facilities we already have.
	What about privatisation of facilities?
	Why does it cost as much, if not more, to be a member at Katoomba Aquatic Centre and Gym as a privately owned facility? Blackheath pool should open earlier in the Summer.
REDUCE	
	Can be privatised - gyms galore in the mountains.
	Finding these 3 options unfair. The slides indicate 'services' or pools will only close if the rate isn't maintained or left alone. There seems a massive lack of creativity in dealing with services and how to keep them maintained or improved. Have friendly staff. lease food outlets and cafe spaces to businesses that make decent coffee and food. Help the businesses.
	It's a terrible story but Blackheath and Lawson should be closed. Very few people use Katoomba. I am a very regular swimmer and consider Katoomba often to be my private pool.
	Just sell them all the council should not be in this business.
	More user - pay revenue to offset costs.
	Reduce services or increase costs would be an acceptable option here.
	Shut the high risk/costly and take the political flack. The costs of transport is not prohibitive to get to another. We are a winter wonderland.
	Subject to usage by residents. Do we really need 5 pools in Blue Mountains.

	Too many pools - Close some.
	User pays. Charge for their services.
	Can be privatised - gyms galore in the mountains.

Table 5-1-8 Comments by Preferred Service Level for Community Development

Level of Service	Comment
IMPROVE	
	Aging population will need these services and venues.
	Childcare need to be council run? Would not private end. Be able to run as would we lose services? Can they be run to return a profit?
	Consider more specialist - use buildings; the gallery in Katoomba cultural centre is a good example. A theatre is needed in the upper mountains, for upper mountain people springwood is not 'local'. Partner with community groups to manage specialist buildings/services in these buildings.
	Council to supply costs
	Create mutual credit systems to reward volunteers
	Donation Only. Babies, parents and young people as well as the elderly need access to these vital services.
	Facilities are needed for ageing population and for young families moving into the area.
	Greater requirement for council to assist groups that are maintaining and improving council asset.
	I work at Katoomba Neighbourhood Centre, and so directly experience and appreciate the huge difference that council investment in this area makes the lives of a wide variety of residents; Children, families, elderly, isolated people, those with a disability, youth etc. Plus ensuring employment locally for many talented, committed locals.
	Important to improve availability of this section, innovation required.
	Improve community buildings.
	Invest in these facilities to allow for more revenue to be produced by the facilities. E.g. Parking for Mechanics Institute Lawson - Will result in an increase in use and more revenue
	Investing in people HUGH priority "a society is measured by how it treats it's weakest members" - Cardinal Roger Mahony.
	Like Hazelbrook Childcare new building - Secure Federal and State Grants.
	Not much being done for youth in Blackheath. Too many alcohol outlets in the mountains, e.g. Dan Murphy's
	This doesn't cost a lot but can bring in funds to enforce local facilities, community services etc. Find more ways to get funds from state/federal/philanthropic even Corporate sources.
	This is a priority in my view as it is more the community buildings right to the coalface - Lift level BANc etc.
MAINTAIN	
	Childcare needs to have performance revive.
	Childcare should be privatised where possible. Pre-school education should be top priority investment.
	Council owned preschool buildings should pay rents to ensure equality in the preschool sector.
	How did the Edge cinema fail? We obviously don't need more buildings. We need to use them better.
	Important for community involvement. Mountains people are community mined.
	Investigate ideas around leasing facilities to the private sector as a way to increase revenue.
	Maintenance and access to community halls/services an important existing strength.

	More pre-school facilities and afterschool care. Incentives for community based centres.
	The buildings etc.. Have been significantly invested in recent years. Potentially involving more private sector parties to run more activities in these may increase utilisation and increase revenue in order to provide free services to those who need them.
	The 'squeaky wheel gets the grease'
	This area is one which private business are private/civic community groups can and should manage themselves.
	Yes important - not sure how to defray costs.
REDUCE	
	Allow the community to use halls such as mechanic hall in Lawson without ridiculous constraints. Allow people to hire spaces at a reasonable cost. Increase income.
	Put more accountability on state and commonwealth for advocacy.
	Sell the halls and have then run privately.
	These are duplicated groups like anglicare do a better job.
	Too many assets - Need to seriously look at what is really needed - sell off.
	What is advocacy and how do you cost this service?

Table 5-1-9 Comments by Preferred Service Level for Cultural Development

Level of Service	Comment
IMPROVE	
	As we are the city of the arts we must support and improve Cultural Development.
	Council to supply costs
	Enriches the lives of residents and provide opportunity for local artists.
	Even in the height of the Ice Age in Europe, people sat in caves watching flaring planes in are paintings more while story tellers held people in Awe. So as times may be tough today, the arts and culture development should play a big part of society.
	Important - Strong commitment in Mountains. Tourist attractions. Investments for future. Listing of mountains.
	Improve digital engagement with digital creations in community to benefit community.
	Interests for tourism! Improve for better return.
	Move maintenance of war memorials etc. to RSL.
	Need some sophistication as a draw card.
	Need to engage the public more to extend/expand the ideas that create solid and sustainable solutions.
	Note: Limited budget allocation. At the present more budget on roads and pot holes than cultural engagement and community activity. We had amazing talent here that can build on tourist economy and retail economy if supported by the council.
	Support of festivals with supplying staff for road closures etc.
	This doesn't cost a lot but can bring in funds to enforce local facilities, community services etc. Find more ways to get funds from state/federal/philanthropic even Corporate sources.
	This is an area that potentially can produce revenue - A city of the arts needs to develop that identity and promote these facilities.
	We need a theatre in the Katoomba cultural centre - outsource management of the old library to make it a revenue - producing asset. More arts festivals to attract visitors.
	Window into our community - more access to all the areas for tourists too.
	As we are the city of the arts we must support and improve Cultural Development.
MAINTAIN	
	Do what you can
	I think the level inadequate but this is an area I will research more.
	If something's got to give in a world of limited funds, this is it for me - maintain the spaces council currently has for these activities, so community groups can use them?
	Maximise subsidy, user pays / ticket prices
	One can't force this, it has to grow organically.
	Perhaps less council involvement in festivals would encourage more of them.
	Solar electricity and lighting for new Springwood centre and all the others.

	This is not an area of direct interest to me.
	What is advocacy and what is the cost? This happens via other avenues and local community drive/initiative.
REDUCE	
	A luxury but reduce excessive costs
	Continue creative cluster, grants and all services. The cultural centre is great. Find more ways to make money while providing cultural activities. Paid workshops for school age kids? Corporate sponsorship of programs? Like AGNSW have 'Art after hours' Events with music etc. for a fee to raise money.
	Current buildings should be made available to community groups for a small fee. Craft groups, kids activities etc.
	Given the issue of funds is the primary issue. Use the funds to fix more pressing problems e.g. infrastructure.
	I work in the music industry and government is very poor at promoting the arts.
	Sell off these derelict buildings like the Lawson Hall and let someone else do these buildings up. Not me the rate payer. Use the money to reduce debt. If someone wants to rent these buildings at a good rate fine. Not a core council issue.
	These areas receive a great amount of support from higher levels of Government. Interaction is required but should be limited.
	Too much is being spent - reduce to what can really be afforded.

Table 5-1-10 Comments by Preferred Service Level for Libraries

Level of Service	Comment
IMPROVE	
	An annual fee would assist in up to date resources.
	Books are vital for a worthwhile life! And libraries are wonderful places to spend time. Please keep supporting these places.
	Contrast in facilities and stock at Katoomba and Lawson suggests room for improvement.
	Council to supply costs
	Crucial resource for informed community. Best 4% spent by council.
	Due to our aging population it is important that the elderly (especially those who no longer have a car) have access to a local library. However, I support the reduction in the number of libraries if a mobile library could be an option.
	Essential community facility
	Libraries across city phenomenal. One of our greatest hidden strengths. Lets keep building inclusive knowledge economy.
	Libraries are important educational resources - Please to see that review is being undertaken to maximum resources i.e. \$\$\$
	Longer opening hours for Blackheath.
	Look at utilising and ability to adopt traditional and new technology.
	Need to upgrade services.
	Only 4% expenditure - keep them.
	Perhaps reduce the amount of libraries
	Reduce number of libraries and increase the technology levels of remaining (4 instead of 6)
	The Katoomba and Cultural Centre is excellent - more like this
	Utterly important to maintain and improve and utilize
	Very important. With falling literacy rates and increased screen based virtual activities, kids need access to and encouragement to use libraries.
	We need an intelligent community! Some people don't have access to home recourses, even though we would like to think they do. Talking books and disability resources are vital to keeping people in the area and less stress on care facilities (in their own homes)
	An annual fee would assist in up to date resources.
MAINTAIN	
	As stated, most cities have one library but our linear array of towns means we have many libraries under one wing. User pay of 20c an item would raise revenue - but would raise tempers.
	Bring in a fee for library use.
	Develop more local small libraries as community hubs. Cool on hot day etc. (open especially) Wi-Fi in all.
	I do not support a user pay system
	Important to community wellbeing
	It would be great to see more links between local libraries and local schools.

	Keep up the great service
	My family love the new Library, it has provided a safe and reliable, sound space for my teenagers. Independent.
	Review the number and quality of libraries. A few smelly old libraries.
	The library service is VERY GOOD. However it should be possible to organise something like 'Friends of the Library' to raise money to improve services and facilities without a drain on rates income.
	Use of online communication - maintain for older population.
REDUCE	
	Are buildings the best way to achieve objectives. Investigate iPod, Kindle, Virtual Libraries etc. Do we need 6 libraries?
	Close some - simply too many.
	Close Wentworth Falls - I'll go to Katoomba.
	Imperatives for the community. Find ways to make money from it. Do full service review.
	Reduce the amount of libraries
	Reduce to 5 and increase services at remaining libraries.
	Review usage and focus on use demographics.
	Suggest potential partnerships with Penrith for free access therefore lower mountains and consolidate libraries.
	Too many libraries - maybe don't need smaller services ---
	Transport is good enough and everyone goes to Katoomba to shop - and get books.

Table 5-1-11 Comments by Preferred Service Level for Sport & Recreation Facilities

Level of Service	Comment
IMPROVE	
	Definitely needed. For children, parents, family fun.
	Demographic dependant.
	I believe it is one of the core 'jobs' of my local council to provide and maintain these facilities - there are so many flow on benefits to people living in the community where these facilities are available - my family actively use playgrounds, dog - off leash areas, sporting grounds.
	I do believe a critical part of improving these facilities is to make the TOUGH decisions to close small and poor condition parks/playgrounds. This should help Wentworth Falls Lake and it would be great to see significant improvement of Buttenshaw Park in Springwood and Glenbrook Park.
	Important to ensure safety. Concern with facilities for cyclists? No location that is not necessary to go on major road. Major safety issue.
	Improve fields with high utilisation. Shut down the underutilised fields.
	License pets - Cats and dogs. Solar lighting !
	Maybe a more palatable approach to applying a tourist levy would be to direct it to - Need control, traction management.
	More off leash facilities. Support local groups such as Blue Mountains Dog group. Less hassling by rangers and understanding of benefits of pet ownerships.
	Need to engage the public more to extend/expand the ideas that create solid and sustainable solutions.
	Option 1. Young families growing population need these facilities. These are critical facilities for health and wellbeing.
	Sport and Recreation facilities are important for the health and well being of the community.
	Sport is important for youth development and amenities need to be safe and in good order to attract them. But not all rate payers use them. Perhaps again - user pay and fees must rise?
	The Blue Mountains is lacking in quality play grounds. These are important meeting places for young families, providing social interacting and important also for physical development of children.
	These are areas that need more community involvement in the maintenance - is there levies for using these placed on users rather than the whole community.
	This is an area which private organisations and smaller community groups are unable to self manage.
	Toilets at Gloria Park (improve) Basketball court at Gloria Park
	Toilets in Blackheath duck park are in a dangerous area setback in the bush. There needs to be a closer set down near BBQ's. I know this isn't a priority but it is an issue.
MAINTAIN	
	A lot of money has been spent recently. Maintain. Invest to reduce ongoing costs.
	A lot of these facilities don't get used most of the week - need some innovative re-thinking of who uses these facilities.
	Again, please can we seek partnership with State and Federal Government sort and recreation. We should be generating income from leasing sports grounds for major events. Otherwise more pressure on State/Federal members to meet costs.
	As per 4.1 - create volunteer program for playground 'hosts'. Partner with local sporting groups to 'adopt' these areas - with training and insurance.
	Do clubs using these facilities pay for their up keep? If not, they either 1) pay fees and/or 2) have a support group to maintain and/or improve facilities.
	For these centres running paid activities e.g. soccer and netball parents would be happy to pay either one off levies or additional fees per year to know that reinvestment in their facilities will happen.

	Involve community. Rotary. Important to community. Involvement of youth also of high importance in the mountains.
	More Dog off-leash parks (with poo bags and disposal facilities)
	Reduce amount of sell off some and create less but better facilities.
	Significant community use. See up. Subsidy or sponsorship possible. Need to consider new technologies (with streamlining of involvement of power provides water providers etc)
	There are things that BMCC can do that don't cost money. E.g. extending the arbitrarily restricted Lawson dog off - leash area. These are very important social/community sites, not just dog exercise areas.
	Those using sports facilities could pay a fee for the areas.
	User Pays again but many sports clubs take too high a fee for State Administration bodies. Money should go to the facilities.
	With all options depending on community use (pay as you use) Use of volunteers to maintain some of these structures.
	Youth problems increase when facilities aren't provided. Getting bids outside will reduce problem behaviours (which can be costly) later.
REDUCE	
	Allow businesses to flourish. Allow boat/canoe hire at Wentworth Falls lake. Allow coffee vans to go to wenty Lake - get your own and make a killing from hot chocolates and croissants by the lake in winter!! Allow more dog off leash areas. Fundraise and ask community to donate to specific courses - improved play equipment for certain parks. Monitor the ability and quality of work done by park maintenance officers. Hinkler park has been decimated by chainsaw happy blokes. Increase fees to sports clubs.
	Close some - again simply too many.
	User pays and User maintains
	When I was young the local groups using the oval would mow it.

Table 5-1-12 Comments by Preferred Service Level for Overall

Level of Service	Comment
IMPROVE	
	Accept cost rise! Need sliding scale for 'reduce fees' for those find cost high.
	Being able to live in the Blue Mountains is loaded with our responsibility to the environmental cost. It is a privileged community, in that we will never get over - crowded and must accept that the infrastructure maintenance is complicated and expensive.
	Best to improve now rather than to just maintain - the added cost to the rate payers may prove better in the long run.
	Blue mountain rates aren't that much more than Lithgow. Is there anything to be gained by transferring Medlow Bath - Mount Victoria to Lithgow council?
	Council staff - Thank You for your efforts in developing this strategy. There is only one option to maintain/improve our local environment. Good luck with option 1 - hope you get it up.
	Council to supply costs
	Generally I believe we live in a privileged area, and we should be prepared to increase rates, especially given funding will be decreased over time - it's to be expected.
	Have confidence in Council to work in the best interest of the community. The rate increase sees insignificant in a weekly services compared to the \$\$ value spent improving services.
	I agree with rate increase with certain proviso. Relief for pensioners and unemployed (periods of) and rates to be used for existing infrastructures.
	I am happy to pay more this time if there is transparency and considered consultation. Next time I may not be so keen to part with my money so easily. If 1 is adopted council showed report to residents on a regular basis that BMCC assumption for this rate increase is working.
	I feel "service reviews" in all sectors are a paramount priority - due to success of the information centres and caravan parks these are indicative of how council should priorities these types of service transformations. The labels of 3 columns are named due to councils opinion of the result of what a rise in rates will lead to. However closer look at the data shows that not always the case for "improve". The slides with pie charts were glossed over, as were the slides that had the information on them regarding how much per week and per year we were going to be paying for each option. An extra \$138 in years 17/18 is significant. The chart of "confidence in Data" was not on the slides, or explained when discussing options.
	I fell the tourist dollar should be a target. That is the city's true potential
	I think that paying less than a cup of coffee a day to improve the overall amenity of the mountains is a small price to pay.
	I will go with this option as to maintain or reduce levees may be more costly in the long run. Hey? This sounds like the liberal Governments argument about debt and its effects in the future? So I see option 1 will not be satisfactory to most rate payers.
	I wonder if there could be some middle option. While I can see the benefits of improvement, I'm concerned about the aged/retired population in the BM - and ability to pay increased rates. I would like to see modelling on demographic changes over the next decade - and make decisions based on this.

	I'd like to see 'slight' improvement at about a 7 1/2 somewhere between maintain and improve.
	Investment now will save money in the future. Investment now will encourage more people to move to the mountains increasing the rate base.
	Local economy needs focus. Skilled people engaging with local industries needs to be facilitated by council. Many skilled locals have no way to use their skills locally professionally.
	More awareness of micro levels in order to assure to assure maximum efficiency and productivity within the services that are provided.
	More scrutiny of present commitments to spend on Council Vehicles, executive salaries and other "conspicuous" examples that allow the minimalist to criticize.
	My preference is we improve but at what cost. My view is council needs to rationalise services and aim to improve with less.
	Need to engage the public/community over a longer period - Not quick/short info based workshops.
	Note older population and rate payers do NOT have unlimited resources. Watch expenditure and effectiveness.
	Obviously a mixture is needed.
	Seems like council has talented staff who have put a lot of skilled work into canvassing options. We have to pay for what we value.
	Some need to be maintained and some need to improve.
	There is clear evidence from my POV that option 1 is true best & @ \$2.18 as an average cost for residential property per week that is not much extra over the period.
	To stop the decline in the city option 1 must be chosen.
	While I support the need to increase rates, I do feel the BMC needs to further improve effectiveness in a number of areas. For e.g., the roundabout in Katoomba was the cost of this (with the light) necessary when there are other priorities?
MAINTAIN	
	Based on the fact that I have a limited pension and any major increase in rate will impact on my income.
	Council need to communicate back to the public more and better.
	Government should keep funding for more grants because of our location and importance as premier tourist destination in the nation.
	Happy with the level of services and how they are projected with option 2.
	I am reluctant to tick 2 instead of 1 but my rates have already increased from \$1184p.a in 2009 when I moved home to \$1703p.a in 2014. At the same time, I have given up full time work so that then extra costs but very hard.
	If you can reduce 14.9% electricity costs then improvements can be made! Council needs to Listen to us and then act on good ideas. Aging infrastructure is a double edged sword - historical buildings need review and long term conservation and uneconomical, inefficient infrastructure needs to be replaced with sustainable effective long term investment for all the community. We need to invest in our children (Preschools, Afterschool care/Libraries/ Pools etc.) in our working adults (local infrastructure polls etc, environment), aging population with support needs - Centres/pools etc. Assistance for ill

	people/disabled in their own environment - kerbside services etc.
	Improve parking in Glenbrook please. On four days, special ceremonies at newly built Anglican Church, parking is out of control and block my driveway. Whilst Glenbrook is nice, the influx of shops and cafes, has caused a parking crisis in my street and village centre.
	Most area should be maintained - Roads is an area that --- council is working on but footpaths should not be replaced e.g. Glenbrook (Lucasville Rd to shops) When repairs would have been enough.
	My comment of maintain is based on my perception. I do not see the aging asset issue and hence the need for additional investment. Therefore I would like to see services maintained and I am happy to see council increase revenue to cover asset renewal.
	Perhaps a time limited levy to advise debt. Could be an option.
	Plan should look at prioritising expenditure - so a mix of options 1 and 2 and keep environmental levy not an all or nothing approach.
	Please keep and improve environmental levy
	Review Head - Government - Urgent - Employee costs are 3x Wollondilly council compared to a population - 1.8x Wollondilly.
	The use is not that there are only 3 options. Use of community resources, new technology, and streamlining processes may save a lot of money.
	Why can't interest groups take responsibility for various facilities? Community owned, community run.
REDUCE	
	My rate are 3x average I get no services - footpath, street lights - Nothing !
	Simply put, you are between a rock and a hard place. I feel council is at fault in a lot of areas. The residence cannot afford those costs, simple, end of story.
	Try to stabilise or slightly reduce rates.

5.2 COMMENTS BY AREA

Table 1-2-1 Comments by Service for Blackheath and surrounds

Blackheath and surrounds	Comment
Town Centres	
	Consider integrating TAFE students into service positions, e.g., Horticulture students for street scaping, seating or landscaping. Consider over pay model for some services.
	Include car parking improvement in Town centre (motor bike friendly)
	Katoomba streetscape is a disgrace. I work in Leura and a large amount of customers say that they have just been to Katoomba and it was depressing, sad and socking. These are tourists from all over Australia and the world. Hold the building owners and business owners accountable for the presentation of the face of their buildings. Unfortunately in presentation of Katoomba main street is very important to me and the tourism of Upper mountains. Some of the shops are empty and it is a depressed area and quite frankly looks like a very low socioeconomic area. Katoomba has a wonderful unique character but it doesn't need to look poverty stricken.
	Katoomba unattractive town. Needs more appeal for tourists and especially locals. Safety at night.
	Maintaining character and supporting local businesses (easy for people to park, shop etc.)
	Mount Victoria. Not yet mostly for major improvement. Mount Victoria toilets and park amenities excellent. More attention to gas lamps would be appreciated.
	Parking - Inadequate when tourist events develop Watson's supply yard into underground parking. Street - Develop more outdoor seating, buskers/music to encourage more tourism.
	Pay more attention to toilet facilities need more, tourism very important to whole of B.Mtns. Graffiti removed or prevention needs attention.
	Provide more support for local community groups and volunteers to improves their town centres. E.g., like Bush care groups
	Provide new self cleaning toilets in a user pays format. Better looking town centres will attract more visitors.
	Should local chambers take over responsibility to a great extent. They get the return from the visitor/residents purchases and can priorities i.e. how many public toilets for Blackheath.
Transport & Public Access	
	As individuals we need to understand risk and take responsibility for our movements.
	Better lighting along GWH - new technology - solar power? Heavy trucks etc. tend to speed. Also accelerate road erosion.
	Council workers should be seen to be busy. So many times they are standing around, leaning on shovels, looking at holes being dug, if works have to be done at the expense of the community, the very least they can do is look busy and like they are not wasting our money that we have worked hard for and have decided to increase for the rates for the improvement of facilities. you can't improve anything looking at a black hole.
	Footpaths needed in many areas. Main road plan should eliminate heavy traffic for Station street.
	Main roads. Motor bike suitable i.e. Wentworth street Blackheath.

	New technology - LED streetlights, solar power. Phone apps for people to report problems, damage etc.
	Surely 3% government funding has to be increased, keep up pressure.
	Will it include improved car parking? Especially in Blackheath at the train station. Would it include improvement of footpaths? New footpaths in unsafe areas?
Water Resource Management	
	A great deal of 'scoop' gathering needed in Mount Victoria.
	Also investigate new technology, enforce biodegradable packaging, plenty along highways and roads that will take up toxins.
	Need plentiful water supply - fight fires, drought and wildlife.
	Regular cleanouts of drains should be introduced.
	Share the cost with Sydney water
	Shouldn't depend on complaints to council to get this done.
	Stop the rubbish at the gutter before it gets in the drainage system.
Emergency Management	
	A huge initial effort needs to be done to ensure back burning etc. Once this has been accomplished the option could be maintenance.
	Huge input always from volunteers
	I'm in my local community fire group - more resident education (in partnership with the community fire group maybe?) Could help reduce storm and bushfire risk and damage . Assistance for residents living in existing property inflame zones to help them upgrade properties. Reduce fees, assistance with expertise etc. in recognition that the building costs are much higher.
	Prevention > Intervention
	Private property owners always had choice as to where they bought and how they built. Why some people live where they do beyond belief.
	Shouldn't be impacted on by out of area events i.e. council control burnings because of city to surf.
	Some fire mitigation risks totals over the top! E.g. my property borders Rolnor Park. I have trees and shrubbery on my land but 'reserve' now divided. Speak to neighbouring landowners and ask if they want it. Useless to provide mitigation if neighbours do not.
Natural Environment	
	Council should audit the management in this area as it can be very ineffective especially in regards to weed control.
	Do not get rid of the land care and bush care groups.
	Important as tourism and World Heritage area depend on natural aspects.
	Is an integrated part of Blue Mountains community and culture
	Need to introduce a user-pay system. With so much of council's expenditure being spent on accommodating visitor numbers (3m/yr.?) there needs to be an income stream to compliment this.
	Need to protect environment, we are its guardians - cannot let it deteriorate. Healthy environment - Healthy Population.
	Partnership with land care bush care must be the way to go.
	The natural environment drives our tourism industry; it's also a great resource for locals - recreation, the arts etc.

	Very important as a draw card to the area
	Why limit the levy to only 1 additional year? Why not keep it?
Natural Area Visitor Facilities	
	Attracting for tourists/Revenue. Good "house keeping"
	Decrease economic and community as attraction to mountains decreased
	I agree that those which are maintained got tourists should aim to be self funding. Some local ones might go but we locals can always walk elsewhere.
	Important to keep attracting visitors to the Blue Mountains for what we are known for. A toll similar or the M7 charging visitors a nominal fee (more for buses)
	Improve' because this is why people come to the blue mountains! Camping sites improved and keep the walking tracks up to date. I constantly tell people to visit Goreti leap lookout and am proud because it is so lovely.
	Information board - In Blackheath for tourists with the I Centre for far out of town centre we need information on the area made available in town.
	Keep looking at risks and facility requirements
	Look at donation buckets and volunteers to collect from visitors.
	Mount York grant very well spent .
	Need to introduce a user-pay system. With so much of council's expenditure being spent on accommodating visitor numbers (3m/yr.?) there needs to be an income stream to compliment this.
	Put a gate across the highway at Glenbrook! Seriously - finding ways to capitalise and being the East - West thoroughfare charge the tour buses. Well maintained tracks encourage people to use them and not to wander off into the bush.
	Very important as a draw card to the area
Aquatic & Leisure Centres	
	Closing Blackheath pool is NOT an option. More partnerships with groups like Fitness Passport to increase usage and revenue. A temporary cover and solar heater in winter. Blackheath pool is social capital, this should not just be about money. Looking at new technology e.g., there are roll - out structures you can put over a swimming pool and then heat it and get more use out of it.
	Cover the lane pool in Blackheath which makes it available for users all year round, swimming lessons etc. (Aqua Aerobics)
	Encourage "crowd finding" to improve services. E.g.. Solar heating for Blackheath pool.
	More can be done at Blackheath pool for locals and visitors. "Kids Kingdom" etc. Ice rink in winter? Something!
	Privatization?
	Shut the high risk/costly and take the political flack. The costs of transport is not prohibitive to get to another. We are a winter wonderland.
	There are too many pools in the BMC. 3 is enough - there should be no outdoor pools given the climate. 1 pool per area (upper, lower and inland) is adequate. Perhaps in BH the area could be used as another recreation facility where suited to the climate.
	What about privatisation of facilities?
	Why does it cost as much, if not more, to be a member at Katoomba Aquatic Centre and Gym as a privately owned facility? Blackheath pool should

	open earlier in the Summer.
Community Development	
	Childcare need to be council run? Would not private end. Be able to run as would we lose services? Can they be run to return a profit?
	Consider more specialist - use buildings; the gallery in Katoomba cultural centre is a good example. A theatre is needed in the upper mountains, for upper mountain people springwood is not 'local'. Partner with community groups to manage specialist buildings/services in these buildings.
	Investigate ideas around leasing facilities to the private sector as a way to increase revenue.
	Not much being done for youth in Blackheath. Too many alcohol outlets in the mountains, e.g. Dan Murphy's
	Put more accountability on state and commonwealth for advocacy.
	This is a priority in my view as it is more the community buildings right to the coalface - Lift level BANc etc.
Cultural Development	
	Do what you can
	Move maintenance of war memorials etc. to RSL.
	Need some sophistication as a draw card.
	Perhaps less council involvement in festivals would encourage more of them.
	We need a theatre in the Katoomba cultural centre - outsource management of the old library to make it a revenue - producing asset. More arts festivals to attract visitors.
Libraries	
	Longer opening hours for Blackheath.
	Perhaps reduce the amount of libraries
	Reduce number of libraries and increase the technology levels of remaining (4 instead of 6)
	Reduce the amount of libraries
	The Katoomba and Cultural Centre is excellent - more like this
	Transport is good enough and everyone goes to Katoomba to shop - and get books.
Sport & Recreational Facilities	
	Closing Blackheath pool is NOT an option. More partnerships with groups like Fitness Passport to increase usage and revenue. A temporary cover and solar heater in winter.
	Definitely needed. For children, parents, family fun.
	Toilets in Blackheath duck park are in a dangerous area setback in the bush. There needs to be a closer set down near BBQ's. I know this isn't a priority but it is an issue.
	User pays and User maintains
	When I was young the local groups using the oval would mow it.
Overall	
	Blue mountain rates aren't that much more than Lithgow. Is there anything to be gained by transferring Medlow Bath - Mount Victoria to Lithgow

	council?
	Government should keep funding for more grants because of our location and importance as premier tourist destination in the nation.
	Note older population and rate payers do NOT have unlimited resources. Watch expenditure and effectiveness.
	Plan should look at prioritising expenditure - so a mix of options 1 and 2 and keep environmental levy not an all or nothing approach.
	While I support the need to increase rates, I do feel the BMC needs to further improve effectiveness in a number of areas. For e.g., the round about in Katoomba was the cost of this (with the light) necessary when there are other priorities?

Table 1-2-2 Comments by Service for Katoomba and surrounds

Katoomba and surrounds	Comment
Town Centres	
	4% short \$600k
	Business can also contribute (corporate)
	Council should be a major player in stimulating local economics and tourism by enabling small business not ---
	Council should not privatise all public toilets but couldn't some be closed and replaced with privately run 'user pays' kiosks. Public seating is very important. Wentworth Falls good but don't know other areas.
	Felt more options for funding that include RATE PAYERS input and ingenuity offering of INCENTIVES crediting from volunteering services.
	Maintain rates. Monitor efficiency of staff. Do service review of this area as 'landscaping' seems everything down with a chainsaw at the moment. Engage the KCCC (Chamber of Commerce) and other groups to help \$.
	Need to ensure that crew are actually on the job during their allocated hours as it is still evident that a percentage are using their paid hours to engage in personal activity, e.g. shopping.
	Roundabout at south end of Katoomba St. has been a worthwhile and well-executed exercise, DRAINAGE NEEDS ATTENTION.
	Stop locking the toilets at night.
	The issue is does improve have to cost 'more'.
	There already appears to be a decrease in some services, viz. removal of bins in some public places.
Transport & Public Access	
	11% 63%
	Council needs to convince rate payers that all services are required.
	FOOTPATHS IN GOOD CONDITION IS CRUCIAL TO AN AGING AND BALANCE - CHALLENGED POPULATION
	Initial cost is high but long term cost is reduced if these assets are built at maximum level of construction standards. Less maintenance + flow an effects.
	Public safety should be a priority at every instance.
	The language is misleading for the 3 options. I want service levels maintained without a rates rise. Decrease massive trucks and encourage freight by rail.
	Tolls for trucks going through the Blue Mountains, as well as for Tourist buses.
	Traffic safety high priority Footpaths Low priority.
Water Resource Management	
	High priority as maintaining this area effects a greater group. More work needed to get external funding as this area is responsible for the water catchment for a greater amount of Sydney. State and Federal Government need to be made more aware of the importance of this area for water

	usage of Sydney.
	Increase user pays charges to those near bush land areas.
	Responsibility to the entire drainage basin.
	that they are being delivered effectively.
Emergency Management	
	Educate landowners to be prepared.
	Greater need to ensure hazard reduction activities by both government sector and private sector. Council may need to look at assisting private land owners for a fee to help reduce their hazard levels. A joint program that helps land owners by providing ground level assistance at a cost that would not be prohibitive as it could be if private contractors were required to do this work. Possibly a combined effort from our RFS/SES to assist council and private owners based on affordability tests.
	I'm said 2 but with climate change and the failure of Governments to address it we probably need to improve.
	Increase education of community, train volunteers in a program to contact households in Spring to do house safety audits and make recommendations to the householder. Make it a mandatory participation program. Apply for grants and do community fundraisers and get sponsorship from Coles and Woollies.
	Obviously that is critical. Again we have to take it on trust that you are effective/efficient in how you spend money.
	Offer reasonable insurance options to cover disasters.
	Quality of emergency management is adequate but need to ensure maintained for situations when emergency's occur unexpectedly.
	We chose to live in the mountains surrounded by bush land with limited future development and therefore should have this as a priority.
	We need to enhance there area - looking at 10y time frame increases in natural disasters likely with climate change.
Natural Environment	
	BMCC environment is our most precious assets.
	Educate all households and businesses to use eco-friendly products.
	Educate public (via schools and public program) on treating this area with respect.
	has to be high priority because of general importance of the environment and because BM is a world heritage area.
	I support the environmental level into the future.
	Look after your volunteer relationships, increase rewards to volunteers. Increase creativity in ways to educate the community. Visit schools and educate kids. Create an education program w/ prizes for schools increasing greenery, reducing 'weeds'. Continue Bush trackers support. Increase fines for environmental vandalism - police it. Allow nature strip gardens like Waverton councils "streets alive" program.
	This area has a greater area of impact than just our local region. Are we obtaining a proportionate assistance from State Government to ensure catchment areas are maintained. As well as other water ways and their ecosystem.
Natural Area Visitor Facilities	
	Are we able to have the ability to allow users that want to donate to the upkeep of these facilities. Maybe we need to simply ask all users that if they have enjoyed these facilities if they would like to donate money to maintain these facilities. Possibly a type of association to a 'friends of' type of

	program. Make users feel that they are a part of this environment and its management.
	Engage more volunteers from community, add small fee for camping grounds.
	Investigate enhanced visitor funding for maintenance for track/lookout infrastructure.
	Maintain if not improved to ensure public safety. Perhaps look at volunteer working bees to help with maintenance.
	Not lead agency for this, savings could be made by with minimal impact. Closing tracks/lookouts.
	Sounds like the main upgrade done on upgrading camping grounds (reduce) but improve lookouts.
Aquatic & Leisure Centres	
	Assess viability of Blackheath/Lawson outdoor pools vs. Renovation costs
	Can be privatised - gyms galore in the mountains.
	Finding these 3 options unfair. The slides indicate 'services' or pools will only close if the rate isn't maintained or left alone. There seems a massive lack of creativity in dealing with services and how to keep them maintained or improved. Have friendly staff. lease food outlets and cafe spaces to businesses that make decent coffee and food. Help the businesses.
	I think Katoomba and Springwood Aquatic and fitness centre should be maintained. Blackheath pool should be privatized or abandoned.
	I would prefer emphasis on in structural outdoor pursuits given the beautiful environment we live in. Do we need all the pools?
	It's a terrible story but Blackheath and Lawson should be closed. Very few people use Katoomba. I am a very regular swimmer and consider Katoomba often to be my private pool.
	Just sell them all the council should not be in this business.
	User Pay charge more
Community Development	
	Allow the community to use halls such as mechanic hall in Lawson without ridiculous constraints. Allow people to hire spaces at a reasonable cost. Increase income.
	Council owned preschool buildings should pay rents to ensure equality in the preschool sector.
	Create mutual credit systems to reward volunteers
	Greater requirement for council to assist groups that are maintaining and improving council asset.
	Important to improve availability of this section, innovation required.
	Sell the halls and have then run privately.
	user pay
Cultural Development	
	A luxury but reduce excessive costs
	Continue creative cluster, grants and all services. The cultural centre is great. Find more ways to make money while providing cultural activities. Paid workshops for school age kids? Corporate sponsorship of programs? Like AGNSW have 'Art after hours' Events with music etc. for a fee to raise money.
	I work in the music industry and government is very poor at promoting the arts.
	Need to engage the public more to extend/expand the ideas that create solid and sustainable solutions.

	These areas receive a great amount of support from higher levels of Government. Interaction is required but should be limited.
	Window into our community - more access to all the areas for tourists too.
Libraries	
	Close Wentworth Falls - I'll go to Katoomba.
	Crucial resource for informed community. Best 4% spent by council.
	Imperatives for the community. Find ways to make money from it. Do full service review.
	My family love the new Library, it has provided a safe and reliable, sound space for my teenagers. Independent.
	Utterly important to maintain and improve and utilize
Sport & Recreational Facilities	
	A lot of these facilities don't get used most of the week - need some innovative re-thinking of who uses these facilities.
	Allow businesses to flourish. Allow boat/canoe hire at Wentworth Falls lake. Allow coffee vans to go to wenty Lake - get your own and make a killing from hot chocolates and croissants by the lake in winter!! Allow more dog off leash areas. Fundraise and ask community to donate to specific courses - improved play equipment for certain parks. Monitor the ability and quality of work done by park maintenance officers. Hinkler park has been decimated by chainsaw happy blokes. Increase fees to sports clubs.
	Important to ensure safety. Concern with facilities for cyclists? No location that is not necessary to go on major road. Major safety issue.
	Need to engage the public more to extend/expand the ideas that create solid and sustainable solutions.
	There are things that BMCC can do that don't cost money. E.g. extending the arbitrarily restricted Lawson dog off - leash area. These are very important social/community sites, not just dog exercise areas.
Overall	
	Generally I believe we live in a privileged area, and we should be prepared to increase rates, especially given funding will be decreased over time - it's to be expected.
	Happy with the level of services and how they are projected with option 2.
	Have confidence in Council to work in the best interest of the community. The rate increase sees insignificant in a weekly services compared to the \$\$ value spent improving services.
	I am relevant to tick 2 instead of 1 but my rates have already increased from \$1184p.a in 2009 when I moved home to \$1703p.a in 2014. At the same time, I have given up full time work so that then extra costs but very hard.
	I feel "service reviews" in all sectors are a paramount priority - due to success of the information centres and caravan parks these are indicative of how council should priorities these types of service transformations. The labels of 3 columns are named due to councils opinion of the result of what a rise in rates will lead to. However closer look at the data shows that not always the case for "improve". The slides with pie charts were glossed over, as were the slides that had the information on them regarding how much per week and per year we were going to be paying for each option. An extra \$138 in years 17/18 is significant. The chart of "confidence in Data" was not on the slides, or explained when discussing options.
	More awareness of micro levels in order to assure to assure maximum efficiency and productivity within the services that are provided.
	My preference is we improve but at what cost. My view is council needs to rationalise services and aim to improve with less.

	Need to engage the public/community over a longer period - Not quick/short info based workshops.
	Obviously a mixture is needed.

Table 1-2-3 Comments by Service for Lawson and surrounds

Lawson and surrounds	Comment
Town Centres	
	Added income from visitor levy via vehicle parking.
	As important for residents as for visitors - that town centres are pleasurable, attractive, well - functioning places to come to. I encourage council to actively get the Mind the Gap programme up and running, to get life and vibrancy into vacant retail space.
	At each locality. One public toilet at a railway station costs with SRA
	Critical to maintaining the lifestyle residents want 'a village feel'.
	Ensure assets charges cover maintenance where possible
	Graffiti a major concern. Blue Mountains costs like a 3rd world city.
	It's not currently proportionate. Leura had massive investment in a fancy flyer while Lawson languished for over 50 years uniting for new shops. Can't town centres have an annual competition to encourage community group involvement in flower beds, gardens, train stations.
	More funds should be sought as the Blue Mountains is a special case.
	The development of Lawson is farcically design and appeal. If we are to develop more tourist dollars we need inviting environments. Why cant the mid-mountains have a long term plan for becoming a tourist destination.
	Visual amenity would be greatly improved by burying power lines. Start with new development and town centre plan for every street.
	Yes important for showcasing our region but not the highest priority.
Transport & Public Access	
	As GWH is the main route west, with huge trucks affecting our roads, what financial help can we expect from State/Federal Govt? Can this be further explained?
	Badgerys Crescent Lawson - as example high traffic flow, no footpath in places. No other way for pedestrians to walk to Hazo.
	Considering mountain community the road infrastructure is limited anyway.
	Emphasis put on high risk.
	Is there an overall BMCC plan to create, improve, maintain or repair footpaths. If yes, can it be made available to residents.
	Leave roads to the Federal Government to fund. Marginal mountains seats with angry motorists leaning on their members (federal) a better solution.
	Need more to spend more critically - do it right
	NSW State Govt should be subsidising costs to Govt as high volume trucking is the major source of deterioration.
	Special grants from State Government are available for road maintenance. E.g. cf grant lakes council program.
	Such a larger proportion of council's asset base, and such a utilised asset - it is obvious, for reasons of safety as much as anything - that significant expenditure is required.
Water Resource Management	

	Believe is being done well now.
	Climate change impact
	Emphasis on areas where rate payers are receiving high impact damage.
	Great work already done but more places need remediation to prevent damage to bush land including erosion, spread of weeds, rubbish etc.
	I am satisfied in what I can see in my limited view, that storm water issues are currently managed well, in terms of flash flooding on roads.
	Important to protect water quality in the natural environment - particularly important as the Blue Mountains are subject to regular storms at certain times of the year.
	Not just water quality - also contamination of bush land and spread of weeds. Previous expenditure on catchment strategies that are not maintained is a waste of money initially.
	Partnership with Sydney water delegate / Hand back responsibly to State Preliminary members and State Government agencies.
	Whatever is required with input from BMCC, Sydney water and any other wastewater and storm water management should always be maintained.
Emergency Management	
	Blue Mountains high risk area Seek increased funding from State and Federal Government. High tourist area is impacted on if emergencies occur and can damage tourist confidence. Blue Mountains to be seen as a special case.
	Call upon Federal Government for emergency planning/funding direct to RFS
	Consequences of CLIMATE CHANGE ON THE INCREASE
	Conspicuous progress already visible, but more is desirable. Cautionary not - APZ and Fire Trails should be scientifically justified. No ad-hoc removal of nature vegetation without EIS and Aboriginal Heritage impact assessed. Best practice needs to be demonstrated and advertised to keep residents supportive.
	Does it really cost \$10,000 to mount a rescue attempt of bushwalkers? If so, could council explore ways to follow NZ's method - the State underwrites all outdoor activities insurances. (as far as I know). Council is now reaping the result of their pathetic laws for housing and fire protection. We have a lot to learn from W.A in terms of where housing is permitted and the residents' responsibility to clear near their homes.
	I will admit I do not have a great deal of knowledge about this so I fell my opinion is a little uninformed.
	If strategy I will provide for a less costly response for future emergencies then I support this. Not convinced with fire mitigation - Prefer money used for RFS and SES.
	Pressure on State and Federal Government needs to be considered. Those in danger zones could be expected to pay a levy - after all, it is their safety.
	State and Federal Govt income? Should council campaign for its ratepayers to lobby for this and to be more AWARE of need for this.
	The reality is this is an area prone to and at a high, and seemingly increasing risk of natural disaster. Protection of lives and peoples homes is of paramount importance, and is extra money needed to do this better, then it's justified.
Natural Environment	
	For me this is the highest priority, I'm not convinced that current funds are being used with max efficiency. In many residential areas, lack of work and guttering leaves from water polluting bush lands and creeks. Catchment ponds put in in the last 10 years are often not sufficient and one risk to my residence has never been maintained except by efforts. Innovative partnership with the bush careers sector should be explored. Maintain World Heritage

	status.
	Improve and build on strong relationships with local bush care groups.
	Invest in promoting community engagement e.g. similar to "clean up Australia day" why not one day for the Blue Mountains? Promote through schools and community groups.
	Policing what goes into the waterways from properties commercial/residential. Population is an issue.
	This has been a waste of money for my property. A storm washed away the work done by the bush doctors.
	We live in amazing natural bushland - I love that I live somewhere where I am continually visually reminded that we are a small strip of human development in a huge area of bushland - we have a responsibility to protect and minimise our detrimental impact on this surrounding areas.
	We need to make visitors pay to be involved in our World Heritage area. 3 Million people pay \$5 each would provide massive income. Realistically, people wanting to utilise the facilities should pay, but which facilities? A small fee to use the toilets would not be unreasonable. it was done in major cities years ago. Can't see a problem with it. Universities could pay to study our unique environment.
	Weed control officers do great work for private land, but council land is often the weed bank! (e.g. below Lawson Pool) "Do as I do" Is better education than "Do as I say". More encouragement/advocacy/support for local Land care and Bush care groups. Their value in educating our community is huge.
	World Heritage Area of Blue Mountains means this must have high priority.
Natural Area Visitor Facilities	
	Again, Blue Mountains one of Australia's highest tourist destination and I would demand more funding from State and Federal Governments. Also maybe Institute and visitor fee?
	Apply cost recovery charges for maintenance. Charge access charges for use of walking track. This area should be revenue - Neutral.
	Fees for Use.
	Levy for visitors via vehicle parking tickets, tour operator additional levy per person. Lobby state and fed govt.
	Maybe there could be a levy changed to visitors using council camp ground around maintenance.
	Need to be able to charge out of town tourists - the user pay.
	One of the main reasons we live here is because of the extensive network of bushwalks on our doorstep. The craftsmanship in the creation and maintenance of many of the tracks is breathtaking. People NEED to get out into the bush, on safe, accessible tracks, for their health and sanity and well being.
	Since it is hard to quantify any potential for increased revenue from improvements here, just maintain. Explore options for divesting BMCC of responsibility by giving over to NFWS (state funded).
	Strategies developed to have a responsible 'user pays' fee for accessing these facilities. These major users are from outside the Blue Mountains and residents should not bare the break of these costs. These resources are important to maintain tourist engagement. User should pay to visit a World Heritage area.
	This should be a Federal Government responsibility. Partnerships needed with these companies benefiter e.g. Echo point sky way with profits. Tyr tourist levy - Parking, Entry to main walks at echo point (on weekends and public holidays)
	Tourism investment is unavoidable.

	Visitors should pay for a permit to use these facilities.
Aquatic & Leisure Centres	
	Another area where the tough decisions need to be made to close pools with low patronage. If pools are not being used they should be closed.
	Costs are high - a high priority for some residents - again users should pay to maintain and service. In many respects these are 'luxury' items and not all residents see these as a high priority.
	Ensure revenue covers cost to maintain facilities.
	Loss of services would hurt locals. Improvement might not be a priority so maintain present levels. Mid - Mountains basket ball court?
	Maybe too many pools!
	My partner and children and I very much enjoy these facilities quite regularly. Investment in infrastructure to support and encourage health and well being of local residents is money well spent. I would be in favour of closing or limiting opening times for less used facilities, e.g. Blackheath Pool.
	Please don't close the Lawson pool. Can we look at community fundraising to upgrade?
	Small amount of population use these services and cost should be borne by user.
	These centres attract people/tourists. Support community health, provide good ethical work for locals, can form the basis for growth industry tourism/health/recreation.
	These facilities should be user costed. E.g. if a gym needs work - those who actually use it should be prepared to pay a little more.
	Too many pools - Close some.
	We don't need more cultural and arts buildings! Lawson Mechanics Institute is underutilised, and the community is restricted by council regulations to a max of 30 people (I think) Ridiculous! The people want to use it, but can't/ Host events for Greater Western Sydney in facilities we already have.
Community Development	
	How did the Edge cinema fail? We obviously don't need more buildings. We need to use them better.
	I work at Katoomba Neighbourhood Centre, and so directly experience and appreciate the huge difference that council investment in this area makes the lives of a wide variety of residents; Children, families, elderly, isolated people, those with a disability, youth etc. Plus ensuring employment locally for many talented, committed locals.
	Invest in these facilities to allow for more revenue to be produced by the facilities. E.g. Parting for Mechanics Institute Lawson - Will result in an increase in use and more revenue
	Like Hazelbrook Childcare new building - Secure Federal and State Grants.
	Maintenance and access to community halls/services an important existing strength.
	This doesn't cost a lot but can bring in funds to enforce local facilities, community services etc. Find more ways to get funds from state/federal/philanthropic even Corporate sources.
	Too many assets - Need to seriously look at what is really needed - sell off.
	Yes important - not sure how to defray costs.
Cultural Development	

	Current buildings should be made available to community groups for a small fee. Craft groups, kids' activities etc.
	Even in the height of the Ice Age in Europe, people sat in caves watching flaring planes in are paintings more while story tellers held people in Awe. So as times may be tough today, the arts and culture development should play a big part of society.
	I think the level inadequate but this is an area I will research more.
	If something's got to give in a world of limited funds, this is it for me - maintain the spaces council currently has for these activities, so community groups can use them?
	Note: Limited budget allocation. At the present more budget on roads and pot holes than cultural engagement and community activity. We had amazing talent here that can build on tourist economy and retail economy if supported by the council.
	Support of festivals with supplying staff for road closures etc.
	This doesn't cost a lot but can bring in funds to enforce local facilities, community services etc. Find more ways to get funds from state/federal/philanthropic even Corporate sources.
	This is an area that potentially can produce revenue - A city of the arts needs to develop that identity and promote these facilities.
	Too much is being spent - reduce to what can really be afforded.
Libraries	
	As stated, most cities have one library but our linear array of towns means we have many libraries under one wing. User pay of 20c an item would raise revenue - but would raise tempers.
	Books are vital for a worthwhile life! And libraries are wonderful places to spend time. Please keep supporting these places.
	Close some - simply too many.
	Contrast in facilities and stock at Katoomba and Lawson suggests room for improvement.
	Develop more local small libraries as community hubs. Cool on hot day etc. (open especially) Wi-Fi in all.
	Essential community facility
	Libraries across city phenomenal. One of our greatest hidden strengths. Lets keep building inclusive knowledge economy.
	Libraries are important educational resources - Please to see that review is being undertaken to maximum resources i.e. \$\$\$
	Too many libraries - maybe don't need smaller services ---
	Very important. With falling literacy rates and increased screen based virtual activities, kids need access to and encouragement to use libraries.
Sport & Recreational Facilities	
	Again, please can we seek partnership with State and Federal Government sort and recreation. We should be generating income from leasing sports grounds for major events. Otherwise more pressure on State/Federal members to meet costs.
	Close some - again simply too many.
	I believe it is one of the core 'jobs' of my local council to provide and maintain these facilities - there are so many flow on benefits to people living in the community where these facilities are available - my family actively use playgrounds, dog - off leash areas, sporting grounds.
	I do believe a critical part of improving these facilities is to make the TOUGH decisions to close small and poor condition parks/playgrounds. This should help Wentworth Falls Lake and it would be great to see significant improvement of Buttenshaw Park in Springwood and Glenbrook Park.

	More off leash facilities. Support local groups such as Blue Mountains Dog group. Less hassling by rangers and understanding of benefits of pet ownerships.
	Sport is important for youth development and amenities need to be safe and in good order to attract them. But not all rate payers use them. Perhaps again - user pay and fees must rise?
	These are areas that need more community involvement in the maintenance - is there levies for using these placed on users rather than the whole community.
	Toilets at Gloria Park (improve) Basketball court at Gloria Park
	User Pays again but many sports clubs take too high a fee for State Administration bodies. Money should go to the facilities.
	Youth problems increase when facilities aren't provided. Getting bids outside will reduce problem behaviours (which can be costly) later.
Overall	
	Being able to live in the Blue Mountains is loaded with our responsibility to the environmental cost. It is a privileged community, in that we will never get over - crowded and must accept that the infrastructure maintenance is complicated and expensive.
	I am happy to pay more this time if there is transparency and considered consultation. Next time I may not be so keen to part with my money so easily. If 1 is adopted council showed report to residents on a regular basis that BMCC assumption for this rate increase is working.
	I will go with this option as to maintain or reduce levees may be more costly in the long run. Hey? This sounds like the liberal Governments argument about debt and its effects in the future? So I see option 1 will not be satisfactory to most rate payers.
	More scrutiny of present commitments to spend on Council Vehicles, executive salaries and other "conspicuous" examples that allow the minimalist to criticize.
	Seems like council has talented staff who have put a lot of skilled work into canvassing options. We have to pay for what we value.
	Simply put, you are between a rock and a hard place. I feel council is at fault in a lot of areas. The residence cannot afford those costs, simple, end of story.
	Some need to be maintained and some need to improve.
	There is clear evidence from my POV that option 1 is true best & @ \$2.18 as an average cost for residential property per week that is not much extra over the period.
	Why can't interest groups take responsibility for various facilities? Community owned, community run.

Table 1-2-4 Comments by Service for Springwood and surrounds

Springwood and surrounds	Comment
Town Centres	
	Are all town centre operations required? E.g. town notice boards. Very important for tourists.
	As the majority of townships are located along the GWH and the City of the Blue Mountains is within a World heritage National Park and attracts many tourists it is important that our towns give a good impression.
	Council already doing excellent work across these three services
	Council to supply cost.
	Given the reliance on tourism in the BM - particularly upper mountains - this area cannot be neglected.
	Keep to a high standard important for tourism. Perception of safety.
	Not just for tourism but for the residents.
	Reduce operating costs - Solar Electricity - it's only going to get more expensive to access electricity grid!!! Get locals e.g. scouts/guides involved in maintaining certain parks/lookouts etc. Reduce the cost.
	Seeking improvement in all costs - E.g. Solar options.
	Very important to overall well being of all mountain residents
Transport & Public Access	
	Consider redirecting traffic on the Eastern - maybe near Springwood Ps. This will alleviate local access being dominant on Macquarie Road.
	Council already doing excellent work across these three services
	Council to supply costs
	Great lack of footpaths which endangers safety of pedestrians, especially children and mothers with prams.
	Reduce rates for people who maintain drains/footpaths outside their properties - obviously this would need to be checked but checking takes less times than maintenance! Win/Win situation.
	Sealed roads also need gutters and drains thus less maintenance.
	The Blue Mountains is a 'ribbon development' and for residents to move about it is important that transport and public access is safe and well maintained.
	Use standard performance critical - E.g. quality STP (one type only Road and Gutter.)
Water Resource Management	
	As a city within a World Heritage National Park - Water Resource management is imperative to protect the environment.
	Council already doing excellent work across these three services
	Council to supply costs
	If people keep their roads drain clear especially after storms, reduce their rates!

	Must Improve - Cost improvement with resource capture
	This is important, but given the longer life span of enriching infrastructure it can be dealt with at a later time.
Emergency Management	
	Allow RFS brigades to assist more rather than using council resources for AZP x Fire trail maintenance.
	Council to supply costs
	Do we need to constantly clear bush zones that buffer residential areas. Perhaps we should think literally and instead of bush have park like zones with non flammable trees and plants that help to protect residential properties especially in the case of ember showers.
	Ensure that Aboriginal reserve directly near houses are back burned if safe to do so or clear buildings up of leaf litter, twigs and branches. I live near one and I'm not sure who is responsible for maintaining these areas.
	If we already have 7 fires on average per year, and this number is likely to increase rather than decrease - this must be a high priority moving forward.
	Improve buildings that are used - Lease out buildings as appropriate if at all. Remove buildings that are unable to be rectified due to white anteing - rot - roofing problems. Properties to be maintained as use buildings should have roofing fixed as priority to protect asset.
	Keep as high priority. Involve use of volunteer bush care groups for surveillance of Bush trails and Walking tracks.
	Must include waste.
	The Blue Mountains is a high fire risk area therefore, emergency management is essential.
	This is an area where community engagement, involvement and focus can be improved by facilitating local (street/community residential hub) participation rather than a prescriptive or punitive approach. People will privatise their safety and property protection reduce costs and brief community positively.
	Work with partners RFS and NPWS. Lobby State/Federal Govt \$\$\$. Don't relinquish responsibility but enhance partnerships. 10/50 will help alleviate pressure.
Natural Environment	
	As a city within a World Heritage National Park it is important to protect and restore the natural environment.
	Community involvement has utilised and can be enhanced on a local level (as per section 2.1)
	Concentrate on working with all volunteers as was done in the past.
	Council to supply costs
	Is there a metal recycling area in Blaxland Waste Management area? There should be if there isn't and money given to people recycling metal there! Positive reason to not dump in the environment.
	Maintain with help of volunteers/residents (those willing to be involved) Focus groups to be used in control of problem needs and rests.
	Ongoing support for Bush Care.
	Open up volunteer groups to assist but also pay people to carry out major clearing, restoration.
	Partnerships with local groups should continue and increase. Put money into supporting community groups, not doing it with council funds.
	The environment levy have enabled great benefits for the environment like infrastructure, these works need maintenance otherwise good works lost eventually. This must be improved as part of cost/benefit of being city in a World Heritage Area.

	The natural environment here is (in my view) one of the primary reasons residents live here. In addition, it is a key draw card for tourism.
Natural Area	
Visitor Facilities	
	As suggested, a user pays approach can be considered. Once again local community involvement in maintenance can be used.
	Concentrate on working with all volunteers as was done in the past.
	council to supply costs
	How does spending money on this help me and my family?
	I belong to a local bushwalking group and all the council walking tracks are being badly degraded. Closing tracks should not be an option, walking provides exercise, social contact and general well being for locals.
	Partnerships with local groups should continue and increase. Put money into supporting community groups, not doing it with council funds.
	The Blue Mountains attracts many tourists so visitor facilities must be maintains to a high standard.
	The natural environment here is (in my view) one of the primary reasons residents live here. In addition, it is a key draw card for tourism.
	This brings in visitors - and makes money through fees and day use cost. Again use of volunteers and interested residents.
	Tourism benefits and large number of local Bush walking groups also benefit from improved natural areas.
	We are a class tourist destination. Our facilities are not good. Certainly not as good as what I have see in the USA. Pride in our local environment is vital encourage and involve local groups in this
	Work more closely with others and managers. Share recourses, skills, promote jointly, plan in partnership.
Aquatic & Leisure Centres	
	Commercial interest for such structures - Aquatic centres, Fitness centres should not be BMCC responsibility.
	Council to supply costs
	Create or expand volunteer programs to help 'staff' these facilities for e.g. swim clubs (With appropriate training, insurance) or local sport groups to 'adopt' their pool.
	Gyms are too expensive and programs do not run late enough for commuters to use.
	Issue of maximising "user pays". Assess community use. Look at some facilities accordingly.
	Mountain communities like to have local aquatic facilities - good for teaching safe swimming to Australian kids, good for therapeutic swimming and exercise, gym for all including therapeutic and health maintenance for aging population (as is pool - Less stress on joints)
	Rationalise. Reduce number of pools and playing fields create fewer but better facilities.
	Subject to usage by residents. Do we really need 5 pools in Blue Mountains.
	The leisure centres at Katoomba and Springwood to be improved along with the pool at Glenbrook.
	This is an area which could be better supported through a user-pays system.
	User pays. Charge for their services.
Community Development	

	Aging population will need these services and venues.
	Appropriate youth services (e.g. youth centre opening more) Springwood/Winmalee community hall. Win hall I believe should be made redundant and Springwood Soccer Club house used and maybe expanded for community hall use. More funding for E.D.C particularly due to licensing restraints of centres and time for parents commuting, centre care isn't viable.
	Childcare need to have performance revive.
	Council to supply costs
	Donation Only. Babies, parents and young people as well as the elderly need access to these vital services.
	Improve community buildings.
	More pre school facilities and afterschool care. Incentives for community based centres.
	This area is one which private business are private/civic community groups can and should manage themselves.
	What is advocacy and how do you cost this service?
Cultural Development	
	Aging population will need these services and venues.
	Appropriate youth services (e.g. youth centre opening more) Springwood/Winmalee community hall. Win hall I believe should be made redundant and Springwood Soccer Club house used and maybe expanded for community hall use. More funding for E.D.C particularly due to licensing restraints of centres and time for parents commuting, centre care isn't viable.
	Childcare need to have performance review.
	Council to supply costs
	Donation Only. Babies, parents and young people as well as the elderly need access to these vital services.
	Improve community buildings.
	More pre-school facilities and afterschool care. Incentives for community based centres.
	This area is one which private business are private/civic community groups can and should manage themselves.
	What is advocacy and how do you cost this service?
Libraries	
	An annual fee would assist in up to date resources.
	Bring in a fee for library use.
	Council to supply costs
	Due to our aging population it is important that the elderly (especially those who no longer have a car) have access to a local library. However, I support the reduction in the number of libraries if a mobile library could be an option.
	It would be great to see more links between local libraries and local schools.
	Keep up the great service
	Look at utilising and ability to adopt traditional and new technology.
	Review the number and quality of libraries. A few smelly old libraries.

	Review usage and focus on use demographics.
	Use of online communication - maintain for older population.
	We need an intelligent community! Some people don't have access to home recourses, even though we would like to think they do. Talking books and disability resources are vital to keeping people in the area and less stress on care facilities (in their own homes)
Sport & Recreational Facilities	
	As per 4.1 - create volunteer program for playground 'hosts'. Partner with local sporting groups to 'adopt' these areas - with training and insurance.
	Council to supply costs
	Demographic dependant.
	Improve fields with high utilisation. Shut down the underutilised fields.
	License pets - Cats and dogs. Solar lighting !
	Reduce amount of sell off some and create less but better facilities.
	Significant community use. See up. Subsidy or sponsorship possible. Need to consider new technologies (with streamlining of involvement of power provides water providers etc)
	Sport and Recreation facilities are important for the health and well-being of the community.
	The Blue Mountains is lacking in quality play grounds. These are important meeting places for young families, providing social interacting and important also for physical development of children.
	This is an area which private organisations and smaller community groups are unable to self-manage.
	Those using sports facilities could pay a fee for the areas.
	With all options depending on community use (pay as you use) Use of volunteers to maintain some of these structures.
	As per 4.1 - create volunteer program for playground 'hosts'. Partner with local sporting groups to 'adopt' these areas - with training and insurance.
Overall	
	Accept cost rise! Need sliding scale for 'reduce fees' for those find cost high.
	Based on the fact that I have a limited pension and any major increase in rate will impact on my income.
	Best to improve now rather than to just maintain - the added cost to the rate payers may prove better in the long run.
	Council need to communicate back to the public more and better.
	Council to supply costs
	I agree with rate increase with certain proviso. Relief for pensioners and unemployed (periods of) and rates to be used for existing infrastructures.
	I think that paying less than a cup of coffee a day to improve the overall amenity of the mountains is a small price to pay.
	I wonder if there could be some middle option. While I can see the benefits of improvement, I'm concerned about the aged/retired population in the BM - and ability to pay increased rates. I would like to see modelling on demographic changes over the next decade - and make decisions based on this.
	If you can reduce 14.9% electricity costs then improvements can be made! Council needs to Listen to us and then act on good ideas. Aging infrastructure is a double edged sword - historical buildings need review and long term conservation and uneconomical, inefficient infrastructure needs to be replaced with

	sustainable effective long term investment for all the community. We need to invest in our children (Preschools, Afterschool care/Libraries/ Pools etc.) in our working adults (local infrastructure polls etc, environment), aging population with support needs - Centres/pools etc. Assistance for ill people/disabled in their own environment - kerbside services etc.
	My rate are 3x average I get no services - footpath, street lights - Nothing !
	Please keep and improve environmental levy
	The use is not that there are only 3 options. Use of community resources, new technology, and streamlining processes may save a lot of money.

Table 1-2-5 Comments by Service for Blaxland and surrounds

Blaxland and surrounds	Comment
Town Centres	
	Council to be more Pro - active. Introduce dog Management program - Bio-Degradable. Non-Plastic bags - Owners sample packs to dog owners. Council - printed bags in pet shops / supermarkets.
	Extremely important - asset impressions give residents and tourists --- vibes for the area.
	If there is not revenue from tourism coming in, lets not improve streetscapes etc. to improve tourism.
	Important for young families. Tourist - encourage tourism. Rotary support?
	Option 1
	Public toilets pay as in Europe. Not all but some (tourist)
	Reduce no. of public toilets. Convert to low maintenance stainless steel etc. Convert lights to LED.
	The benefit of safe and beautiful community meeting spaces cannot be underestimated. Good cost benefit ratio here.
Transport & Public Access	
	A safety issue - poor roads, footpaths are not safe.
	Add to Wascoe, Manne. Have street lights by introducing lights at GWIt and Ross street. Co-ordinate and synchronise these lights. All traffic at present is diverted to 40km/h school zones increasing noise and traffic congestion in a residential zone.
	Maintaining and improving will save cost in the long run.
	Option 1. Reduce long term operating costs.
	Roads improvement in particular is essential. Noted council has improved in this area.
	Safety here should be prioritised.
	Stop the wasteful practice of sprinkling gravel or wet tar.
	The occasional road/footpath may need improvement. What about a phone app that allows residents to photograph and send things they want fixed. The maintenance can aggregate requests. This provides a more efficient prioritisation for projects/maintenance.
	This is also important for tourism - families to enjoy.
Water Resource Management	
	Flooding not really an issue.
	Health issue - This needs to be maintained.
	Important to keep mountains pristine - for our children's future - tourism.
	Reduce pollution - e.g. Dog droppings (above) keeps drainage clean. Clean up storm water.
	Several areas of Glenbrook are still without storm water management.
	Water resources need to be managed and improved to save damage to environment.
Emergency Management	

	A concern is the friction (or potential friction) between the agencies having responsibility for emergency management.
	As proven last year (Oct 13) Current service is effective.
	Divert bushfire management activities to rescue duplication and costs. RFS, National Parks. Fire Brigades.
	I live near National Park entrance Glenbrook. 1) If we have a fire we are trapped in the area. 2) If the fire were to be in the village area we could well be cut off from mains water supply. There is a need to connect to another source of water. i.e. a ring main.
	It is noted that RFS and SES conduct fund raising activities e.g. phone calls for raffles. Shopping centre collections.
	Option 1. We want additional investment in fire protection zones and preventative work.
	There seems to be efforts to reduce rate complexity however these land lots near council assets require Asset Protection Zones may require levy's etc. to help fill the funding gap here to maintain services without rate increases .
Natural Environment	
	Charge all tourists an entry permit fee.
	Engage more resources - Bush Care programs on a recent Bush Care day the nearest group to us was 8km away at valley heights.
	Enlarge Bush Care so that a bigger proportion of this work carried out by volunteers.
	Have spent a lot over last few years (e.g.. Glenbrook Lagoon).
	Maintain environmental levy. Attract more tourist dollars. Family enjoyment - keep young families in the area.
	Natural environment has exists for thousands of years. Nature cleans the environment over time by natural means such as heavy rain and fires not man made.
	Option 2. Continuation of current levy.
	These are very important however what is the linkage between council and national parks and who pays. It would be great to understand the difference.
Natural Area Visitor Facilities	
	Can attract more tourist dollar. Encourage visitors to spend dollars in area.
	Charge all tourists an entry permit fee.
	Engage more resources - Bush Care programs on a recent Bush Care day the nearest group to us was 8km away at valley heights.
	If Self funded. Should pay for itself. What about \$5 permits to use walking tracks, \$10 for camping grounds etc. Could improve safety as well with these funds.
	It is essential to improve and maintain these facilities as this does increase tourism in our area.
	Maintain in safe condition. Improve is especially popular.
	Option 1. If we are serious about growing tourism and engaging these groups. We need to address our walking tracks particularly if most of them are presently not maintained.
	Perhaps close one loss making visitors come to Glenbrook?
	These have great revenue potential. That is permits for walking tracks and camping costs that are cost reflective.
	Tourist levy - Applied to track management. Need control and so forth. Maybe a more palatable approach to applying a tourist levy would be to

	direct it to - Need control, traction management.
	Two new caravan parks lower and mid mountains areas and camping.
	Visitors to the Blue Mountains need to be kept safe.
Aquatic & Leisure Centres	
	Can we afford to have so many pools if they are not all viable?
	Close Blackheath! Invest in Springwood and Glenbrook.
	Important - for community
	More user - pay revenue to offset costs.
	Need to be maintained - therefore option 1.
	Noted 6 pools maintained in BMCC area. It may be better to return to 5 - taking out the poorest pool to provide better maintenance/services for the remaining pools.
	Put funds aside for future repairs and maintenance
	Reduce services or increase costs would be an acceptable option here.
	Spare and Source for Glenbrook pool.
	Volunteer groups to be formed to carry out low level maintenance - once under council supervision.
Community Development	
	Childcare should be privatised where possible. Pre-school education should be top priority investment.
	Facilities are needed for ageing population and for young families moving into the area.
	Important for community involvement. Mountains people are community mined.
	Investing in people HUGH priority "a society is measured by how it treats it's weakest members" - Cardinal Roger Mahony.
	The buildings etc.. Have been significantly invested in recent years. Potentially involving more private sector parties to run more activities in these may increase utilisation and increase revenue in order to provide free services to those who need them.
	The 'squeaky wheel gets the grease'
	These are duplicated groups like anglicize do a better job.
Cultural Development	
	Enriches the lives of residents and provide opportunity for local artists.
	Important - Strong commitment in Mountains. Tourist attractions. Investments for future. Listing of mountains.
	Improve digital engagement with digital creations in community to benefit community.
	One can't force this, it has to grow organically.
	Sell off these derelict buildings like the Lawson Hall and let someone else do these buildings up. Not me the rate payer. Use the money to reduce debt. If someone wants to rent these buildings at a good rate fine. Not a core council issue.
	This is not an area of direct interest to me.
Libraries	
	Are buildings the best way to achieve objectives. Investigate iPod, Kindle, Virtual Libraries etc. Do we need 6 libraries?

	I do not support a user pay system
	Important to community wellbeing
	Need to upgrade services.
	Only 4% expenditure - keep them.
	Reduce to 5 and increase services at remaining libraries.
	Suggest potential partnerships with Penrith for free access therefore lower mountains and consolidate libraries.
	The library service is VERY GOOD. However it should be possible to organise something like 'Friends of the Library' to raise money to improve services and facilities without a drain on rates income.
Sport & Recreational Facilities	
	A lot of money has been spent recently. Maintain. Invest to reduce ongoing costs.
	Do clubs using these facilities pay for their up keep? If not, they either 1) pay fees and/or 2) have a support group to maintain and/or improve facilities.
	For these centres running paid activities e.g. soccer and netball parents would be happy to pay either one off levies or additional fees per year to know that reinvestment in their facilities will happen.
	Involve community. Rotary. Important to community. Involvement of youth also of high importance in the mountains.
	Maybe a more palatable approach to applying a tourist levy would be to direct it to - Need control, traction management.
	More Dog off-leash parks (with poo bags and disposal facilities)
	Option 1. Young families growing population need these facilities. These are critical facilities for health and wellbeing.
Overall	
	Council staff - Thank You for your efforts in developing this strategy. There is only one option to maintain/improve our local environment. Good luck with option 1 - hope you get it up.
	I fell the tourist dollar should be a target. That is the city's true potential
	I'd like to see 'slight' improvement at about a 7 1/2 somewhere between maintain and improve.
	Improve parking in Glenbrook please. On four days, special ceremonies at newly built Anglican Church, parking is out of control and block my driveway. Whilst Glenbrook is nice, the influx of shops and cafes, has caused a parking crisis in my street and village centre.
	Investment now will save money in the future. Investment now will encourage more people to move to the mountains increasing the rate base.
	Local economy needs focus. Skilled people engaging with local industries needs to be facilitated by council. Many skilled locals have no way to use their skills locally professionally.
	Most area should be maintained - Roads is an area that --- council is working on but footpaths should not be replaced e.g. Glenbrook (Lucasville Rd to shops) When repairs would have been enough.
	My comment of maintain is based on my perception. I do not see the aging asset issue and hence the need for additional investment. Therefore I would like to see services maintained and I am happy to see council increase revenue to cover asset renewal.
	Perhaps a time limited levy to advise debt. Could be an option.

	Review Head - Government - Urgent - Employee costs are 3x Wollondilly council compared to a population - 1.8x Wollondilly.
	To stop the decline in the city option 1 must be chosen.
	Try to stabilise or slightly reduce rates.

5.3 DRAFT WASTE STRATEGY COMMENTS BY AREA

Table 1-3-1 Comments on Draft Waste Strategy for Blackheath and surrounds

Blackheath and surrounds	Comment
	Every home should have a green bin! Otherwise, green waste should be free at the tip.
	Good that the focus is on recycling and re-use. Very good that technology/computers etc. are being recycled now. Is recycling a business opportunity for Blue Mountains? Building capacity to recycle plastics locally for example.
	Good to know there is research being done to move forward with emerging technology to further improve this issue.
	Green waste could be dropped off at waste facility for free. ---- "self generation" of mulch and compost for landscaping - cost possibly reduced from not having to purchase this material even if cost neutral provides a more sustainable model.
	Green waste important issue. Regional partnership? Regional as in Lithgow, Dubbo, Beyond? Where is the region?
	I am not sure I understand why food is included in green waste. Does green waste include mulching? Is there a capacity to return green waste/mulching back into its community?
	I am not sure what one would be agreeing to exactly to a strategy being investigated on to a particular option. I understand waste disposed is expensive and that landfill capacity is diminishing. From what was said I favour option A. One's waste should not go elsewhere - the 'not in my backyard' idea is not particularly responsible - though I might have misunderstood the proposal here. Re option B - I don't favour green bins for all, I would not want one as I use all my green waste in my garden as mulch.
	I believe that the strategy is not looking at the big picture of environmental benefit. Lets look at Europe and their ability (in some countries) to reprocess all waste into energy. This current Federal Government unlikely to help but future government should be lobbied. Free drop off of green waste to waste centres should be considered if not green bin supplied. Did new bulk collection system save money over the old method of suburbs at a time? Supply recycling bins in town centres.
	Service levels are good. A green waste self delivery option would be good.
	There needs to be a stronger focus on community education about waste especially composting and managing green waste.
	With the new rule on being able to remove trees close to dwellings, we have a lot more chipped wood in the neighbourhood. I understand that the tree contractors get fined for dumping the chip. Council could charge contractors a small fee to dump the chip at a waste facility and council could resell the chip at a cheap rate to the public. Do we have a large composting facility?

Table 1-3-2 Comments on Draft Waste Strategy for Katoomba and surrounds

Katoomba and surrounds	Comment
	1) No green waste - get people to recycle and compost. 2) Rubbish collection fortnightly adequate. 3) No green material allowed in bins with penalties for doing so. 4) A depot for other waste, large items (the tip). 5) Cut out transfers from depots by tightening up on garbage permitted - Double Handling. 6) Too much service - why not get ratepayers to take their own waste items (bulky) to tip for sale/recycling etc.
	Current service could become fortnightly (easily). Recycling glass (etc.) could become fortnightly and/or deposited at collection bins.
	I don't have expertise to comment.
	I don't feel from the information provided in the short presentation that I can either agree or disagree at this point. The presentation was a very brief overview.
	I would like a green bin, but it would be mainly filled with twigs and tree waste.
	Insufficient information to make a judgment.
	Insufficient information to provide an informal view. The presentation was fine but it came at 4.30 with the workshop due to finish at 5pm and much still to go. However, I support a green bin for garden waste that is too much for me to compost at home. I do not need a weekly recycling (paper, plastic, etc.) collection - every fortnight would be fine.
	Many of the issue raised make common sense but I am concerned that we are spending considerable funds and resources on the greenhouse gases issue. Given that an overwhelming base of evidence is showing that this issue has been majorly over dramatised. The council has a responsibility to ensure that the most effective spending of its budget. We have seen in the past that it is easy to be financially burnt when we are not more responsible with where funds are being placed.
	Need to assess further before responding.
	Not enough information provided to make an assessment.
	Not informed about details of strategy to be able to comment or indicate preference.
	Strongly agree means status Quo?
	This part has not been made clear - Need a handout on what the strategy is. Use of term 'opinion' confusing.
	Too little information given. E.g.. "65 options considered" But what were/ are they? Answer look at website!!!
	We need a change in culture in regard to packaging and the use of plastic bags - this will be through education, but stronger legislation to enforce people not to throw away plastic that currently go into landfill. If we are to be a truly green community, we could set an example by banning plastic bags - Adelaide and a number of other towns through already do this, why not the Blue Mountains.

Table 1-3-3 Comments on Draft Waste Strategy for Lawson and surrounds

Lawson and surrounds	Comment
	2 very rushing to green bin. Consider fortnightly waste pick ups only at cost = incentive for those who sign up. (People will adjust behaviours.)
	Anything for the green waste bin - something that is needed - to stop dumping of green waste in the bush.
	Excellent! I would recommend some type of reward system for those who reduce their waste. Blue Mountains area could ban the use of plastic bag distribution in shops.
	Green and food waste should be encouraged to recycle at home to produce compost for the garden. Perhaps money better spent on education rather than green bins. I would be keen to know the cost to council for illegal dumping. The overall issue is a consumer society which is encouraged by the business sector - it is a wider problem than just BMCC.
	Green bin worries me!! Recycling/Composting more encouraged. Need more info on recycling out there in the community about what goes into yellow bin.
	I don't want to pay to have my compost taken away.
	I support the introduction of a green waste bin.
	Impressive gains in recycling and waste management. Congratulations. How much of the plastic is actually recycled? I'm not clear and a bit cynical, going by what I hear generally. Good to know your looking at partnerships with Penrith/Hawkesbury regions, but, I think we should, if at all possible, deal with our own waste problem rather than farming it out and perhaps losing control over what happens to it. Recycling bins in public that give you 10c, or whatever, for each bottle you put inside. if the reward is immediate, people will do it. (reduce pollution). S.A still has a system of reward and this allows community groups to collect bottles and raise funds. Surely if would be possible to make this cost efficient.
	Look at incentive strategies to encourage households to minimize waste output. Ban plastic water bottles and plastic bags.
	Not really sure what you are really after from me here. I disagree with the option of paying extra. I compost now, I don't want to pay for a service I would not use.
	The green waste strategy would be ineffective in that not everyone would separate rubbish like this. Those who do would already be composting and the added cost is not an incentive to either group.
	The proposal to look up with other waste management --- further west is a novel way to improve BMCC --- cost cutting exercise, without detracting from the overall preview of sound waste strategy management.

Table 0-3-4 Comments on Draft Waste Strategy for Springwood and surrounds

Springwood and surrounds	Comment
	Add composting bin to each household to stay at home for compost.
	BMCC needs to look new technology as it becomes available to reduce cost (as stated)
	Good to know that a number of options were considered and presented.
	I am very happy with the current waste management system.
	I can't see any reason to deviate from the current stratify. To do so would increase costs to rate payers which is what we are trying to avoid.
	I think it hits the sweet spot
	Maintain good value. All our responsibility to reduce, reuse, recycle. Can BMCC influence local supermarkets re; packaging etc?
	Overall the strategy seems reasonable and has the ability to adopt into the future.
	Recycling bins need to be bigger. I would be happy for fortnightly general waste.
	The draft strategy looks to be the most sensible possible option.
	The facility was a sham. The policy to bush fire victims was disgraceful. The tip works well now. Reduce waste - reduce waste bin size and increase recycling bin size.
	The implementation of bulk kerbside pickup to be used through a booking, rather than a general cleanup is to be applauded. The Mountains looked like a tip for 6 weeks twice a year. Use computer Equip technology to discount/rebate users as the household diminishes in family members.
	Very good approach.
	Would like to see more resources put into recycling - in particular the option of increasing recycling - by accepting a wider range of items for recycling (research) and by providing the option for bigger recycling bins (even at cost to the rate payer). Green bins is a good idea but our household would not use it - we compost all green waste ourselves - I would prefer to pay for better recycling.

Table 0-3-5 Comments on Draft Waste Strategy for Blaxland and surrounds

Blaxland and surrounds	Comment
	\$33m per year on waste is huge! I bet there are many opportunities for efficiencies and effectiveness improvements.
	Can the council import waste from outside council to make money i.e. Charge the outsider - if the Blue Mountains have an area for this.
	Considering the other services which I agree need to be improved. If this is working well at the moment then I would prefer to keep it as it is.
	Keep waste services as is. No green bin needed, just keep teaching people to compost! I don't want to pay extra for what I can do in my own backyard. Constructing recourse recovery at Blaxland would be good. I'd like to see BMCC sell/make available constarch or similar eco-friendly pet waste/Compost bags.
	Live in a villa complex. Total 26 bins at present. Some residents will combine to use one bin. Some residents with just one bag will put a bin out (we're paying for the service) seems to be the mentality. Education may be a solution or may help. A green bin may be an answer down the track to separate ordinary waste.
	Maintain Current Service. Bulk green waste pick-up on schedule - chipping and collection. No green bin.
	Must say the current option is pretty much 'do nothing'. Priority is to continue to examine options.
	Need to investigate green bins - also high temperature increases - worm farms.
	New green bins (\$120/ year extra) Possible green waste options. We want the 'greenest' option. I agree with the strategy. Love the suggestion by a man in the group for council to provide biodegradable doggy do bags. Can council work with local consumers to reduce plastic use/consumption.
	People should be encouraged and educated on recycling. Countries like Germany are very conscious of waste disposal - we need to be the same. Gardening composting is essential. Is the new chipping service cost effective? 1) Initial contact with council (Online/phone) 2) Letter sent out noting contact and noting that a notification will be sent out once a date is set. 3) Another correspondence via post is sent out. ? Postal costs? Fuel and staff costs?
	With size of garbage bins we change the system slightly. Issue all households with a small garbage bin. If households want a bigger bin they have to request this and pay higher rate. It is felt this would encourage people to use smaller bins