

Criterion 2 Community Engagement Annexures

Attachment 2.d.iii

Phase two detailed and quick postage paid surveys and results:

- **Detailed survey hardcopy**
- **Detailed survey online**
- **Detailed survey results**
- **Quick postage paid survey**
- **Quick postage paid survey results**

Q2. The current annual rate increase for Councils is set at 3.2% by the NSW State Government, an amount known as the ‘rate peg’.

To deliver the services indicated at today’s levels with an average residential rate increase of 3.2% (being the rate peg only) each year for seven years, equivalent to \$32 in the first year, would see Council in deficit by over \$92 million in 10 years. Over seven years, the average rate increase would be \$35/annum.

To deliver services indicated at a ‘programmed’ level would require an average residential rate increase of 7.25% (including the rate peg) each year for seven years, equivalent to \$72 in the first year. Council would deliver a balanced budget. Over seven years, the average rate increase would be \$89/annum.

To deliver services indicated at the ‘enhanced’ level would require an average residential rate increase of 8.95% (including the rate peg) each year for seven years, equivalent to \$89 in the first year. Council would increase spending and deliver a balanced budget. Over seven years, the average rate increase would be \$116/annum.

A combination of maintain and enhance would fall between the ‘programmed’ and ‘enhanced’ amounts.

Given this, is your preference (choose one):

- Maintain all services at a ‘programmed’ level

☐
- Enhance all services at an ‘enhanced’ level

☐
- A combination of maintain and enhanced

☐
- Neither - deficit budgets and service cuts should be implemented

☐

Q3. There are a number of other significant projects or initiatives Council could examine over the next five to ten years.

Please circle your priorities from the following:

- City Museum

• Conference facilities

• Development of sporting facilities at Anambah

• Equestrian facility

• Improved access to Hunter River (eg wharf)

• Redevelopment of Number 1 Sportsground, incorporating Athletics Facility
- Performing Arts Centre

• Redevelopment of Central (Maitland) library

• Riverside park in the CBD (ie current Riverside carpark)

• Steamfest Rally Ground upgrades

• Upgrades to Walka Water Works

• Other

• None of the above

Q4. Given the initiatives listed above are not yet programmed for delivery, how do you think they should primarily be funded?

(Circle one only):

- Increasing rates, increasing fees and charges

• Grants from other levels of government

• Loans

• Asset sales

• Organisational efficiencies
- Public/private partnerships

• Ceasing or reducing a current service (name)

• Other

Q5. Another area of revenue for Council is user fees and charges. Please indicate the areas where you think fees could be introduced or increased:

- Events

• Maitland Regional Art Gallery

• Parking

• Swimming pools

• Libraries
- Sportsgrounds

• Walka Water Works

• Other

• No increases are appropriate

Q6. Are there any areas in which you think Council could look at decreasing service levels? Why?

Q7. Have you read any of the detailed ‘Funding Our Future’ material available? Yes ☐ No ☐



FUNDING OUR FUTURE

TELL US WHAT YOU THINK

Council is facing the challenge of balancing community expectations with future financial sustainability. Financial forecasts indicate an operational deficit of more than \$92 million over the next ten years to maintain services at current levels as our population grows. Simply, this means that the cost of delivering services will be more than the revenue Council will have to deliver them.

We also know that our community would like to see many services and activities enhanced, with Council taking steps to ensure these improvements are programmed for delivery over upcoming years. This includes initiatives like construction of a year round pool and ‘The Levee’ precinct in Central Maitland.

Addressing this challenge is not insurmountable for Council and the community, if active steps are taken now. Maitland is a fast growing City, but our rates revenue covers less than half the cost of delivering Council services and facilities. We need to boost our revenue to levels that will support future service delivery. This means looking at how we can grow rates revenue over time, as well as looking at other ways to generate funding and reduce costs. We also need to look at where additional revenue should be spent. The alternative would be to see progressive deficit budgets over the next ten years, unless significant cuts to spending (ie service provision) are made.

It is important that Council can meet resident expectations now and into the future, and is seeking your input into priority areas, desired service levels and impacts on rating.

AGE:

☐ Under 18

☐ 18-34

☐ 35-54

☐ 55+

SUBURB:

GENDER:

☐ Male

☐ Female

Council will be using the results of this survey to develop a final proposition for consideration by the community. Please provide your email address if you wish to be advised when this final phase of consultation occurs.

Email:

Q1. Please indicate your preference for the following services

Roads, bridges, footpaths, bus shelters, kerbs and gutters, drains	<input type="checkbox"/> Programmed - Maintenance and construction programs are delivered in line with current adopted capital works program, including bridge/ guard rails, drainage, footpaths, road reconstruction, rehabilitation and reseals, as well as traffic facilities. Current annual budget approximately \$9 million.	<input type="checkbox"/> Enhanced - As programmed, plus funding is increased by \$20 million over seven years. Additional funding allocated for footpaths, particularly in older suburbs where the network is disconnected, as well as road works, particularly road resurfacing and reconstruction. Additional funding is also available for bridge repairs, and funding available for improving and replacing our stormwater drainage network.	<input type="checkbox"/> Neither
Central Maitland revitalisation	<input type="checkbox"/> Programmed – The Levee is constructed, featuring new street furniture, lighting, parking and café facilities, as well as a building connecting High Street to the River Bank. An upgrade of the Maitland Railway Station precinct and Athel D'Ombraín Drive is completed, supported by new residential housing.	<input type="checkbox"/> Enhanced – As programmed, plus new programs for activating the CBD are introduced, as well as increased activities on the river walk and river bank. An additional \$1 million over seven years is directed to this area.	<input type="checkbox"/> Neither
Environmental and Sustainability Programs	<input type="checkbox"/> Programmed - A range of community and school education programs is delivered across the city. This includes seedling giveaways, weed removal, roadside vegetation management and native vegetation establishment, energy and water saving reduction programs.	<input type="checkbox"/> Enhanced – As programmed, plus an additional \$500,000 is allocated over seven years, in particular to partnership programs relating to the health of the Hunter River and surrounds.	<input type="checkbox"/> Neither
City pride (litter collection, street sweeping, dumping, graffiti and gardens)	<input type="checkbox"/> Programmed - Litter collection, street sweeping and graffiti removal is maintained at current levels. Litter collection is focused on high visibility locations, and response times to reports of dumping and graffiti remain at current levels. Graffiti removal is also undertaken in partnership with local service clubs.	<input type="checkbox"/> Enhanced – Additional funding of \$1.5 million over seven years allows for litter collection, street sweeping and graffiti removal programs to be more frequent and widely spread, including a focus on maintenance of median and verges of the New England Highway.	<input type="checkbox"/> Neither
Recreational cycleways, trails and shared pathways	<input type="checkbox"/> Programmed – Development of cycleways continues as currently programmed, allowing for a gradual expansion of network.	<input type="checkbox"/> Enhanced – Further expansion of the recreational cycleway network occurs through an additional \$2 million over seven years, focused on establishing connected off road networks.	<input type="checkbox"/> Neither
Sporting facilities, parks, playgrounds and picnic facilities	<input type="checkbox"/> Programmed - Maintenance of sporting facilities, parks and playgrounds occurs at current levels.	<input type="checkbox"/> Enhanced – As programmed, plus an additional \$2.5 million over seven years allows for new park furniture, exercise stations, improved access and parking etc across the city. Maintenance is also increased at key sites.	<input type="checkbox"/> Neither
Youth spaces (skate parks) and programs	<input type="checkbox"/> Programmed - Maintenance of youth spaces remains at current levels, focused on key facilities.	<input type="checkbox"/> Enhanced – As programmed, plus development of new youth facilities (including skate parks) through an additional \$2 million over seven years. Facilities developed at Green Hills, Thornton and Central Maitland.	<input type="checkbox"/> Neither
Emergency management and response	<input type="checkbox"/> Programmed - Contributions to NSW Fire Brigade, State Emergency Service and Rural Fire Service area maintained. Council maintains SES buildings, contributes to planning processes and is geared to assist in times of emergency.	<input type="checkbox"/> Enhanced – As programmed, plus additional funding of \$400,000 over seven years can be directed to facilities, flood risk education and planning initiatives.	<input type="checkbox"/> Neither

Tourism, visitor services and economic development	<input type="checkbox"/> Programmed - Maitland Visitor Information Centre operates seven days per week. Maitland Gaol operates seven days per week, offering a range of programs and experiences.	<input type="checkbox"/> Enhanced - As programmed, plus an additional \$350,000 over seven years allows for new product development and related marketing.	<input type="checkbox"/> Neither
Heritage	<input type="checkbox"/> Programmed - Heritage programs including publications, restoration grants are maintained at current levels.	<input type="checkbox"/> Enhanced - An additional \$750,000 over seven years allows for the introduction of façade improvement programs and other initiatives to enhance and promote local heritage.	<input type="checkbox"/> Neither
Community buildings, public toilets and amenities	<input type="checkbox"/> Programmed - Continuing final year of program from rate variation of 2010/11 works.	<input type="checkbox"/> Enhanced - Additional maintenance, renovations, extensions and construction will be undertaken through an additional \$2.5 million over seven years.	<input type="checkbox"/> Neither
Pools/aquatic services	<input type="checkbox"/> Programmed - East Maitland Pool season extends from Sept- April. Additional indoor heated 25m pool constructed at Maitland Pool, allowing year round use.	<input type="checkbox"/> Enhanced - As programmed, plus Indoor learn to swim and water play area constructed at Maitland Pool through additional \$2 million over ten years.	<input type="checkbox"/> Neither
Community events	<input type="checkbox"/> Programmed - The following community events are delivered - Aroma, Australia Day, Bitter and Twisted, New Year's Eve. Steamfest, Taste, Riverlights.	<input type="checkbox"/> Enhanced – As programmed, plus potential new events are introduced to the city's events calendar, and current events expanded through new entertainment and activities. An additional \$500,000 is spent over seven years.	<input type="checkbox"/> Neither
Library services	<input type="checkbox"/> Programmed - Services and programs are maintained at East Maitland Library, Thornton Library, Rutherford Library and Maitland (Central) Library.	<input type="checkbox"/> Enhanced – Services and programs are enhanced with funding increased by \$750,000 over seven years. Library opening hours are increased and digital collections expanded.	<input type="checkbox"/> Neither
Art Gallery and Cultural Services	<input type="checkbox"/> Programmed - Maitland Regional Art Gallery (MRAG) is open Tues-Sun 10.00am-5.00pm Exhibitions are regularly refreshed, with a range of programs for children and adults.	<input type="checkbox"/> Enhanced – As programmed, plus new public art programs can be initiated, seeing sculptures and other elements introduced across the city. An additional \$750,000 is directed to this area over seven years.	<input type="checkbox"/> Neither
Cemeteries	<input type="checkbox"/> Programmed - Management of Council's cemeteries at East Maitland, Morpeth and Rutherford for burials, with maintenance of Glebe, Oakhampton, Hiland Crescent, Louth Park and Campbell's Hill cemeteries.	<input type="checkbox"/> Enhanced - As programmed, plus an additional \$500,000 over seven years allows for implementation of key actions from Council's Cemetery Strategy, including identification of an increased range of interment options.	<input type="checkbox"/> Neither
Suburban Town Centres	<input type="checkbox"/> Programmed - Maintenance and renewal programs of local suburban town centres occurs in line with current programs.	<input type="checkbox"/> Enhanced - An additional \$500,000 over seven years allows for improved suburban town centre appearance.	<input type="checkbox"/> Neither
Customer service delivery - transactions, requests, applications and permits and community engagement	<input type="checkbox"/> Programmed - Processes for lodging customer service requests, development applications and permits and other advice from Council staff remain at current levels. Community Engagement is focused on key projects.	<input type="checkbox"/> Enhanced - New and improved processes for lodging customer service requests, development applications and permits and other advice from Council staff are introduced, with a focus on online service delivery. Community Engagement and participation is expanded. An additional \$500,000 over seven years is allocated to this area.	<input type="checkbox"/> Neither

FUNDING OUR FUTURE

TELL US WHAT YOU THINK

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We also know that our community would like to see many services and activities enhanced, with Council taking steps to ensure these improvements are programmed for delivery over upcoming years. This includes initiatives like construction of a year round pool and 'The Levee' precinct in Central Maitland.

Addressing this challenge is not insurmountable for Council and the community, if active steps are taken now.

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It is important that Council can meet resident expectations now and into the future, and is seeking your input into priority areas, desired service levels and impacts on rating.

*1. What is your age group?

- ☐ under 18
- ☐ 18-34
- ☐ 35-54
- ☐ 55+

*2. Which suburb do you live or own a property?

*3. What is your gender?

- ☐ Female
- ☐ Male

4. Council will be using the results of this survey to develop a final proposition for consideration by the community. Please provide your email address if you wish to be advised when this final phase of consultation occurs.

5. Thinking about our roads, bridges, footpaths, bus shelters, kerbs and gutters, drains, please indicate your preference.

- ☐ PROGRAMMED: Maintenance and construction programs are delivered in line with current adopted capital works program, including bridge/guard rails, drainage, footpaths, road reconstruction, rehabilitation and reseals, as well as traffic facilities. Current annual budget approximately \$9 million.
- ☐ ENHANCED: As programmed, plus funding is increased by \$20 million over 7 years. Additional funding allocated for footpaths, particularly in older suburbs where the network is disconnected, as well as road works, particularly road resurfacing and reconstruction. Additional funding is also available for bridge repairs, and funding available for improving and replacing our stormwater drainage network.
- ☐ NEITHER.

6. Thinking about the revitalisation of Central Maitland, please indicate your preference.

- ☐ PROGRAMMED: 'The Levee' is constructed, featuring new street furniture, lighting, parking and cafe facilities, as well as a building connecting High Street to the River Bank. An upgrade of the Maitland Station Precinct and Athel D'Ombrian Drive is completed, supported by new residential housing.
- ☐ ENHANCED: As programmed, plus new programs for activating the CBD are introduced, as well as increased activities on the river walk and river bank. An additional \$1 million over 7 years is directed to this area.
- ☐ NEITHER.

7. Thinking about environmental and sustainability programs, please indicate your preference.

- ☐ PROGRAMMED: A range of community and school education programs is delivered across the city. This includes seedling giveaways, weed removal, roadside vegetation management and native vegetation establishment, energy and water saving reduction programs.
- ☐ ENHANCED: As programmed, plus an additional \$500,000 is allocated over 7 years in particular to partnership programs relating to the health of the Hunter River and surrounds.
- ☐ NEITHER.

8. Thinking about city pride (litter collection, street sweeping, dumping, graffiti and gardens), please indicate your preference.

- ☐ PROGRAMMED: Litter collection, street sweeping, graffiti removal is maintained at current levels. Litter collection is focused on high visibility locations, and response times to reports of dumping and graffiti remain at current levels. Graffiti removal is also undertaken in partnership with local service clubs.
- ☐ ENHANCED: Additional funding of \$1.5 million over 7 years allows for litter collection, street sweeping and graffiti removal programs to be more frequent and widely spread, including a focus on maintenance of median and verges of the New England Highway.
- ☐ NEITHER.

9. Thinking about recreational cycleways, trails and shared pathways, please indicate your preference.

- ☐ PROGRAMMED: Development of cycleways continues as currently programmed, allowing for a gradual expansion of the network.
- ☐ ENHANCED: Further expansion to recreational cycleway network occurs through an additional \$2 million over 7 years, focused on establishing connected off road networks.
- ☐ NEITHER.

10. Thinking about sporting facilities, parks, playgrounds and picnic facilities, please indicate your preference.

- ☐ PROGRAMMED: Maintenance of sporting facilities, parks and playgrounds occurs at current levels.
- ☐ ENHANCED: As programmed, plus an additional \$2.5 million over 7 years allows for new park furniture, exercise stations, improved access and parking etc across the city. Maintenance is also increased at key sites.
- ☐ NEITHER.

11. Thinking about youth spaces (skate parks) and programs, please indicate your preference.

- ☐ PROGRAMMED: Maintenance of youth spaces remains at current levels, focused on key facilities.
- ☐ ENHANCED: As programmed plus, development of new youth facilities (including skate parks) through an additional \$2 million over 7 years. Facilities developed at Green Hills, Thornton, and Central Maitland.
- ☐ NEITHER.

12. Thinking about emergency management and response, please indicate your preference.

- ☐ PROGRAMMED: Contributions to NSW Fire Brigade, State Emergency Service and Rural Fire Service area maintained. Council maintains SES buildings, contributes to planning processes and is geared to assist in times of emergency.
- ☐ ENHANCED: As programmed, plus additional funding of \$400,000 over 7 years can be directed to facilities, flood risk education and planning initiatives.
- ☐ NEITHER.

13. Thinking about tourism, visitor services and economic development, please indicate your preference.

- ☐ PROGRAMMED: Maitland Visitor Information Centre operates 7 days per week. Maitland Gaol operates 7 days per week, offering a range of programs and experiences.
- ☐ ENHANCED: As programmed, plus an additional \$350,000 over 7 years allows for new product development and related marketing.
- ☐ NEITHER.

14. Thinking about our Heritage, please indicate your preference.

- ☐ PROGRAMMED: Heritage programs including publications, restoration grants are maintained at current levels.
- ☐ ENHANCED: An additional \$750,000 over 7 years allows for the introduction of facade improvement programs and other initiatives to enhance and promote local heritage.
- ☐ NEITHER.

15. Thinking about our community buildings, public toilets and amenities, please indicate your preference.

- ☐ PROGRAMMED: Continuing final year of program from rate variation of 2010/11 works.
- ☐ ENHANCED: In addition to programmed, maintenance, renovations, extensions and construction will be undertaken through an additional \$2.5 million over 7 years.
- ☐ NEITHER.

16. Thinking about our pools/aquatic services, please indicate your preference.

- ☐ PROGRAMMED: East Maitland pool season extends from Sept - April. Additional indoor heated 25m pool constructed at Maitland Pool allowing year round use.
- ☐ ENHANCED: As programmed, plus an indoor learn to swim and water play area constructed at Maitland Pool through additional \$2 million over 10 years.
- ☐ NEITHER.

17. Thinking about community events, please indicate your preference.

- ☐ PROGRAMMED: The following community events are delivered - Aroma, Australia Day, Bitter and Twisted, New Year's Eve, Steamfest, Taste, Riverlights.
- ☐ ENHANCED: As programmed, plus new events are introduced to the City's events calendar, and current events expanded through new entertainment and activities. An additional \$500,000 is spent over 7 years.
- ☐ NEITHER.

18. Thinking about Library Services, please indicate your preference.

- ☐ PROGRAMMED: Services and programs are maintained at East Maitland Library, Thornton Library, Rutherford Library and Maitland (Central) Library.
- ☐ ENHANCED: Services and programs are enhanced with funding increased by \$750,000 over 7 years. Library opening hours are increased and digital collections expanded.
- ☐ NEITHER.

19. Thinking about the Art Gallery and Cultural Services, please indicate your preference.

- ☐ PROGRAMMED: Maitland Regional Gallery (MRAG) is open Tues - Sun 10am-5pm. Exhibitions are regularly refreshed, with a range of programs for children and adults.
- ☐ ENHANCED: As programmed, plus new public art programs can be initiated, seeing sculptures and other elements introduced across the City. An additional \$750,000 is directed to this area over 7 years.
- ☐ NEITHER.

20. Thinking about Maitland's cemeteries, please indicate your preference.

- ☐ PROGRAMMED: Management of Council's cemeteries at East Maitland, Morpeth and Rutherford for burials, with maintenance of Glebe, Oakhampton, Hiland Crescent, Louth Park and Campbell's Hill cemeteries.
- ☐ ENHANCED: As programmed, plus an additional \$500,000 over 7 years allows for implementation of key actions from Council's Cemetery Strategy, including identification of an increased range of interment options.
- ☐ NEITHER.

21. Thinking about our Suburban Town Centres, please indicate your preference.

- ☐ PROGRAMMED: Maintenance and renewal programs of local town centres occurs in line with current programs.
- ☐ ENHANCED: An additional \$500,000 over 7 years allows for improved town centre appearance and amenity.
- ☐ NEITHER.

22. Thinking about Council's customer service delivery - transactions, requests, applications and permits and community engagement, please indicate your preference.

- ☐ PROGRAMMED: Processes for lodging customer service requests, development applications and permits and other advice from Council staff remain at current levels. Community engagement is focused on key projects.
- ☐ ENHANCED: New and improved processes for lodging customer service requests, development applications and permits and other advice from council staff are introduced, with a focus on online service delivery. An additional \$500,000 over 7 years is allocated to this area. Community engagement and participation is expanded
- ☐ NEITHER.

23. The current annual rate increase for Councils is set at 3.2% by the NSW State Government, an amount known as the 'rate peg'.

To deliver the services indicated at today's levels with an average residential rate increase of 3.2% (being the rate peg only) each year for 7 years, equivalent to \$32 in the first year, would see Council in deficit by over \$92 million in 10 years. Over 7 years, the average rate increase would be \$35/annum.

To deliver services indicated at a 'programmed' level would require an average residential rate increase of 7.25% (including the rate peg) each year for 7 years, equivalent to \$72 in the first year. Council would deliver a balanced budget. Over 7 years, the average rate increase would be \$89/annum.

To deliver services indicated at the 'enhanced' level would require an average residential rate increase of 8.95% (including the rate peg) each year for 7 years, equivalent to \$89 in the first year. Council would increase spending and deliver a balanced budget. Over 7 years, the average rate increase would be \$116/annum.

A combination of maintain and enhance would fall between the 'programmed' and 'enhanced' amounts.

Given this, is your preference (choose one):

- ☐ Maintain all services at a programmed level
- ☐ Deliver all services at an enhanced level
- ☐ A combination of maintain and enhance as indicated above.
- ☐ Neither - deficit budgets and service cuts should be implemented.

FUNDING OUR FUTURE

24. There are a number of other significant projects or initiatives Council could examine over the next five to ten years. Please select your top priorities from the following:

- ☐ City Museum
- ☐ Conference facilities
- ☐ Development of sporting facilities at Anambah
- ☐ Equestrian facility
- ☐ Improved access to Hunter River (eg. wharf)
- ☐ Performing Arts Centre
- ☐ Redevelopment of Number 1 Sportsground, incorporating Athletics facility
- ☐ Redevelopment of Central (Maitland) Library
- ☐ Riverside park in the CBD (i.e. current Riverside carpark)
- ☐ Steamfest Rally Ground upgrades
- ☐ Upgrades to Walka Water Works
- ☐ None of the above
- ☐ Other (please specify)

25. Given the initiatives listed above are not yet programmed for delivery, how do you think they should primarily be funded?

- ☐ Increasing rates, fees and charges
- ☐ Grants from other levels of government
- ☐ Loans
- ☐ Asset sales
- ☐ Organisational efficiencies
- ☐ Public/private partnerships
- ☐ Ceasing or reducing a current service
- ☐ Other (please specify)

FUNDING OUR FUTURE

26. Another area of revenue for Council is user fees and charges. Please indicate the areas where you think fees could be introduced or increased:

- ☐ Events
- ☐ Maitland Regional Art Gallery (MRAG)
- ☐ Parking
- ☐ Swimming Pools
- ☐ Libraries
- ☐ Sportsgrounds
- ☐ Walka Water Works
- ☐ No increases are appropriate
- ☐ Other (please specify)

27. Are there any areas in which you think Council could look at decreasing service levels? Why?

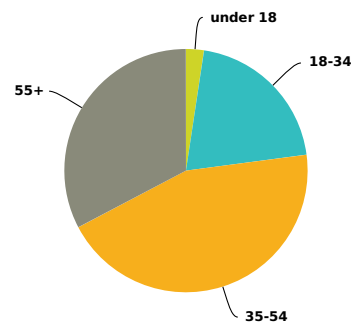
***28. Have you read any of the detailed 'Funding our Future' material available?**

- ☐ Yes
- ☐ No

FUNDING OUR FUTURE

Q1 What is your age group?

Answered: 419 Skipped: 0



Answer Choices	Responses	
under 18	2.39%	10
18-34	20.53%	86
35-54	44.39%	186
55+	32.70%	137
Total		419

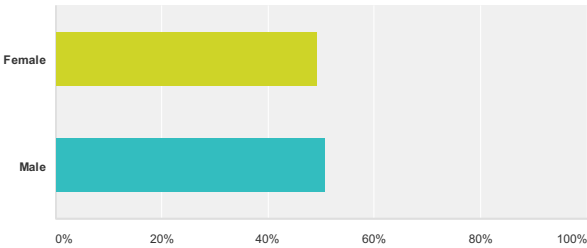
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Q2 Which suburb do you live or own a property?

Answered: 419 Skipped: 0

Q3 What is your gender?

Answered: 419 Skipped: 0



Answer Choices	Responses	
Female	49.16%	206
Male	50.84%	213
Total		419

FUNDING OUR FUTURE

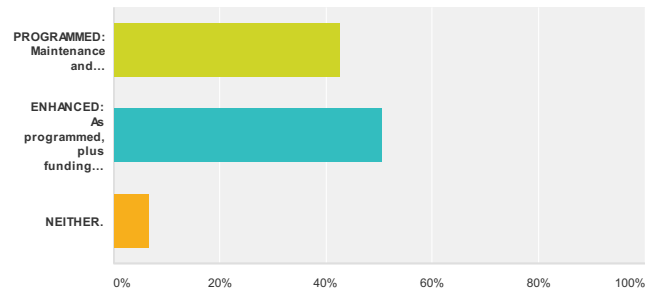
Q4 Council will be using the results of this survey to develop a final proposition for consideration by the community. Please provide your email address if you wish to be advised when this final phase of consultation occurs.

Answered: 216 Skipped: 203

FUNDING OUR FUTURE

Q5 Thinking about our roads, bridges, footpaths, bus shelters, kerbs and gutters, drains, please indicate your preference.

Answered: 389 Skipped: 30

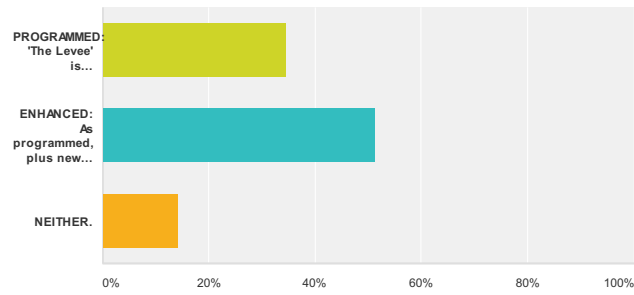


Answer Choices	Responses
PROGRAMMED: Maintenance and construction programs are delivered in line with current adopted capital works program, including bridge/guard rails, drainage, footpaths, road reconstruction, rehabilitation and reseals, as well as traffic facilities. Current annual budget approximately \$9 million.	42.67% 166
ENHANCED: As programmed, plus funding is increased by \$20 million over 7 years. Additional funding allocated for footpaths, particularly in older suburbs where the network is disconnected, as well as road works, particularly road resurfacing and reconstruction. Additional funding is also available for bridge repairs, and funding available for improving and replacing our stormwater drainage network.	50.64% 197
NEITHER.	6.68% 26
Total	389

FUNDING OUR FUTURE

Q6 Thinking about the revitalisation of Central Maitland, please indicate your preference.

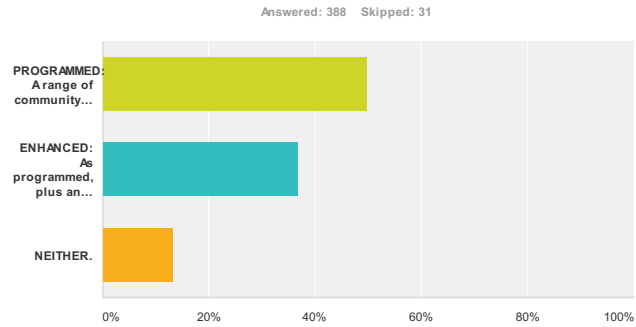
Answered: 393 Skipped: 26



Answer Choices	Responses
PROGRAMMED: 'The Levee' is constructred, featuring new street furniture, lighting, parking and cafe facilities, as well as a building connecting High Steet to the River Bank. An upgrade of the Maitland Station Precinct and Athel D'Ombra in Drive is completed, supported by new residential housing.	34.61% 136
ENHANCED: As programmed, plus new programs for activating the CBD are introduced, as well as increased activities on the river walk and river bank. An additional \$1 million over 7 years is directed to this area.	51.15% 201
NEITHER.	14.25% 56
Total	393

FUNDING OUR FUTURE

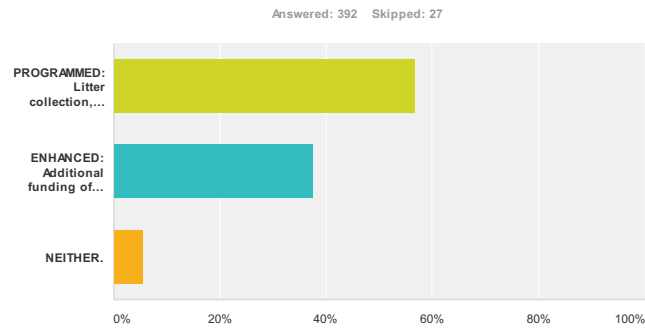
Q7 Thinking about environmental and sustainability programs, please indicate your preference.



Answer Choices	Responses
PROGRAMMED: A range of community and school education programs is delivered across the city. This includes seedling giveaways, weed removal, roadside vegetation management and native vegetation establishment, energy and water saving reduction programs.	49.74% 193
ENHANCED: As programmed, plus an additional \$500,000 is allocated over 7 years in particular to partnership programs relating to the health fo the Hunter River and surrounds.	36.86% 143
NEITHER.	13.40% 52
Total	388

FUNDING OUR FUTURE

Q8 Thinking about city pride (litter collection, street sweeping, dumping, graffiti and gardens), please indicate your preference.

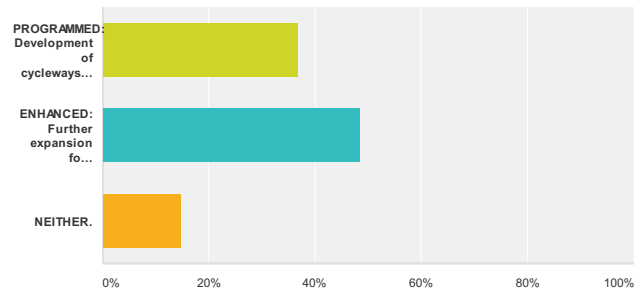


Answer Choices	Responses
PROGRAMMED: Litter collection, street sweeping, graffiti removal is maintained at current levels. Litter collection is focused on high visibility locations, and response times to reports of dumping and graffiti remain at current levels. Graffiti removal is also undertaken in partnership with local service clubs.	56.89% 223
ENHANCED: Additional funding of \$1.5 million over 7 years allows for litter collection, street sweeping and graffiti removal programs to be more frequent and widely spread, including a focus on maintenance of median and verges of the New England Highway.	37.50% 147
NEITHER.	5.61% 22
Total	392

FUNDING OUR FUTURE

Q9 Thinking about recreational cycleways, trails and shared pathways, please indicate your preference.

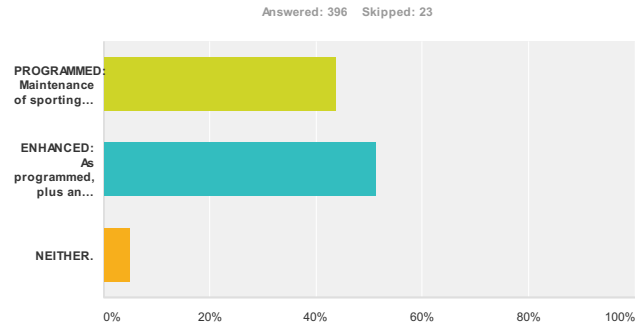
Answered: 391 Skipped: 28



Answer Choices	Responses	
PROGRAMMED: Development of cycleways continues as currently programmed, allowing for a gradual expansion of the network.	36.83%	144
ENHANCED: Further expansion of recreational cycleway network occurs through an additional \$2 million over 7 years, focused on establishing connected off-road networks.	48.34%	189
NEITHER.	14.83%	58
Total		391

FUNDING OUR FUTURE

Q10 Thinking about sporting facilities, parks, playgrounds and picnic facilities, please indicate your preference.

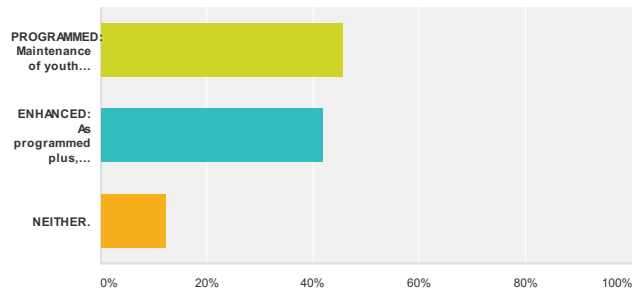


Answer Choices	Responses	
PROGRAMMED: Maintenance of sporting facilities, parks and playgrounds occurs at current levels.	43.69%	173
ENHANCED: As programmed, plus an additional \$2.5 million over 7 years allows for new park furniture, exercise stations, improved access and parking etc across the city. Maintenance is also increased at key sites.	51.26%	203
NEITHER.	5.05%	20
Total		396

FUNDING OUR FUTURE

Q11 Thinking about youth spaces (skate parks) and programs, please indicate your preference.

Answered: 395 Skipped: 24

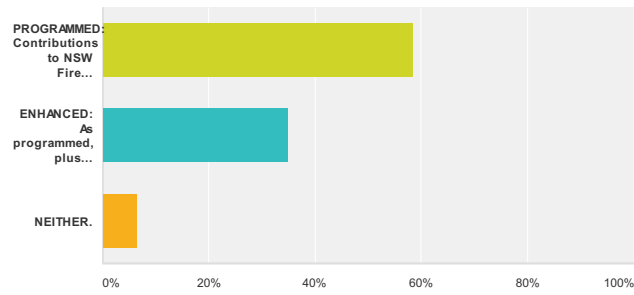


Answer Choices	Responses	
PROGRAMMED: Maintenance of youth spaces remains at current levels, focused on key facilities.	45.57%	180
ENHANCED: As programmed plus, development of new youth facilities (including skate parks) through an additional \$2 million over 7 years. Facilities developed at Green Hills, Thornton, and Central Maitland.	42.03%	166
NEITHER.	12.41%	49
Total		395

FUNDING OUR FUTURE

Q12 Thinking about emergency management and response, please indicate your preference.

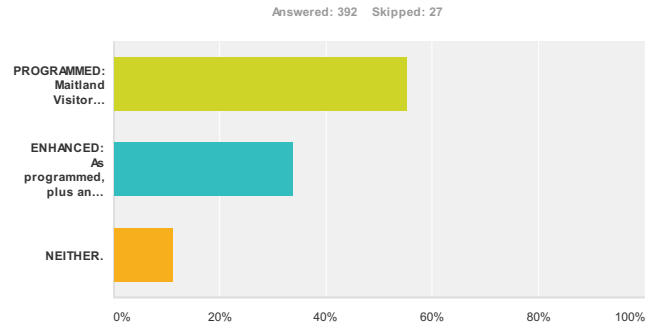
Answered: 394 Skipped: 25



Answer Choices	Responses
PROGRAMMED: Contributions to NSW Fire Brigade, State Emergency Service and Rural Fire Service area maintained. Council maintains SES buildings, contributes to planning processes and is geared to assist in times of emergency.	58.38% 230
ENHANCED: As programmed, plus additional funding of \$400,000 over 7 years can be directed to facilities, flood risk education and planning initiatives.	35.03% 138
NEITHER.	6.60% 26
Total	394

FUNDING OUR FUTURE

Q13 Thinking about tourism, visitor services and economic development, please indicate your preference.

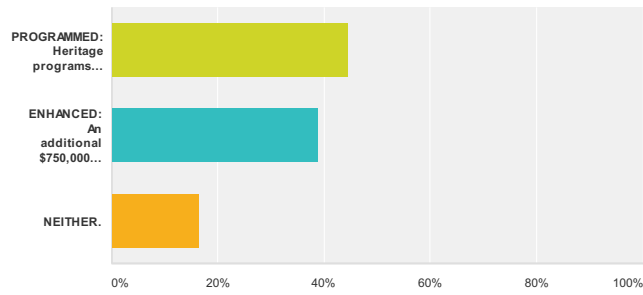


Answer Choices	Responses	
PROGRAMMED: Maitland Visitor Information Centre operates 7 days per week. Maitland Gaol operates 7 days per week, offering a range of programs and experiences.	55.10%	216
ENHANCED: As programmed, plus an additional \$350,000 over 7 years allows for new product development and related marketing.	33.67%	132
NEITHER.	11.22%	44
Total		392

FUNDING OUR FUTURE

Q14 Thinking about our Heritage, please indicate your preference.

Answered: 393 Skipped: 26

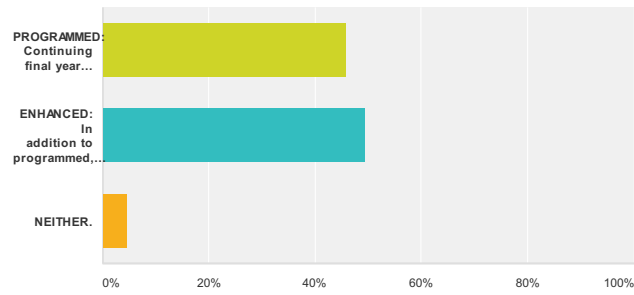


Answer Choices	Responses	
PROGRAMMED: Heritage programs including publications, restoration grants are maintained at current levels.	44.53%	175
ENHANCED: An additional \$750,000 over 7 years allows for the introduction of facade improvement programs and other initiatives to enhance and promote local heritage.	38.93%	153
NEITHER.	16.54%	65
Total		393

FUNDING OUR FUTURE

Q15 Thinking about our community buildings, public toilets and amenities, please indicate your preference.

Answered: 388 Skipped: 31

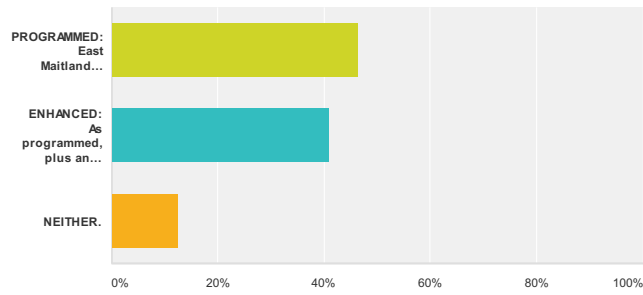


Answer Choices	Responses	
PROGRAMMED: Continuing final year of program from rate variation of 2010/11 works.	45.88%	178
ENHANCED: In addition to programmed, maintenance, renovations, extensions and construction will be undertaken through an additional \$2.5 million over 7 years.	49.48%	192
NEITHER.	4.64%	18
Total		388

FUNDING OUR FUTURE

Q16 Thinking about our pools/aquatic services, please indicate your preference.

Answered: 398 Skipped: 21

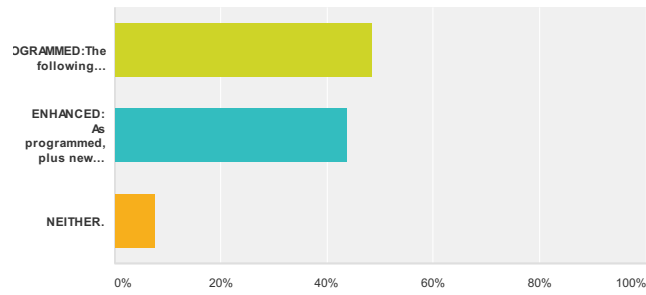


Answer Choices	Responses	
PROGRAMMED: East Maitland pool season extends from Sept - April. Additional indoor heated 25m pool constructed at Maitland Pool allowing year round use.	46.48%	185
ENHANCED: As programmed, plus an indoor learn to swim and water play area constructed at Maitland Pool through additional \$2 million over 10 years.	40.95%	163
NEITHER.	12.56%	50
Total		398

FUNDING OUR FUTURE

Q17 Thinking about community events, please indicate your preference.

Answered: 392 Skipped: 27

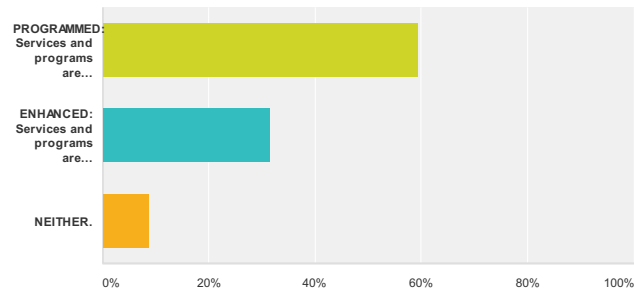


Answer Choices	Responses	
PROGRAMMED: The following community events are delivered - Aroma, Australia Day, Bitter and Twisted, New Year's Eve, Steamfest, Taste, Riverlights.	48.47%	190
ENHANCED: As programmed, plus new events are introduced to the City's events calendar, and current events expanded through new entertainment and activities. An additional \$500,000 is spent over 7 years.	43.88%	172
NEITHER.	7.65%	30
Total		392

FUNDING OUR FUTURE

Q18 Thinking about Library Services, please indicate your preference.

Answered: 392 Skipped: 27

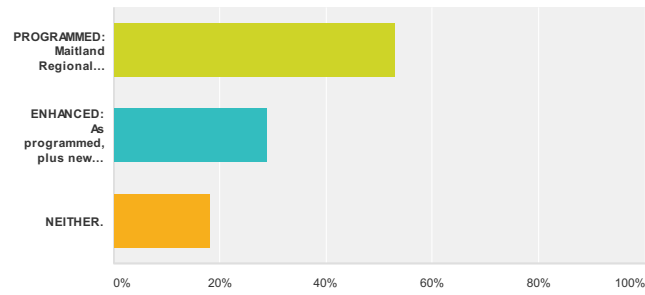


Answer Choices	Responses	
PROGRAMMED: Services and programs are maintained at East Maitland Library ,Thornton Library , Rutherford Library and Maitland (Central) Library .	59.44%	233
ENHANCED: Services and programs are enhanced with funding increased by \$750,000 over 7 years. Library opening hours are increased and digital collections expanded.	31.63%	124
NEITHER.	8.93%	35
Total		392

FUNDING OUR FUTURE

Q19 Thinking about the Art Gallery and Cultural Services, please indicate your preference.

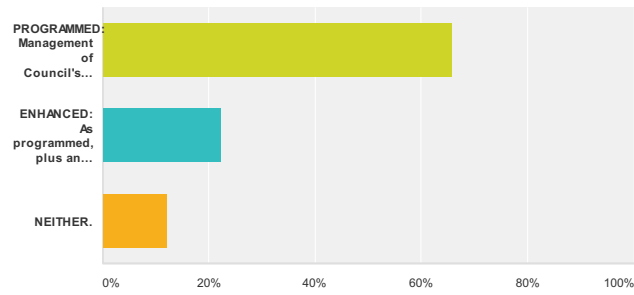
Answered: 393 Skipped: 26



Answer Choices	Responses	
PROGRAMMED: Maitland Regional Gallery (MRAG) is open Tues - Sun 10am-5pm. Exhibitions are regularly refreshed, with a range of programs for children and adults.	52.93%	208
ENHANCED: As programmed, plus new public art programs can be initiated, seeing sculptures and other elements introduced across the City. An additional \$750,000 is directed to this area over 7 years.	29.01%	114
NEITHER.	18.07%	71
Total		393

Q20 Thinking about Maitland's cemeteries, please indicate your preference.

Answered: 391 Skipped: 28

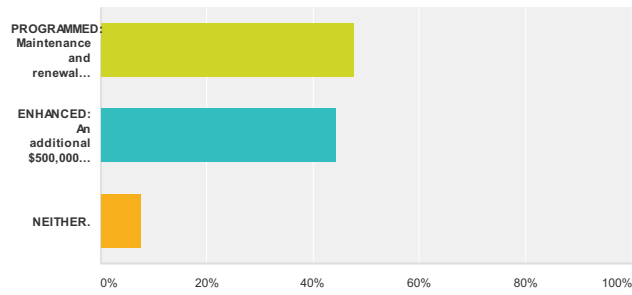


Answer Choices	Responses	
PROGRAMMED: Management of Council's cemeteries at East Maitland, Morpeth and Rutherford for burials, with maintenance of Glebe, Oakhampton, Hiland Crescent, Louth Park and Campbell's Hill cemeteries.	65.73%	257
ENHANCED: As programmed, plus an additional \$500,000 over 7 years allows for implementation of key actions from Council's Cemetery Strategy, including identification of an increased range of interment options.	22.25%	87
NEITHER.	12.02%	47
Total		391

FUNDING OUR FUTURE

Q21 Thinking about our Suburban Town Centres, please indicate your preference.

Answered: 389 Skipped: 30

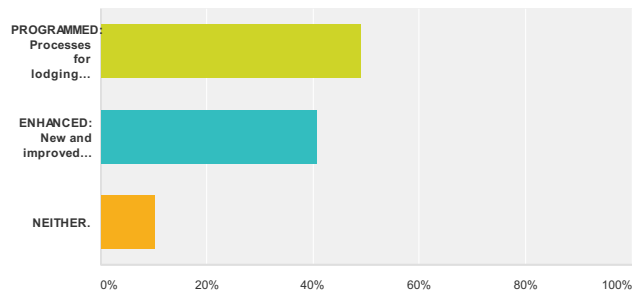


Answer Choices	Responses	
PROGRAMMED: Maintenance and renewal programs of local town centres occurs in line with current programs.	47.81%	186
ENHANCED: An additional \$500,000 over 7 years allows for improved town centre appearance and amenity .	44.47%	173
NEITHER.	7.71%	30
Total		389

FUNDING OUR FUTURE

Q22 Thinking about Council's customer service delivery - transactions, requests, applications and permits and community engagement, please indicate your preference.

Answered: 390 Skipped: 29

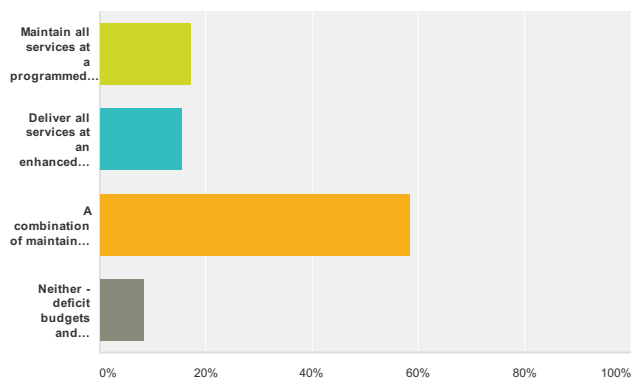


Answer Choices	Responses
PROGRAMMED: Processes for lodging customer service requests, development applications and permits and other advice from Council staff remain at current levels. Community engagement is focused on key projects.	48.97% 191
ENHANCED: New and improved processes for lodging customer service requests, development applications and permits and other advice from council staff are introduced, with a focus on online service delivery. An additional \$500,000 over 7 years is allocated to this area. Community engagement and participation is expanded	40.77% 159
NEITHER.	10.26% 40
Total	390

FUNDING OUR FUTURE

Q23 The current annual rate increase for Councils is set at 3.2% by the NSW State Government, an amount known as the ‘rate peg’. To deliver services indicated at today’s levels with an average residential rate increase of 3.2% (being the rate peg only) each year for 7 years, equivalent to \$32 in the first year, would see Council in deficit by over \$92 million in 10 years. Over 7 years, the average rate increase would be \$35/annum. To deliver services indicated at a ‘programmed’ level would require an average residential rate increase of 7.25% (including the rate peg) each year for 7 years, equivalent to \$72 in the first year. Council would deliver a balanced budget. Over 7 years, the average rate increase would be \$89/annum. To deliver services indicated at the ‘enhanced’ level would require an average residential rate increase of 8.95% (including the rate peg) each year for 7 years, equivalent to \$89 in the first year. Council would increase spending and deliver a balanced budget. Over 7 years, the average rate increase would be \$116/annum. A combination of maintain and enhance would fall between the ‘programmed’ and ‘enhanced’ amounts. Given this, is your preference (choose one):

Answered: 385 Skipped: 34

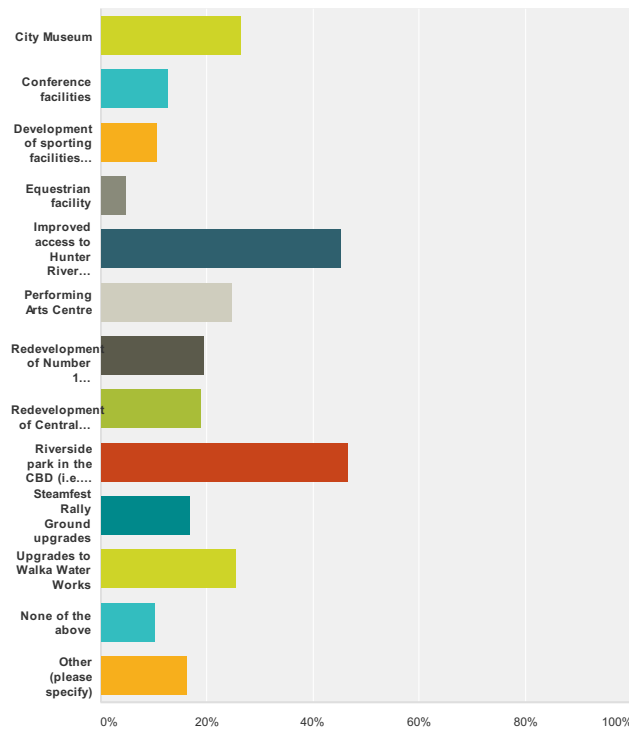


Answer Choices	Responses	
Maintain all services at a programmed level	17.40%	67
Deliver all services at an enhanced level	15.58%	60
A combination of maintain and enhance as indicated above.	58.44%	225
Neither - deficit budgets and service cuts should be implemented.	8.57%	33
Total		385

FUNDING OUR FUTURE

Q24 There are a number of other significant projects or initiatives Council could examine over the next five to ten years. Please select your top priorities from the following:

Answered: 380 Skipped: 39

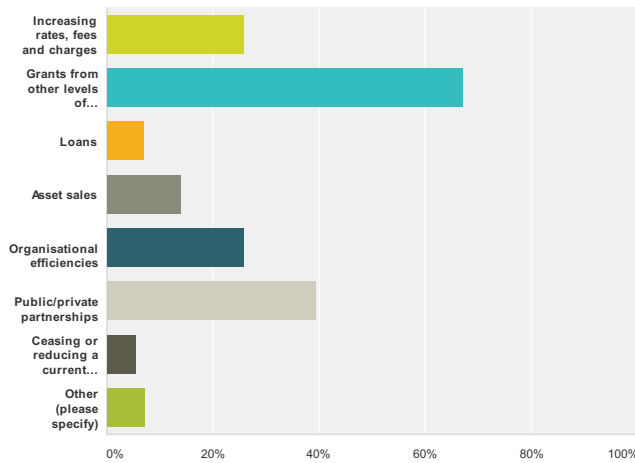


Answer Choices	Responses	
City Museum	26.58%	101
Conference facilities	12.63%	48
Development of sporting facilities at Anambah	10.79%	41
Equestrian facility	5%	19
Improved access to Hunter River (eg. wharf)	45.26%	172
Performing Arts Centre	24.74%	94
Redevelopment of Number 1 Sportsground, incorporating Athletics facility	19.47%	74
Redevelopment of Central (Maitland) Library	18.95%	72
Riverside park in the CBD (i.e. current Riverside carpark)	46.58%	177
Steamfest Rally Ground upgrades	16.84%	64
Upgrades to Walka Water Works	25.53%	97
None of the above	10.26%	39
Other (please specify)	16.32%	62
Total Respondents: 380		

FUNDING OUR FUTURE

Q25 Given the initiatives listed above are not yet programmed for delivery, how do you think they should primarily be funded?

Answered: 370 Skipped: 49

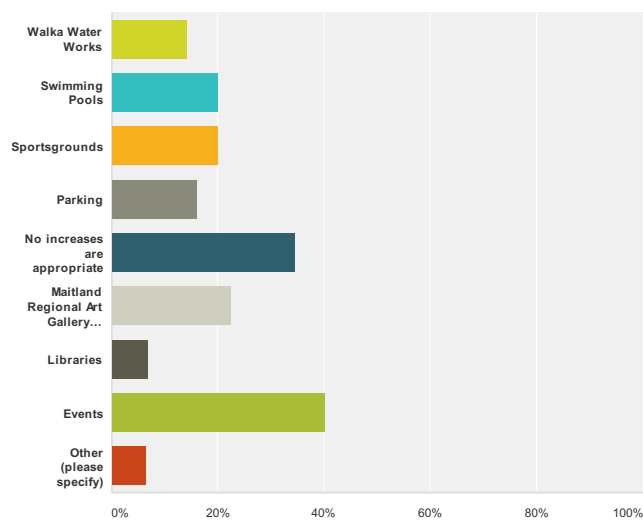


Answer Choices	Responses	
Increasing rates, fees and charges	25.95%	96
Grants from other levels of government	67.03%	248
Loans	7.03%	26
Asset sales	14.05%	52
Organisational efficiencies	25.95%	96
Public/private partnerships	39.46%	146
Ceasing or reducing a current service	5.68%	21
Other (please specify)	7.30%	27
Total Respondents: 370		

FUNDING OUR FUTURE

Q26 Another area of revenue for Council is user fees and charges. Please indicate the areas where you think fees could be introduced or increa

Answered: 364 Skipped: 55



Answer Choices	Responses	
Walka Water Works	14.29%	52
Swimming Pools	20.05%	73
Sportsgrounds	20.05%	73
Parking	16.21%	59
No increases are appropriate	34.62%	126
Maitland Regional Art Gallery (MRAG)	22.53%	82
Libraries	6.87%	25
Events	40.11%	146
Other (please specify)	6.59%	24
Total Respondents: 364		

FUNDING OUR FUTURE

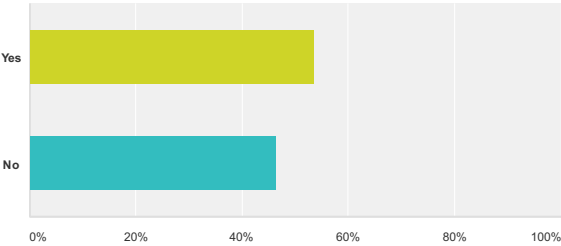
Q27 Are there any areas in which you think Council could look at decreasing service levels? Why?

Answered: 107 Skipped: 312

FUNDING OUR FUTURE

Q28 Have you read any of the detailed ‘Funding our Future’ material available?

Answered: 393 Skipped: 26



Answer Choices	Responses	
Yes	53.69%	211
No	46.31%	182
Total		393

HAVE YOUR SAY

You can join the conversation and let us know your preferred option for our financial sustainability.

- Cut out and complete the survey below and return using the reply paid address on the back.
- Complete an online survey at maitlandyoursay.com.au
- Attend a community information session.

WHEN

WHERE

Monday 9 September

5.30pm - 7.30pm

East Maitland Library

Wednesday 11 September

10.00am - 12.00pm and

5.30pm - 7.30pm

Town Hall, Maitland Room

Thursday 12 September

5.30pm - 7.30pm

Rutherford Library

Monday 16 September

5.30pm - 7.30pm

Thornton Library



Consultation will close Friday 4 October 2013

THE NEXT STEPS

Following this consultation, Council will develop a final preferred option taking into account resident feedback received during this stage. This option will be released for a further phase of consultation in October 2013.

If Council decides to proceed with an application to increase rates above the rate peg, a full application would be submitted to IPART in early 2014.

FIND OUT MORE

Visit maitlandyoursay.com.au to find out more.

- Read information sheets
- Join an on-line forum
- Complete the detailed survey
- Find out what other residents are saying
- Register to stay up to date
- Like us on Facebook [facebook.com/maitlandyoursay](https://www.facebook.com/maitlandyoursay)

FUNDING OUR FUTURE A SUSTAINABLE COUNCIL FOR A SUSTAINABLE CITY

Age: _____

Gender: ☐ Male ☐ Female

Suburb: _____

What is your preferred option?

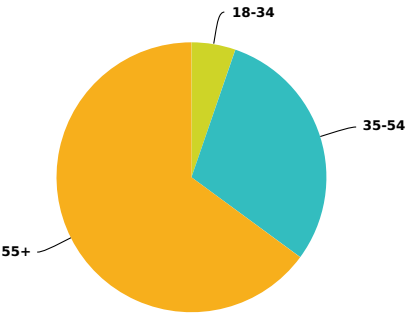
- ☐ **Programmed:** Maintain Programmed Service – increase rates by 7.25% per annum over seven years.
- ☐ **Enhance:** Enhance Key Services – increase rates by 8.95% per annum over seven years.
- ☐ **A combination of option 1 and 2:** Increase rates between 7.25% and 8.95% per annum over seven years.
- ☐ **Deficit budgets and cuts implemented:** Maintain rates at 3.2% per annum

If you prefer a combination, which services would you like to see enhanced?

If you prefer to have rates maintained at 3.2% per annum, which services would you like to see reduced?

Q1 What is your age group?

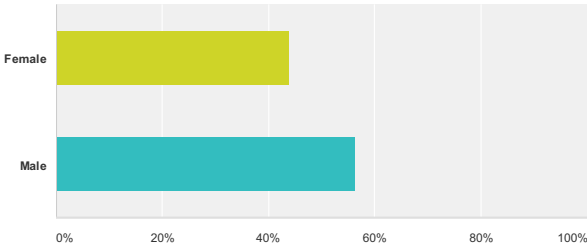
Answered: 208 Skipped: 3



Answer Choices	Responses	
under 18	0%	0
18-34	5.29%	11
35-54	29.81%	62
55+	64.90%	135
Total		208

Q2 What is your gender?

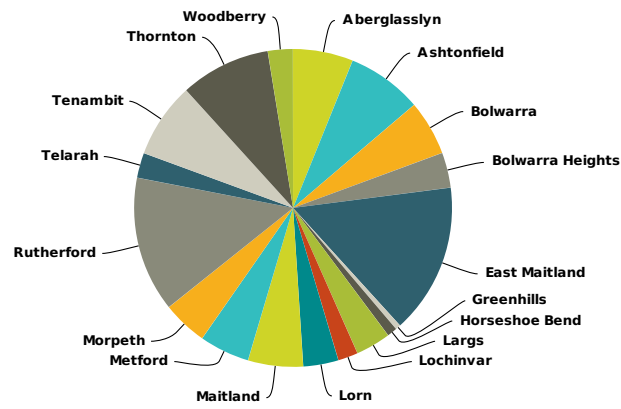
Answered: 210 Skipped: 1



Answer Choices	Responses	
Female	43.81%	92
Male	56.19%	118
Total		210

Q3 Which suburb do you live or own a property?

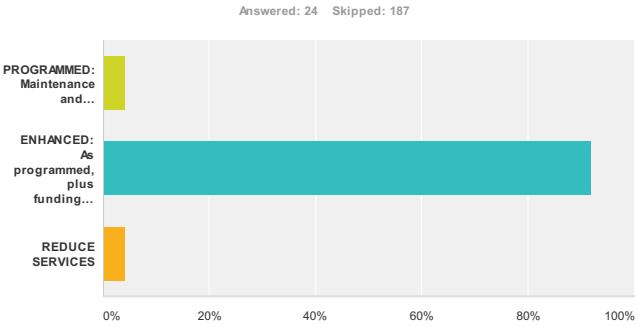
Answered: 196 Skipped: 15



Answer Choices	Responses	
Aberglasslyn	6.12%	12
Ashtonfield	7.65%	15
Bolwarra	5.61%	11
Bolwarra Heights	3.57%	7
East Maitland	15.31%	30
Greenhills	0.51%	1
Horseshoe Bend	1.02%	2
Largs	3.57%	7
Lochinvar	2.04%	4
Lorn	3.57%	7
Maitland	5.61%	11
Metford	5.10%	10
Morpeth	4.59%	9
Rutherford	13.78%	27
Telarah	2.55%	5
Tenambit	7.65%	15
Thornton	9.18%	18
Woodberry	2.55%	5
Total		196

Funding Our Future Publication - Survey Returns Expanded

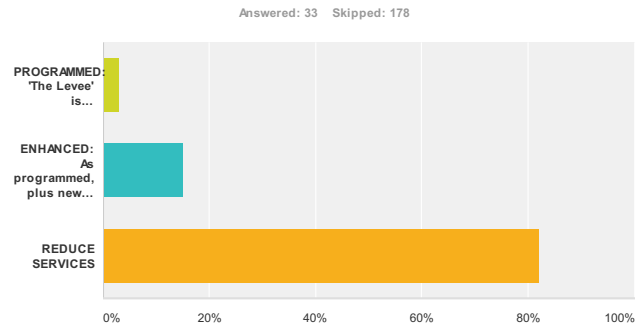
Q4 Thinking about our roads, bridges, footpaths, bus shelters, kerbs and gutters, drains, please indicate your preference.



Answer Choices	Responses	
PROGRAMMED: Maintenance and construction programs are delivered in line with current adopted capital works program, including bridge/guard rails, drainage, footpaths, road reconstruction, rehabilitation and reseals, as well as traffic facilities. Current annual budget approximately \$9 million.	4.17%	1
ENHANCED: As programmed, plus funding is increased by \$20 million over 7 years. Additional funding allocated for footpaths, particularly in older suburbs where the network is disconnected, as well as road works, particularly road resurfacing and reconstruction. Additional funding is also available for bridge repairs, and funding available for improving and replacing our stormwater drainage network.	91.67%	22
REDUCE SERVICES	4.17%	1
Total		24

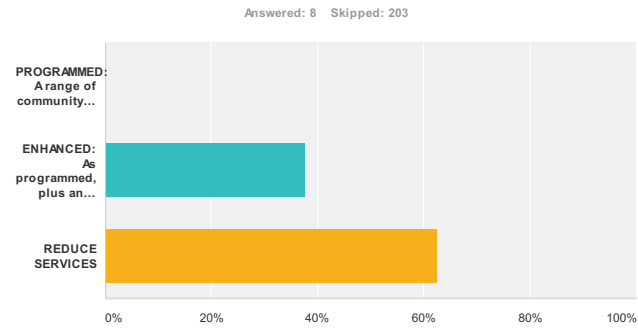
Funding Our Future Publication - Survey Returns Expanded

Q5 Thinking about the revitalisation of Central Maitland, please indicate your preference.



Answer Choices	Responses	
PROGRAMMED: 'The Levee' is constructred, featuring new street furniture, lighting, parking and cafe facilities, as well as a building connecting High Steel to the River Bank. An upgrade of the Maitland Station Precinct and Athel D'Ombraín Drive is completed, supported by new residential housing.	3.03%	1
ENHANCED: As programmed, plus new programs for activating the CBD are introduced, as well as increased activities on the river walk and river bank. An additional \$1 million over 7 years is directed to this area.	15.15%	5
REDUCE SERVICES	81.82%	27
Total		33

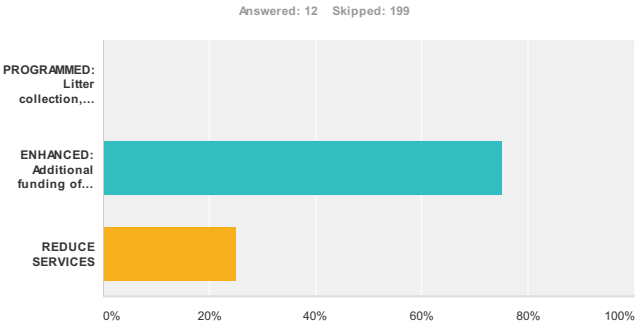
Q6 Thinking about environmental and sustainability programs, please indicate your preference.



Answer Choices	Responses	
PROGRAMMED: A range of community and school education programs is delivered across the city . This includes seedling giveaways , weed removal, roadside vegetation management and native vegetation establishment, energy and water saving reduction programs.	0%	0
ENHANCED: As programmed, plus an additional \$500,000 is allocated over 7 years in particular to partnership programs relating to the health fo the Hunter River and surrounds.	37.50%	3
REDUCE SERVICES	62.50%	5
Total		8

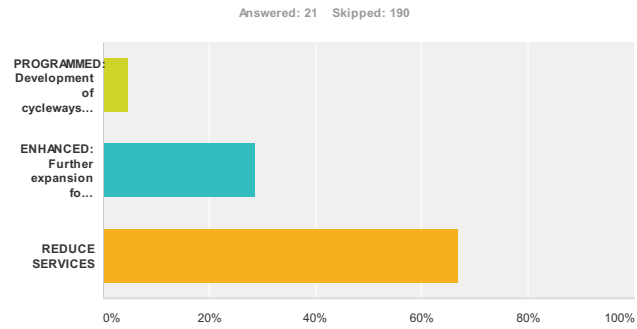
Funding Our Future Publication - Survey Returns Expanded

Q7 Thinking about city pride (litter collection, street sweeping, dumping, graffiti and gardens), please indicate your preference.



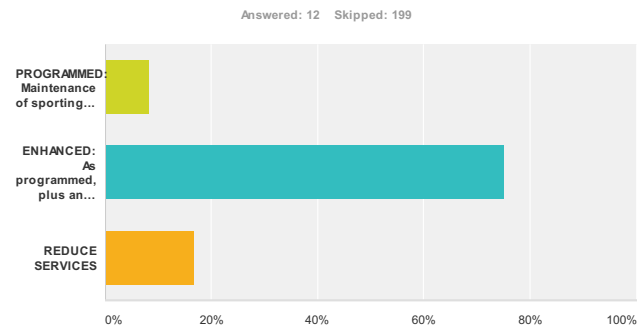
Answer Choices	Responses	
PROGRAMMED: Litter collection, street sweeping, graffiti removal is maintained at current levels. Litter collection is focused on high visibility locations, and response times to reports of dumping and graffiti remain at current levels. Graffiti removal is also undertaken in partnership with local service clubs.	0%	0
ENHANCED: Additional funding of \$1.5 million over 7 years allows for litter collection, street sweeping and graffiti removal programs to be more frequent and widely spread, including a focus on maintenance of median and verges of the New England Highway.	75%	9
REDUCE SERVICES	25%	3
Total		12

Q8 Thinking about recreational cycleways, trails and shared pathways, please indicate your preference.



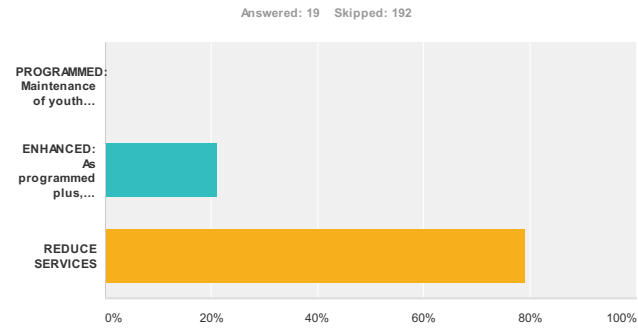
Answer Choices	Responses	
PROGRAMMED: Development of cycleways continues as currently programmed, allowing for a gradual expansion of the network.	4.76%	1
ENHANCED: Further expansion fo recreational cycleway network occurs through an additional \$2 million over 7 years, focused on establishing connected off road networks.	28.57%	6
REDUCE SERVICES	66.67%	14
Total		21

Q9 Thinking about sporting facilities, parks, playgrounds and picnic facilities, please indicate your preference.



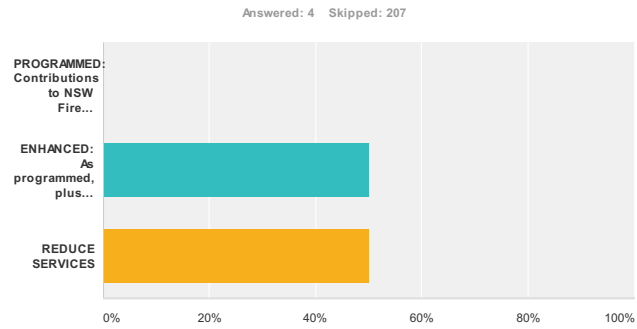
Answer Choices	Responses	
PROGRAMMED: Maintenance of sporting facilities, parks and playgrounds occurs at current levels.	8.33%	1
ENHANCED: As programmed, plus an additional \$2.5 million over 7 years allows for new park furniture, exercise stations, improved access and parking etc across the city . Maintenance is also increased at key sites.	75%	9
REDUCE SERVICES	16.67%	2
Total		12

Q10 Thinking about youth spaces (skate parks) and programs, please indicate your preference.



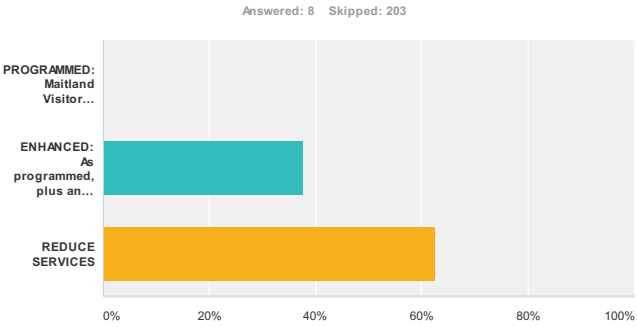
Answer Choices	Responses	
PROGRAMMED: Maintenance of youth spaces remains at current levels, focused on key facilities.	0%	0
ENHANCED: As programmed plus, development of new youth facilities (including skate parks) through an additional \$2 million over 7 years. Facilities developed at Green Hills, Thornton, and Central Maitland.	21.05%	4
REDUCE SERVICES	78.95%	15
Total		19

Q11 Thinking about emergency management and response, please indicate your preference.



Answer Choices	Responses	
PROGRAMMED: Contributions to NSW Fire Brigade, State Emergency Service and Rural Fire Service area maintained. Council maintains SES buildings, contributes to planning processes and is geared to assist in times of emergency .	0%	0
ENHANCED: As programmed, plus additional funding of \$400,000 over 7 years can be directed to facilities, flood risk education and planning initiatives.	50%	2
REDUCE SERVICES	50%	2
Total		4

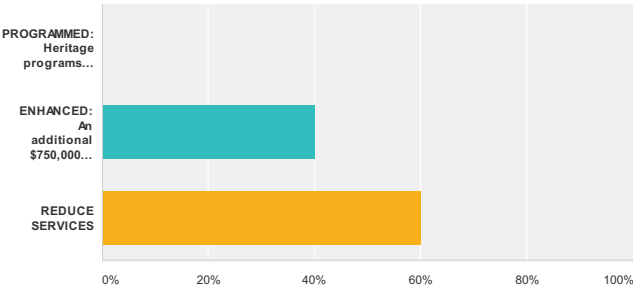
Q12 Thinking about tourism, visitor services and economic development, please indicate your preference.



Answer Choices	Responses	
PROGRAMMED: Maitland Visitor Information Centre operates 7 days per week. Maitland Gaol operates 7 days per week, offering a range of programs and experiences.	0%	0
ENHANCED: As programmed, plus an additional \$350,000 over 7 years allows for new product development and related marketing.	37.50%	3
REDUCE SERVICES	62.50%	5
Total		8

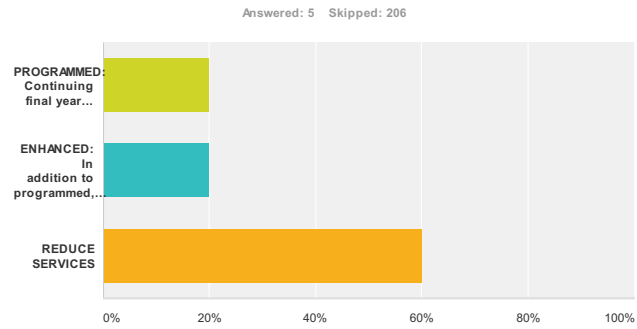
Q13 Thinking about our Heritage, please indicate your preference.

Answered: 10 Skipped: 201



Answer Choices	Responses	
PROGRAMMED: Heritage programs including publications, restoration grants are maintained at current levels.	0%	0
ENHANCED: An additional \$750,000 over 7 years allows for the introduction of facade improvement programs and other initiatives to enhance and promote local heritage.	40%	4
REDUCE SERVICES	60%	6
Total		10

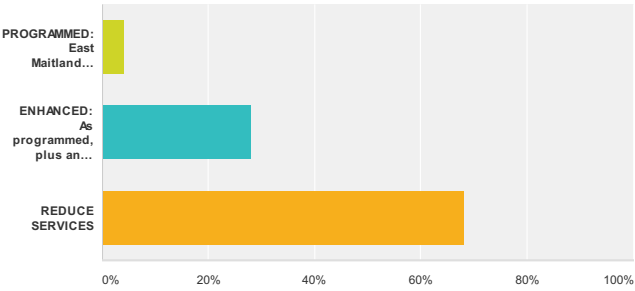
Q14 Thinking about our community buildings, public toilets and amenities, please indicate your preference.



Answer Choices	Responses	
PROGRAMMED: Continuing final year of program from rate variation of 2010/11 works.	20%	1
ENHANCED: In addition to programmed, maintenance, renovations, extensions and construction will be undertaken through an additional \$2.5 million over 7 years.	20%	1
REDUCE SERVICES	60%	3
Total		5

Q15 Thinking about our pools/aquatic services, please indicate your preference.

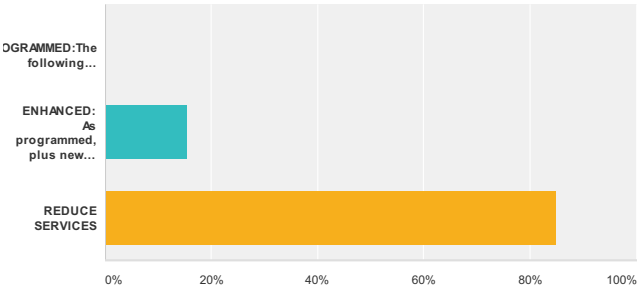
Answered: 25 Skipped: 186



Answer Choices	Responses	
PROGRAMMED: East Maitland pool season extends from Sept - April. Additional indoor heated 25m pool constructed at Maitland Pool allowing year round use.	4%	1
ENHANCED: As programmed, plus an indoor learn to swim and water play area constructed at Maitland Pool through additional \$2 million over 10 years.	28.00%	7
REDUCE SERVICES	68%	17
Total		25

Q16 Thinking about community events, please indicate your preference.

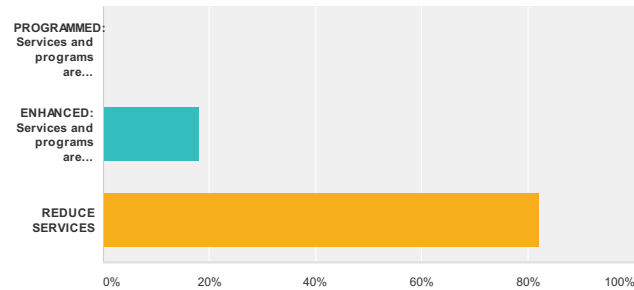
Answered: 13 Skipped: 198



Answer Choices	Responses	
PROGRAMMED: The following community events are delivered - Aroma, Australia Day, Bitter and Twisted, New Year's Eve, Steamfest, Taste, Riverlights.	0%	0
ENHANCED: As programmed, plus new events are introduced to the City's events calendar, and current events expanded through new entertainment and activities. An additional \$500,000 is spent over 7 years.	15.38%	2
REDUCE SERVICES	84.62%	11
Total		13

Q17 Thinking about Library Services, please indicate your preference.

Answered: 11 Skipped: 200

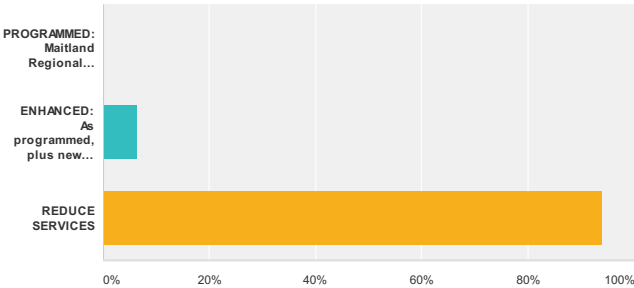


Answer Choices	Responses	
PROGRAMMED: Services and programs are maintained at East Maitland Library ,Thornton Library , Rutherford Library and Maitland (Central) Library.	0%	0
ENHANCED: Services and programs are enhanced with funding increased by \$750,000 over 7 years. Library opening hours are increased and digital collections expanded.	18.18%	2
REDUCE SERVICES	81.82%	9
Total		11

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Q18 Thinking about the Art Gallery and Cultural Services, please indicate your preference.

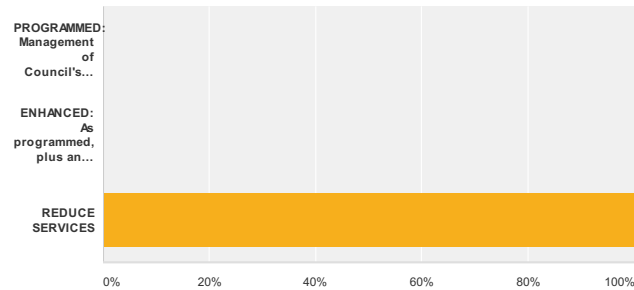
Answered: 16 Skipped: 195



Answer Choices	Responses	
PROGRAMMED: Maitland Regional Gallery (MRAG) is open Tues - Sun 10am-5pm. Exhibitions are regularly refreshed, with a range of programs for children and adults.	0%	0
ENHANCED: As programmed, plus new public art programs can be initiated, seeing sculptures and other elements introduced across the City. An additional \$750,000 is directed to this area over 7 years.	6.25%	1
REDUCE SERVICES	93.75%	15
Total		16

Q19 Thinking about Maitland's cemeteries, please indicate your preference.

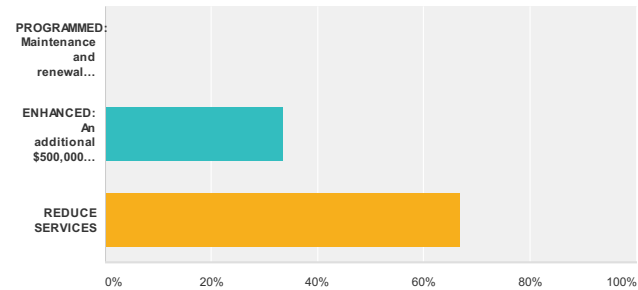
Answered: 2 Skipped: 209



Answer Choices	Responses	
PROGRAMMED: Management of Council's cemeteries at East Maitland, Morpeth and Rutherford for burials, with maintenance of Glebe, Oakhampton, Hiland Crescent, Louth Park and Campbell's Hill cemeteries.	0%	0
ENHANCED: As programmed, plus an additional \$500,000 over 7 years allows for implementation of key actions from Council's Cemetery Strategy , including identification of an increased range of interment options.	0%	0
REDUCE SERVICES	100%	2
Total		2

Q20 Thinking about our Suburban Town Centres, please indicate your preference.

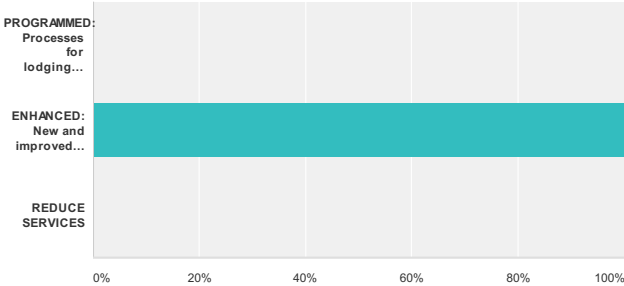
Answered: 3 Skipped: 208



Answer Choices	Responses	
PROGRAMMED: Maintenance and renewal programs of local town centres occurs in line with current programs.	0%	0
ENHANCED: An additional \$500,000 over 7 years allows for improved town centre appearance and amenity .	33.33%	1
REDUCE SERVICES	66.67%	2
Total		3

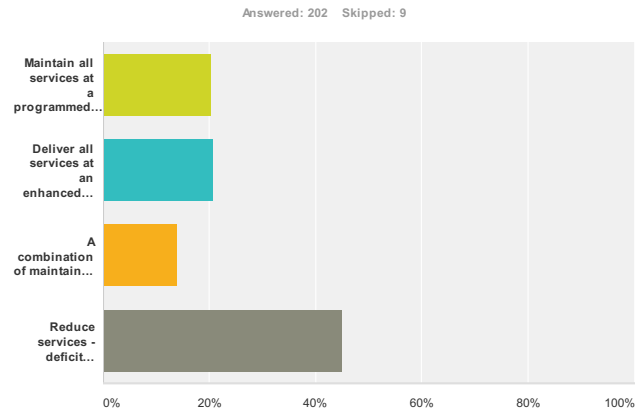
Q21 Thinking about Council's customer service delivery - transactions, requests, applications and permits and community engagement, please indicate your preference.

Answered: 1 Skipped: 210



Answer Choices	Responses	
PROGRAMMED: Processes for lodging customer service requests, development applications and permits and other advice from Council staff remain at current levels. Community engagement is focused on key projects.	0%	0
ENHANCED: New and improved processes for lodging customer service requests, development applications and permits and other advice from council staff are introduced, with a focus on online service delivery . An additional \$500,000 over 7 years is allocated to this area. Community engagement and participation is expanded	100%	1
REDUCE SERVICES	0%	0
Total		1

Q22 The current annual rate increase for Councils is set at 3.2% by the NSW State Government, an amount known as the ‘rate peg’. To deliver the services indicated at today’s levels with an average residential rate increase of 3.2% (being the rate peg only) each year for 7 years, equivalent to \$32 in the first year, would see Council in deficit by over \$92 million in 10 years. Over 7 years, the average rate increase would be \$35/annum. To deliver services indicated at a ‘programmed’ level would require an average residential rate increase of 7.25% (including the rate peg) each year for 7 years, equivalent to \$72 in the first year. Council would deliver a balanced budget. Over 7 years, the average rate increase would be \$89/annum. To deliver services indicated at the ‘enhanced’ level would require an average residential rate increase of 8.95% (including the rate peg) each year for 7 years, equivalent to \$89 in the first year. Council would increase spending and deliver a balanced budget. Over 7 years, the average rate increase would be \$116/annum. A combination of maintain and enhance would fall between the ‘programmed’ and ‘enhanced’ amounts. Given this, is your preference (choose one):

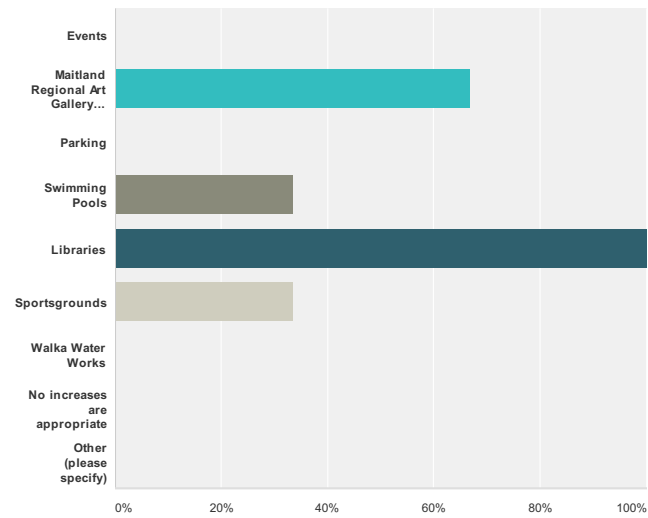


Answer Choices	Responses	
Maintain all services at a programmed level	20.30%	41
Deliver all services at an enhanced level	20.79%	42
A combination of maintain and enhance as indicated above.	13.86%	28
Reduce services - deficit budgets and service cuts should be implemented.	45.05%	91
Total		202

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Q23 Another area of revenue for Council is user fees and charges. Please indicate the areas where you think fees could be introduced or increased

Answered: 3 Skipped: 208



Answer Choices	Responses	
Events	0%	0
Maitland Regional Art Gallery (MRAG)	66.67%	2
Parking	0%	0
Swimming Pools	33.33%	1
Libraries	100%	3
Sportsgrounds	33.33%	1
Walka Water Works	0%	0
No increases are appropriate	0%	0
Other (please specify)	0%	0
Total Respondents: 3		

Funding Our Future Publication - Survey Returns Expanded

Q24 If your preference is for deficit budgets and cuts being implemented, are there any OTHER areas in which you think Council could look at decreasing service levels? Why?

Answered: 17 Skipped: 194