

# Newcastle Voice Community Survey



March 2012

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## Summary

This report summarises the results of the 2012 Community Survey which was conducted within the Newcastle LGA, through the Newcastle Voice community reference panel. The consultation has helped gain community insight regarding satisfaction with overall Council performance and assesses community attitudes towards the provision of services in the city.

The eight question survey was completed by 988 respondents making the findings presented in this report a reliable basis for gauging broad community opinion.

### Part One

The table below summarises results by ward and compares with the Victorian 2011 Local Government Community Satisfaction Survey, for the governance indicators and the specific performance areas. The comparison is based on the percentage of respondents rating Council's performance as excellent, good or adequate. On balance, Victorian respondents had higher levels of satisfaction with Council compared to Newcastle respondents. Newcastle results were mixed. The majority of respondents rated Council's performance for recreational facilities, customer contact, waste management, enforcement of local laws and the appearance of public areas being as excellent, good or adequate.

Table 1: Part One Summary - governance indicators and the specific performance areas

	Newcastle 2012	Ward 1	Ward 2	Ward 3	Ward 4	Victoria: Inner Metro 2011	Victoria: Regional Centres 2011
Overall Performance	34%	30%	34%	34%	40%	85%	73%
<b>Governance Indicators</b>							
Customer Contact	67%	60%	59%	73%	73%	80%	79%
Community Engagement	32%	29%	27%	40%	33%	71%	63%
Advocacy	26%	24%	27%	29%	24%	77%	77%
<b>Specific Performance Areas</b>							
Recreational facilities	65%	65%	62%	68%	64%	88%	82%
Waste management	64%	67%	70%	65%	54%	86%	79%
Enforcement of local laws	64%	62%	62%	69%	63%	78%	78%
Appearance of public areas	52%	48%	49%	58%	55%	76%	80%
Economic Development	42%	36%	35%	46%	53%	82%	67%
Local roads and footpaths	40%	38%	43%	47%	29%	70%	55%
Traffic management and parking	32%	38%	28%	35%	27%	63%	52%
Town planning policy and approvals	29%	22%	26%	31%	36%	60%	60%

## Part Two

### Importance and Satisfaction Ratings

The table opposite summarises importance and satisfaction ratings on 32 Council facilities and services, grouped into eight key service areas.

On average, respondents rated the General Service and Council Communication as the two most important key service areas. Community satisfaction in these areas tended toward the lower (dissatisfied) end of the scale.

Waste & Environment was the third most important area. Satisfaction was mixed, with respondents tending to be satisfied with environmental programs and waste collection & disposal, but tending towards being dissatisfied with greening & tree preservation. The mean scores for greening & tree preservation have dropped considerably since the 2008 Community Survey, and it is likely that the recent Laman Street issue has impacted satisfaction in this area.

Satisfaction with Planning & Development was generally low, particularly in regard to management of the CBD and long term planning and vision for the city. Management of the CBD was also the area of lowest satisfaction in 2008 and mean scores have further declined in 2012.

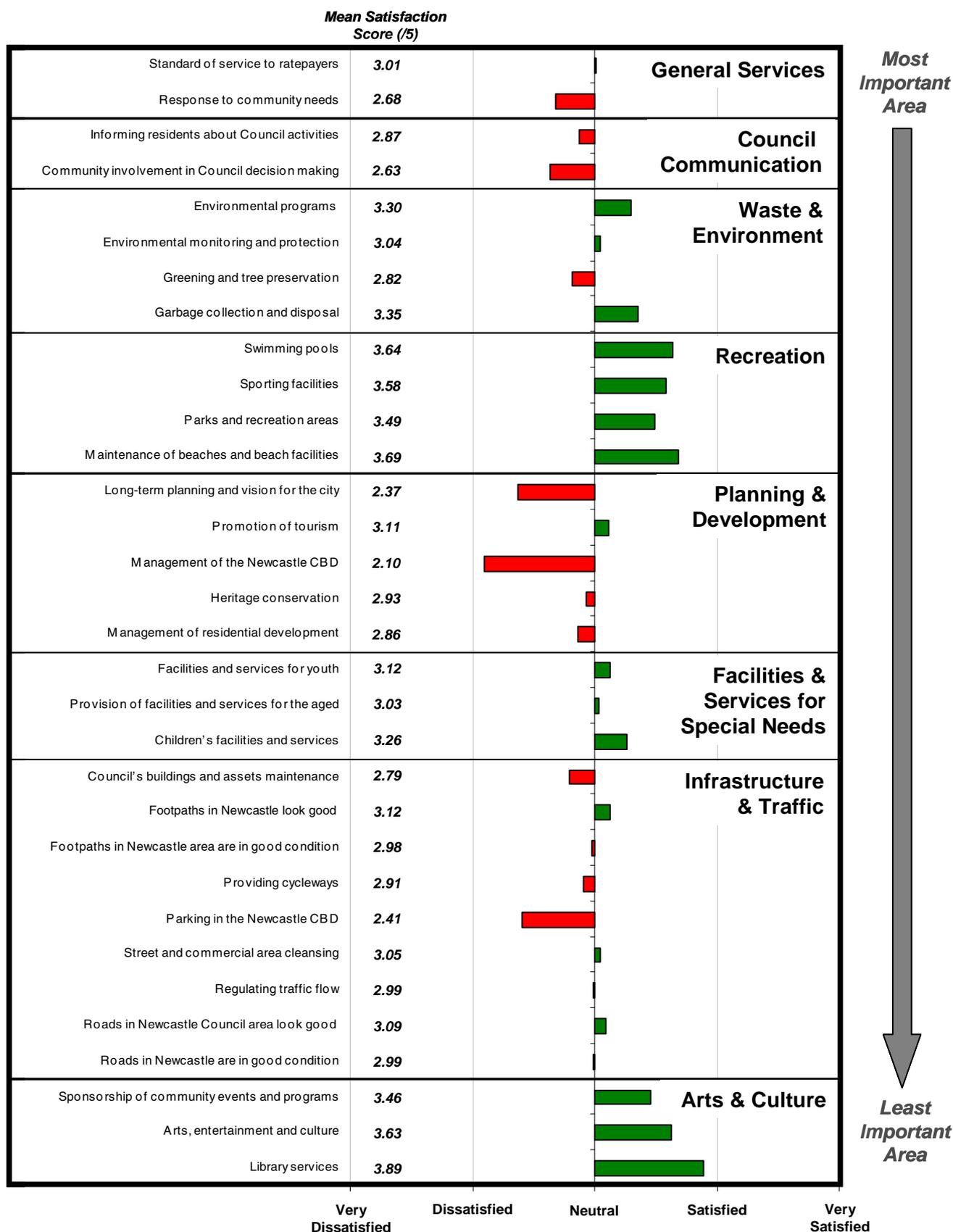
On a more positive note, satisfaction in regard to aspects of Recreation, Facilities & Services for Special Needs and Arts & Culture have improved since 2008.

The single area of greatest improvement was facilities and services for youth. This improvement may have been driven in part by recent developments in this area including the Empire Park skate park and the ongoing presence of the Loft. Likewise, satisfaction with beaches and pools also improved, which again fits with recent works in these areas including Bathers Way, Merewether car park and the children's water playground at Lambton Pool.

Satisfaction with sponsorship of events & programs and arts & entertainment also increased in 2012, but given the low level of importance respondents place on Arts & Culture, increasing satisfaction in this area will not likely improve overall satisfaction with the performance of Council.

Graph 1: Summary- Importance & Satisfaction Ratings

**Explanatory Note:** The 32 facilities and services assessed are grouped into eight key service areas. The most important areas are at the top of the graph through to the least important areas at the bottom of the graph. The coloured bars indicate satisfaction, with the green bars representing mean scores towards the higher end of the 5-point satisfaction scale (i.e. mean score >3) and the red bars indicating mean scores more towards the lower end of the scale (mean score <3). Mean scores are presented (in italics) next to each item.



## Regression Analysis

Regression analysis was conducted to better understand the drivers behind satisfaction. The analysis identified community involvement in Council decision making and Council keeping the community informed as to up coming activities in the Newcastle LGA as the key drivers of overall satisfaction. At present, Council is perceived as underperforming in these areas.

Other key drivers included long term planning & vision for the city; management of the CBD; greening & tree preservation; Council building & assets maintenance; and management of residential development. Currently, Council performance in these areas is perceived as below par and these areas should be of focus moving forward.

Conversely, while respondents were generally satisfied with Council's performance in regard to recreation, arts & culture, and services for children & youth, these areas are not key drivers of satisfaction and thus improving perceptions in these areas is unlikely to yield considerable improvements in overall satisfaction with Council. The figure below provides guidance on areas Council should focus on moving forward.

Figure 1: Regression Analysis Summary

<p><b>'ASSESS PRESENT PRACTICES'</b></p> <ul style="list-style-type: none"> <li>•Environmental programs</li> <li>•Parks and recreation areas</li> <li>•Arts, entertainment &amp; culture</li> <li>•Maintenance of beach &amp; beach facilities</li> <li>•Swimming pools</li> <li>•Sponsorship of community events &amp; programs</li> <li>•Children's facilities &amp; services</li> <li>•Promotion of tourism</li> <li>•Facilities &amp; services for youth</li> </ul>	<p><b>'MAINTAIN'</b></p> <ul style="list-style-type: none"> <li>•Garbage collection &amp; disposal</li> </ul>
<p><b>'LOW PRIORITY'</b></p> <ul style="list-style-type: none"> <li>•Heritage conservation</li> <li>•Environmental monitoring &amp; protection</li> <li>•Parking in the Newcastle CBD</li> <li>•Regulating traffic flow</li> <li>•Footpaths are in good condition</li> <li>•Provisions of facilities &amp; services for the aged</li> </ul>	<p><b>'HIGH PRIORITY'</b></p> <ul style="list-style-type: none"> <li>•Community involved in council decision making</li> <li>•Informing residents about council activities</li> <li>•Long term planning &amp; vision for the city</li> <li>•Management of the CBD</li> <li>•Greening &amp; tree preservation</li> <li>•Council's building &amp; asset maintenance</li> <li>•Management of residential development</li> </ul>

# 1 Introduction

## 1.1 Background

The City of Newcastle has historically conducted a telephone Community Satisfaction Survey on an annual basis, starting in 1993 with the most recent survey being conducted in 2008. Please refer to Appendix I for further contextual information.

## 1.2 Report Purpose

The purpose of the 2012 Community Survey was to:

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

The 2012 Community Survey was divided into two parts:

- Part 1: Benchmark against the Victorian Department of Planning and Community Development's 2011 Local Government Community Satisfaction Survey.
- Part 2: Benchmark against The City of Newcastle's 2008 Community Survey for importance of and satisfaction with Council services and facilities.

## 2 Methods of Data Collection and Analysis

### 2.1 Methodology

The methodology section has been divided into two parts, with the second part detailing the sample size, weighing adjustment, statistical accuracy, self selection and historical participation. Please refer to Appendix III.

#### 2.1.1 Questionnaire

A survey was developed in consultation with The City of Newcastle's Organisational Performance team.

Key questions from both the Victorian Department of Planning and Community Development's 2011 Local Government Community Satisfaction Survey<sup>1</sup> and The City of Newcastle's 2008 Community Survey were included for benchmarking purposes.

To control order bias, the Sparq system randomly rotated the presentation of items within certain questions. A copy of the survey is provided in Appendix II.

#### 2.1.2 Data Collection

The survey was open from 12 March to midnight 26 March 2012.

Online active Newcastle Voice members were sent the survey invitation on 12 March. Electronic reminders to those online Newcastle Voice members who had not yet completed the survey were sent on 19 March and 23 March 2012. The survey closed for online respondents at midnight on 26 March 2012.

The survey was also printed and distributed in hard copy to those Newcastle Voice members who requested printed surveys. The survey was mailed out on 13 March 2012. A pre-paid envelope was included to encourage their return. Telephone reminders to those hard copy members who had not yet completed the survey were undertaken on 20 March and 21 March 2012. The hard copy survey responses were entered into the Sparq system by Newcastle Voice staff.

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<sup>1</sup> The City of Newcastle obtained copyright permission from the Victorian Department of Planning and Community Development to use questions from the 2011 Local Government Community Satisfaction Survey.

### 2.1.3 Survey Area & Sample Selection

Residents and ratepayers from the City of Newcastle LGA were consulted, through the Newcastle Voice community reference panel. A total of 2548 Newcastle Voice members were invited to complete the survey. This number represents all active on-line and off-line panel members.

### 2.1.4 Participants

The breakdown of the demographics by gender, age and employment status is provided for the respondents in Appendix III. The demographic information is managed in Sparq.

In line with industry standards, weighting has been applied to the data post collection by Ward and age distribution of the population. The weights include Ward (25% each Ward) and age based on 2006 Newcastle LGA Census data. See Appendix III – Survey Methodology.

### 2.1.5 Data Handling and Analysis

The data handling and analysis was carried out using Sparq software. Trend analysis was conducted from the open-ended question responses. All responses are treated in confidence to ensure the anonymity of respondents, and edited only for grammar and spelling if inserted as verbatim comments into the body of the report. Please refer to Appendix IV for the weighted topline, Appendix V for the detailed service ratings, and Appendix VI for verbatim responses.

### 2.1.6 Response Rate

The survey had a 39% completion rate (988 out of 2548) and a 43% participation rate (1108 out of 2548). That means that 43% of respondents started the survey, but 4% did not complete it (120 out of 2548). Of those who chose not to complete the survey (4%), 67% dropped out before reaching the first question.

Having 988 Newcastle Voice panel members complete the survey represents a good cross-section of the population of Newcastle, gathering broad community opinion.

Table 2: Participation in 2012 Community Survey

	Number	Percentage
Completed surveys	988	38.7%
Incomplete surveys	120	4.8%
Surveys not started	1440	56.5%
Total surveys distributed	2548	100%

## 2.2 Quantitative Analysis Explanatory Notes

The completion of the 2012 Community Survey involves both transitioning the survey from CATI to online, and merging two existing surveys into one instrument. The aim is that the comparability of results with previous surveys is to be maintained as much as possible.

### 2.2.1 Part One

The first five questions in the survey fall under the category *Council Areas of Responsibility* and are based on the Victorian Department of Planning and Community Development's 2011 Local Government Community Satisfaction Survey. Please refer to Appendix III for the rating scale, rating scale collapse, and mean scores.

### 2.2.2 Part Two

Question six and seven in the survey fall under the category *Importance of Specific Services* and *Satisfaction with Specific Service*. These questions are based on the 2008 Community Survey. Please refer to Appendix III for the rating scale, rating scale collapse, mean scores, regression analysis and overall satisfaction.

### 3 Findings - Part One

The questions falling under the category *Council Areas of Responsibility* are based on key questions from the Victorian Department of Planning and Community Development's 2011 Local Government Community Satisfaction Survey.

Please note, in order to enable benchmarking with the Victorian Department of Planning and Community Development's 2011 Local Government Community Satisfaction Survey the 'Don't know/can't say' category has been removed from the comparison of results, with the generated graphs illustrating the rebased results determined from respondents who responded with an opinion which fell into the following categories:

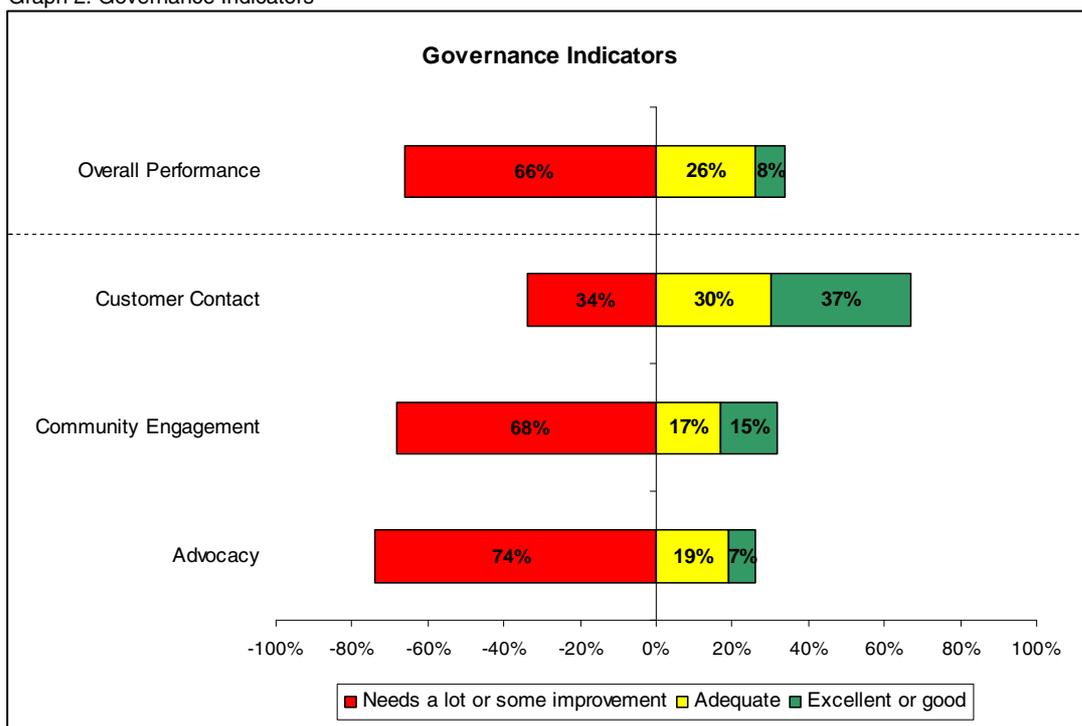
- Needs a lot of improvement
- Needs some improvement
- Adequate
- Good
- Excellent

#### 3.1 Council Areas of Responsibility

##### 3.1.1 Governance Indicators

Respondents were asked to rate how well Council performed on a number of governance indicators. When looking at customer contact, community engagement and advocacy, customer contact received a higher performance rating with 67% of respondents indicating that Council's performance was excellent, good or adequate, compared to 32% and 26% for community engagement and advocacy.

Graph 2: Governance Indicators



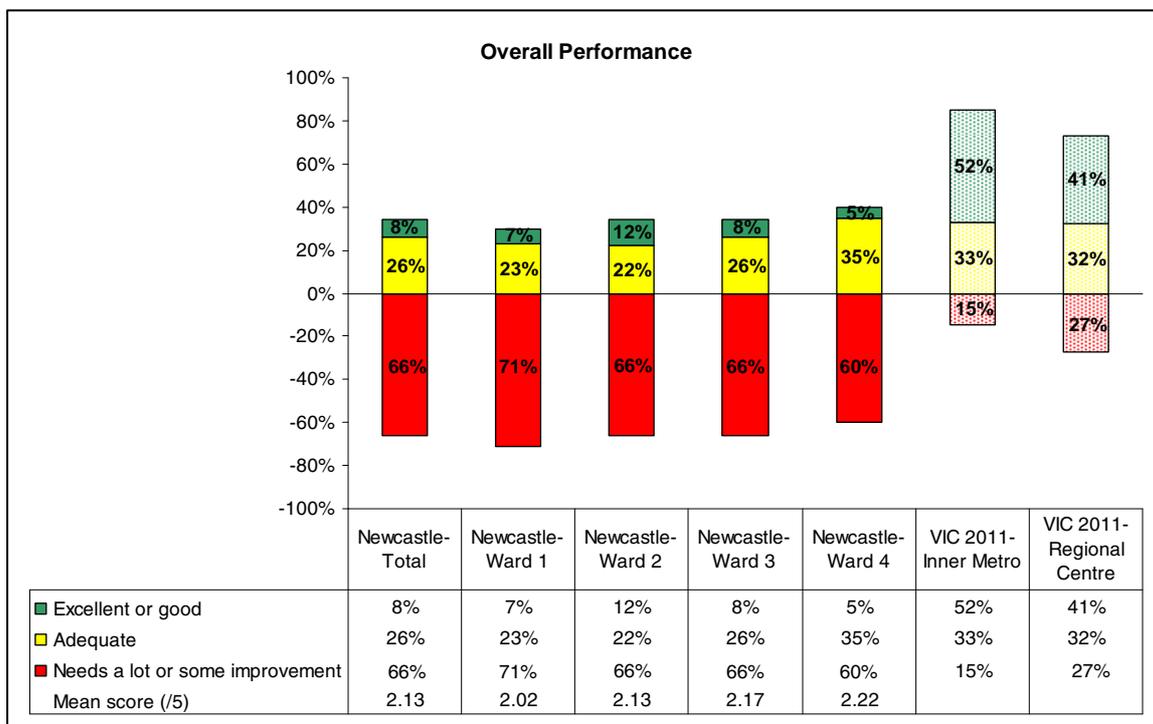
### 3.1.1.1 Overall Performance

Respondents were asked to rate how they felt about the performance of Council, not just on one or two issues, but overall across all responsibility areas. Three percent of respondents could not answer the question, choosing 'don't know/can't say.'

#### Key Result Comparison:

- Respondents from the 2011 Victorian Local Government Community Satisfaction Survey had higher levels of satisfaction compared to Newcastle respondents.
  - 85% of Inner Metropolitan Councils respondents and 73% of Regional Centres respondents rated their Councils as 'excellent', 'good' or 'adequate' compared to 34% of Newcastle respondents
- The mean scores ranged from 2.02 (low) to 2.22 (low)
- On balance, the majority of respondents from the four Wards rate overall satisfaction with Council performance as low and needing a lot of improvement or needing some improvement.
- Ward 4, with a mean score of 2.22, viewed Council's overall performance in a marginally more positive light, with 40% of respondents indicating that Council's overall performance in the last twelve months as 'excellent', 'good' or 'adequate,' compared to the other three Wards.

Graph 3: Overall Performance



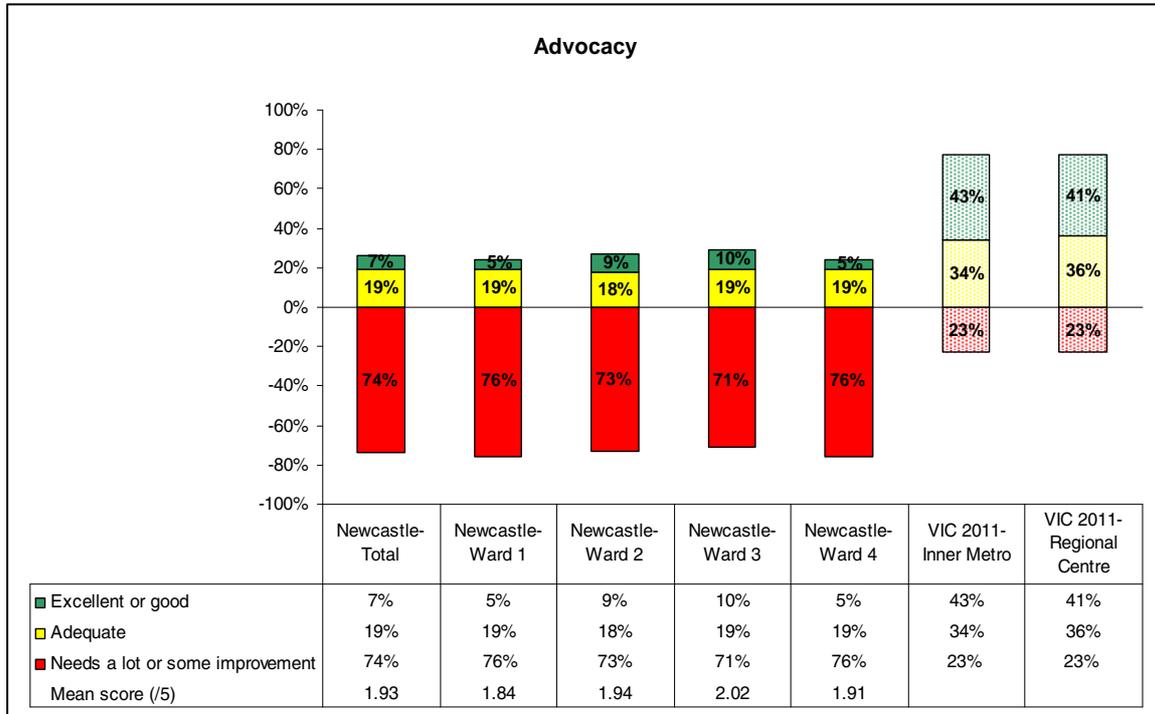
### 3.1.1.2 Advocacy

Respondents were asked to rate how well Council has represented and lobbied on behalf of the community with other levels of government and private organisations on key local issues in the last twelve months. Nearly a quarter of respondents (24%) indicated that they 'don't know/can't say.'

#### Key Result Comparison:

- Respondents from the 2011 Victorian Local Government Community Satisfaction Survey had higher levels of satisfaction compared to Newcastle respondents.
  - Both the Inner Metropolitan Councils respondents and the Regional Centres respondents rated their Councils as 'excellent', 'good' or 'adequate' (77% respectively compared to 26% of Newcastle respondents)
- The mean scores ranged from 1.84 (low) to 2.02 (low)
- On balance, the majority of respondents from the four Wards rate Council's performance regarding advocacy as low and needing a lot of improvement or needing some improvement.
- Ward 3, with a mean score of 2.02, viewed Council's advocacy initiatives in a marginally more positive light, with 29% of respondents indicating that Council's advocacy practice in the last twelve months was 'excellent', 'good' or 'adequate,' compared to the other three Wards.

Graph 4: Advocacy



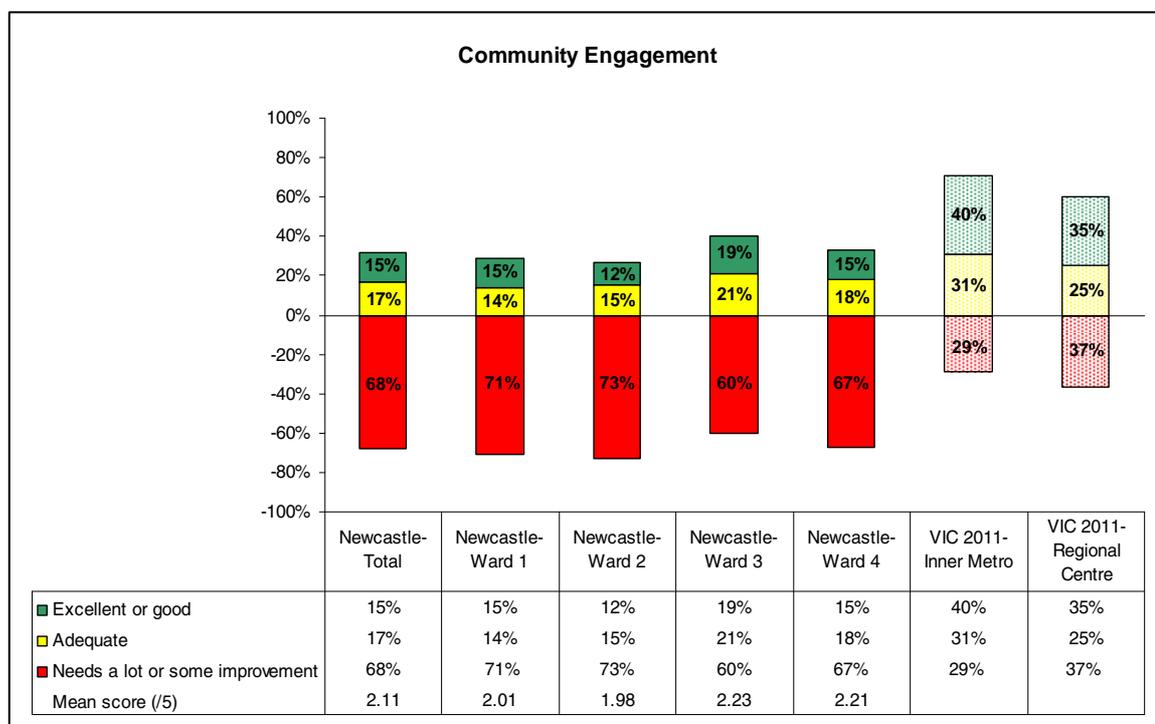
### 3.1.1.3 Community Engagement

Respondents were asked to rate the performance of Council, over the last twelve months, on consulting with the community and leading discussion on key social, economic and environmental issues which could impact on local areas and may require decisions by Council. A small proportion of respondents (4%) had no opinion, selecting 'don't know/can't say.'

#### Key Result Comparison:

- Respondents from the 2011 Victorian Local Government Community Satisfaction Survey had higher levels of satisfaction compared to Newcastle respondents.
  - 71% of Inner Metropolitan Councils respondents and 60% of Regional Centres respondents rated their Councils as 'excellent', 'good' or 'adequate' compared to 32% of Newcastle respondents
- The mean scores ranged from 1.98 (low) to 2.23 (low)
- On balance, the majority of respondents from the four Wards rate Council's performance as low and needing a lot of improvement or needing some improvement.
- Ward 3, with a mean score of 2.23, viewed Council's consulting initiatives in a marginally more positive light, with 40% of respondents indicating that Council's practice in the last twelve months was 'excellent', 'good' or 'adequate,' compared to the other three Wards.

Graph 5: Community Engagement



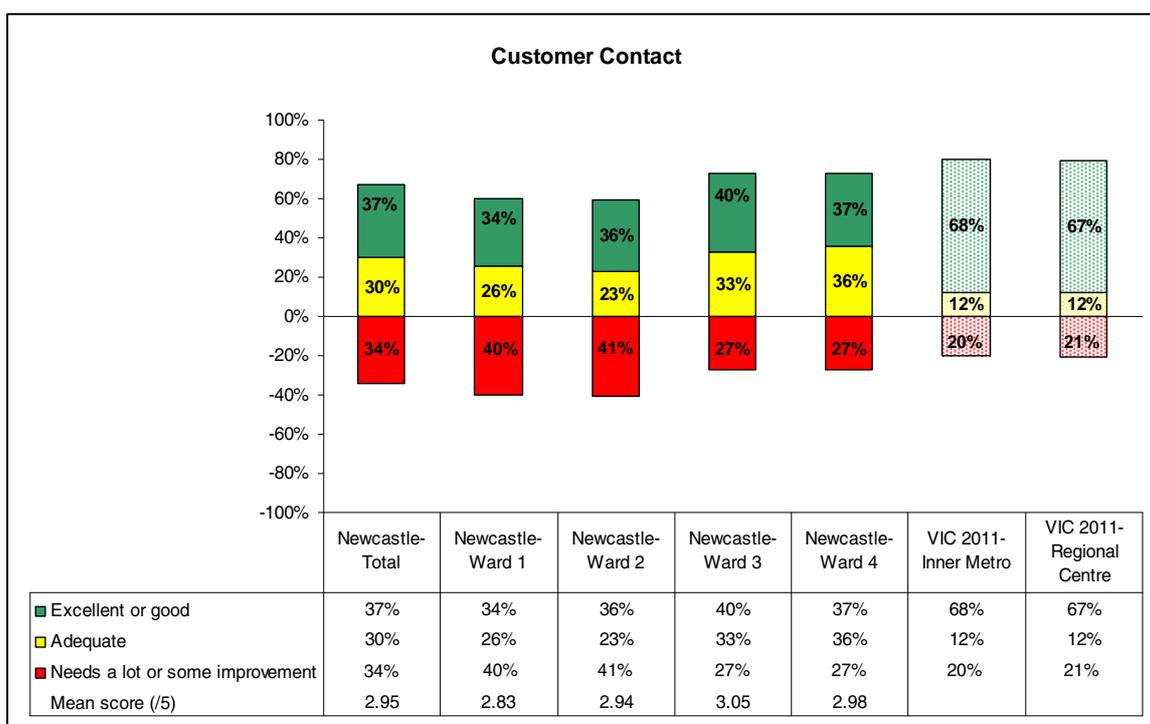
### 3.1.1.4 Customer Contact

Thinking of their most recent contact, survey respondents were asked to rate how well Council performed in the way that they were treated – things like the ease of contact, helpfulness and ability of staff, speed of responses and their attitude towards them. Fifteen percent of respondents indicated that they had no opinion with ‘don’t know/can’t say’ as their selected response. This may be due to the respondent not being able to easily identify when last they had contact with Council staff.

#### Key Result Comparison:

- Respondents from the 2011 Victorian Local Government Community Satisfaction Survey had higher levels of satisfaction compared to Newcastle respondents.
  - 80% of Inner Metropolitan Councils respondents and 79% of Regional Centres respondents rated their Councils as ‘excellent’, ‘good’ or ‘adequate’ compared to 67% of Newcastle respondents
- The mean scores ranged from 2.83 (low) to 3.05 (medium)
- On balance, the majority of respondents from the four Wards rate Council’s performance as needing a lot of improvement or needing some improvement.
- Both Ward 3 and Ward 4, with a mean score of 3.05 and 2.98 respectively, viewed Council’s customer contact experience in a marginally more positive light, with 73% of respondents from both Wards indicating that Council’s practice in the last twelve months was ‘excellent’, ‘good’ or ‘adequate,’ compared to the other three Wards.

Graph 6: Customer Contact



### 3.1.2 Specific Performance Areas

Respondents were asked to rate Council's performance in the last twelve months with respect to eight areas of responsibility:

- Appearance of public areas
- Economic development
- Enforcement of local laws
- Local roads and footpaths
- Recreation facilities
- Town planning policy and approvals
- Traffic management and parking facilities
- Waste management

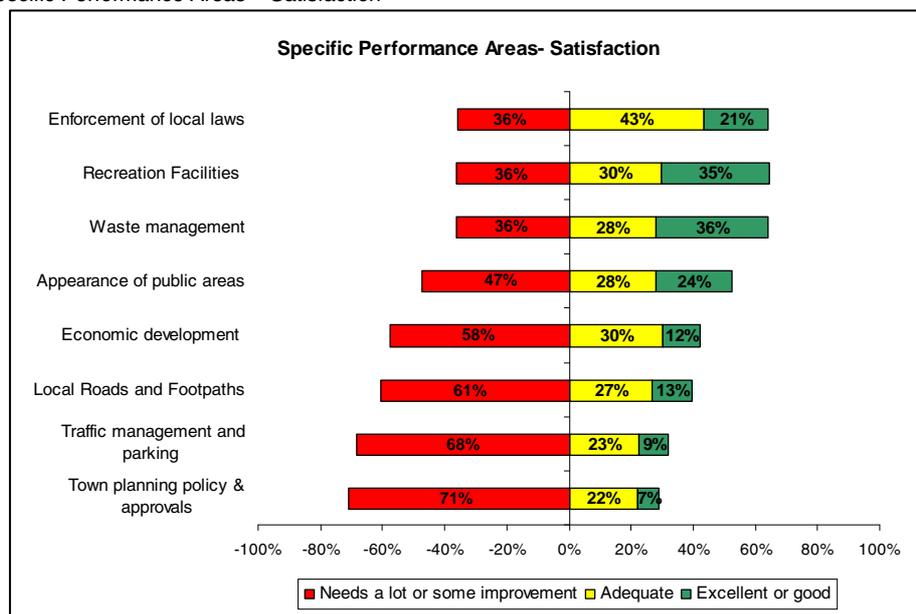
On balance, respondents were satisfied with the following four Council areas of responsibility. This is based on the percentage of respondents rating satisfaction as excellent, good or adequate:

1. Recreation facilities (65%)
2. Waste management (64%)
3. Enforcement of local laws (64%)
4. Appearance of public place (52%)

The following four Council areas of responsibility did not garner high levels of satisfaction, with the majority of respondents indicating that they need some or a lot of improvement. The ensuing results are based on the percentage of respondents rating satisfaction as needing some or a lot of improvement.

1. Town planning policy and approvals (71%)
2. Traffic management and parking facilities (68%)
3. Local roads and footpaths (61%)
4. Economic development (58%)

Graph 7: Specific Performance Areas – Satisfaction



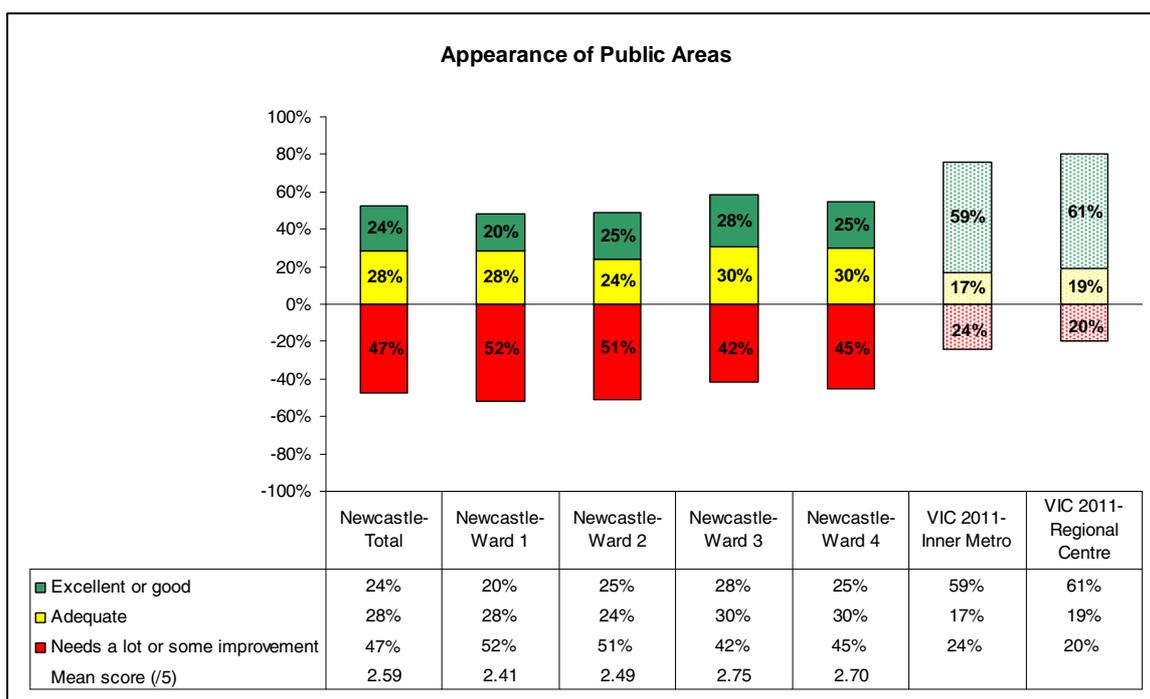
### 3.1.2.1 Appearance of public areas

Respondents were asked to rate how Council performs with respect to the appearance of public areas, including local parks and gardens, street cleaning, litter collection and street trees. A small proportion of respondents (1%) had no opinion, selecting 'don't know/can't say.'

#### Key Result Comparison:

- Respondents from the 2011 Victorian Local Government Community Satisfaction Survey had higher levels of satisfaction compared to Newcastle respondents.
  - 76% of Inner Metropolitan Councils respondents and 80% of Regional Centres respondents rated their Councils as 'excellent', 'good' or 'adequate' compared to 52% of Newcastle respondents
- The mean scores ranged from 2.41 (low) to 2.75 (low)
- On balance, the majority of respondents from the four Wards rate Council's performance as being excellent, good or adequate.
- Both Ward 3 and Ward 4, with a mean score of 2.75 and 2.70 respectively, viewed the appearance of public areas in a marginally more positive light, with 58% of respondents from Ward 3 and 55% of respondents from Ward 4 stating that it was 'excellent', 'good' or 'adequate,' compared to the other two Wards.

Graph 8: Appearance of public areas



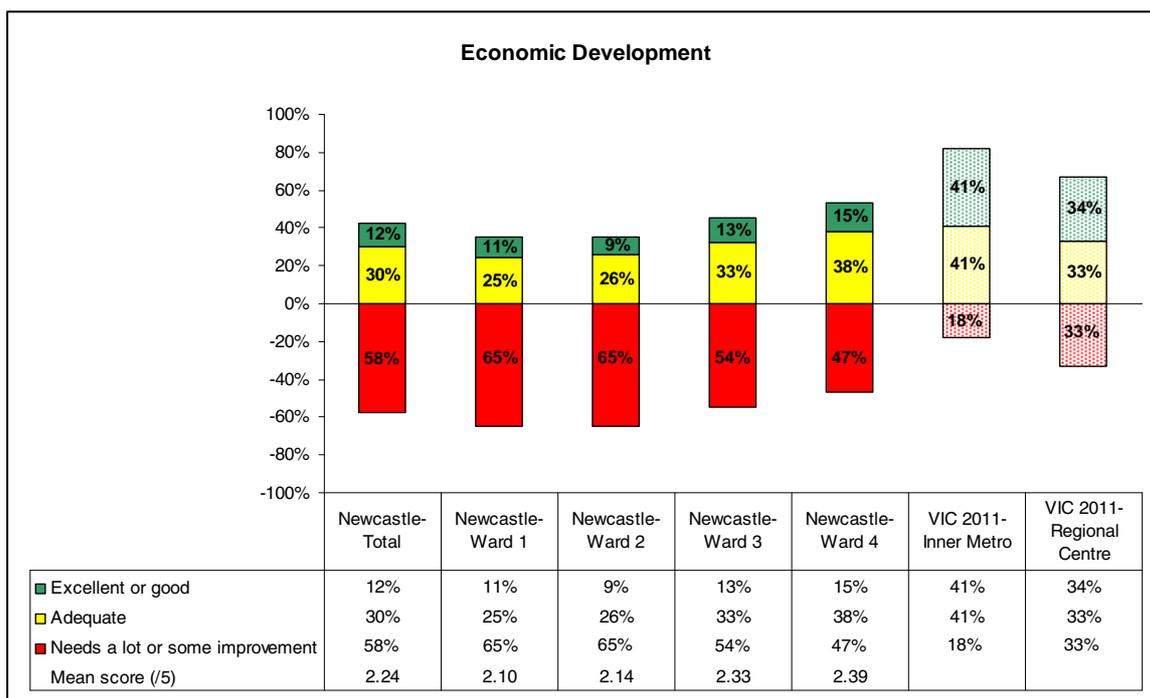
### 3.1.2.2 .Economic Development

Respondents were asked to rate how Council performs with respect to economic development, including business, tourism and job creation. A fairly large portion of respondents (19%) indicated that they ‘don’t know/can’t say’.

#### Key Result Comparison:

- Respondents from the 2011 Victorian Local Government Community Satisfaction Survey had higher levels of satisfaction compared to Newcastle respondents.
  - 82% of Inner Metropolitan Councils respondents and 67% of Regional Centres respondents rated their Councils as ‘excellent’, ‘good’ or ‘adequate’ compared to 42% of Newcastle respondents
- The mean scores ranged from 2.10 (low) to 2.35 (low)
- On balance, the majority of respondents from the four Wards rate Council’s performance as needing improvement.
- Both Ward 3 and Ward 4, with a mean score of 2.33 and 2.39 respectively, viewed economic development in a marginally more positive light, with 46% of respondents from Ward 3 and 53% of respondents from Ward 4 stating that it was ‘excellent’, ‘good’ or ‘adequate,’ compared to the other two Wards.

Graph 9: Economic development



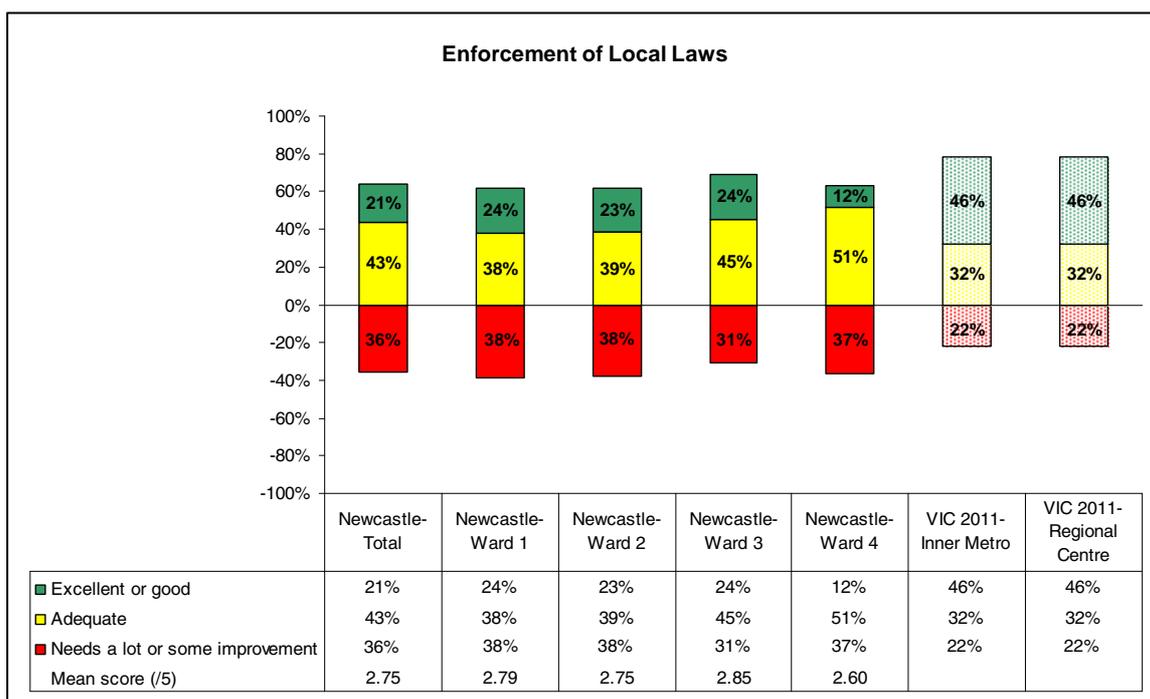
### 3.1.2.3 .Enforcement of local laws

Respondents were asked to rate how Council performs with respect to enforcement of laws, including food and health, noise, animal control, parking and fire prevention. Thirteen percent of responses fell into the category 'don't know/can't say'.

#### Key Result Comparison:

- Respondents from the 2011 Victorian Local Government Community Satisfaction Survey had slightly higher levels of satisfaction compared to Newcastle respondents.
  - 78% of both the Inner Metropolitan Councils respondents and the Regional Centres respondents rated their Councils as 'excellent', 'good' or 'adequate' compared to 64% of Newcastle respondents
- The mean scores ranged from 2.6 (low) to 2.85 (low)
- On balance, the majority of respondents from the four Wards rate Council's performance as being excellent, good or adequate.

Graph 10: Enforcement of local laws



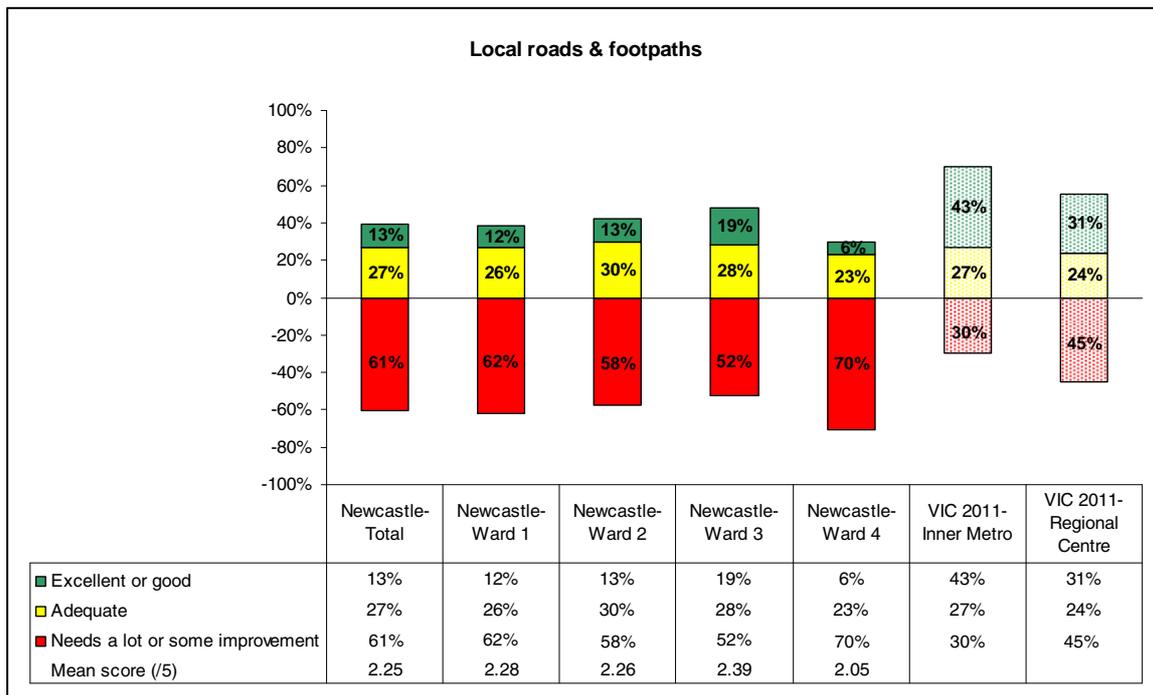
### 3.1.2.4 Local roads and footpaths

Respondents were asked to rate how Council performs with respect to local roads and footpaths, which included roadside maintenance but excluded highways and main roads. A small portion of responses (2%) fell into the category 'don't know/can't say'.

#### Key Result Comparison:

- Respondents from the 2011 Victorian Local Government Community Satisfaction Survey had higher levels of satisfaction compared to Newcastle respondents.
  - 70% of Inner Metropolitan Councils respondents and 55% of Regional Centres respondents rated their Councils as 'excellent', 'good' or 'adequate' compared to 40% of Newcastle respondents
- The mean scores ranged from 2.05 (low) to 2.39 (low)
- On balance, the majority of respondents from the four Wards rate Council's performance as needing improvement.
- Ward 3, with a mean score of 2.39, viewed local roads and footpaths in a marginally more positive light, with 47% of respondents of respondents stating that it was 'excellent', 'good' or 'adequate,' compared to the other three Wards.

Graph 11: Local roads and footpaths



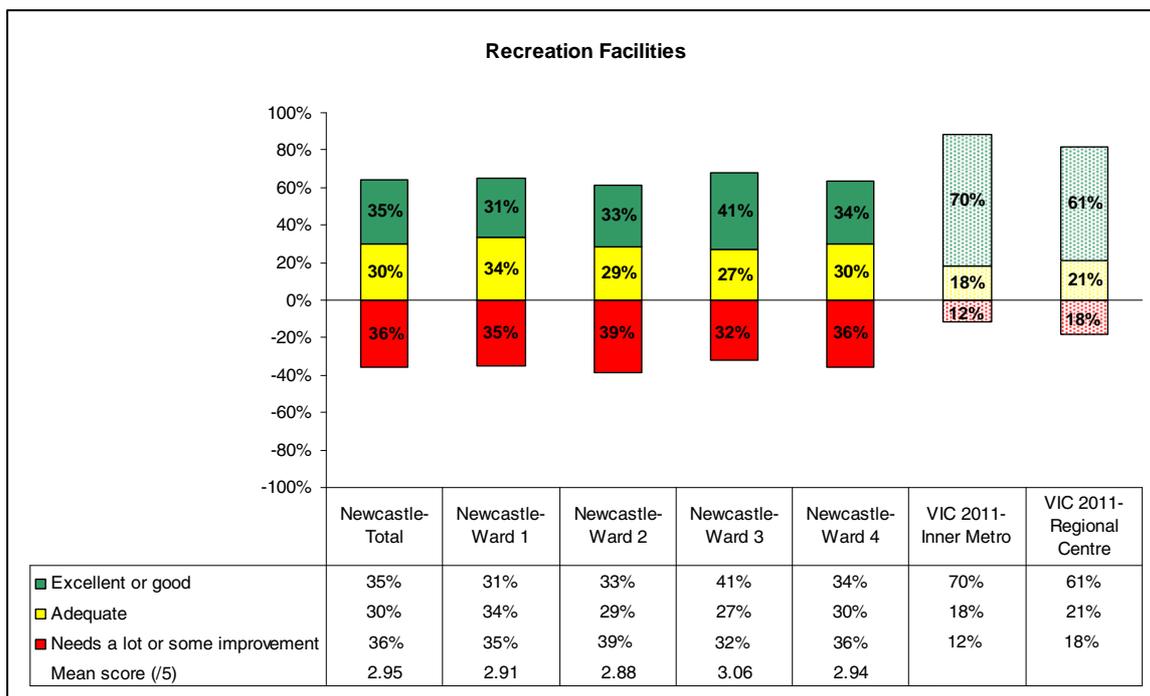
### 3.1.2.5 Recreation facilities

Respondents were asked to rate the Council's performance with regards to recreation facilities, including sporting facilities, swimming pools, sports fields, playgrounds, art centres, festivals and library services. A small portion of responses (4%) fell into the category 'don't know/can't say'.

#### Key Result Comparison:

- Respondents from the 2011 Victorian Local Government Community Satisfaction Survey had higher levels of satisfaction compared to Newcastle respondents.
  - 88% of Inner Metropolitan Councils respondents and 82% of Regional Centres respondents rated their Councils as 'excellent', 'good' or 'adequate' compared to 65% of Newcastle respondents
- The mean scores ranged from 2.88 (low) to 3.06 (medium)
- On balance, the majority of respondents from the four Wards rate Council's performance as being excellent, good or adequate.
- Ward 3, with a mean score of 3.06, viewed recreation facilities in a marginally more positive light, with 68% of respondents of respondents stating that it was 'excellent', 'good' or 'adequate,' compared to the other three Wards.

Graph 12: Recreation facilities



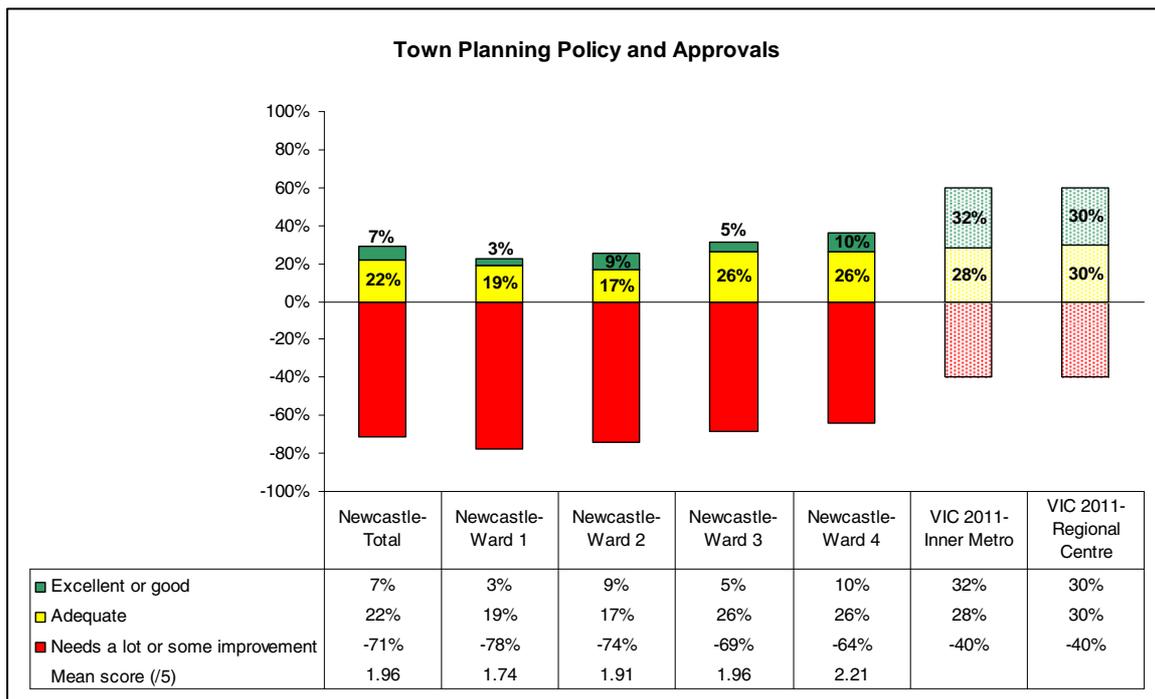
### 3.1.2.6 Town planning policy and approvals

Respondents were asked to rate the Council's performance with regards to town planning policy and approvals which included heritage and environmental issues. Fourteen percent of respondents had no opinion, selecting 'don't know/can't say.'

#### Key Result Comparison:

- Respondents from the 2011 Victorian Local Government Community Satisfaction Survey had higher levels of satisfaction compared to Newcastle respondents.
  - 60% of Inner Metropolitan Councils respondents and 60% of Regional Centres respondents rated their Councils as 'excellent', 'good' or 'adequate' compared to 29% of Newcastle respondents
- The mean scores ranged from 1.71 (low) to 2.21 (low)
- On balance, the majority of respondents from the four Wards rate Council's performance as needing improvement.
- Ward 4, with a mean score of 2.21, viewed town planning policy and approvals in a marginally more positive light, with 36% of respondents of respondents stating that it was 'excellent', 'good' or 'adequate,' compared to the other three Wards.

Graph 13: Town planning and approvals



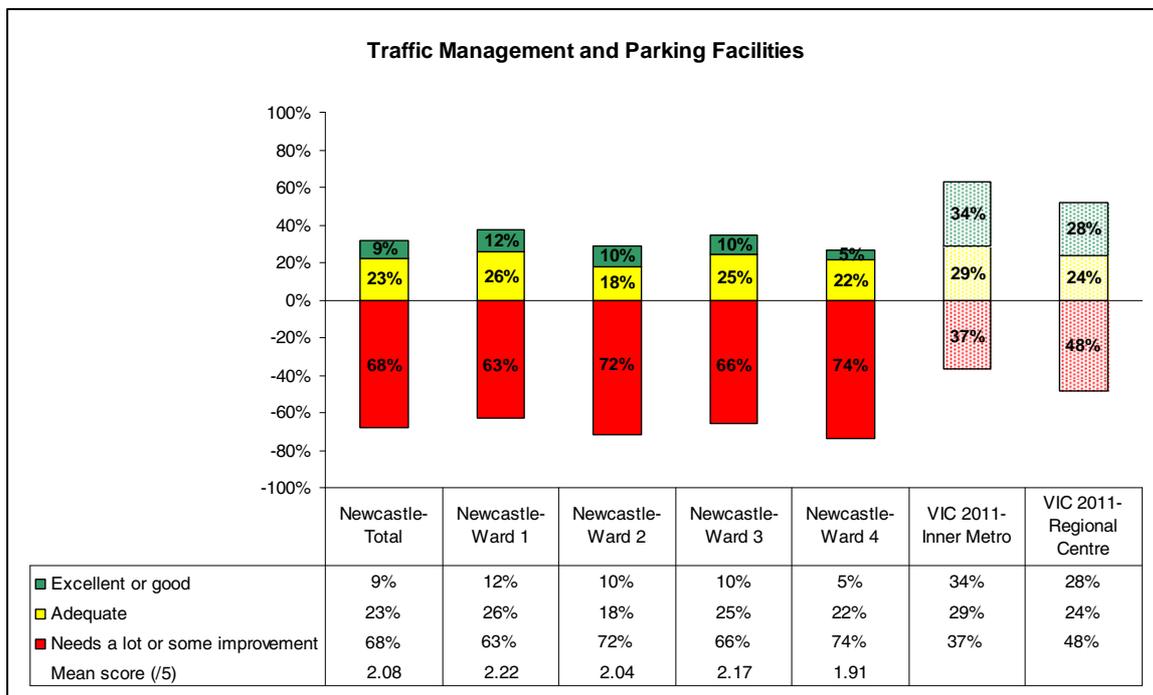
### 3.1.2.7 Traffic management and parking facilities

Respondents were asked to rate the Council's performance with regards to traffic management and parking facilities which included Council provision of street and off street parking, as well as local road safety. A small portion of responses (4%) fell into the category 'don't know/can't say'.

#### Key Result Comparison:

- Respondents from the 2011 Victorian Local Government Community Satisfaction Survey had higher levels of satisfaction compared to Newcastle respondents.
  - 63% of Inner Metropolitan Councils respondents and 52% of Regional Centres respondents rated their Councils as 'excellent', 'good' or 'adequate' compared to 32% of Newcastle respondents
- The mean scores ranged from 1.91 (low) to 2.22 (low)
- On balance, the majority of respondents from the four Wards rate Council's performance as needing improvement.
- Ward 1, with a mean score of 2.22, viewed traffic management and parking facilities in a marginally more positive light, with 38% of respondents of respondents stating that it was 'excellent', 'good' or 'adequate,' compared to the other three Wards.

Graph 14: Traffic management and parking facilities



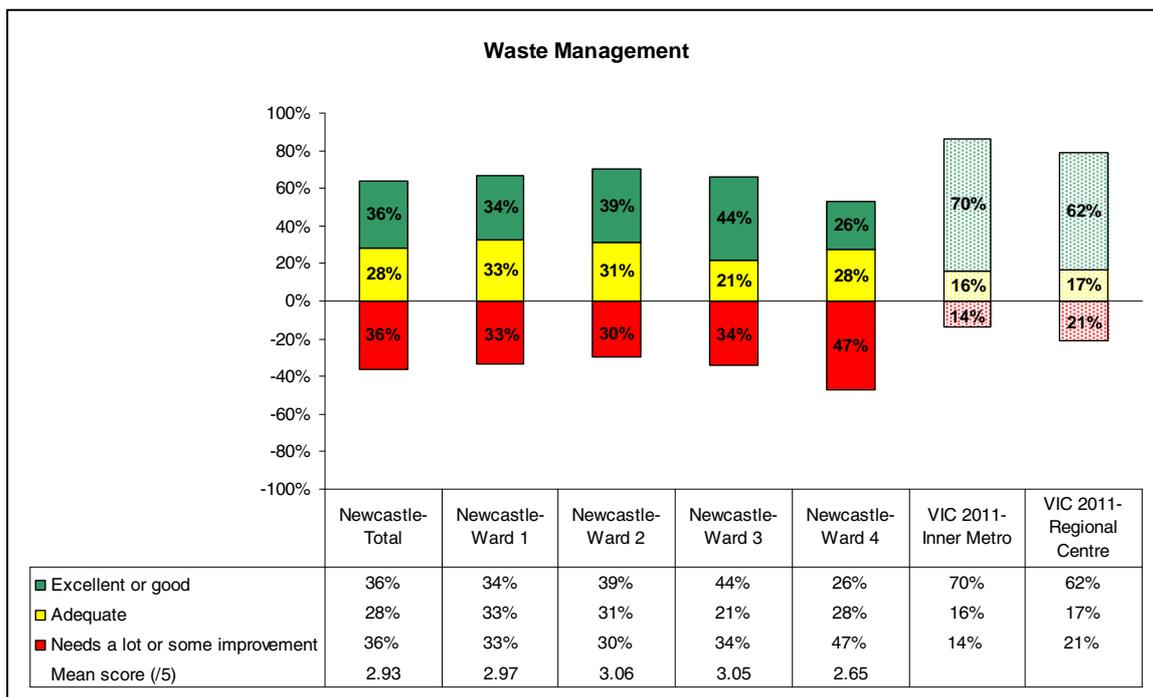
### 3.1.2.8 Waste management

Respondents were asked to rate the Council's performance with regards to waste management which included garbage and recyclable collection and operation of the tip. A small portion of responses (1%) fell into the category 'don't know/can't say'.

#### Key Result Comparison:

- Respondents from the 2011 Victorian Local Government Community Satisfaction Survey had higher levels of satisfaction compared to Newcastle respondents.
  - 86% of Inner Metropolitan Councils respondents and 79% of Regional Centres respondents rated their Councils as 'excellent', 'good' or 'adequate' compared to 64% of Newcastle respondents
- The mean scores ranged from 2.65 (low) to 3.06 (medium)
- On balance, the majority of respondents from the four Wards rate Council's performance as being excellent, good or adequate.
- Ward 2, with a mean score of 3.06, viewed waste management in a marginally more positive light, with 70% of respondents of respondents stating that it was 'excellent', 'good' or 'adequate,' compared to the other three Wards.

Graph 15: Waste management



## 4. Findings – Part Two

Part two presents the results for the *Importance of Specific Services and Satisfaction with Specific Services* section of the community survey. The questions falling under *Specific Services* are based on key questions from the Newcastle City Council Community Survey, which was last conducted in 2008.

In this section respondents were asked to rate the importance and satisfaction of 32 services and facilities provided by the City of Newcastle. The 32 services and facilities were grouped into eight key service areas:

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

Section 4.1 presents an overview of the importance placed on services and facilities by survey respondents. Section 4.2 shows an overview of community satisfaction with the 32 services and facilities. Where relevant within each section, respondent comments have been annotated as a means of illustrating the data. Please refer to Appendix V for detailed findings regarding importance of and satisfaction with the 32 Council facilities and services.

## 4.1 Importance Ratings - Summary

Respondents rated the importance of each of the 32 council services and facilities on a scale of 1 to 5, where 1 = 'not at all important' and 5 = 'extremely important'. 'Not aware / Not applicable' was also provided as an option. Importance mean scores are summarised below, ranked from highest to lowest. Analysis of importance ratings allows insight into community expectations.

Table 3: Importance Ratings- Summary

Q: How important is ...		RANK		MEAN SCORES		MEAN SCORE BY WARD 2012			
		2008	2012	2008	2012	W1	W2	W3	W4
		(A)	(B)	(C)	(D)				
Long-term planning and vision for the city		2	1	4.7	4.7	4.7	4.7	4.7	4.5
Garbage collection and disposal		1	2	4.7	4.7	4.6	4.7	4.6	4.8
Standard of service to ratepayers		12	3	4.5	4.6	4.6	4.6	4.6	4.6
Response to community needs		11	4	4.5	4.6	4.6	4.5	4.6	4.5
Parks and recreation areas		6	5	4.6	4.5	4.5	4.5	4.6	4.3
Maintenance of beaches and beach facilities		5	6	4.6	4.4	4.6	4.6	4.6	4.1 <sup>d</sup>
Roads in Newcastle are in good condition		7	7	4.6	4.4	4.3	4.4	4.5	4.6
Informing residents about Council activities		23	8	4.3	4.4	4.4	4.4	4.4	4.3
Management of the Newcastle CBD		18	9	4.4	4.3	4.4	4.4	4.3	4.2
Footpaths in the Newcastle are in good condition		15	10	4.4	4.3	4.4	4.3	4.3	4.4
Community involvement in Council decision making		22	11	4.3	4.3	4.4	4.3	4.2	4.4
Management of residential development	High Importance	19	12	4.4	4.2	4.3	4.3	4.2	4.2
Environmental monitoring and protection		10	13	4.5	4.2	4.3	4.3	4.2	4.0
Provision of facilities and services for the aged		3	14	4.6	4.2	4.1	4.2	4.1	4.3
Regulating traffic flow		13	15	4.5	4.2	4.0	4.2	4.1	4.5 <sup>c</sup>
Environmental programs to improve the environment		8	16	4.6	4.2	4.3	4.2	4.1	4.0
Street and commercial area cleansing		16	17	4.4	4.2	4.1	4.2	4.2	4.2
Greening and tree preservation		14	18	4.5	4.1	4.3	4.2	4.2	3.9
Facilities and services for youth		9	19	4.6	4.1	4.1	4.2	4.1	4.1
Swimming pools		24	20	4.2	4.1	4.1	4.2	4.3	3.9
Children's facilities and services		4	21	4.6	4.1	4.1	4.1	4.0	4.2
Library services		28	22	4.1	4.1	4.1	4.1	4.2	4.0
Sporting facilities		20	23	4.4	4.1	4.0	4.2	4.3	3.9
Parking in the Newcastle CBD		21	24	4.4	4.1	3.8	4.1	3.9	4.4 <sup>a</sup>
Council's buildings and assets maintenance		26	25	4.2	4.1	4.2	4.2	4.0	3.9
Promotion of tourism		17	26	4.4	4.0	4.0	3.9	4.1	4.0
Heritage conservation		Medium Importance	27	27	4.2	4.0	4.1	4.2	4.0
Footpaths in the Newcastle area look good	30		28	4.1	3.9	4.0	3.9	3.8	4.0
Providing cycleways	25		29	4.2	3.9	4.0	4.1	3.7	3.6
Roads in Newcastle Council area look good	29		30	4.1	3.8	3.7	3.8	3.7	4.1
Arts, entertainment and culture	32		31	3.7	3.8	4.1	3.9	3.7	3.5 <sup>a</sup>
Sponsorship of community events and programs	31		32	3.7	3.6	3.9	3.6	3.7	3.4 <sup>a</sup>

Significant differences

<sup>a</sup> Ward 4 significantly higher than Ward 1

<sup>b</sup> Ward 4 significantly different to Ward 2

<sup>c</sup> Ward 4 significantly different to Wards 1 and 3

<sup>d</sup> Ward 4 significantly different to Wards 1, 2 and 3

As in 2008, the importance mean scores in 2012 were generally high, with 27 of the 32 of the facilities and services achieving means scores over 4.00 out of 5. The graph below shows the average mean scores for each of the key service areas.

Graph 16: Average of importance mean scores for each key service area

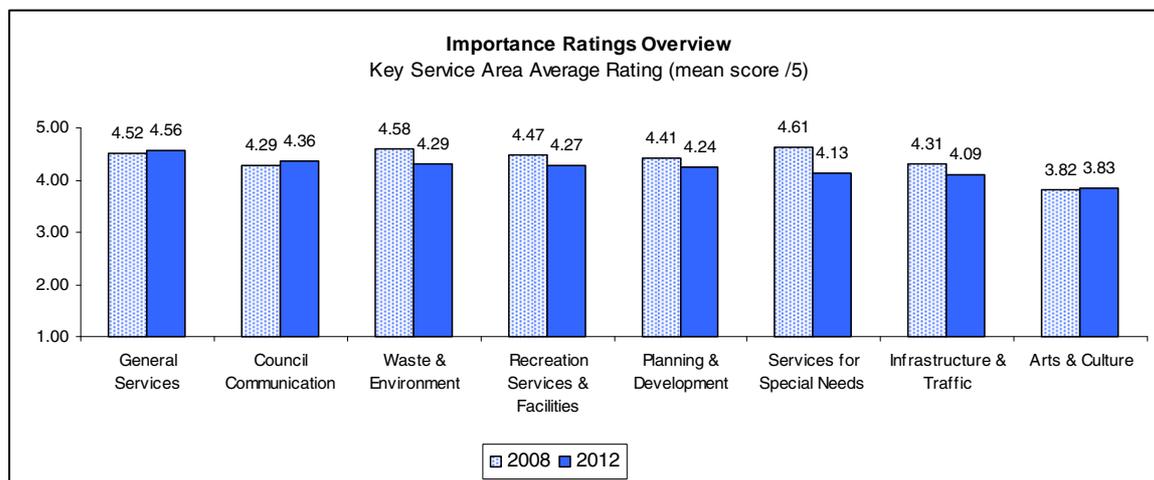


Table 4 below shows the top ten facilities and services in 2008 and 2012 (ranked on mean importance scores). Five of the top ten facilities and services in 2008 remained in the top ten in 2012.

Table 4: Importance ratings – Top 10 Facilities & Service

Importance Ratings Top 10 Facilities & Service	2008 Rank
Garbage collection and disposal	1
Long-term planning and vision for the city	2
<u>Provision of facilities and services for the aged</u>	3
<u>Children's facilities and services</u>	4
Maintenance of beaches and beach facilities	5
Parks and recreation areas	6
Roads in Newcastle are in good condition	7
<u>Environmental programs</u>	8
<u>Facilities and services for youth</u>	9
<u>Environmental monitoring and protection</u>	10

Importance Ratings Top 10 Facilities & Service	2012 Rank
Long-term planning and vision for the city	1
Garbage collection and disposal	2
<i>Standard of service to ratepayers</i>	3
<i>Response to community needs</i>	4
Parks and recreation areas	5
Maintenance of beaches and beach facilities	6
Roads in Newcastle area in good condition	7
<i>Informing residents about Council activities</i>	8
<i>Management of the Newcastle CBD</i>	9
<i>Footpaths in Newcastle are in good condition</i>	10

**Note:**

Underlining denotes attributes that have moved out of the Top 10 in 2012

Italics denote attributes that have moved into the Top 10 in 2012

The five facilities and services leaving the top ten in 2012 were exclusively related to facilities & services for special needs groups and the environment:

- provision of facilities and services for the aged
- children’s facilities and services
- environmental programs
- facilities and services for youth
- environment monitoring and protection

The strong decline in rank order position for these areas can be attributed in part due to the change in methodology from a phone survey in 2008 to an online survey in 2012. The presence of the interviewer in the 2008 phone survey would have introduced an element of social desirability bias into the data, whereby respondents may be reluctant to provide the interviewer with a socially unacceptable response and may answer more positively than they would if they completed the survey on their own. Such bias is not an issue for data collected using the online methodology, and thus the 2012 importance ratings may represent a more ‘honest’ picture of the relative importance of the 32 facilities and services.

The five facilities and services to enter the top ten in 2012 were related to meeting community expectations and engagement, communication and infrastructure. These areas have become more important to the community since the 2008 survey:

- standard of service to ratepayers
- response to community needs
- informing residents about Council activities
- management of the Newcastle CBD and
- footpaths in the Newcastle area are in good condition

At the other end of the spectrum, the bottom ranked ten facilities and services showed little variation from 2008 to 2012, as shown in table 5. Seven of the facilities or services ranked in the bottom ten in 2008 were also in the bottom ten in 2012.

Table 5: Importance ratings – Bottom 10 Facilities & Service

Importance Ratings Bottom 10 Facilities & Service	2008 Rank	Importance Ratings Bottom 10 Facilities & Service	2012 Rank
Arts, entertainment and culture	32	Sponsorship of community events and programs	32
Sponsorship of community events and programs	31	Arts, entertainment and culture	31
Footpaths in the Newcastle area look good	30	Roads in Newcastle Council area look good	30
Roads in Newcastle Council area look good	29	Providing cycleways	29
<u>Library services</u>	28	Footpaths in the Newcastle area look good	28
Heritage conservation	27	Heritage conservation	27
Council’s buildings and assets maintenance	26	<i>Promotion of tourism</i>	26
Providing cycleways	25	Council’s buildings and assets maintenance	25
<u>Swimming pools</u>	24	<i>Parking in the Newcastle CBD</i>	24
<u>Informing residents about Council activities</u>	23	<i>Sporting facilities</i>	23

**Note:**

Underlining denotes attributes that have moved out of the Bottom 10 in 2012

Italics denote attributes that have moved into the Bottom 10 in 2012

#### 4.1.1 Ward Comparison

Marked differences in community expectations were observed by Ward. Ward 4 respondents placed greater importance on what could be considered core Council services like rubbish and roads. For example, compared to Ward 1, respondents in Ward 4 placed greater importance on:

- garbage collection and disposal
- roads
- regulating traffic flow, and
- parking in the CBD

Respondents in Ward 4 placed less importance on the following areas compared to the other Wards:

- long term planning and vision for the city
- parks & recreation areas
- maintenance of beaches
- environmental monitoring and protection
- swimming pools
- sporting facilities, and
- heritage conservation

Conversely, Ward 1 respondents placed greater importance on arts, culture and the environment, with importance means scores on the following areas decreasing progressively the further you move from the CBD:

- environmental programs
- greening and tree preservation
- arts, entertainment and culture
- sponsorship of community events.

## 4.2 Satisfaction Ratings- Summary

Respondents rated their level of satisfaction of each of the 32 council services and facilities on a scale of 1 to 5, where 1 = 'very dissatisfied' and 5= 'very satisfied'. 'Not aware / Not applicable' was also provided as an option. Satisfaction mean scores are summarised below, ranked from highest to lowest.

Table 14: Satisfaction Ratings- Summary

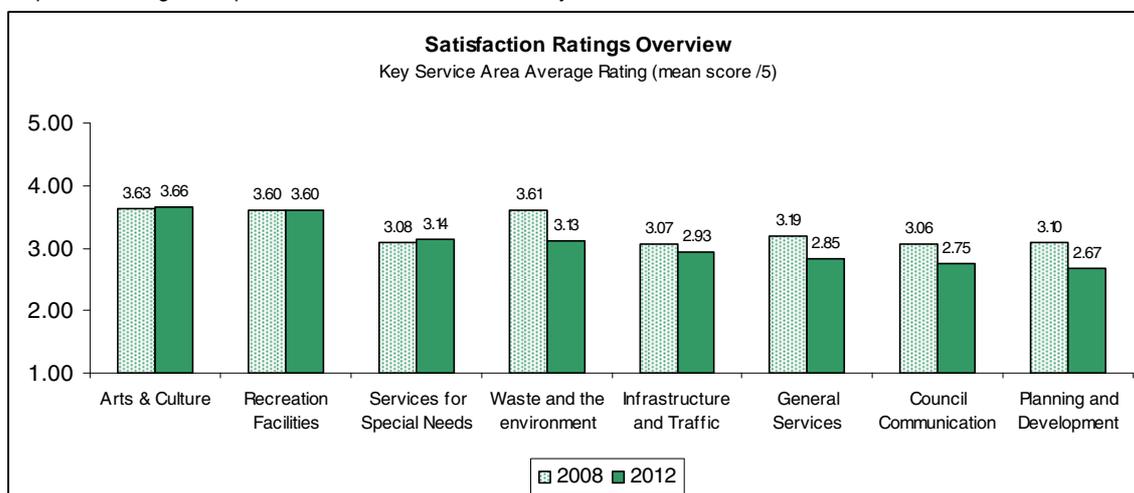
Q: How satisfied are you with ...		RANK		MEAN SCORES		BY WARD 2012			
		2008	2012	2008	2012	W1	W2	W3	W4
		(A)	(B)	(C)	(D)				
Library services	Medium Satisfaction	1	1	4.0	3.9	3.8	3.8	4.0	4.0
Maintenance of beaches and beach facilities		5	2	3.6	3.7	3.7	3.6	3.8	3.7
Swimming pools		6	3	3.5	3.6	3.6	3.6	3.8	3.6
Arts, entertainment and culture		9	4	3.5	3.6	3.6	3.6	3.7	3.7
Sporting facilities		4	5	3.6	3.6	3.5	3.6	3.6	3.6
Parks and recreation areas		3	6	3.7	3.5	3.5	3.4	3.7	3.4
Sponsorship of community events and programs		12	7	3.4	3.5	3.4	3.5	3.5	3.5
Garbage collection and disposal		2	8	4.0	3.4	3.4	3.5	3.4	3.2
Environmental programs to improve the environment		8	9	3.5	3.3	3.2	3.4	3.3	3.3
Children's facilities and services		15	10	3.3	3.3	3.2	3.4	3.4	3.1
Facilities and services for youth		30	11	2.9	3.1	3.1	3.2	3.2	3.1
Footpaths in the Newcastle area look good		19	12	3.2	3.1	3.0	3.1	3.1	3.2
Promotion of tourism		10	13	3.5	3.1	3.0	3.2	3.2	3.1
Roads in Newcastle Council area look good		18	14	3.2	3.1	3.2	3.1	3.0	3.0
Street and commercial area cleansing		13	15	3.3	3.1	3.0	3.0	3.2	3.0
Environmental monitoring and protection		11	16	3.5	3.0	2.8	3.1	3.1	3.1
Provision of facilities and services for the aged		23	17	3.1	3.0	3.1	3.1	3.2	2.8
Standard of service to ratepayers		17	18	3.2	3.0	2.8	3.0	3.2 <sup>a</sup>	3.0
Regulating traffic flow	Low Satisfaction	21	19	3.2	3.0	3.0	3.1	3.1	2.8
Roads in Newcastle are in good condition		26	20	3.1	3.0	3.0	3.0	3.1	2.9
Footpaths in Newcastle are in good condition		24	21	3.1	3.0	2.9	3.1	3.1	3.0
Heritage conservation		20	22	3.2	2.9	2.7	2.9	3.0	3.1
Providing cycleways		14	23	3.3	2.9	2.7	2.8	3.0	3.1 <sup>a</sup>
Informing residents about Council activities		16	24	3.2	2.9	2.7	2.8	3.0	2.9
Management of residential development		25	25	3.1	2.9	2.7	2.8	2.9	2.9
Greening and tree preservation		7	26	3.5	2.8	2.6	2.8	2.9	3.0
Council's buildings and assets maintenance		28	27	2.9	2.8	2.7	2.6	2.8	3.0
Response to community needs		22	28	3.2	2.7	2.6	2.7	2.8	2.7
Community involvement in Council decision making		29	29	2.9	2.6	2.5	2.6	2.9	2.6
Parking in the Newcastle CBD		32	30	2.4	2.4	2.7	2.4	2.4	2.2 <sup>a</sup>
Long-term planning and vision for the city		27	31	3.0	2.4	2.1	2.3	2.4	2.6 <sup>a</sup>
Management of the Newcastle CBD		31	32	2.8	2.1	2.0	2.0	2.2	2.1

*Superscript indicates significant difference*

<sup>a</sup> Significantly different to Ward 1

In 2008, respondents provided a satisfaction score of 3 or more on 27 of the 32 facilities or services. In 2012, satisfaction scores of 3 or more were obtained for 21 of the 32 facilities, suggesting that satisfaction overall is lower in 2012.

Graph 49: Average of importance mean scores for each key service area



In comparing satisfaction ratings over time, Table 15 below shows the top 10 facilities and services in 2008 and 2012 (ranked on mean satisfaction scores). Overall, there has been little variation in areas of satisfaction, with eight of the top 10 facilities and services in 2008 remaining in the top 10 in 2012.

Table 15: Satisfaction Ratings - Top 10 Facilities & Services

Satisfaction Ratings	2008
Top 10 Facilities and Services- 2008	RANK
Library services	1
Garbage collection and disposal	2
Parks and recreation areas	3
Sporting facilities	4
Maintenance of beaches and beach facilities	5
Swimming pools	6
<u>Greening and tree preservation</u>	7
Environmental programs	8
Arts, entertainment and culture	9
<u>Promotion of tourism</u>	10

Satisfaction Ratings	2012
Top 10 Facilities and Services- 2012	RANK
Library services	1
Maintenance of beaches and beach facilities	2
Swimming pools	3
Arts, entertainment and culture	4
Sporting facilities	5
Parks and recreation areas	6
<i>Sponsorship of community events and programs</i>	7
Garbage collection and disposal	8
Environmental programs	9
<i>Children's facilities and services</i>	10

**Note:**

Underlining denotes attributes that have moved out of the Top 10 in 2012  
Italics denote attributes that have moved into the Top 10 in 2012

At the other end of the spectrum, the bottom ranked 10 facilities and services also showed little variation from 2008 to 2012. As shown in Table 16, six of the facilities or services ranked in the bottom 10 in 2008 were also in the bottom 10 in 2012.

Table 16: Satisfaction Ratings - Bottom 10 Facilities & Services

Satisfaction Ratings Bottom 10 Facilities and Services- 2008	2008 RANK	Satisfaction Ratings Bottom 10 Facilities and Services- 2012	2012 RANK
Parking in the Newcastle CBD	32	Management of the Newcastle CBD	32
Management of the Newcastle CBD	31	Long-term planning and vision for the city	31
<u>Facilities and services for youth</u>	30	Parking in the Newcastle CBD	30
Community involvement in Council decision making	29	Community involvement in Council decision making	29
Council's buildings and assets maintenance	28	<i>Response to community needs</i>	28
Long-term planning and vision for the city	27	Council's buildings and assets maintenance	27
<u>Roads in Newcastle are in good condition</u>	26	<i>Greening and tree preservation</i>	26
Management of residential development	25	Management of residential development	25
<u>Footpaths in Newcastle are in good condition</u>	24	<i>Informing residents about Council activities</i>	24
<u>Provision of facilities and services for the aged</u>	23	<i>Providing cycleways</i>	23

**Note:**

Underlining denotes attributes that have moved out of the Bottom 10 in 2012

Italics denote attributes that have moved into the Bottom 10 in 2012

The three attributes to leave the bottom 10 (i.e. increased satisfaction in 2012) were:

- Provision of facilities and services for the aged.
- Roads in Newcastle are in good condition
- Footpaths in Newcastle are in good condition
- Facilities and services for youth, which gained 18 places from rank #30 in 2008 to rank #12 in 2012.

The four attributes to enter the bottom 10 in 2012, indicating a drop in satisfaction since 2008, were:

- Providing cycleways
- Informing residents about Council activities
- Greening and tree preservation, which fell 19 places from rank #7 in 2008 to rank #26 in 2012
- Response to community needs.

#### 4.2.1 Ward Comparison

As with importance ratings, differences were observed by Ward in terms of satisfaction with council facilities and services. Ward 1 respondents were generally less satisfied than other Wards in terms of preservation, planning and engagement, such as:

- Long term planning and vision for the city
- Heritage conservation
- Environmental monitoring and protection
- Standard of services to ratepayers
- Informing residents about Council activities, and
- Community involvement in Council decision making.

In contrast, Ward 4 respondents were generally less satisfied than other Wards in terms of core council services and provision of facilities for special needs groups:

- Regulating traffic flow
- Garbage collection and disposal
- Children's facilities and services, and
- Provision of facilities and services for the aged

On average, Ward 3 respondents were somewhat more satisfied overall compared to respondents from other areas. This was most notable in relation to engagement and recreation:

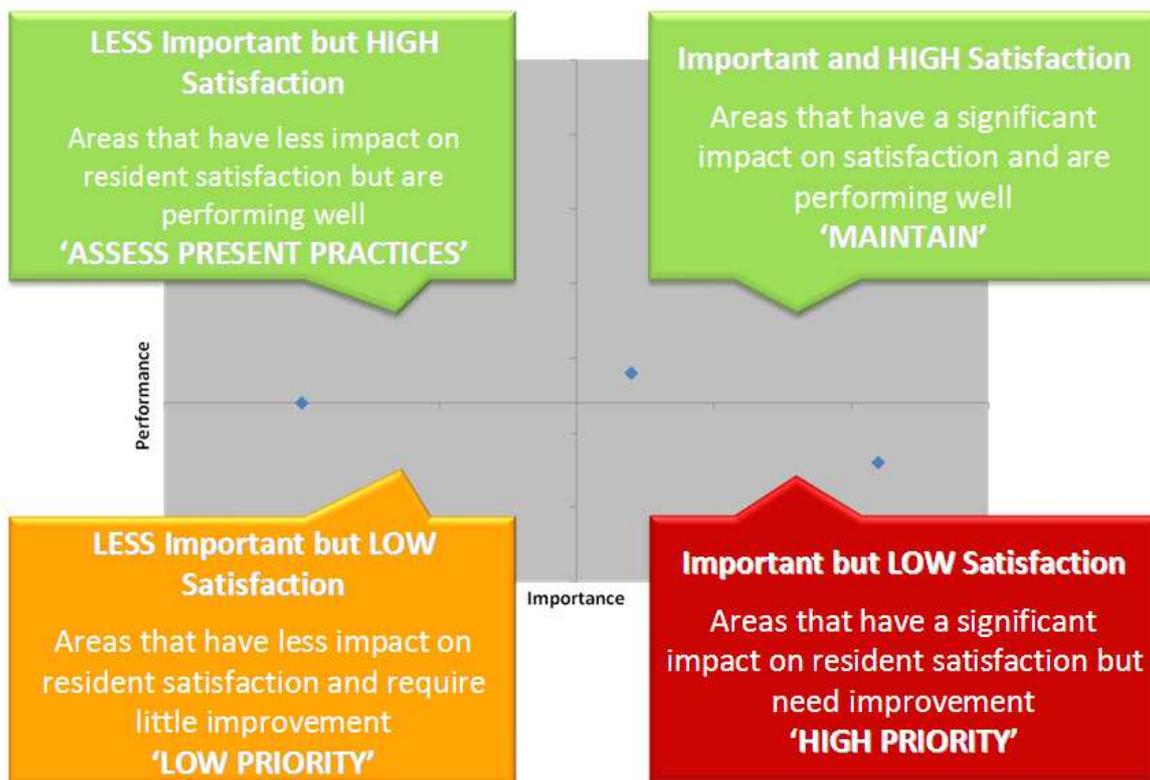
- Community involvement in Council decision making
- Standard of service to ratepayers, and
- Parks and recreation areas.

### 4.3 Regression Analysis

A Shapley Value regression was conducted as a means of identifying those attributes most important in terms of driving overall satisfaction. The analysis was conducted on the individual service dimensions reported in both the importance and satisfaction areas in part two. The results provide clarity about what Council should focus on for future business planning and budgeting

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

#### Key Driver Regression Analysis



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

Graph 82: Identifying drivers of community satisfaction

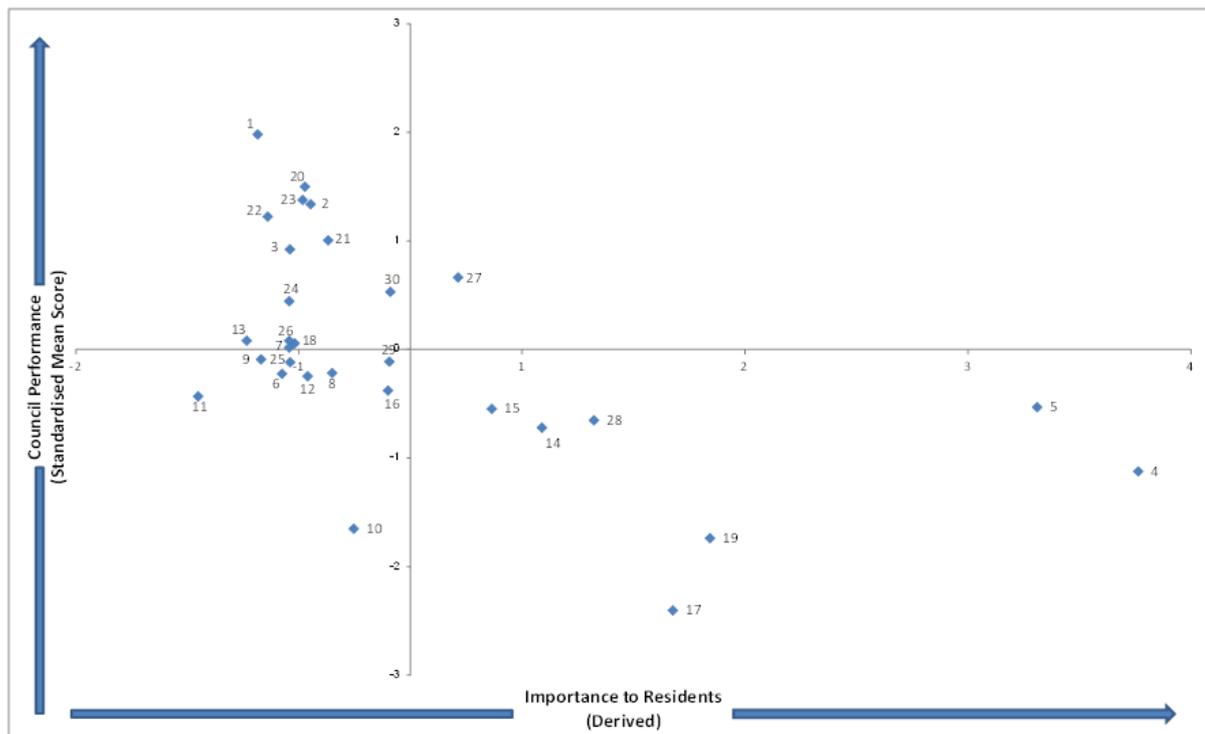


Table 25: Attribute key code (for above graph)

Key code	Attribute	Key code	Attribute
1	Library services	16	Heritage conservation
2	Arts, entertainment & culture	17	Management of the CBD
3	Sponsor community events & programs	18	Promotion of tourism
4	Community involved in council decision making	19	Long term planning & vision for the city
5	Informing residents about council activities	20	Maintenance of beaches & beach facilities
6	Roads are in good condition	21	Parks & recreation areas
7	Roads look good	22	Sporting facilities
8	Regulating traffic flow	23	Swimming pools
9	Street & commercial area cleansing	24	Children's facilities & services
10	Parking in the Newcastle CBD	25	Provision of facilities & services for the aged
11	Providing cycleways	26	Facilities & services for youth
12	Footpaths are in good condition	27	Garbage collection & disposal
13	Footpaths look good	28	Greening & tree preservation
14	Council's buildings & assets maintenance	29	Environmental monitoring & protection
15	Management of residential development	30	Programs to improve the environment

Council is seen to deliver well on the provision of services, facilities and programs such as garbage collection & disposal, environmental initiatives and park & recreation areas.

The following areas relating to community engagement emerged from the analysis as the key drivers of satisfaction:

1. community involved in council decision making
2. informing residents about council activities

Survey respondents perceived Council as underperforming in these areas at present.

Attributes which have a significant impact on community satisfaction and are of importance but need improvement are:

3. Council's long-term planning and vision for the city
4. management of the CBD
5. greening and tree preservation
6. Council's building and assets maintenance
7. management of residential development



## **Appendix I – Community Survey in Context**

## Community Survey in Context

Over the past twelve months, Newcastle Voice community reference panel members have been invited to consult on twenty-one projects, plans or policies. Furthermore, within the last year, thirty-nine Council related issues received generally negative media coverage, where twenty-two generated considerable negative media coverage, with the Laman Street Fig Tree issue being particularly contentious.

### 1.4.1 Media Issues

The results of the 2012 Community Survey may not have been directly affected by media coverage. However, media coverage may have indirectly affected the opinions of the Newcastle community. Within the last twelve months, the following Council related issues received considerable and generally negative media coverage:

- **Laman Street**
- 3 bin waste collection system
- Bimet redevelopment and JRPP
- Blackbutt Reserve (Masterplan)
- Bulk waste
- Civic Precinct (design, lone pine)
- Code of Conduct complaints
- Elmore Vale Mosque
- Empire Park skate park
- Greening Centre
- Illegal brothels
- Kotara Traffic & Parking Study
- Watkins Street car park, Merewether
- Mattara (cease funding)
- New development at King Edward Park
- Novocastrian Park
- Parking, parking meters and review of parking pricing
- Pools (pricing)
- Service Review
- Special Rate Variation
- TPI House
- Waterworld

### 1.4.2 Consultations

Since March 2011, Newcastle Voice has conducted twenty-one community and stakeholder consultations regarding the following projects, plans or policies:

- Blackbutt Reserve Plan of Management
- Cathedral Park
- City Wide Floodplain Management Plan
- Community assistance Program
- DCP – landscaping
- Draft 2011/2012 Delivery Plan & Operational Program ( including the 4 funding scenarios)
- Family Day Care
- Hamilton South Traffic Study
- Islington Park
- Kotara & Adamstown Heights Traffic & Parking Study
- Laman Street & Civic Precinct
- Leash free areas & dog access
- National Park Plan of Management
- Newcastle Carbon & water Management Action Plan
- Significant Community Issues
- Social Planning
- South Stockton Public Domain
- Special Rates Variation
- Stockton Beach Tourist Park
- Wallsend skate park Stage 2
- Ward Community Forums



## **Appendix II – Questionnaire – Community Survey**



## Community Survey

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

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

This 8-question survey should take you around 12-15 minutes to complete.

Please send the completed survey back to The City of Newcastle in the postage-paid envelope provided (there is no need to put a stamp on the envelope) by **Monday 26 March**. We look forward to receiving your completed survey.

## Council Areas of Responsibility

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

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

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

<input type="checkbox"/> 1- <b>Needs a lot of improvement</b>	<input type="checkbox"/> 2- <b>Needs some improvement</b>	<input type="checkbox"/> 3- <b>Adequate</b> <i>(acceptable standard)</i>	<input type="checkbox"/> 4- <b>Good</b> <i>(high standard)</i>	<input type="checkbox"/> 5- <b>Excellent</b> <i>(outstanding performance)</i>	<input type="checkbox"/> 6- <b>Don't know/ Can't say</b>
--	--	--	---	---	---

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

<input type="checkbox"/> 1- <b>Needs a lot of improvement</b>	<input type="checkbox"/> 2- <b>Needs some improvement</b>	<input type="checkbox"/> 3- <b>Adequate</b> <i>(acceptable standard)</i>	<input type="checkbox"/> 4- <b>Good</b> <i>(high standard)</i>	<input type="checkbox"/> 5- <b>Excellent</b> <i>(outstanding performance)</i>	<input type="checkbox"/> 6- <b>Don't know/ Can't say</b>
--	--	--	---	---	---

Q4. In the last twelve months, how well has Council represented and lobbied on behalf of the community with other levels of government and private organisations, on key local issues? **Please select one response only.**

<input type="checkbox"/> 1- <b>Needs a lot of improvement</b>	<input type="checkbox"/> 2- <b>Needs some improvement</b>	<input type="checkbox"/> 3- <b>Adequate</b> <i>(acceptable standard)</i>	<input type="checkbox"/> 4- <b>Good</b> <i>(high standard)</i>	<input type="checkbox"/> 5- <b>Excellent</b> <i>(outstanding performance)</i>	<input type="checkbox"/> 6- <b>Don't know/ Can't say</b>
--	--	--	---	---	---

Q5. On balance, for the last twelve months, how would you feel about the performance of Council, not just on one or two issues, BUT OVERALL across all responsibility areas? **Please select one response only.**

<input type="checkbox"/> 1- <b>Needs a lot of improvement</b>	<input type="checkbox"/> 2- <b>Needs some improvement</b>	<input type="checkbox"/> 3- <b>Adequate</b> <i>(acceptable standard)</i>	<input type="checkbox"/> 4- <b>Good</b> <i>(high standard)</i>	<input type="checkbox"/> 5- <b>Excellent</b> <i>(outstanding performance)</i>	<input type="checkbox"/> 6- <b>Don't know/ Can't say</b>
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## Importance of Specific Services

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

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

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

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

## Satisfaction with Specific Services

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

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

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

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

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

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**Thank you for taking the time to complete this survey.**

## **Appendix III – Survey Methodology & Respondent Demographics**

## 2 Methods of Data Collection and Analysis

### 2.1 Methodology

#### 2.1.7 Sample Size

Newcastle Voice has approximately 2,500 members, representing more than 1.7% of the population of the Newcastle local government area. At this number, Council is able to survey with more than 97% confidence level for the whole local government area.

The entire Newcastle Voice panel was asked to complete a survey on-line or in hard copy, depending on their nominated preferences. Currently the number of panellists per Ward is broken down as shown in table 1 below:

Table A: Sample Size

	Ward 1	Ward 2	Ward 3	Ward 4	Total
Online members	865	572	452	307	2196
Off-line members	71	62	112	107	352
<b>TOTALS</b>	936	634	564	414	<b>2548</b>

#### 2.1.8 Self Selection

The Newcastle Voice panel or any social or market research project, whether online, over the phone, or in person, where individuals have to agree to complete a survey or interview has potential for self-selection bias. All participants must self-select themselves and be willing to engage with Council.

It should be noted that being a Newcastle Voice member is voluntary, and therefore participation in its activities is also voluntary. The survey was open to Newcastle Voice members only.

#### 2.1.9 Statistical Accuracy

When analysing the results, the maximum error rate will be  $\pm 4.5\%$  at the 95% confidence level, assuming a proportional response of 50%. This means that if 50% of the respondents in Newcastle Voice answered “yes” to a yes/no question (the result with the highest possible variation in statistical accuracy), there would be a 95% chance that the true proportion of ALL people in Newcastle would give this answer (if everyone in the population had been asked) within  $\pm 4.5\%$  of the result achieved.

## 2.1.10 Weighting Adjustment

Table 2 and table 3 show the effect of the weighting factor applied to the final data across the Wards and age, respectively.

Table B: Weights applied to final data by Ward

	% of Newcastle LGA	Response Achieved		Final Weighted Response	
	%	(#)	%	(#)	%
Ward 1	25%	370	37%	247	25%
Ward 2	25%	251	26%	247	25%
Ward 3	25%	223	23%	247	25%
Ward 4	25%	144	15%	247	25%
<b>Total</b>	<b>100%</b>	<b>988</b>	<b>100%</b>	<b>988</b>	<b>100%</b>

Table C: Weights applied to final data by age

	2006 Census Adult Population			Response Achieved			Final Weighted Response		
	Male (#)	Female (#)	Total %	Male (#)	Female (#)	Total %	Male (#)	Female (#)	Total %
16-24	9931	10098	17%	8	16	2%	56	116	17%
25-39	14867	14856	26%	81	138	22%	93	161	26%
40-54	14364	14556	25%	130	175	31%	107	140	25%
55-69	9806	10170	17%	181	160	35%	89	81	17%
70+	6812	10247	15%	62	37	10%	91	54	15%
<b>Total</b>	<b>55780</b>	<b>59927</b>	<b>100%</b>	<b>462</b>	<b>526</b>	<b>100%</b>	<b>436</b>	<b>552</b>	<b>100%</b>

It was determined that weighting by gender was not necessary as the response rate and the 2006 Newcastle LGA census data were not markedly different, as per table 4 below illustrates:

Table D: Age demographic of respondents

	Response Achieved	% of Newcastle LGA
Male	435	48%
	44.1%	
Female	552	52%
	55.9%	

## 2.1.11 Historical Participation

The 2012 Community Survey is being benchmarked with two surveys:

- Victorian Department of Planning and Community Development's 2011 Local Government Community Satisfaction Survey
  - Inner Melbourne Metropolitan Councils
  - Rural Cities and Regional Centres
- The City of Newcastle's 2008 Community Survey

As a comparison, below is the participation numbers for each survey:

Table E: Participation number by survey

Survey	Category	Participating Councils	Completed surveys	
2008 Community Survey			521	
2011 Local Government Community Satisfaction Survey (Victoria)	Inner Melbourne Metropolitan Councils	Total is > or = 5,600		
		Banyule City Council	350-800	
		Bayside City Council	350-800	
		Boroondara City Council	350-800	
		Darebin City Council	350-800	
		Glen Eira City Council	350-800	
		Hobsons Bay City Council	350-800	
		Kingston City Council	350-800	
		Maroondah City Council	350-800	
		Melbourne City Council	350-800	
		Monash City Council	350-800	
		Monee Valley City Council	350-800	
		Moreland City Council	350-800	
		Port Phillip City Council	350-800	
		Stonnington City Council	350-800	
	Whitehorse City Council	350-800		
	Yarra City Council	350-800		
		Rural Cities & Regional Centres	Total is > or = 3,850	
			Ballarat City Council	350-800
			Greater Bendigo City Council	350-800
			Greater Geelong City Council	350-800
			Greater Shepparton City Council	350-800
			Horsham Rural City Council	350-800
			Latrobe City Council	350-800
			Mildura Rural City Council	350-800
			Swan Hill Rural City Council	350-800
			Wangaratta Rural City Council	350-800
	Warrnambool City Council		350-800	
	Wodonga City Council		350-800	
2012 Community Survey			988	

## 2.2 Quantitative Analysis Explanatory Notes

### 2.2.1 Part One

#### 2.2.1.1 Rating Scale

The Victorian Department of Planning and Community Development’s 2011 Local Government Community Satisfaction Survey included questions using a 5-point satisfaction scale, starting at the positive end of the scale through to the least positive. Conversely, the 5 point scales presented to respondents in the 2008 Newcastle Community Survey started at the least negative end of the scale.

In merging key questions from these two surveys into the one 2012 Community Survey, it is not acceptable research practice to switch the direction of a rating scale mid-survey.

As studies have shown a bias to the left hand side of the scale in self-completion questionnaires, it could be argued that placing the desired response on the left hand side of the scale could manipulate results. For this reason, Newcastle Voice and the many research agencies worldwide present the negative end of the scale first.

The rating scale for the five questions from the Victorian Department of Planning and Community Development’s 2011 Local Government Community Satisfaction Survey scale was changed to least positive through to most positive. Therefore in part One of the survey, the five questions ask the respondents to rate Council using the following rating scale:

<b>Needs a lot of improvement</b>	<b>Needs some improvement</b>	<b>Adequate</b> <i>(acceptable standard)</i>	<b>Good</b> <i>(high standard)</i>	<b>Excellent</b> <i>(outstanding performance)</i>	<b>Don't know/ Can't say</b>
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Of note, by combining questions for a number of different surveys, it can be expected that the scores or ratings will either go up or down markedly, as Council is setting up a new benchmark survey.

#### 2.2.1.2 Rating Scale Collapse

The Victorian Department of Planning and Community Development’s 2011 Local Government Community Satisfaction Survey state-wide research results are displayed in graphs whereby the rating scale has been collapsed and the ‘Don’t know/can’t say’ has been removed. As such, to compare the two sets of results, the 2012 Community Survey results have also been collapsed, as follows:

<b>Needs a lot of improvement</b>	<b>Needs some improvement</b>	<b>Adequate</b> <i>(acceptable standard)</i>	<b>Good</b> <i>(high standard)</i>	<b>Excellent</b> <i>(outstanding performance)</i>
<b>Needs some/ a lot of improvement</b>		<b>Adequate</b>	<b>Excellent/good</b>	

### 2.2.1.3 Mean Scores

The mean score facilitates data interpretation when comparing multiple services and facilities.

For Part One, respondents were presented with a five point scale, with ‘Don’t know /can’t say’ as a sixth option. The numeric values for the scales were converted to an overall average (mean) score for each of the questions. This score is calculated only for ‘Needs a lot of improvement’ to ‘Excellent’ and does not include the ‘Don’t know/can’t say’.

To obtain a score of 5.0 all respondents would have had to answer ‘Excellent’. Therefore, a higher rating represents a relatively favourable response. In interpreting the score, a score of greater than 3.0 indicates that, on balance, respondents agreed that the area of responsibility was at a more than acceptable standard.

## 2.2.2 Part Two

### 2.2.2.1 Rating Scale

The same two rating scales used in the 2008 Community Survey, an importance and satisfaction rating scale, were utilised for questions six and seven as shown below:

<b>Not important</b>	<b>Somewhat important</b>	<b>Moderately important</b>	<b>Quite important</b>	<b>Very important</b>	<b>Not aware/ NA</b>
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<b>Very dissatisfied</b>	<b>Dissatisfied</b>	<b>Neither</b>	<b>Satisfied</b>	<b>Very satisfied</b>	<b>Not aware/ NA</b>
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### 2.2.2.2 Rating Scale Collapse

The 2008 Community survey’s research results, conducted by Iris Research, are displayed in tables whereby the rating scale are summarised into collapsed frequency distributions, with the ‘Not aware/NA’ removed. As such, to compare the two sets of results, the 2012 Community Survey results have also been summarised into collapsed frequency distributions, as follows:

<b>Not important</b>	<b>Somewhat important</b>	<b>Moderately important</b>	<b>Quite important</b>	<b>Very important</b>
<b>Low</b>		<b>Medium</b>	<b>High</b>	

<b>Very dissatisfied</b>	<b>Dissatisfied</b>	<b>Neither</b>	<b>Satisfied</b>	<b>Very satisfied</b>
<b>Low</b>		<b>Medium</b>	<b>High</b>	

On the whole, a mean score is a good measure of overall importance or satisfaction. However, mean scores can have a very different distribution of opinion. For example, ratings which are evenly spread between ‘not important’ and ‘Very important’ or ‘Very dissatisfied’ and ‘Very satisfied’ may yield the same mean score as those which are polarised at either end of the rating scale. Using collapsed frequency distribution will highlight possible differences between seemingly similar mean scores.

### 2.2.2.2 Mean Scores

The mean score facilitates data interpretation when comparing multiple services and facilities.

For Part Two, respondents were presented with a five point scale, with ‘Not aware/NA’ as a sixth option. The numeric values for the scales were converted to an overall average (mean) score for each of the questions. This score is calculated only for ‘Not important’ to ‘Very important’ and ‘Very dissatisfied’ to ‘Very satisfied’ and does not include the ‘Not aware/NA’.

To obtain a score of 5.0 all respondents would have had to answer ‘Very important’ or ‘Very satisfied’. Therefore, a higher rating represents a relatively favourable response. In interpreting the score, a score of greater than 3.0 indicates that, on balance, respondents agreed were satisfied or felt that the area of responsibility was important.

### 2.2.2.3 Regression Analysis

A Shapley Value regression was conducted as a means of identifying those attributes most important in terms of driving overall satisfaction. In completing the analysis, missing data in the data set needs to be accounted for.

The City of Newcastle does not have the capacity to perform the regression analysis in-house, as this analysis can only be conducted using certain statistical software packages. Hence, this component of the analysis has been commissioned to Vision Critical, the providers of Sparq, Newcastle Voice's panel management software. Vision Critical have advised that they perform *listwise deletion* (which is simply deleting cases from the dataset where a response is missing) to address missing data on the dependent variable, and mean substitution for missing data on independent variables. While this approach is not ideal for missing data that is not random (such as any 'Don't know' responses in the Community Survey), it is common in social/market research.

Please note that two variables were removed from the regression analysis – namely 'response to community needs' and 'standard of service to ratepayers' as these were deemed to proxies of council performance rather than drivers of council performance per se.

### 2.2.2.4 Overall Satisfaction

In merging the Victorian survey with the 2008 Newcastle Community Survey, it was noted that there are two measures of overall satisfaction (one from each survey).

The 5 point scale used in the Victorian overall satisfaction question does not include a clear 'neutral' midpoint, whereas the scale used in the 2008 Newcastle Community survey does. In the merged 2012 Community Survey, the Victorian measure is located close to the front of the survey and the 2008 Newcastle survey question is located closer to the end of the survey. Due to order effects there is a concern that the results may differ.

For benchmarking purposes, both questions have been included in the 2012 Community Survey. The Victorian measure has been used to report overall satisfaction, and the 2008 Newcastle survey question has been used solely as the dependent variable in the regression analysis, and not reported separately in the consultation report.

## Respondent Demographics Weighted Data

### Length of time lived in Newcastle LGA

Years Lived NCC Area	
Base (n=)	985
Less than a year	39 4.0%
1 - 3 years	103 10.5%
4 – 10 years	201 20.4%
11 – 25 years	240 24.4%
More than 25 years	402 40.8%

### Gender

Gender	
Base (n=)	987
Male	435 44.1%
Female	552 55.9%

### Age

Age	
Base (n=)	987
16-24	171 17.3%
25-39	254 25.7%
40-54	247 25.0%
55-69	171 17.3%
70+	145 14.7%

## Employment Status

Employment Status	
<i>Base (n=)</i>	<i>946</i>
Employed full time	432 45.7%
Employed part time	157 16.6%
Looking for work	26 2.7%
Studying	143 15.1%
Domestic activities/caring	61 6.4%
Retired	189 20.0%
Other [specify]	78 8.2%
Prefer not to answer	11 1.2%

## Planning District

Planning District	
<i>Base (n=)</i>	<i>987</i>
Inner City South	219 22.2%
Inner City North	96 9.7%
Hamilton	175 17.7%
Mayfield	46 4.7%
Lambton	187 18.9%
Jesmond	114 11.6%
Wallsend	114 11.6%
Blue Gum Hills	52 5.3%
North West	35 3.5%

## **Appendix IV – Weighted Topline (overall results)**

## Council Areas of Responsibility

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

Base (total respondents n= 987)		Q1 0	Q1 1	Q1 2	Q1 3	Q1 4	Q1 5	Q1 6	Q1 7
		Local roads and footpaths (excluding highways and main roads but including roadside maintenance)	Recreation facilities (includes sporting facilities, swimming pools, sports fields and playgrounds, art centres and festival and library services)	Appearance of public areas (includes local parks and gardens, street cleaning and litter collection and street trees)	Traffic management and parking facilities (includes Council provision of street and off street parking, and local road safety)	Waste management (includes garbage and recyclable collection and operation of the tip)	Enforcement of local laws (includes food and health, noise, animal control, parking and fire prevention)	Economic development (includes business and tourism and job creation)	Town planning policy and approvals (including heritage and environmental issues)
<b>Needs a lot of improvement</b>	n=	278	93	207	317	131	117	250	345
	%	28%	9%	21%	32%	13%	12%	25%	35%
<b>Needs some improvement</b>	n=	310	245	255	332	220	191	219	259
	%	31%	25%	26%	34%	22%	19%	22%	26%
<b>Adequate (acceptable standard)</b>	n=	262	284	275	214	274	374	247	189
	%	27%	29%	28%	22%	28%	38%	25%	19%
<b>Good (high standard)</b>	n=	111	275	210	79	279	147	94	55
	%	11%	28%	21%	8%	28%	15%	9%	6%
<b>Excellent (outstanding performance)</b>	n=	12	54	29	8	68	31	4	3
	%	1%	5%	3%	1%	7%	3%	0%	0%
<b>Don't know / Can't say</b>	n=	14	37	12	37	14	127	173	136
	%	1%	4%	1%	4%	1%	13%	18%	14%

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

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

Q4. In the last twelve months, how well has Council represented and lobbied on behalf of the community with other levels of government and private organisations, on key local issues? **Please select one response only.**

Q5. On balance, for the last twelve months, how would you feel about the performance of Council, not just on one or two issues, BUT OVERALL across all responsibility areas? **Please select one response only.**

Base (total respondents n= 987)		Q2	Q3	Q4	Q5
		CUSTOMER CONTACT	COMMUNITY ENGAGEMENT	ADVOCACY	OVERALL PERFORMANCE
		Thinking of the most recent contact, how well did Council perform in the way you were treated – things like the ease of contact, helpfulness and ability of staff, speed of responses and their attitude towards you? We do NOT mean the ACTUAL outcome.	Over the last 12 months, how would you rate the performance of Council on consulting with the community and leading discussion on key social, economic and environmental issues which could impact on the local areas, and may require decisions by council?	In the last twelve months, how well has Council represented and lobbied on behalf of the community with other levels of government and private organisations, on key local issues?	On balance, for the last twelve months, how would you feel about the performance of Council, not just on one or two issues, BUT OVERALL across all responsibility areas?
<b>Needs a lot of improvement</b>	n=	142	377	311	287
	%	14%	38%	32%	29%
<b>Needs some improvement</b>	n=	142	265	245	339
	%	14%	27%	25%	34%
<b>Adequate (acceptable standard)</b>	n=	250	162	140	251
	%	25%	16%	14%	25%
<b>Good (high standard)</b>	n=	235	121	51	72
	%	24%	12%	5%	7%
<b>Excellent (outstanding performance)</b>	n=	73	25	4	6
	%	7%	3%	0%	1%
<b>Don't know / Can't say</b>	n=	145	36	235	32
	%	15%	4%	24%	3%

## Importance of Specific Services

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

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

ARTS & CULTURE				
<i>Base (total respondents n= 587)</i>				
		Q6a 0	Q6a 1	Q6a 2
		Library services	Arts, entertainment and culture	Sponsorship of community events and programs
<b>Not important</b>	<i>n</i> =	43	51	50
	%	4%	5%	5%
<b>Somewhat important</b>	<i>n</i> =	58	107	136
	%	6%	11%	14%
<b>Moderately important</b>	<i>n</i> =	140	182	225
	%	14%	18%	23%
<b>Quite important</b>	<i>n</i> =	271	274	281
	%	27%	28%	28%
<b>Very important</b>	<i>n</i> =	466	358	282
	%	47%	36%	29%
<b>Not aware/ NA</b>	<i>n</i> =	10	14	13
	%	1%	1%	1%

COUNCIL COMMUNICATION			
	Q6b 0		Q6b 1
	n=	%	Informing residents about Council activities
<b>Not important</b>	6	1%	2
	43	1%	0%
<b>Somewhat important</b>	43	1%	49
	4%		5%
<b>Moderately important</b>	128	13%	76
	13%		8%
<b>Quite important</b>	247	25%	296
	25%		30%
<b>Very important</b>	556	56%	557
	56%		56%
<b>Not aware/ NA</b>	7	1%	7
	1%		1%

GENERAL SERVICES			
	Q6c 0	Q6c 1	Q6c 2
	Response to community needs	Standard of service to ratepayers	Council's performance overall
<b>Not important</b>	n= 2	1	0
	0%	0%	0
<b>Somewhat important</b>	n= 13	11	14
	1%	1%	1%
<b>Moderately important</b>	n= 71	57	45
	7%	6%	5%
<b>Quite important</b>	n= 254	276	226
	26%	28%	23%
<b>Very important</b>	n= 637	619	679
	65%	63%	69%
<b>Not aware/ NA</b>	n= 10	23	23
	1%	2%	2%

INFRASTRUCTURE & TRAFFIC										
<i>Base: local respondents, n= 557</i>										
	Q6d 0	Q6d 1	Q6d 2	Q6d 3	Q6d 4	Q6d 5	Q6d 6	Q6d 7	Q6d 8	
	Roads in Newcastle Council area are in good condition	Roads in Newcastle Council area look good	Regulating traffic flow	Street and commercial area cleansing	Parking in the Newcastle CBD	Providing cycleways	Footpaths in the Newcastle Council area are in good condition	Footpaths in the Newcastle Council area look good	Council's buildings and assets maintenance	
<b>Not important</b>	n=	22	14	2	54	58	4	20	7	
	%	1%	1%	0%	5%	6%	0%	2%	1%	
<b>Somewhat important</b>	n=	94	51	47	59	114	28	86	50	
	%	2%	5%	5%	6%	12%	3%	9%	5%	
<b>Moderately important</b>	n=	211	123	176	136	154	131	198	190	
	%	10%	12%	18%	14%	16%	13%	20%	19%	
<b>Quite important</b>	n=	348	346	313	253	233	294	319	370	
	%	29%	35%	32%	26%	24%	30%	32%	37%	
<b>Very important</b>	n=	302	446	439	470	413	522	352	361	
	%	58%	45%	44%	48%	42%	53%	36%	37%	
<b>Not aware/ NA</b>	n=	10	7	9	15	15	8	13	10	
	%	1%	1%	1%	2%	1%	1%	1%	1%	

<b>PLANNING &amp; DEVELOPMENT</b>						
<i>Base (total respondents = 967)</i>		Q6e 0	Q6e 1	Q6e 2	Q6e 3	Q6e 4
		<b>Management of residential development</b>	<b>Heritage conservation</b>	<b>Management of the Newcastle CBD</b>	<b>Promotion of tourism</b>	<b>Long-term planning and vision for the city</b>
<b>Not important</b>	<i>n</i> =	4	31	14	27	2
	%	0%	3%	1%	3%	0%
<b>Somewhat important</b>	<i>n</i> =	24	65	33	74	13
	%	2%	7%	3%	7%	1%
<b>Moderately important</b>	<i>n</i> =	168	188	123	195	41
	%	17%	19%	12%	20%	4%
<b>Quite important</b>	<i>n</i> =	347	300	260	263	192
	%	35%	30%	26%	27%	19%
<b>Very important</b>	<i>n</i> =	440	400	553	425	736
	%	45%	41%	56%	43%	75%
<b>Not aware/ NA</b>	<i>n</i> =	5	3	4	3	3
	%	0%	0%	0%	0%	0%

RECREATION SERVICES & FACILITIES					
<i>Base (total respondents n= 987)</i>		Q6f 0	Q6f 1	Q6f 2	Q6f 3
		Maintenance of beaches and beach facilities	Parks and recreation areas	Sporting facilities	Swimming pools
<b>Not important</b>	<i>n</i> =	6	1	26	28
	%	1%	0%	3%	3%
<b>Somewhat important</b>	<i>n</i> =	27	25	48	47
	%	3%	3%	5%	5%
<b>Moderately important</b>	<i>n</i> =	82	61	150	134
	%	8%	6%	15%	14%
<b>Quite important</b>	<i>n</i> =	283	340	365	352
	%	29%	34%	37%	36%
<b>Very important</b>	<i>n</i> =	587	557	392	422
	%	60%	56%	40%	43%
<b>Not aware/ NA</b>	<i>n</i> =	2	2	6	5
	%	0%	0%	1%	0%

SERVICES FOR SPECIAL NEEDS GROUPS					
<i>Base (total respondents n= 987)</i>		Q6g 0	Q6g 1	Q6g 2	
		Children's facilities and services	Provision of facilities and services for the aged	Facilities and services for youth	
<b>Not important</b>	<i>n</i> =	39	27	25	
	%	4%	3%	3%	
<b>Somewhat important</b>	<i>n</i> =	61	57	69	
	%	6%	6%	7%	
<b>Moderately important</b>	<i>n</i> =	114	114	122	
	%	12%	12%	12%	
<b>Quite important</b>	<i>n</i> =	300	291	297	
	%	30%	29%	30%	
<b>Very important</b>	<i>n</i> =	454	482	455	
	%	46%	49%	46%	
<b>Not aware/ NA</b>	<i>n</i> =	19	16	17	
	%	2%	2%	2%	

<b>WASTE &amp; ENVIRONMENT</b>					
<i>Base (total respondents n= 967)</i>		Q6h 0	Q6h 1	Q6h 2	Q6h 3
		<b>Garbage collection and disposal</b>	<b>Greening and tree preservation</b>	<b>Environmental monitoring and protection</b>	<b>Environmental programs to improve the environment eg. coast care program</b>
<b>Not important</b>	<i>n=</i>	1	28	22	25
	<i>%</i>	0%	3%	2%	3%
<b>Somewhat important</b>	<i>n=</i>	6	56	52	49
	<i>%</i>	1%	6%	5%	5%
<b>Moderately important</b>	<i>n=</i>	54	130	118	146
	<i>%</i>	5%	13%	12%	15%
<b>Quite important</b>	<i>n=</i>	208	303	305	296
	<i>%</i>	21%	31%	31%	30%
<b>Very important</b>	<i>n=</i>	716	468	489	471
	<i>%</i>	73%	47%	50%	48%
<b>Not aware/ NA</b>	<i>n=</i>	2	1	1	0
	<i>%</i>	0%	0%	0%	0

## Satisfaction with Specific Services

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

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

ARTS & CULTURE		Q7 a 0		Q7 a 1		Q7 a 2	
		Library services	Arts, entertainment and culture	Sponsorship of community events and programs			
Very dissatisfied	n=	16	15	17	+		
	%	2%	2%	2%			
Dissatisfied	n=	67	84	97			
	%	7%	9%	10%			
Neither	n=	128	230	284			
	%	13%	23%	29%			
Satisfied	n=	510	513	417			
	%	52%	52%	42%			
Very satisfied	n=	208	95	56			
	%	21%	10%	6%			
Not aware/ NA	n=	56	50	116			
	%	6%	5%	12%			

COUNCIL COMMUNICATION		Q7 b 0		Q7 b 1	
		Community involvement in Council decision making	Informing residents about Council activities		
Very dissatisfied	n=	186	128		
	%	19%	13%		
Dissatisfied	n=	287	262		
	%	29%	27%		
Neither	n=	193	219		
	%	20%	22%		
Satisfied	n=	251	326		
	%	25%	33%		
Very satisfied	n=	28	31		
	%	3%	3%		
Not aware/ NA	n=	42	21		
	%	4%	2%		

<b>GENERAL SERVICES</b>				
<i>Base (total respondents n= 567)</i>		Q7c 0	Q7c 1	Q7c 2
		<b>Response to community needs</b>	<b>Standard of service to ratepayers</b>	<b>Council's performance overall</b>
<b>Very dissatisfied</b>	<i>n</i> =	141	86	179
	%	14%	9%	18%
<b>Dissatisfied</b>	<i>n</i> =	296	211	304
	%	30%	21%	31%
<b>Neither</b>	<i>n</i> =	247	256	188
	%	25%	26%	19%
<b>Satisfied</b>	<i>n</i> =	237	350	277
	%	24%	35%	28%
<b>Very satisfied</b>	<i>n</i> =	20	21	14
	%	2%	2%	1%
<b>Not aware/ NA</b>	<i>n</i> =	45	64	26
	%	5%	6%	3%

INFRASTRUCTURE & TRAFFIC										
<i>Base/total respondents: n= 387</i>										
	Q7d 0	Q7d 1	Q7d 2	Q7d 3	Q7d 4	Q7d 5	Q7d 6	Q7d 7	Q7d 8	
	Roads in Newcastle Council area are in good condition	Roads in Newcastle Council area look good	Regulating traffic flow	Street and commercial area cleansing	Parking in the Newcastle CBD	Providing cycleways	Footpaths in the Newcastle Council area are in good condition	Footpaths in the Newcastle area look good	Council's buildings and assets maintenance	
<b>Very dissatisfied</b>	n= 86 9%	78 8%	97 10%	82 8%	247 25%	104 11%	91 9%	74 7%	129 13%	
<b>Dissatisfied</b>	n= 270 27%	184 19%	219 22%	240 24%	292 30%	238 24%	260 26%	192 19%	209 21%	
<b>Neither</b>	n= 217 22%	139 31%	261 26%	225 23%	225 23%	255 26%	225 23%	276 28%	339 34%	
<b>Satisfied</b>	n= 371 38%	377 38%	376 38%	405 41%	173 18%	303 31%	370 37%	395 40%	254 26%	
<b>Very satisfied</b>	n= 31 3%	24 2%	16 2%	22 2%	23 2%	29 3%	27 3%	28 3%	8 1%	
<b>Not aware/ NA</b>	n= 11 1%	16 2%	18 2%	13 1%	27 3%	57 6%	14 1%	22 2%	47 5%	

PLANNING & DEVELOPMENT						
<i>Base (total respondents n= 367)</i>						
		Q7e 0	Q7e 1	Q7e 2	Q7e 3	Q7e 4
		Management of residential development	Heritage conservation	Management of the Newcastle CBD	Promotion of tourism	Long-term planning and vision for the city
<b>Very dissatisfied</b>	<i>n</i> =	87	105	298	87	237
	%	9%	11%	30%	9%	24%
<b>Dissatisfied</b>	<i>n</i> =	202	161	351	158	290
	%	20%	16%	36%	16%	29%
<b>Neither</b>	<i>n</i> =	338	322	180	290	204
	%	34%	33%	18%	29%	21%
<b>Satisfied</b>	<i>n</i> =	242	273	97	365	175
	%	25%	28%	10%	37%	18%
<b>Very satisfied</b>	<i>n</i> =	6	18	7	32	9
	%	1%	2%	1%	3%	1%
<b>Not aware/ NA</b>	<i>n</i> =	112	107	53	55	73
	%	11%	11%	5%	6%	7%

RECREATION SERVICES & FACILITIES					
<i>Base (total respondents n= 367)</i>					
		Q7f 0	Q7f 1	Q7f 2	Q7f 3
		Maintenance of beaches and beach facilities	Parks and recreation areas	Sporting facilities	Swimming pools
<b>Very dissatisfied</b>	<i>n</i> =	30	43	26	23
	%	3%	4%	3%	2%
<b>Dissatisfied</b>	<i>n</i> =	99	152	79	65
	%	10%	15%	8%	7%
<b>Neither</b>	<i>n</i> =	129	140	204	187
	%	13%	14%	21%	19%
<b>Satisfied</b>	<i>n</i> =	593	560	543	558
	%	60%	57%	55%	57%
<b>Very satisfied</b>	<i>n</i> =	119	78	58	67
	%	12%	8%	6%	7%
<b>Not aware/ NA</b>	<i>n</i> =	17	15	77	86
	%	2%	1%	8%	9%

<b>SERVICES FOR SPECIAL NEEDS GROUPS</b>				
<i>Base (total respondents n= 987)</i>		Q7g 0	Q7g 1	Q7g 2
		<b>Children's facilities and services</b>	<b>Provision of facilities and services for the aged</b>	<b>Facilities and services for youth</b>
<b>Very dissatisfied</b>	<i>n</i> =	33	42	34
	%	3%	4%	3%
<b>Dissatisfied</b>	<i>n</i> =	111	149	148
	%	11%	15%	15%
<b>Neither</b>	<i>n</i> =	296	309	331
	%	30%	31%	34%
<b>Satisfied</b>	<i>n</i> =	329	225	256
	%	33%	23%	26%
<b>Very satisfied</b>	<i>n</i> =	30	17	26
	%	3%	2%	3%
<b>Not aware/ NA</b>	<i>n</i> =	189	246	193
	%	19%	25%	20%

<b>WASTE &amp; ENVIRONMENT</b>					
<i>Base (total respondents n= 987)</i>		Q7h 0	Q7h 1	Q7h 2	Q7h 3
		<b>Garbage collection and disposal</b>	<b>Greening and tree preservation</b>	<b>Environmental monitoring and protection</b>	<b>Environmental programs to improve the environment eg. coast care</b>
<b>Very dissatisfied</b>	<i>n</i> =	88	177	71	51
	%	9%	18%	7%	5%
<b>Dissatisfied</b>	<i>n</i> =	187	184	162	105
	%	19%	19%	16%	11%
<b>Neither</b>	<i>n</i> =	121	237	301	271
	%	12%	24%	31%	27%
<b>Satisfied</b>	<i>n</i> =	460	280	301	397
	%	47%	28%	31%	40%
<b>Very satisfied</b>	<i>n</i> =	125	45	18	34
	%	13%	5%	2%	3%
<b>Not aware/ NA</b>	<i>n</i> =	6	63	134	129
	%	1%	6%	14%	13%

## **Appendix V – Detailed Importance & Satisfaction Ratings**

## Importance Ratings - Detailed Findings

In the following sections, the mean importance score for each facility or service is presented, as well as the proportion of respondents rating the facility or service as low, medium or high importance. The results are also discussed in terms of rank order position. Analysis of rank order is not as susceptible to movement caused by methodological influences as mean scores and allows identification of changes in community expectations over time.

### 4.2.1 Arts and Culture

The three attributes that were categorised under the Arts & Culture key service area ranked at 22nd, 31st, and 32nd place respectively of the 32 Council services and facilities as shown below in table 6. The rank order of these attributes has not changed significantly since 2008, though library services showed a modest gain in ranking. Relative to the average mean scores for other key service areas, arts and culture was the service area respondents placed the least importance on both in 2008 and 2012.

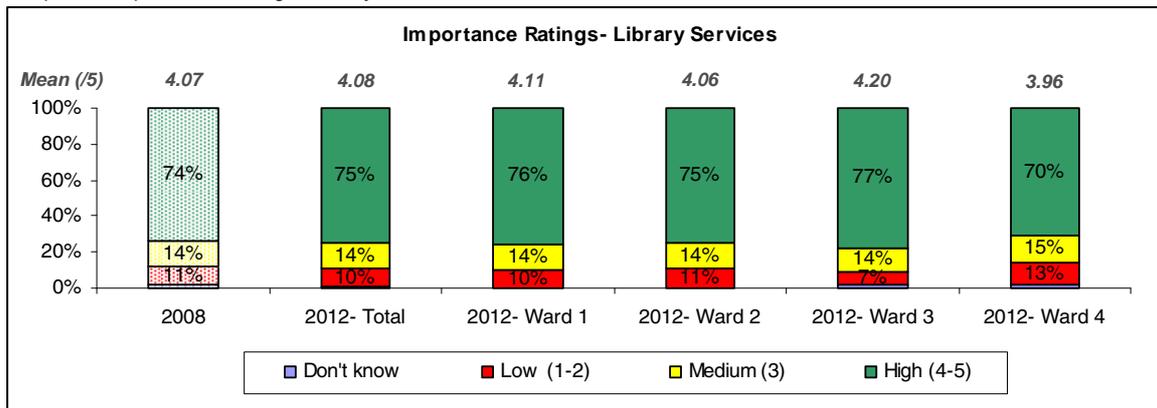
Table 6: Importance Ratings - Arts & Culture

	Mean Score (out of 5)			Rank (place out of 32)		
	2008	2012	Change	2008	2012	Change
<b>Arts &amp; Culture</b>						
Library services	4.07	4.08	0.01	28	22	6
Arts, entertainment and culture	3.65	3.80	0.15	32	31	1
Sponsorship of community events and programs	3.73	3.62	-0.11	31	32	-1
<b>Average (out of 5)</b>	<b>3.82</b>	<b>3.83</b>				

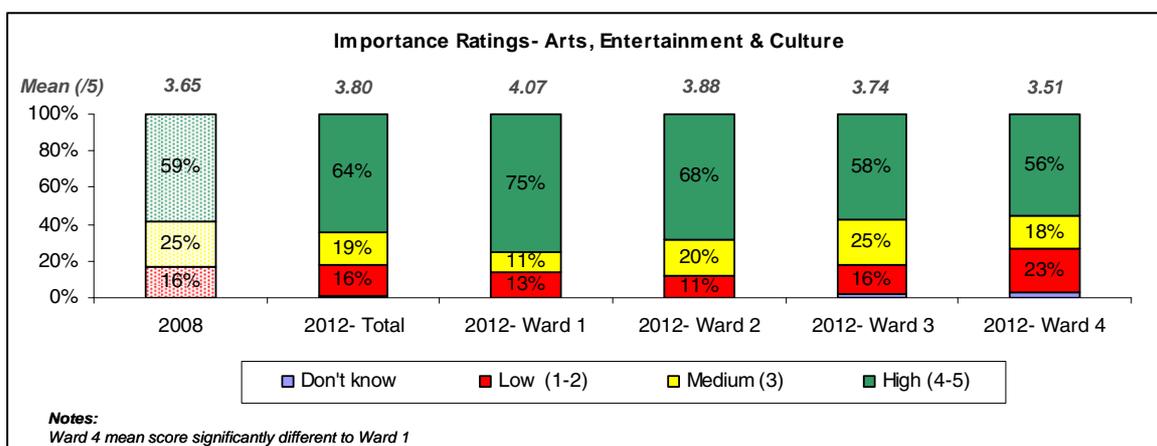
#### Key Result Comparison:

- Library services were rated as the most important of the arts and culture services and facilities, achieving a mean score of 4.07 out of 5. The importance placed on library services was unchanged from 2008, and was not markedly different across Ward. (see graph 17)
- The importance placed on arts, entertainment and culture increased from 3.65 out of 5 in 2008 to 3.80 in 2012. Respondents from Ward 1 placed greater importance on arts, entertainment and culture than those in Ward 4. (see graph 18)
- Sponsorship of community events received the lowest importance ratings of the arts and culture services and facilities, achieving a mean score of 3.62 out of 5. This was relatively unchanged from 2008. The importance of sponsorship of community events was significantly higher in Ward 1 than in Ward 4. (see Graph 19).

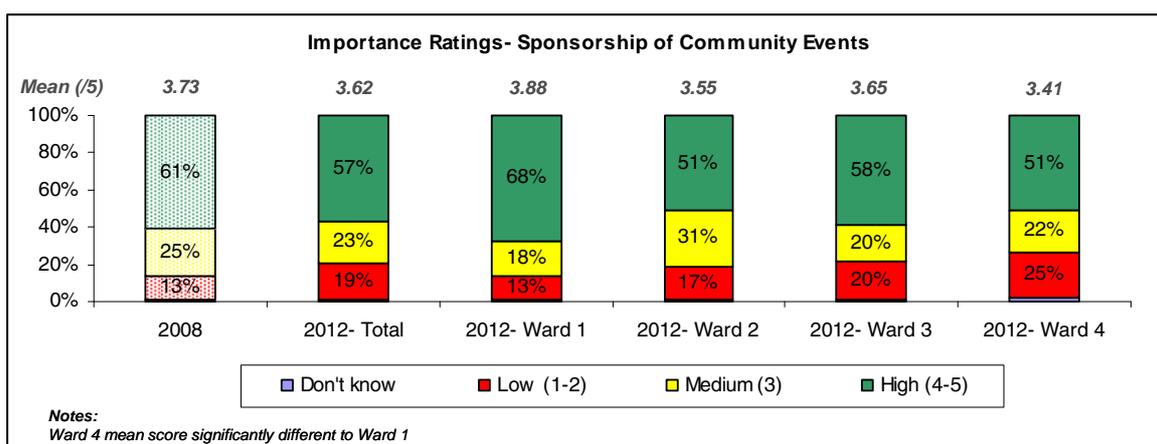
Graph 17: Importance Ratings- Library Services



Graph 18: Importance Ratings- Arts, Entertainment & Culture



Graph 19: Importance Ratings- Sponsorship of community events



## 4.2.2 Council Communication

Informing residents about Council activities and community involvement were the two attributes included in the Council communication key service area. These ranked at 8<sup>th</sup> and 11<sup>th</sup> place respectively out of the 32 Council services and facilities in terms of importance in 2012 as shown in table 7. Both attributes have notably increased in their importance since 2008, as evidenced by strong gains in rank order position since 2008. On average, Council communication is the second most important key service area.

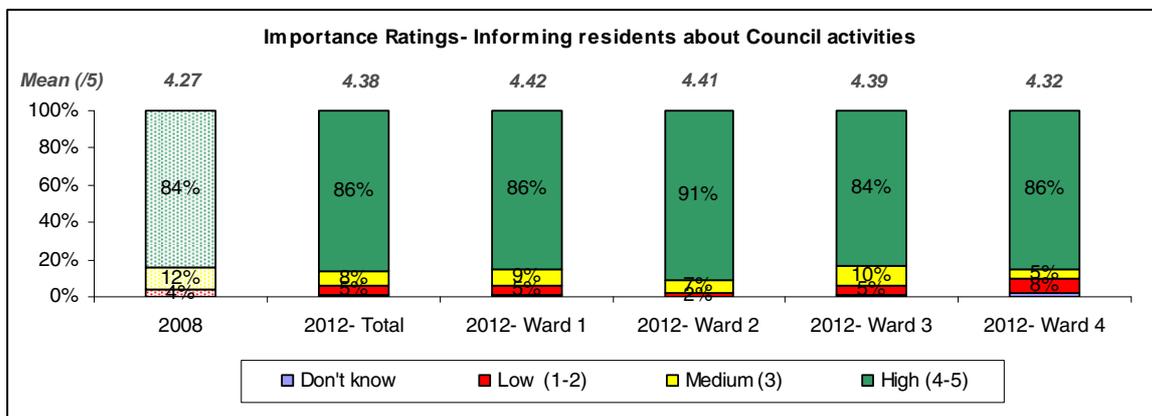
Table 7: Importance Ratings –Council Communication

Council Communication	Mean Score (out of 5)			Rank (place out of 32)		
	2008	2012	Change	2008	2012	Change
Informing residents about Council activities	4.27	4.38	0.11	23	8	15
Community involvement in Council decision making	4.30	4.33	0.03	22	11	11
<b>Average (out of 5)</b>	<b>4.29</b>	<b>4.36</b>				

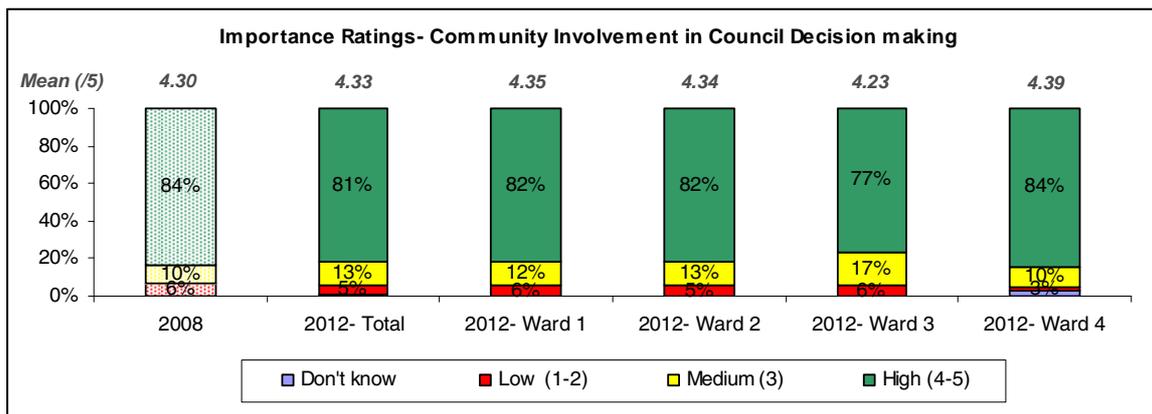
### Key Result Comparison:

- The importance of informing residents about Council activities has increased slightly from 4.27 out of 5 in 2008 to 4.38 in 2012 and was consistent across Wards. (see graph 20)
- Community involvement in Council decision making was stable over time, achieving an importance mean score of 4.30 in 2008 and 4.33 in 2012. Again, this was consistent across Wards. (see graph 21)

Graph 20: Importance Ratings- Informing residents about Council activities



Graph 21: Importance Ratings- Community Involvement in Council decision making



### 4.2.3 General Services

The two attributes falling under the General Services umbrella were standard of service to ratepayers and response to community needs as shown in table 8. Both ranked in the top five in 2012 (3<sup>rd</sup> and 4<sup>th</sup> place respectively), and both gained positions in terms of overall ranking, suggesting this is an area where community expectations have increased in recent years. Looking at the average mean scores across all service areas, general services was the service area respondents placed the greatest importance on in 2012.

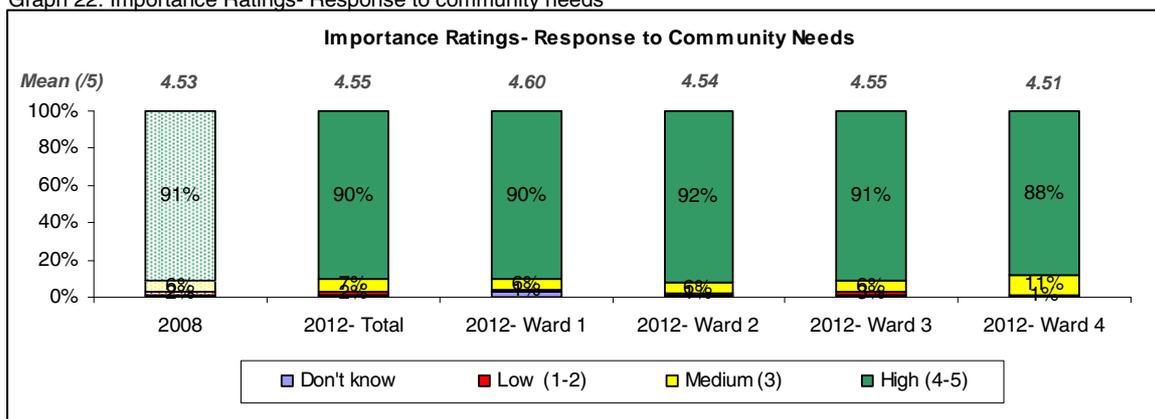
Table 8 Importance Ratings – General Services

General Services	Mean Score (out of 5)			Rank (place out of 32)		
	2008	2012	Change	2008	2012	Change
Response to community needs	4.53	4.55	0.02	11	4	7
Standard of service to ratepayers	4.51	4.56	0.05	12	3	9
<b>Average (out of 5)</b>	<b>4.52</b>	<b>4.56</b>				

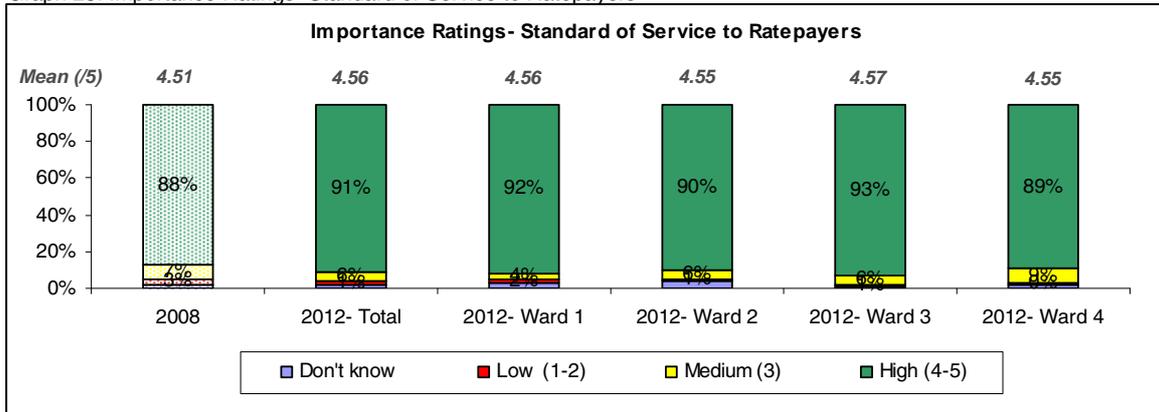
#### Key Result Comparison:

- Importance mean score for response to community mean scores are unchanged from 2008 to 2012 at 4.53 and 4.55 respectively. Results did not differ significantly by Ward. (see graph 22)
- The importance mean score for standard of service to ratepayers increased slightly from 4.51 in 2008 to 4.56 in 2012. Results were consistent across Wards. (see graph 23)

Graph 22: Importance Ratings- Response to community needs



Graph 23: Importance Ratings- Standard of Service to Ratepayers



*"Respond to requests for information and help on council matters in a timely manner and follow up to ensure outcome."*

*"Council needs to address the lack of service and response time to requests."*

#### 4.2.4 Infrastructure and Traffic

The eight attributes falling under the infrastructure and traffic umbrella are shown in table 9 below. Overall, the rank order positions of attributes relating to infrastructure and traffic were largely unchanged from 2008 to 2012. Relative to the average mean scores for other key service areas, infrastructure and traffic was placed at the lower end of the importance spectrum in 2012.

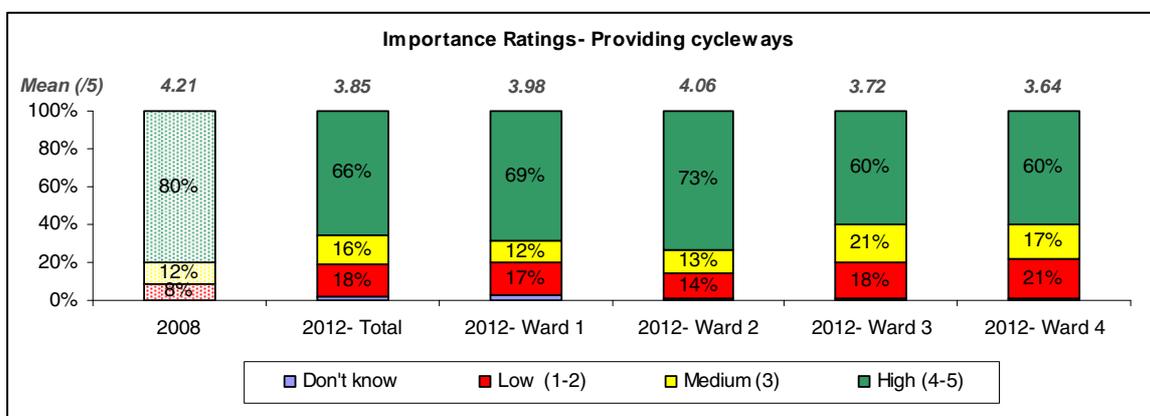
Table 9: Importance Ratings –Infrastructure and Traffic

	Mean Score (out of 5)			Rank (place out of 32)		
	2008	2012	Change	2008	2012	Change
<b>Infrastructure and Traffic</b>	<b>4.31</b>	<b>4.09</b>				
Roads in Newcastle are in good condition	4.59	4.43	-0.16	7	7	0
Roads in Newcastle Council area look good	4.06	3.83	-0.23	29	30	-1
Regulating traffic flow	4.48	4.18	-0.3	13	15	-2
Street and commercial area cleansing	4.41	4.16	-0.25	16	17	-1
Parking in the Newcastle CBD	4.35	4.06	-0.29	21	24	-3
Providing cycleways	4.21	3.85	-0.36	25	29	-4
Footpaths in the Newcastle are in good condition	4.42	4.33	-0.09	15	10	5
Footpaths in the Newcastle area look good	4.06	3.92	-0.14	30	28	2
Council's buildings and assets maintenance	4.19	4.05	-0.14	26	25	1
<b>Average (out of 5)</b>	<b>4.31</b>	<b>4.09</b>				

#### Cycleways- Key Result Comparison:

- The importance of Council providing cycleways has declined over time, with mean scores decreasing from 4.21 in 2008 to 3.85 in 2012, with a corresponding drop in ranking from 25<sup>th</sup> place in 2008 to 29<sup>th</sup> in 2012. This makes providing cycleways one of the least important areas. (see graph 24)
- The importance of providing cycleways (mean score) was generally higher in Wards 1 and 2 than in Wards 3 and 4, however these differences are not statistically significant.

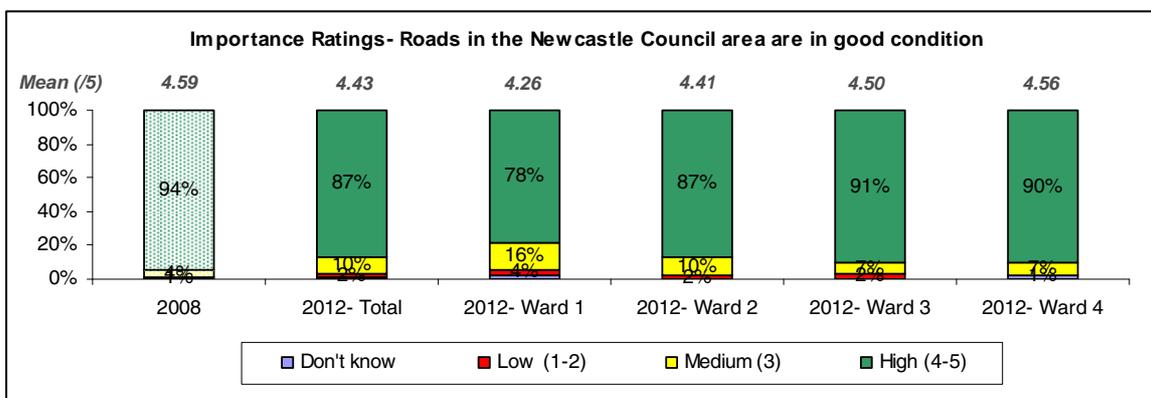
Graph 24: Importance Ratings- Providing cycleways



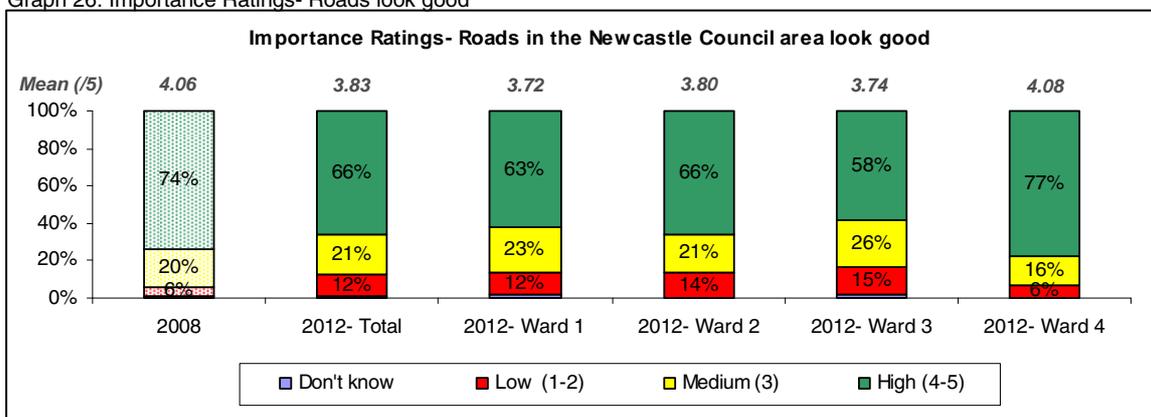
**Roads - Key Result Comparison:**

- The importance of roads being in good condition in the Newcastle Council area declined from 4.59 out of 5 in 2008 to 4.43 in 2012. Despite this decline, road condition maintained its 7<sup>th</sup> place in terms of importance rankings. 'Roads being in good condition' is the most important of the eight infrastructure and traffic attributes. (see graph 25)
- By Ward, there was a gradual increase in the importance of road condition as you move further from the CBD, however these differences were not significant.
- The importance mean score for roads looking good was lower in comparison, at 4.06 in 2008 and 3.83 in 2012. As with road condition, the importance placed on roads looking good was higher in the West. (see graph 26)

Graph 25: Importance Ratings- Roads are in good condition



Graph 26: Importance Ratings- Roads look good



*"Planning for the future of our city and playing an active role in that council needs to take more control of the agenda in areas like transport (road, rail and cycle) and have better plans coordinated with other government agencies and adjacent councils."*

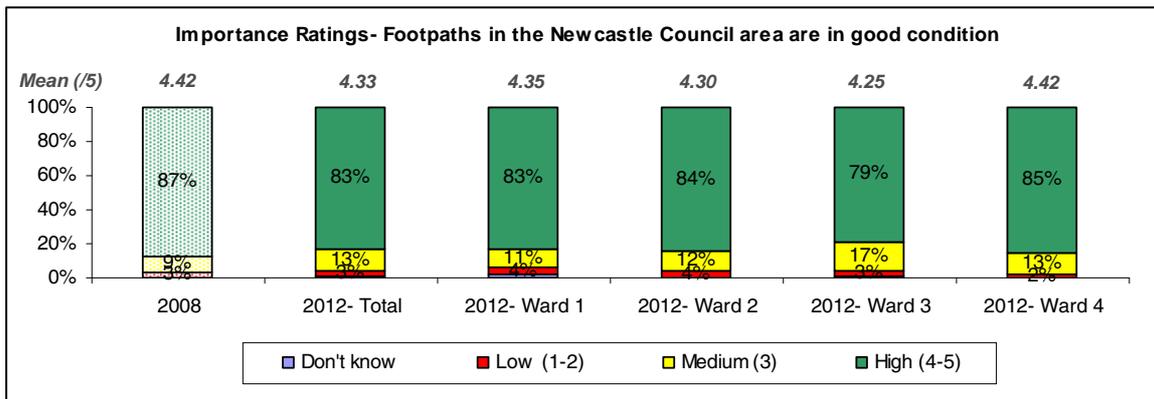
*"Roads - roads - roads. A recognition that Newcastle Council's responsibilities are for the whole of the area - not just a preference for inner city.."*

*"Stop planting trees in suburbs and use all that money on fixing the roads - there are patches on patches & potholes everywhere! In my area hundreds of trees (large ones) have been planted and we have huge pot holes everywhere. All roads could have been resurfaced!!"*

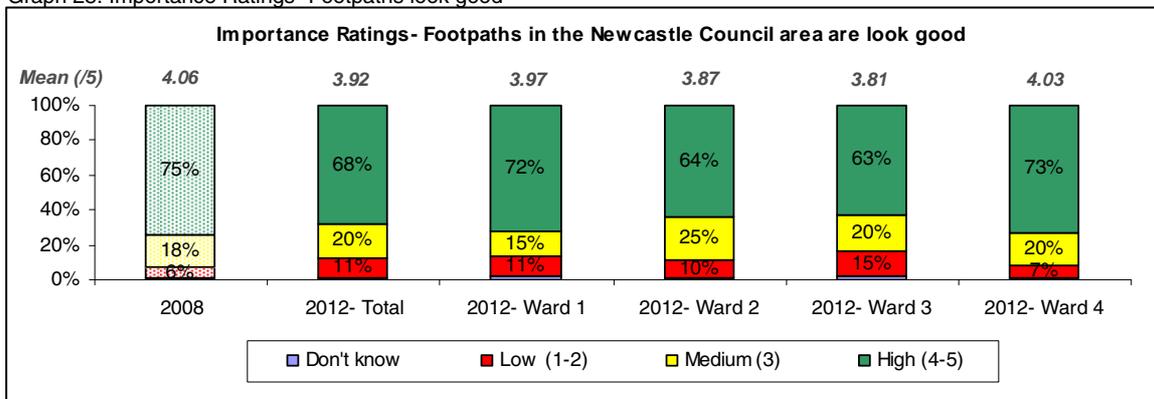
**Footpaths - Key Result Comparison:**

- The importance of footpaths being in good condition in the Newcastle council area was 4.33 in 2012, ranking 10<sup>th</sup> in terms of importance of all 32 attributes, slightly higher than in 2008. There was little difference by Ward. (see graph 27)
- The importance mean score of footpaths looking good was lower in comparison, at 4.06 in 2008 and 3.92 in 2012. The importance ranking of footpaths looking good was unchanged over time (30<sup>th</sup> place in 2008 and 28<sup>th</sup> in 2012), putting this at the lower end of the importance spectrum. (see graph 28)

Graph 27: Importance Ratings- Footpaths are in good condition



Graph 28: Importance Ratings- Footpaths look good



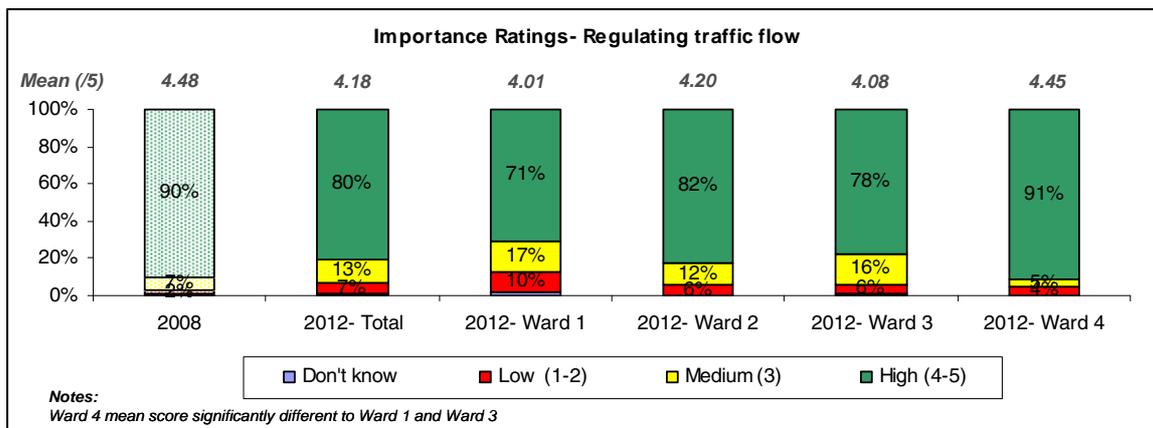
"When managing factors like traffic flow, pedestrians and cyclists should take priority, always, because that is the future".

"Pedestrian and cycling movement around the city. Newcastle is 'footpath poor'. Fernleigh track is choked with parents teaching small children on small bikes. If there were more footpaths in local streets this could be alleviated..."

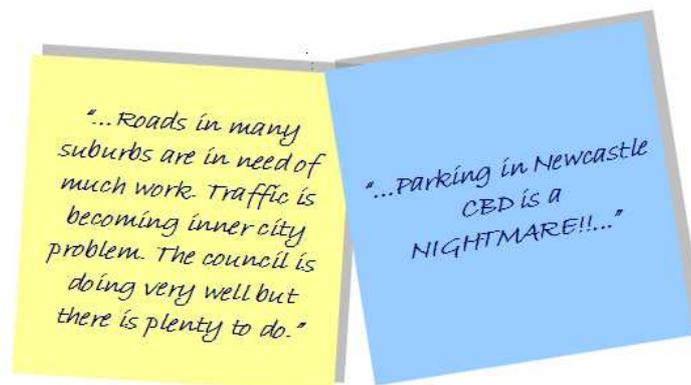
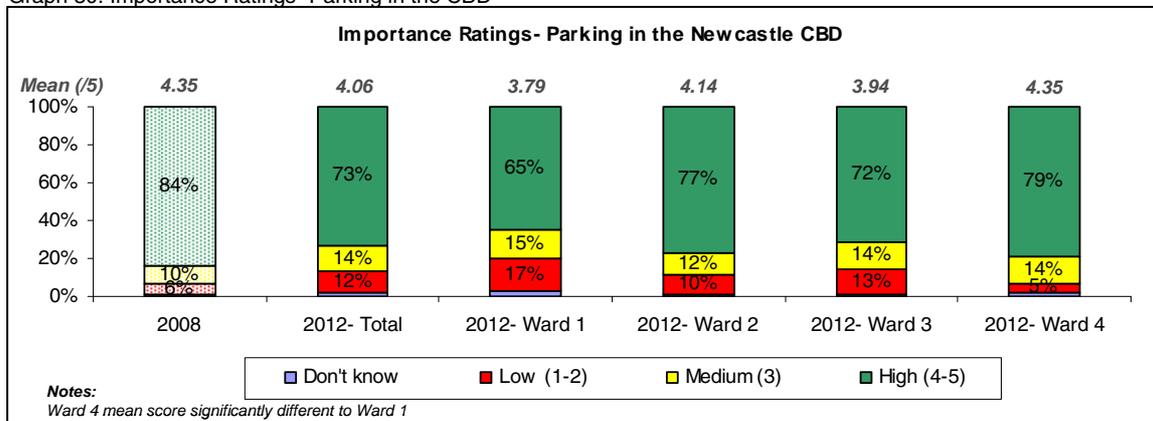
**Traffic and Parking- Key Result Comparison:**

- The importance of Regulating traffic flow has dropped over time, from a 13<sup>th</sup> place ranking in 2008 (mean score of 4.48) to 15<sup>th</sup> in 2012 (mean score of 4.18). Those in Ward 4 rated this attribute higher than those in Wards 1 and 3. (see graph 29)
- Similarly, the importance of parking in the CBD also declined a little over time, from rank 21 in 2008 (mean score of 4.36 out of 5) to rank 24 in 2012 (mean score of 4.06). Like with regulating traffic, parking in the CBD is significantly more important to respondents from Ward 4 than those in Ward 1. (see graph 30)

Graph 29: Importance Ratings- Regulating Traffic Flow



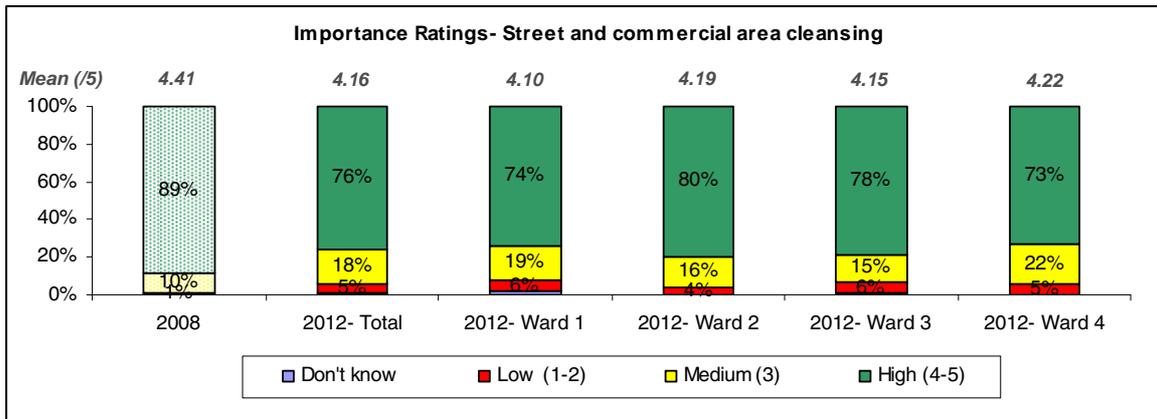
Graph 30: Importance Ratings- Parking in the CBD



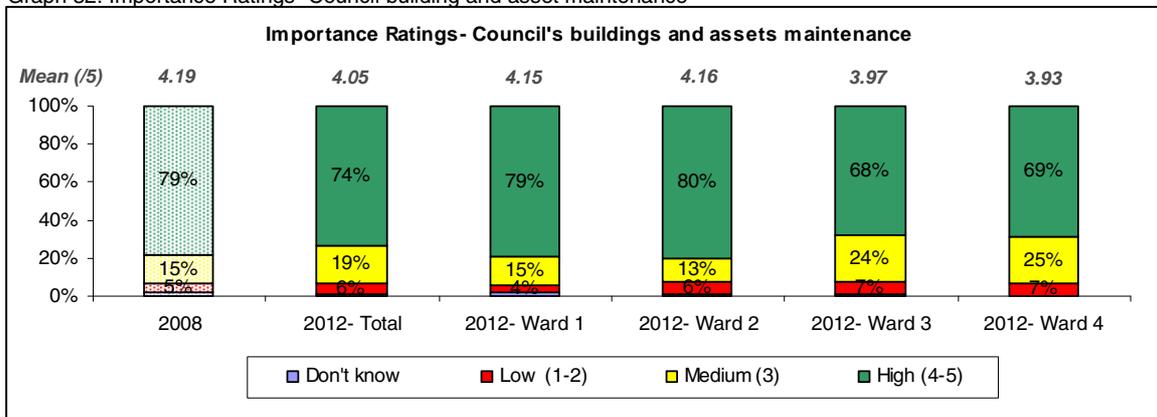
**Street Cleansing and Building Maintenance- Key Result Comparison:**

- Despite a small drop in mean importance scores from street and commercial area cleansing (4.41 in 2008 to 4.16 in 2012), the importance ranking of this attribute remains steady at 17<sup>th</sup> place in 2012 (16<sup>th</sup> in 2008). There was little variation by Ward. (see graph 31)
- Council building and asset maintenance achieved a mean score of 4.05 in 2012, with its importance ranking relatively unchanged (26<sup>th</sup> in 2008 to 25<sup>th</sup> in 2012). Though not statistically significantly, those in Wards 1 and 2 placed more importance on this attribute than those in Wards 3 and 4. (see graph 32)

Graph 31: Importance Ratings- Street & Commercial area cleansing



Graph 32: Importance Ratings- Council building and asset maintenance



*"For the Council to be proactive in ongoing maintenance of its assets i.e. buildings and infrastructure, and its liabilities i.e. roads and footpaths...."*

*"...street cleaning in residential areas besides the CBD..."*

*"Council should stick to what councils do keep the city clean, collect waste from residents maintain all of there assets on a regular bases to keep costs low...."*

#### 4.2.5 Planning and Development

The five attributes falling under the Planning and Development umbrella are shown in table 10 below. Management of the Newcastle CBD and residential development have both gained in terms of importance rankings, now sitting at rank positions 9 and 12 respectively. Conversely, the importance of promoting tourism has declined from a ranking of 18 to 26 in 2012. Long term planning and vision for the city received the highest importance ratings of all 32 attributes. Relative to the average mean scores for other key service areas, Planning & Development was of mid-range importance in 2012.

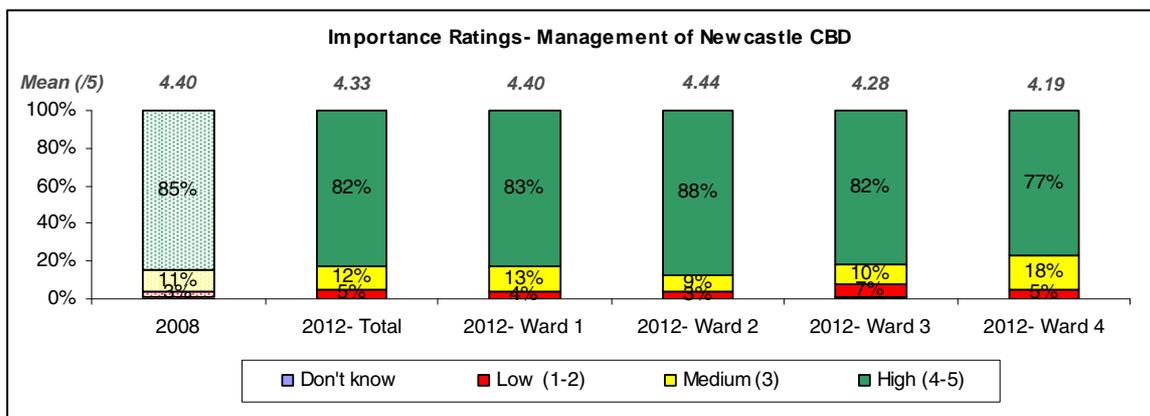
Table 10: Importance Ratings – Planning & Development

Planning & Development	Mean Score (out of 5)			Rank (place out of 32)		
	2008	2012	Change	2008	2012	Change
Management of residential development	4.39	4.22	-0.17	19	12	7
Heritage conservation	4.16	3.99	-0.17	27	27	0
Management of the Newcastle CBD	4.40	4.33	-0.07	18	9	9
Promotion of tourism	4.40	4.00	-0.4	17	26	-9
Long-term planning and vision for the city	4.71	4.67	-0.04	2	1	1
<b>Average (out of 5)</b>	<b>4.41</b>	<b>4.24</b>				

#### Management of the CBD- Key Result Comparison:

- The importance mean score for management of the Newcastle CBD was relatively unchanged from 4.40 in 2008 to 4.33. In 2012, the importance rank for this attribute increased from 18<sup>th</sup> place in 2008 to 9<sup>th</sup> in 2012. (see graph 33)
- Respondents from Wards 3 and 4 are slightly less concerned with management of the CBD than those in Wards 1 and 2.
- At the end of the survey, respondents were given the opportunity to suggest an area for Council to focus their efforts on in order to improve overall satisfaction. Here, 14% of respondents left a comment relating to improvement of the CBD and/or Hunter Street- this was the single biggest area suggested for improvement.

Graph 33: Importance Ratings- Management of Newcastle CBD



"Development of a credible and cohesive strategic plan for the CBD. Take a leadership role in its development..."

"Keep helping the CBD to develop and encourage new business into the area. Cut the parking fees..."

"I feel that Council should focus on improving the CBD and fixing up Hunter Street. Council should not just rely on certain art groups to fix up the city. Council should extend the improvement to other groups that may have other ideas in getting the CBD up and running..."

"... Stop the in-fighting and political bickering and put Newcastle as a priority and work together to lobby for more funding to allow more our city to once again be a place to be proud of especially Hunter Street..."

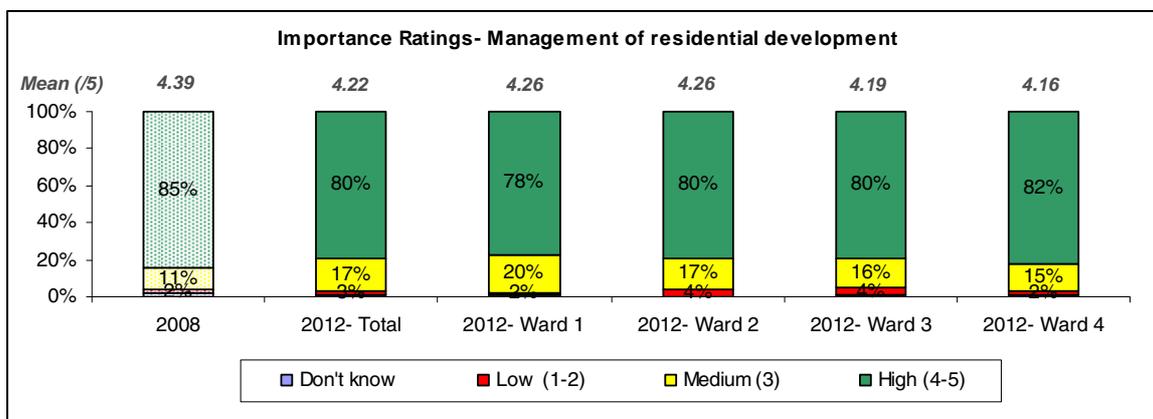
"...Concentrate on local issues (disgraceful CBD, forward planning) rather than state government issues (climate change)..."

Council urgently needs to attract businesses or Government Departments to the CBD which is dying—without the city thriving Newcastle loses its identity."

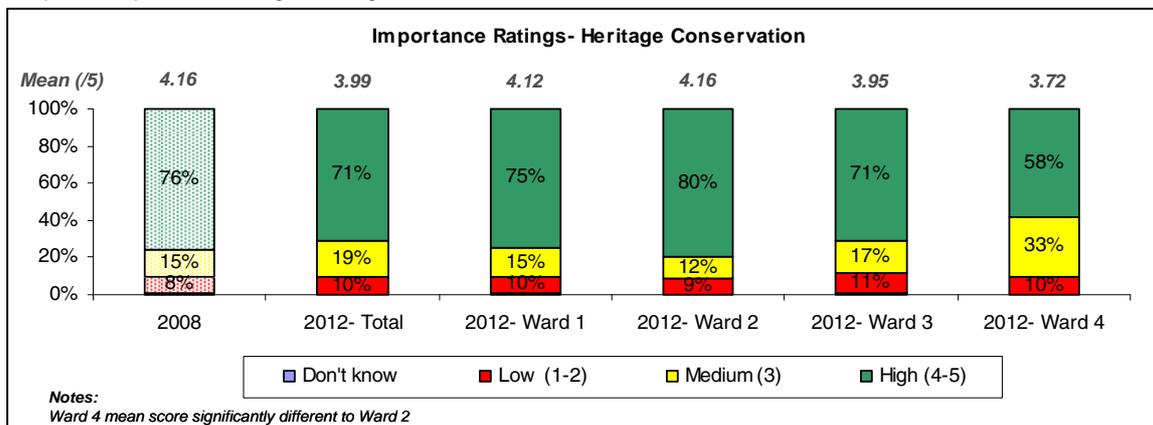
Management of residential development & Heritage conservation- Key Result Comparison:

- While the importance mean score for management of the residential development dropped in 2012 to 4.22, its importance ranking increased from 19<sup>th</sup> place in 2008 to 12<sup>th</sup> in 2012. No significant differences across Ward were observed. (see graph 34)
- Despite the small drop in mean score importance for heritage conservation, the overall importance ranking of this attribute was steady at rank 27 of the 32 attributes surveyed. Respondents in Ward 4 placed significantly less importance on Heritage conservation than respondents in Ward 2. (see graph 35)

Graph 34: Importance Ratings- Management of residential development



Graph 35: Importance Ratings- Heritage Conservation



"The houses recently approved for building in Adamstown do not show much evidence of good environmental planning- eg no eaves to speak of, windows face west, blocking light from neighbours..."

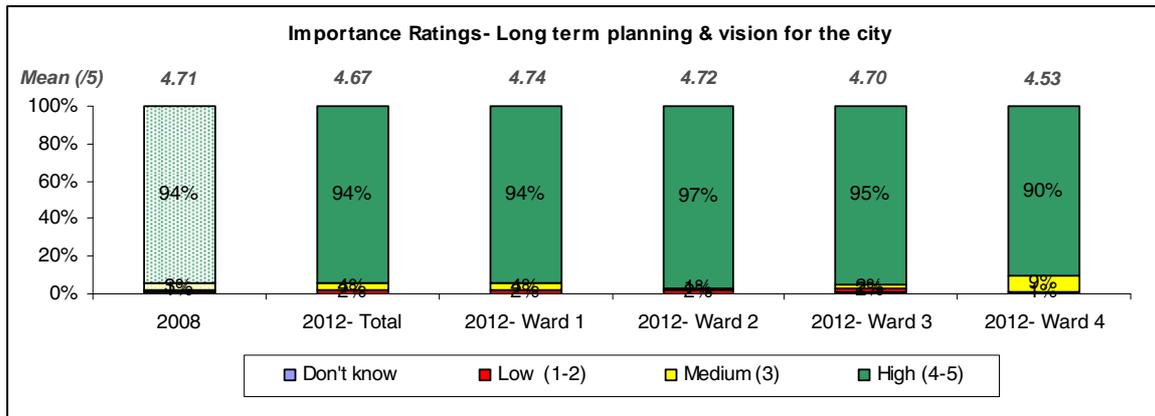
"Greater vigilance of residential development in existing older residential areas, i.e.. inappropriate developments involving medium / high density accommodation on smaller residential allotments..."

"start preserving the heritage of our city and stop allowing the knock down and rebuild of high rise among the beautiful older homes it is becoming horrible to look at, there is nothing of beauty to see anymore, just cement and glass and steel. Integration of style is not happening..."

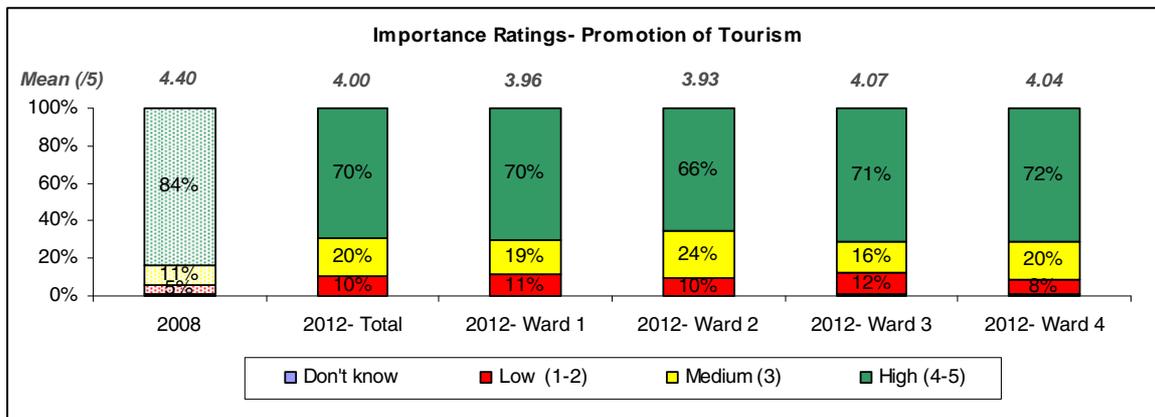
Long term planning & Promotion of tourism- Key Result Comparison:

- More than 90% of respondents placed high importance on long term planning and vision for the city (mean score of 4.67 in 2012). This attribute ranks in 1<sup>st</sup> place of in terms of importance of the 32 attributes surveyed. Respondents in Ward 4 placed slightly less importance on this area, though this difference is not statistically significant. (see graph 36)
- Conversely, the importance of promoting tourism has declined both in terms of mean scores (4.40 to 4.00) and importance ranking (18<sup>th</sup> to 26<sup>th</sup>) from 2008 to 2012. (see graph 37)

Graph 36: Importance Ratings- Long term planning and vision for the city



Graph 37: Importance Ratings- Promotion of Tourism



"For planning to facilitate more people living in the CBD. For planning to facilitate the 2030 community vision. For planning to facilitate the enhancement of what is good about the existing urban fabric. For planning to think big and act on vision so that we don't end up like Sydney."

"I think the council needs to focus on reviving our dead city then we can start promoting tourism ..."

"I would like to see some vision for Newcastle. It's a wonderful city but it could be so much better. What plans does the council have?..."

#### 4.2.6 Recreation Facilities

The four attributes falling under the Recreation Facilities umbrella are shown in table 11 below. Overall, the importance of recreation facilities has declined slightly, as evidenced by importance ranking decreasing for beaches, parks and sporting facilities. Despite these declines, beaches and parks remain in the top 10 in terms of importance rankings. Compared to the average mean scores for other key service areas, Recreation Facilities are of mid-range importance in 2012.

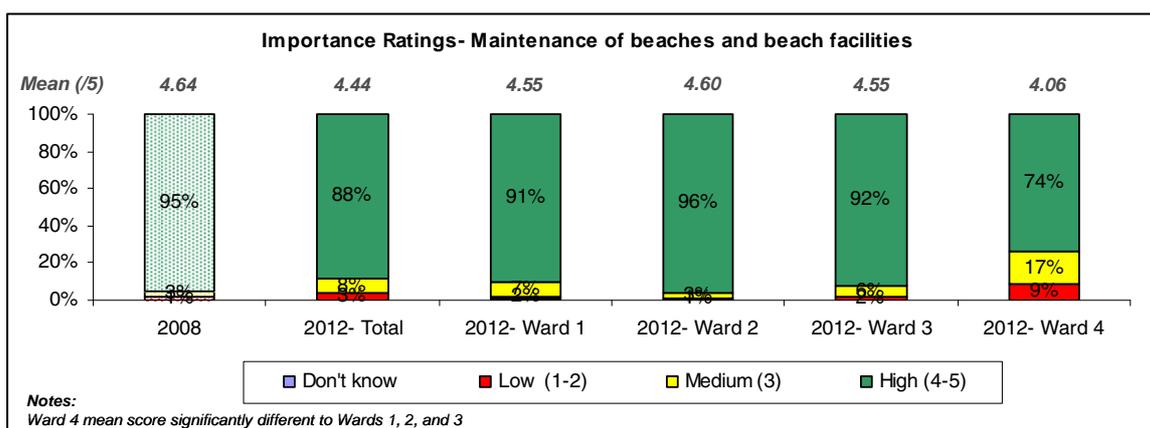
Table 11: Importance Ratings – Recreation Facilities

Recreation Facilities	Mean Score (out of 5)			Rank (place out of 32)		
	2008	2012	Change	2008	2012	Change
Maintenance of beaches and beach facilities	4.64	4.44	-0.2	5	6	-1
Parks and recreation areas	4.63	4.45	-0.18	6	5	1
Sporting facilities	4.36	4.07	-0.29	20	23	-3
Swimming pools	4.24	4.11	-0.13	24	20	4
<b>Average (out of 5)</b>	<b>4.47</b>	<b>4.27</b>				

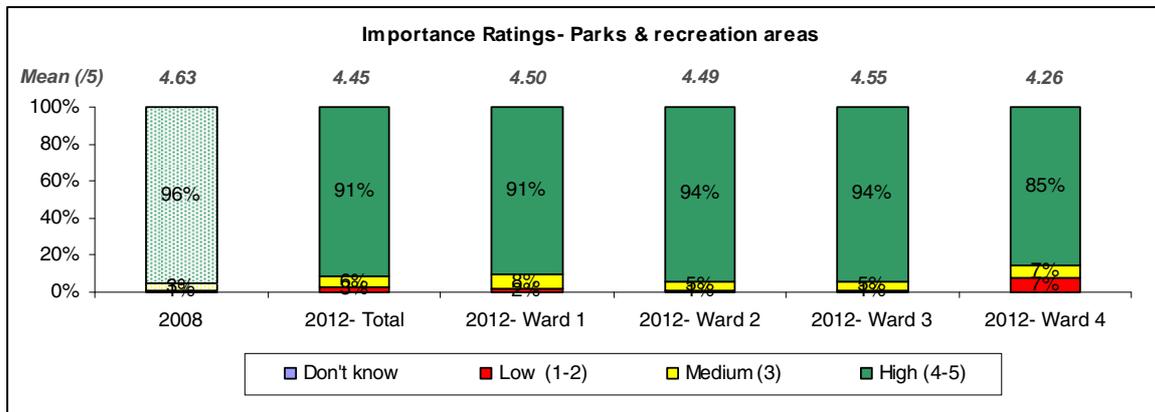
#### Maintenance of Beaches and Parks & Recreation Areas- Key Result Comparison:

- Importance mean scores for maintenance of beaches have declined from 4.64 in 2008 to 4.44 in 2012. Importance in Wards 1, 2, and 3 were similar, with Ward 4 placing less importance in this area than the other Wards. (see graph 38)
- Mean scores for Parks & Recreations have declined slightly from 4.63 in 2008 to 4.45 in 2012. Respondents in Ward 4 placed less importance on this area than respondents in other Wards, though this difference was not statistically significant. (see graph 39)

Graph 38: Importance Ratings- Maintenance of beaches and beach facilities



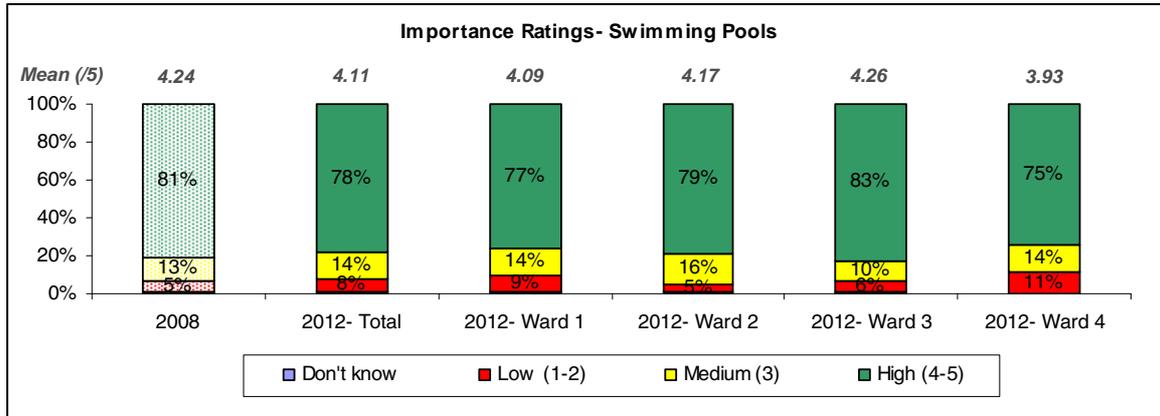
Graph 39: Importance Ratings- Parks & Recreation areas



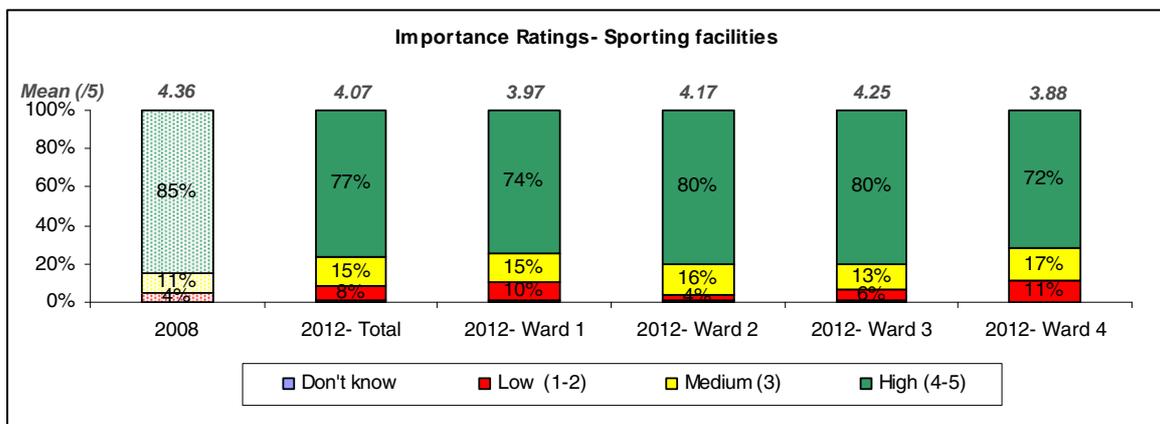
**Swimming Pools and Sporting Facilities- Key Result Comparison:**

- Though importance mean scores for swimming pools showed very slight decline from 4.24 in 2008 to 4.11 in 2012, importance ranking improved from rank #24 to #20. Results were similar across Wards 1, 2, and 3, with importance ratings slightly lower in Ward 4. (see graph 40)
- The importance mean scores for Sporting facilities dropped three ranking places to #23 in 2012. Mean scores also declined slightly from 4.36 in 2008 to 4.07 in 2012. Like with Swimming Pools, importance ratings for sporting facilities were lower in Ward 4 (though not statistically significant). (see graph 41)

Graph 40: Importance Ratings- Swimming Pools



Graph 41 Importance Ratings- Sporting facilities



#### 4.2.7 Services for Special Needs Groups

The three attributes falling under the Services for Special Needs umbrella are shown in table 12 below. The strong declines on these attributes both in terms of rank order position and mean scores would at least in part be due to the change in methodology from a phone survey in 2008 to an online survey in 2012. The presence of the interviewer in the 2008 phone survey would have introduced an element of social desirability bias into the data. With social desirability, respondents may be reluctant to provide the interviewer with a socially unacceptable response and may answer more positively than they would if they completed the survey on their own. Such bias is not an issue for data collected using the online methodology, and thus the 2012 importance ratings may represent a more 'honest' picture of the relative importance of the 32 facilities and services. Overall, services for special need groups were of mid-low importance based on rank order position (of 14, 19, and 21). Compared to the average mean scores for other key service areas, this places Services for Special Need groups at the mid-to-lower end of the importance spectrum.

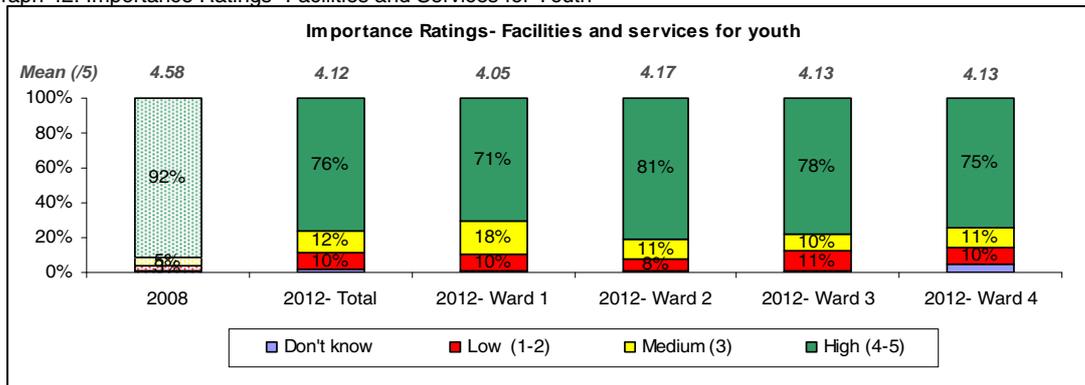
Table 12: Importance Ratings – Services for Special Needs Groups

	Mean Score (out of 5)			Rank (place out of 32)		
	2008	2012	Change	2008	2012	Change
<b>Services for Special Needs</b>						
Children's facilities and services	4.62	4.10	-0.52	4	21	-17
Provision of facilities and services for the aged	4.63	4.18	-0.45	3	14	-11
Facilities and services for youth	4.58	4.12	-0.46	9	19	-10
<b>Average (out of 5)</b>	<b>4.61</b>	<b>4.13</b>				

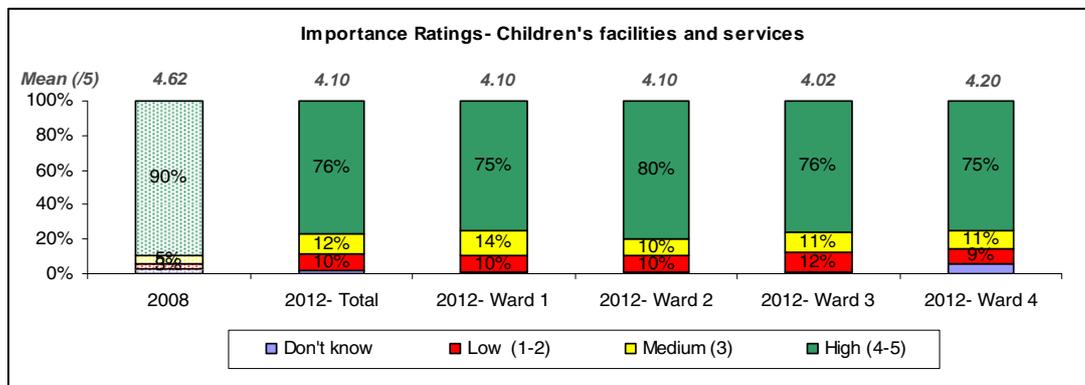
#### Services for Children, Youth and the Aged- Key Result Comparison:

- Importance ratings for facilities and services for children and youth were very similar. Facilities for children and facilities for youth each received 76% of respondent ratings as highly important, with mean scores of 4.10 and 4.12 respectively. Facilities and services for the aged had 78% of respondents rate it as highly important, with a mean score of 4.18. (see graphs 42, 43 and 44)
- Facilities and services for the aged ranked 14<sup>th</sup> (of the 32 facilities and services surveyed), youth facilities and services ranked at 19<sup>th</sup>, and facilities and services for children ranked at position 21. There was little variation by Ward on these facilities and services.

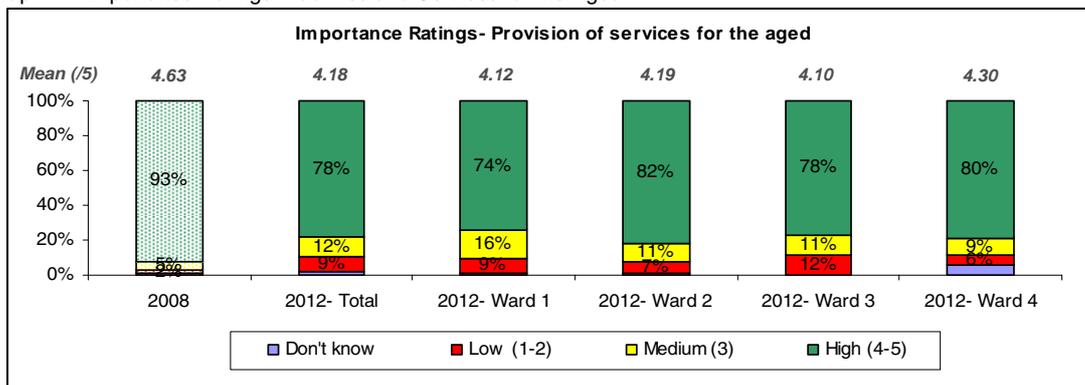
Graph 42: Importance Ratings- Facilities and Services for Youth



Graph 43: Importance Ratings- Facilities and Services for Children



Graph 44: Importance Ratings- Facilities and Services for the Aged



#### 4.2.8 Waste and the Environment

The four attributes falling under the Waste and the Environment umbrella are shown in table 13 below. Overall, the importance placed on environmental areas has declined since 2008. Like with services for special needs, social desirability responding may be contributing to the apparent declines on environmental attributes. Nonetheless, environmental dimensions are middle of the importance range in 2012. Garbage collection and disposal remains very high in terms of importance, ranking at position 2 in 2012. Compared to the average mean scores for other key service areas, Waste and the Environment are of mid-to-upper importance in terms of importance in 2012.

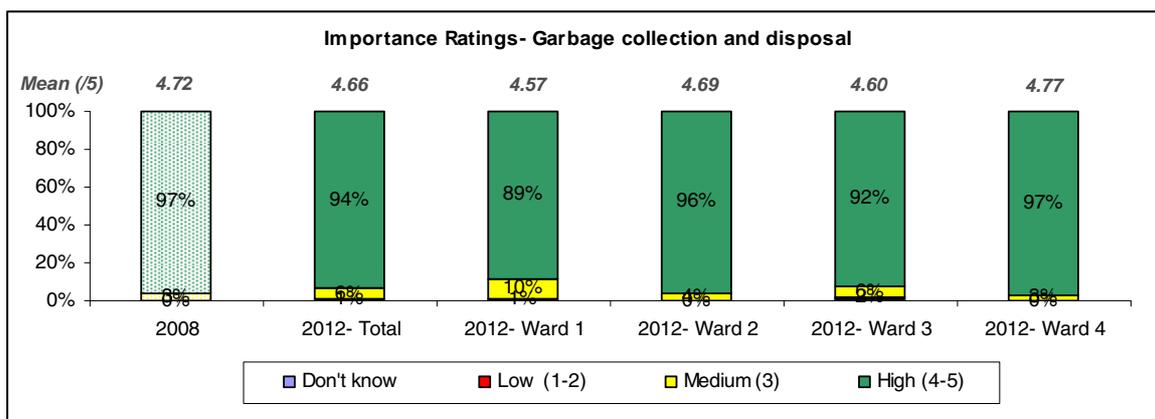
Table 13: Importance Ratings – Waste & Environment

Waste & Environment	Mean Score (out of 5)			Rank (place out of 32)		
	2008	2012	Change	2008	2012	Change
Garbage collection and disposal	4.72	4.66	-0.06	1	2	-1
Greening and tree preservation	4.47	4.14	-0.33	14	18	-4
Environmental programs to improve the environment	4.59	4.16	-0.43	8	16	-8
Environmental monitoring and protection	4.54	4.20	-0.34	10	13	-3
<b>Average</b>	<b>4.58</b>	<b>4.29</b>				

#### Garbage Collection and Disposal- Key Result Comparison:

- The importance mean scores for garbage collection and disposal were relatively stable from 2008 (mean score 4.72) to 2012 (4.66). In 2008 this attribute ranked in the number 1 position, and has moved to number 2 position in 2012. (see graph 45)
- Results were similar across Wards 1, 2, and 3. Respondents in Ward 4 placed slightly more importance in this area, though this difference was not statistically significant.

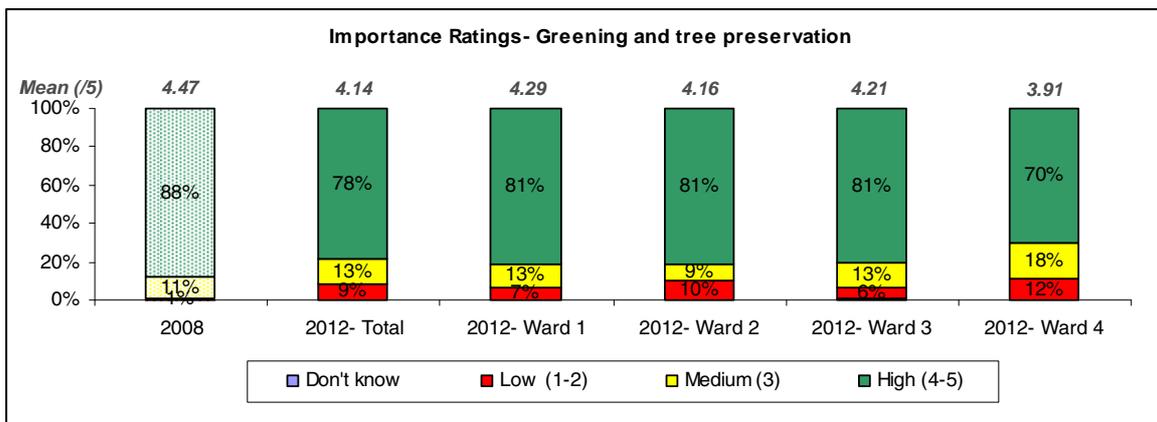
Graph 45: Importance Ratings- Garbage Collection and Disposal



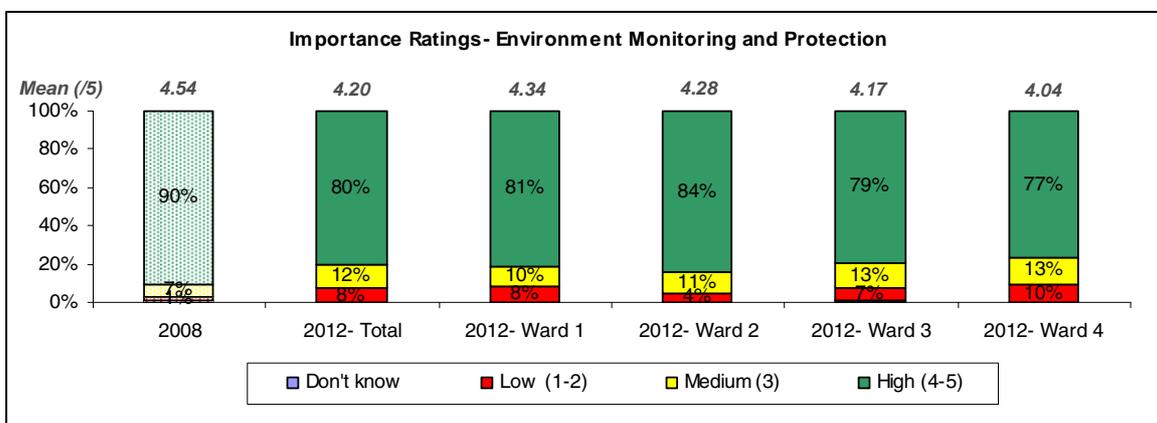
**Greening & Trees and Environmental Monitoring & Programs- Key Result Comparison:**

- The importance scores for greening & tree preservation, environmental monitoring & protection, and environmental programs were all quite similar at 4.14, 4.20 and 4.16 respectively (rank positions 18, 13, and 16). This puts the environment at the middle of the range in terms of importance in the context of other facilities and services assessed. (see graphs 46, 47 & 48)
- Results were similar across Wards 1, 2, and 3. Respondents in Ward 4 placed slightly less importance on environmental aspects, though this difference was not statistically significant.

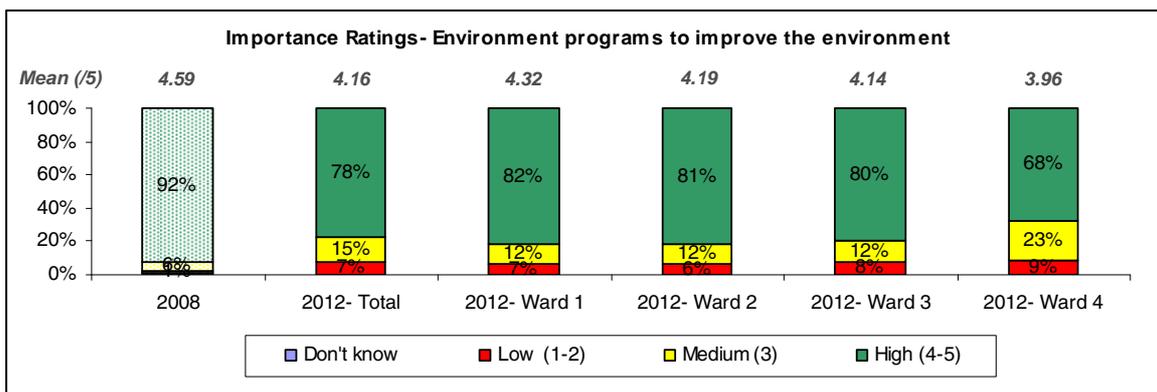
Graph 46: Importance Ratings- Greening & Tree Preservation



Graph 47: Importance Ratings- Environmental Monitoring & Protection



Graph 48: Importance Ratings- Environmental Programs



## Satisfaction Ratings- Detailed Findings

In the following sections, the mean importance score for each facility or service is presented, as well as the proportion of respondents rating the facility or service as Low, Medium or High satisfaction. To achieve the Low, Medium or High satisfaction evaluation, the rating scale was collapsed. This enables comparison to 2008 Community Survey results which were also presented in this format.

<b>Very dissatisfied</b>	<b>Dissatisfied</b>	<b>Neither</b>	<b>Satisfied</b>	<b>Very Satisfied</b>
<b>Low</b>		<b>Medium</b>	<b>High</b>	

### 4.4.1 Arts & Culture

The three attributes categorised under the Arts & Culture key service area all ranked in the top 10 in terms of satisfaction as shown below in Table 17. Library services remains the area of highest satisfaction (of all 32 facilities and services assessed), and arts and sponsorship showed a modest satisfaction gains in 2012. Relative to the average mean scores for other key service areas, Arts & Culture was the service area respondents were most satisfied with, both in 2008 and 2012. Coincidentally, this was also the area respondents placed the least importance on, both in 2008 and 2012.

Table 17: Satisfaction Ratings- Arts & Culture

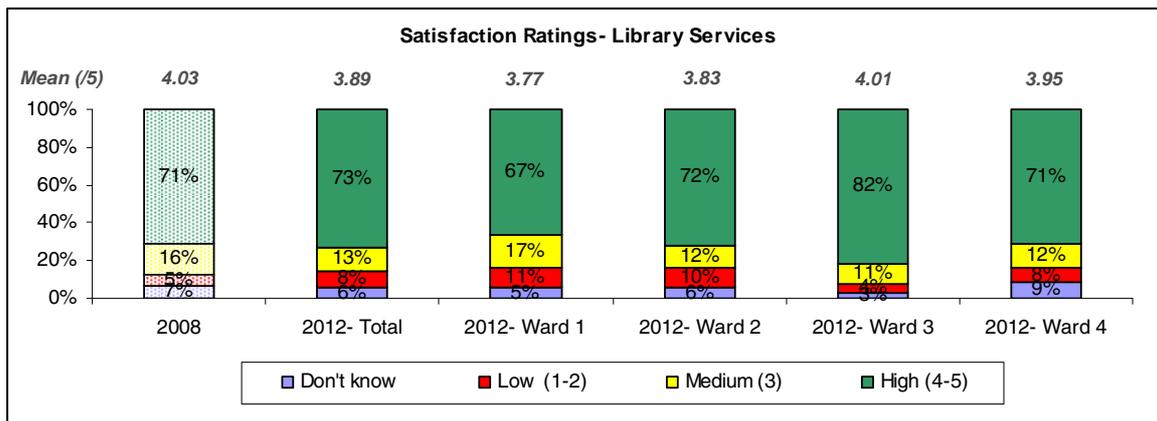
Q: How satisfied are you with ...	Mean Score (out of 5)			Rank (place out of 32)		
	2008	2012	Change	2008	2012	Change
<b>Arts &amp; Culture</b>	<b>2008</b>	<b>2012</b>	<b>Change</b>	<b>2008</b>	<b>2012</b>	<b>Change</b>
Library services	4.03	3.89	-0.14	1	1	0
Arts, entertainment and culture	3.50	3.63	0.13	9	4	5
Sponsorship of community events and programs	3.37	3.46	0.09	12	7	5
<b>Average (out of 5)</b>	<b>3.63</b>	<b>3.66</b>				

#### Key Result Comparison:

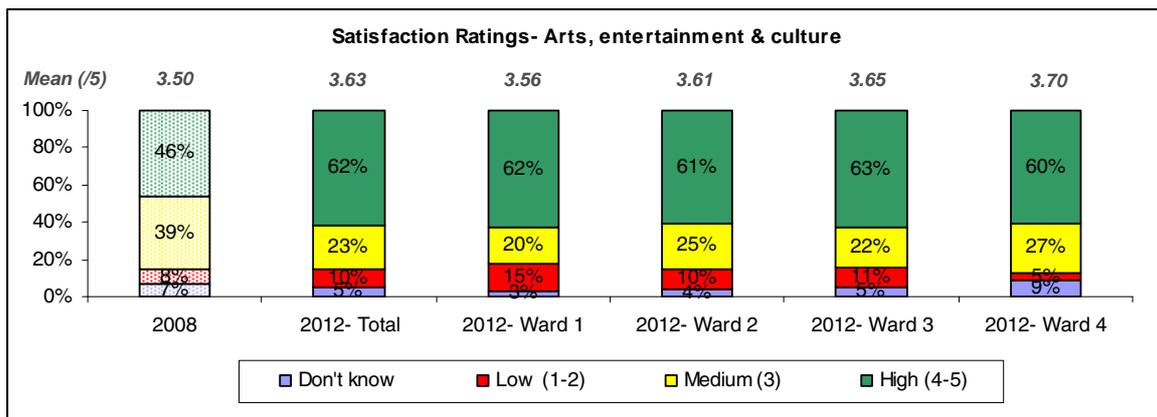
- Library services is the area respondents are most satisfied with, achieving a mean score of 3.89 out of 5 and ranking in first position of all facilities and services evaluated both in 2008 and 2012. Satisfaction with Library services was slightly higher for Ward 3, though this difference was not statistically significant. (see Graph 50)
- Satisfaction with Arts, entertainment & culture and Sponsorship of community events both improved slightly in 2012, with mean scores of 3.65 and 3.46 respectively. (see Graphs 51 and 52). These mean score increases have been driven by an increase in the proportion of respondents with 'high' satisfaction and corresponding decrease in the proportion of 'medium' level satisfaction.

- Results on Arts and Sponsorship were fairly consistent across Ward, however almost one quarter of respondents in Ward 4 were unable to provide a satisfaction rating for Sponsorship of community programs and events. This in itself may suggest a lack of such sponsorship, or lack of sponsorship awareness, in Ward 4.

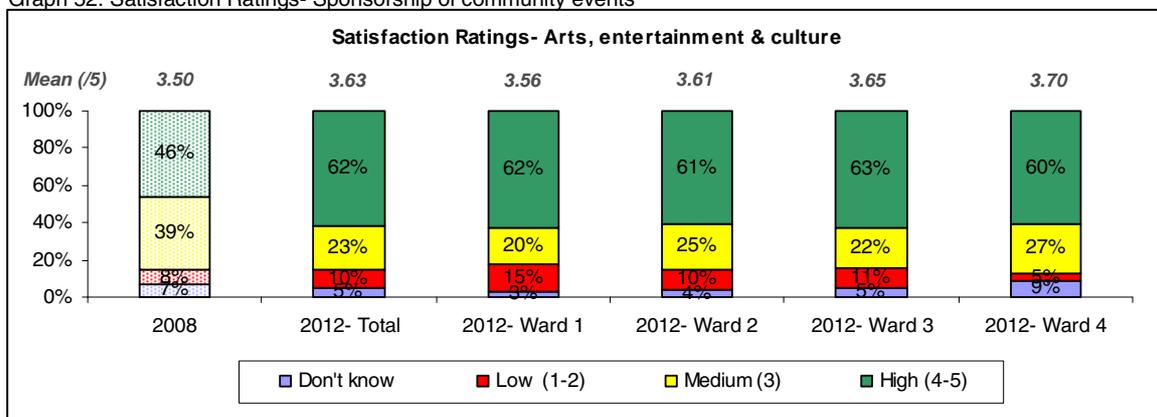
Graph 50: Satisfaction Ratings- Library Services



Graph51x: Satisfaction Ratings- Arts, Entertainment & Culture



Graph 52: Satisfaction Ratings- Sponsorship of community events



## 4.4.2 Council Communication

Informing residents about Council activities and Community involvement were the two attributes included in the Council Communication key service area. Satisfaction with these ranked at 24<sup>th</sup> and 29<sup>th</sup> place respectively out of the 32 Council services and facilities in 2012 as shown in Table 18. Collectively, these results indicate a low level of satisfaction with Council Communication relative to other key service areas. Given Council Communication was rated by respondents as the second most important key service area, improving satisfaction in this area should be a focus moving forward.

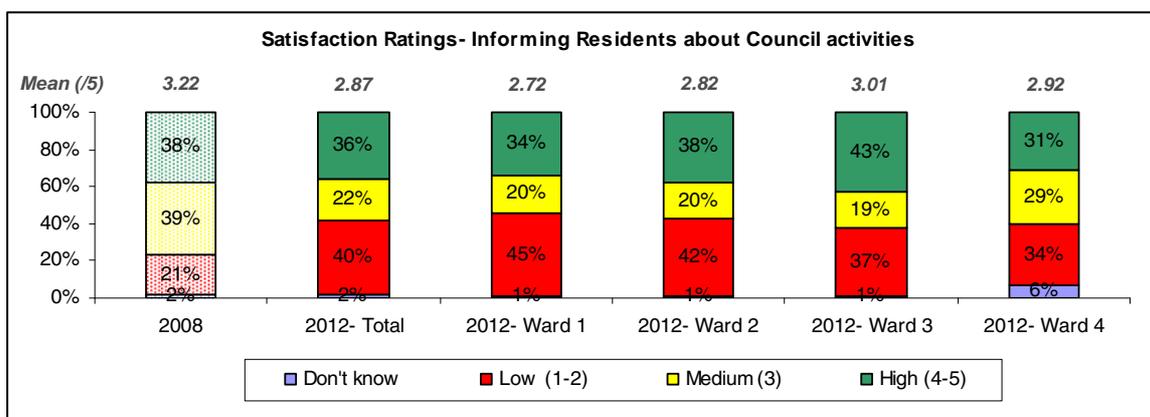
Table 18: Satisfaction Ratings- Council Communication

Q: How satisfied are you with ...	Mean Score (out of 5)			Rank (place out of 32)		
<b>Council Communication</b>	<b>2008</b>	<b>2012</b>	<b>Change</b>	<b>2008</b>	<b>2012</b>	<b>Change</b>
Informing residents about Council activities	3.22	2.87	-0.35	16	24	-8
Community involvement in Council decision making	2.90	2.63	-0.27	29	29	0
<b>Average (out of 5)</b>	<b>3.06</b>	<b>2.75</b>				

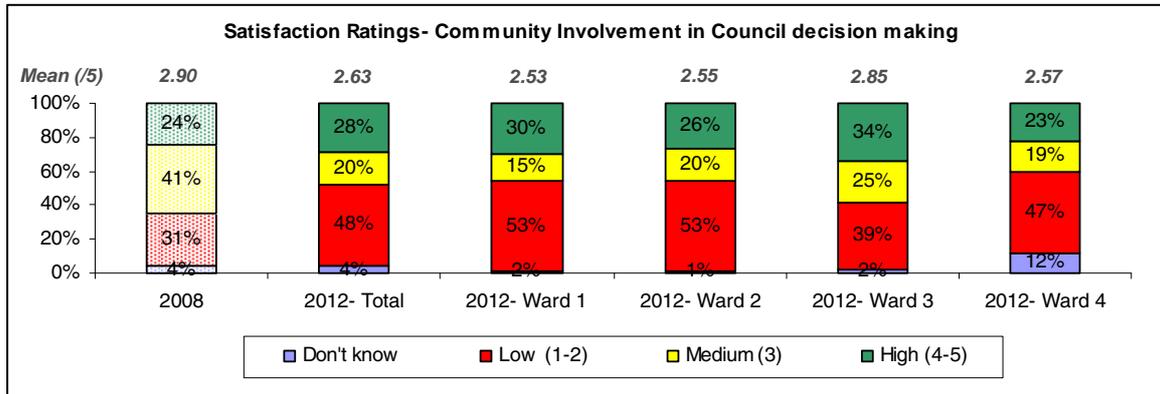
### Key Result Comparison:

- Mean satisfaction scores for both Council Communication attributes showed decline from 2008 to 2012. These mean score declines were driven by movement from medium satisfaction to low satisfaction. Importantly, the proportion of those claiming high satisfaction has not declined since 2008.
- Satisfaction with informing residents about Council activities has decreased from 3.22 out of 5 in 2008 to 2.87 in 2012 (see Graph 53). Respondents in Ward 3 were slightly more satisfied than those in other Wards.
- Similarly, satisfaction with community involvement in council decision decreased to 2.63 in 2012. Again, respondents in Ward 3 were more favourable in this regard (see Graph 54)

Graph 53: Satisfaction Ratings- Informing residents about council activities



Graph 54: Satisfaction Ratings- Community Involvement in Council decision making



### 4.4.3 General Services

The two attributes falling under the General Services umbrella were Standard of service to ratepayers and Response to community needs as shown in table 19. These rank at 18<sup>th</sup> and 28<sup>th</sup> (out of 32) respectively. Relative to the average mean scores for other key service areas, respondents show mid-to-low level satisfaction with General Services. This should be considered in light of General Services being the service area respondents placed the greatest importance on.

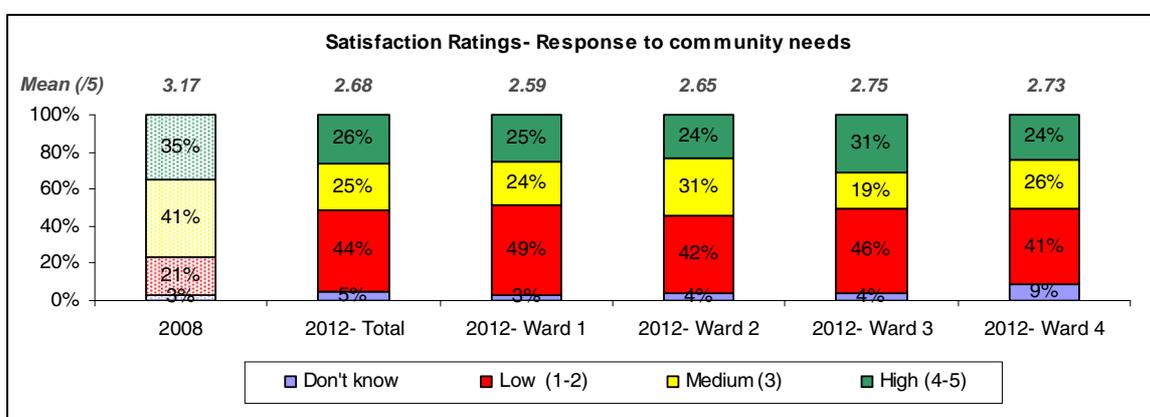
Table 19: Satisfaction Ratings- General Services

Q: How satisfied are you with ...	Mean Score (out of 5)			Rank (place out of 32)		
	2008	2012	Change	2008	2012	Change
<b>General Services</b>						
Response to community needs	3.17	2.68	-0.49	22	28	-6
Standard of service to ratepayers	3.20	3.01	-0.19	17	18	-1
<b>Average (out of 5)</b>	<b>3.19</b>	<b>2.85</b>				

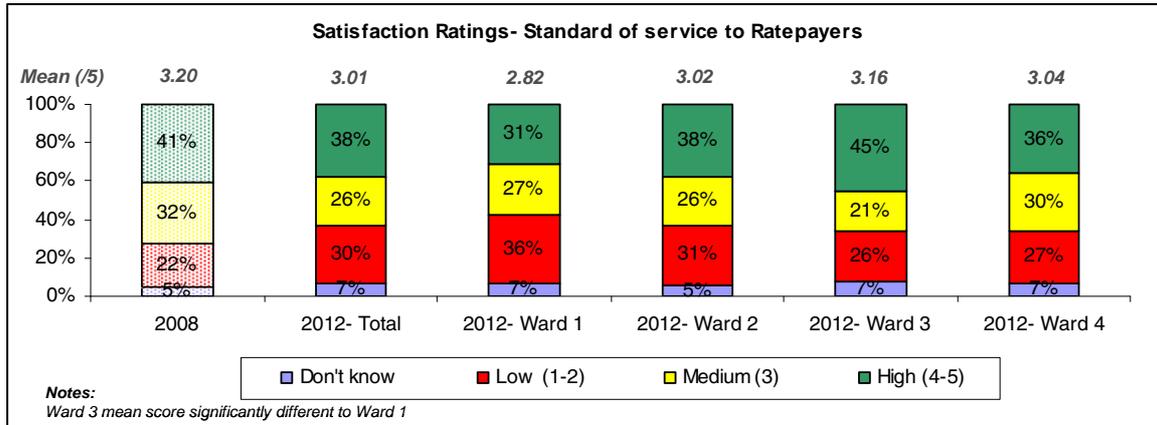
#### Key Result Comparison:

- Satisfaction mean score for response to community needs mean declined from 3.17 in 2008 to 2.68 in 2012 (see Graph 55). This decline was driven by fewer respondents in 2012 claiming a high level of satisfaction and more respondents claiming low level satisfaction compared to 2008. Though not statistically significant, satisfaction with response to community needs was higher in Wards 3 and 4 than in Wards 1 and 2.
- The mean satisfaction score for standard of service to ratepayers also decreased from 3.20 in 2008 to 3.01 in 2012 (see Graph 56). This decline was driven by movement from the medium to low satisfaction categories (i.e. the proportion claiming a high level of satisfaction has not changed since 2008). Though results were similar across Wards 2, 3 and 4, respondents in Ward 3 were more satisfied in this area than respondents in Ward 1.

Graph 55: Satisfaction Ratings- Response to community needs



Graph 56: Satisfaction Ratings- Standard of Service to Ratepayers



#### 4.4.4 Infrastructure & Traffic

The eight attributes falling under the Infrastructure & Traffic umbrella are shown in table 20 below. Overall, the rank order positions of attributes relating to Infrastructure & Traffic were improved from 2008 to 2012 (with the exception of street & commercial area cleansing and providing cycleways). Relative to the average mean scores for other key service areas, Infrastructure & Traffic was placed in the middle in terms of satisfaction in 2012.

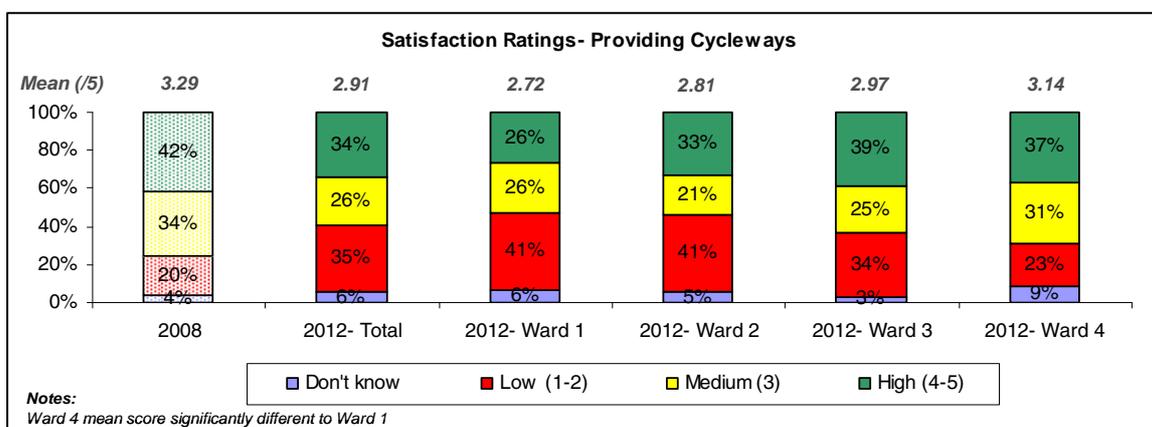
Table 20: Satisfaction Ratings- Infrastructure and Traffic

Q: How satisfied are you with ...	Mean Score (out of 5)			Rank (place out of 32)		
	2008	2012	Change	2008	2012	Change
<b>Infrastructure and Traffic</b>	<b>3.07</b>	<b>2.93</b>				
Roads in Newcastle are in good condition	3.07	2.99	-0.08	26	20	6
Roads in Newcastle Council area look good	3.19	3.09	-0.10	18	14	4
Regulating traffic flow	3.18	2.99	-0.19	21	19	2
Street and commercial area cleansing	3.30	3.05	-0.25	13	15	-2
Parking in the Newcastle CBD	2.39	2.41	0.02	32	30	2
Providing cycleways	3.29	2.91	-0.38	14	23	-9
Footpaths in Newcastle are in good condition	3.08	2.98	-0.10	24	21	3
Footpaths in the Newcastle area look good	3.19	3.12	-0.07	19	12	7
Council's buildings and assets maintenance	2.93	2.79	-0.14	28	27	1
<b>Average (out of 5)</b>	<b>3.07</b>	<b>2.93</b>				

#### Cycleways- Key Result Comparison:

- Satisfaction with Council provision of cycleways has declined over time, 3.29 in 2008 to 2.91 in 2012 (see Graph 57), with a corresponding drop in ranking from 14<sup>th</sup> place in 2008 to 23<sup>rd</sup> in 2012.
- The importance of providing cycleways (mean score) was generally higher in Wards 3 and 4 than in Wards 1 and 2, however the only statistically significant difference was in the mean scores between Ward 1 and Ward 4.

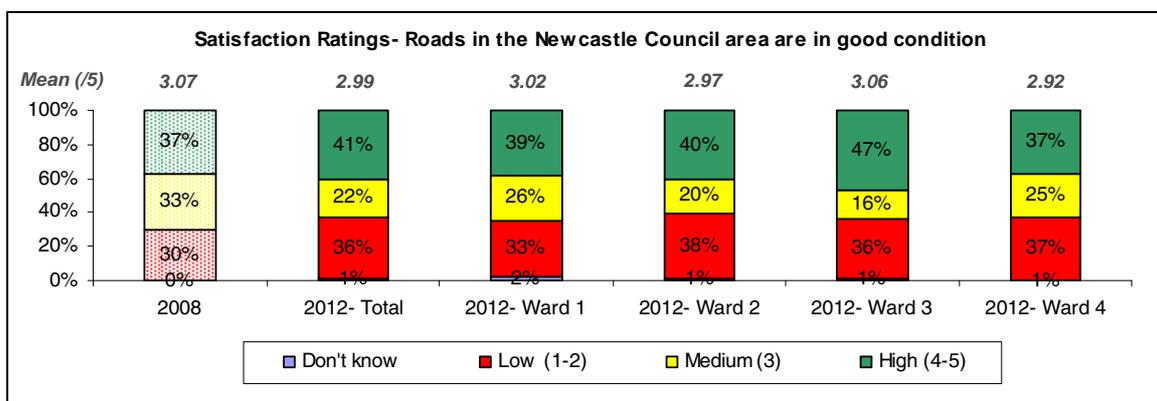
Graph 57: Satisfaction Ratings- Providing cycleways



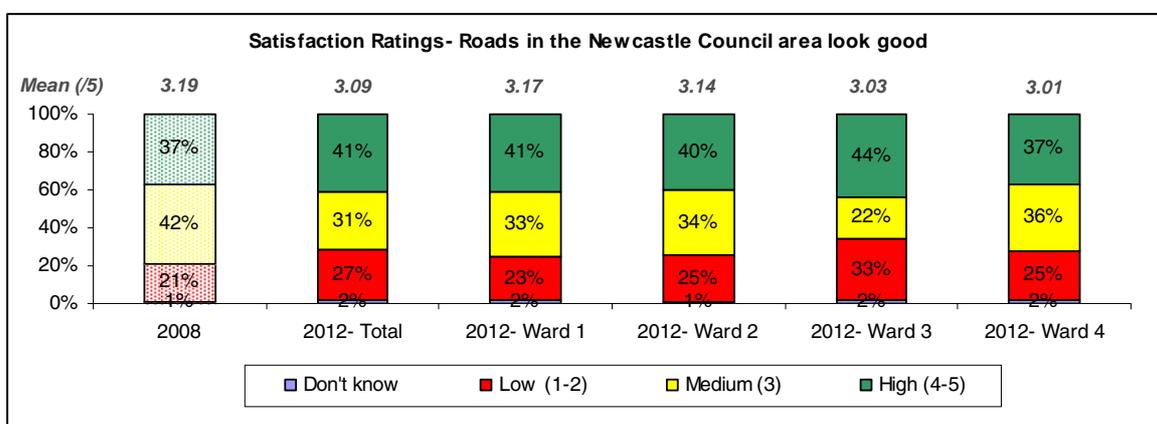
Roads- Key Result Comparison:

- Satisfaction with roads being in good condition in the Newcastle council area was relatively stable, 3.07 out of 5 in 2008 to 2.99 in 2012 (see Graph 58), with modest gains in terms of satisfaction rankings from 26<sup>th</sup> in 2008 to 20<sup>th</sup> in 2012.
- A similar pattern of results was observed for roads looking good- mean scores were relatively stable (3.09 in 2012, see Graph 59) with modest gains in satisfaction rankings (18<sup>th</sup> in 2008 to 14<sup>th</sup>).
- Results did not differ significantly by Ward.

Graph 58: Satisfaction Ratings- Roads are in good condition



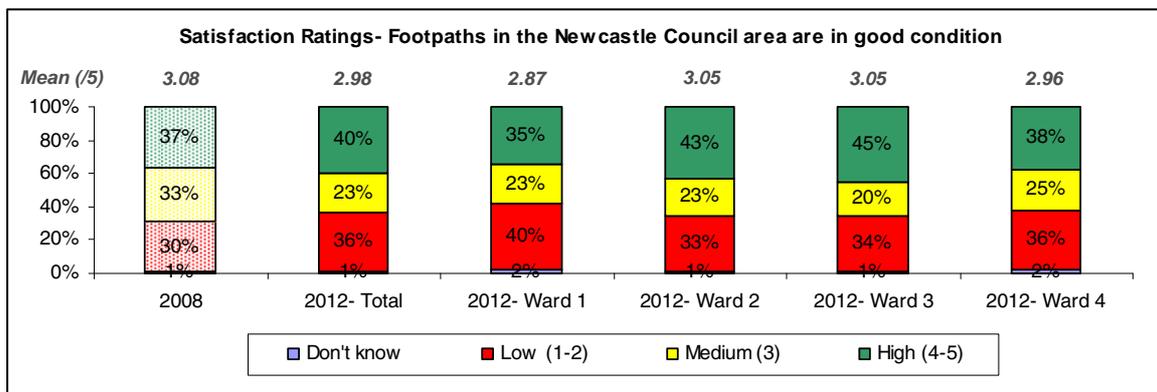
Graph 59: Satisfaction Ratings- Roads look good



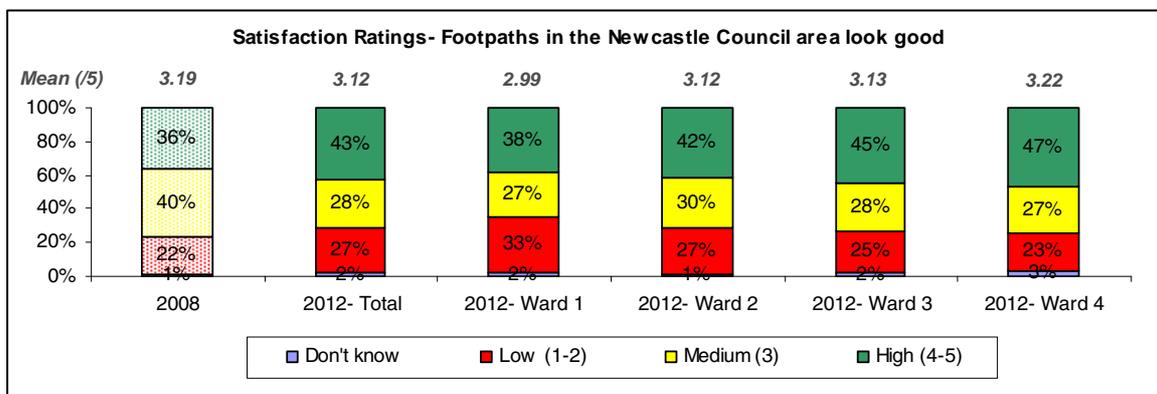
**Footpaths- Key Result Comparison:**

- Satisfaction with footpaths being in good condition in the Newcastle council area showed little change over time, from 3.08 in 2008 to 2.98 in 2012, ranking 21<sup>st</sup> in terms of importance of all 32 attributes, slightly higher than in 2008. There was little difference by Ward. (see graph 60)
- Satisfaction with footpaths looking good (mean score 3.19 out of 5) was similar to footpath condition (see graph 61). Satisfaction with footpaths in this regard ranked 12<sup>th</sup> overall in terms of satisfaction.

Graph 60: - Satisfaction Ratings- Footpaths are in good condition



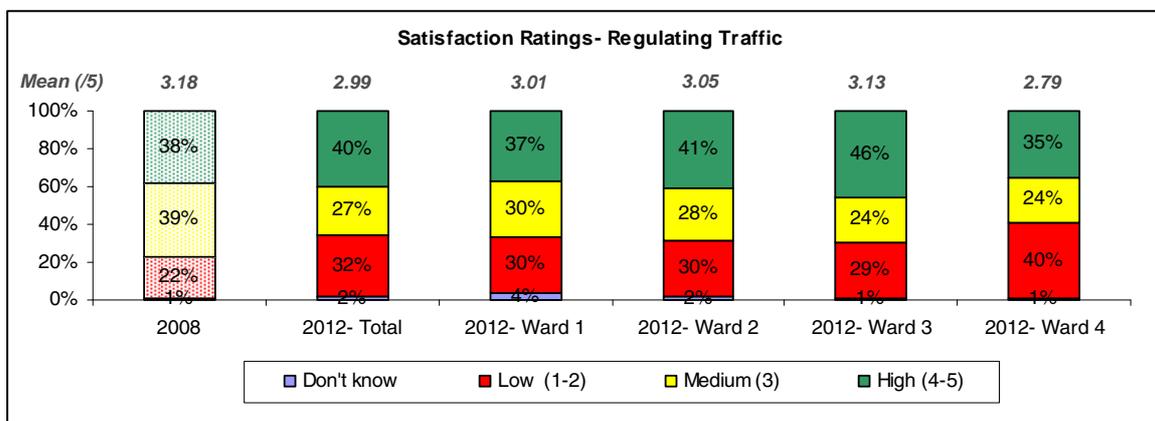
Graph 61: Satisfaction Ratings- Footpaths look good



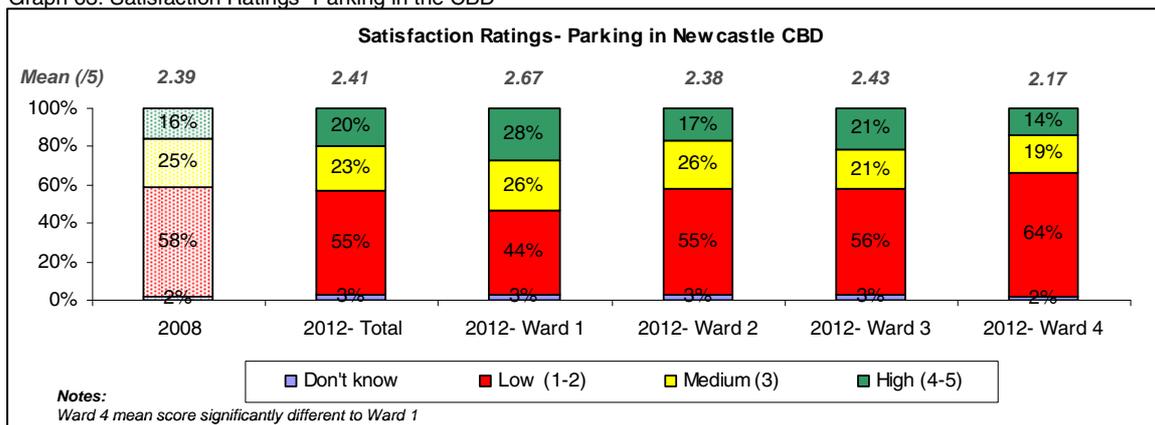
**Traffic and Parking- Key Result Comparison:**

- Satisfaction with regulating traffic has dropped slightly over time, from a mean score of 3.18 to 2.99 in 2012 (rank position #21 in 2008 to #19 in 2012). The mean score decline was driven primarily by an increase in those providing a rating of low satisfaction. Though not statistically significant, respondents from Ward 4 were less satisfied in this area than those from other Wards. (see graph 62)
- Satisfaction with parking in the CBD was stable over time, rank 32 in 2008 (mean score of 2.39 out of 5) to rank 30 in 2012 (mean score of 2.41, see graph 63). Like with regulating traffic, respondents from Ward 4 were less favourable towards parking in the CBD than those in other Wards, in particular, Ward 1.

Graph 62: Satisfaction Ratings- Regulating Traffic



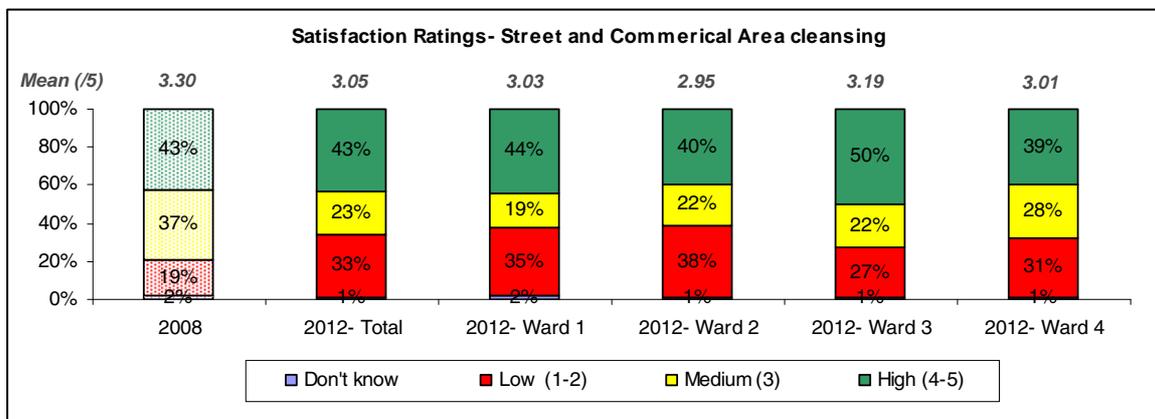
Graph 63: Satisfaction Ratings- Parking in the CBD



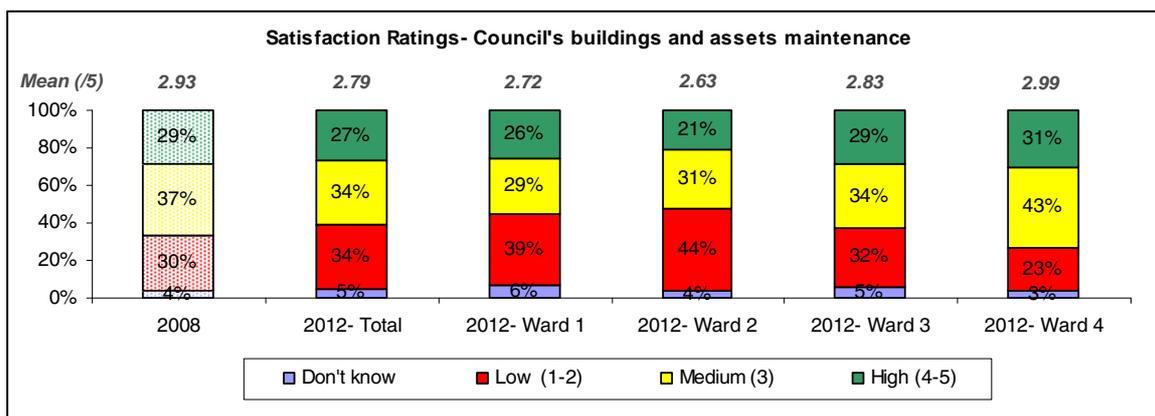
**Street Cleansing and Building Maintenance- Key Result Comparison:**

- A small drop in mean satisfaction for street and commercial area cleansing was observed (3.30 in 2008 to 3.05 in 2012, see graph 64)). In line with this, the satisfaction ranking for this attribute fell slightly to 13<sup>th</sup> place (from 15<sup>th</sup> in 2008). Respondents in Ward 3 were slightly more satisfied in this area than those in other Wards.
- Council building and asset maintenance achieved a mean score of 2.79 in 2012 (see graph 65), with its importance ranking relatively unchanged (28<sup>th</sup> in 2008 to 27<sup>th</sup> in 2012). Though not statistically significantly, those in Wards 4 were more satisfied in this area.

Graph 64: Satisfaction Ratings- Street & Commercial area cleansing



Graph 65: Satisfaction Ratings- Council building and asset maintenance



#### 4.4.5 Planning and Development

The five attributes falling under the Planning and Development umbrella are shown in table 21 below. Satisfaction with management of the Newcastle CBD and long-term planning for the city both declined sharply in 2008, now sitting at rank positions 32 and 31 respectively (noting here that long term planning and vision for the city received the highest importance ratings of all 32 attributes). Relative to the average mean scores for other key service areas, Planning & Development was the area respondents were least satisfied with in 2012.

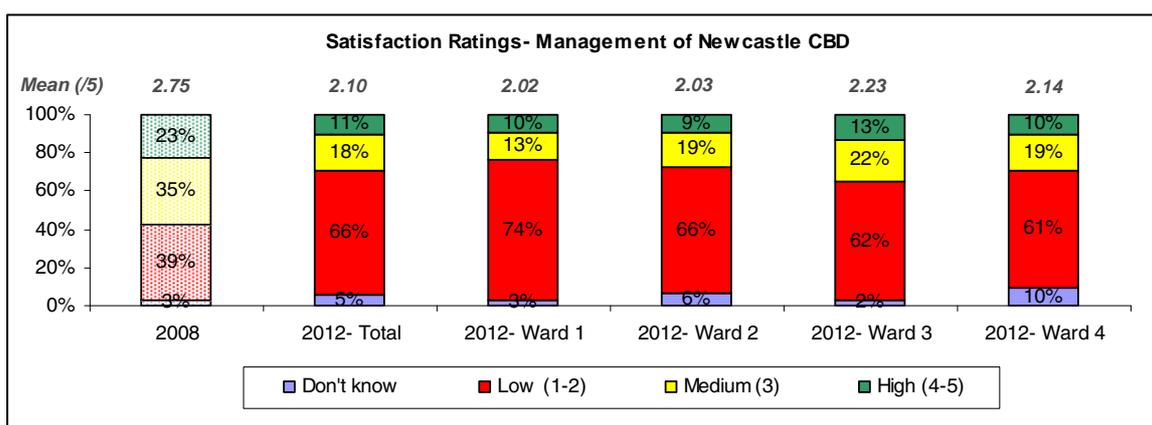
Table 21: Satisfaction Ratings- Planning & Development

Q: How satisfied are you with ...	Mean Score (out of 5)			Rank (place out of 32)		
	2008	2012	Change	2008	2012	Change
<b>Planning and Development</b>						
Management of residential development	3.08	2.86	-0.22	25	25	0
Heritage conservation	3.19	2.93	-0.26	20	22	-2
Management of the Newcastle CBD	2.75	2.10	-0.65	31	32	-1
Promotion of tourism	3.45	3.11	-0.34	10	13	-3
Long-term planning and vision for the city	3.03	2.37	-0.66	27	31	-4
<b>Average (out of 5)</b>	<b>3.10</b>	<b>2.67</b>				

#### Management of the CBD- Key results by Ward:

- Satisfaction with management of the CBD has declined sharply since 2008, from 2.75 to 2.10 (see graph 66). Management of the CBD is the area where respondents are least satisfied, coming in at rank order position #32 (out of 32).
- Respondents from Wards 3 and 4 were slightly more satisfied with management of the CBD than those in Wards 1 and 2.

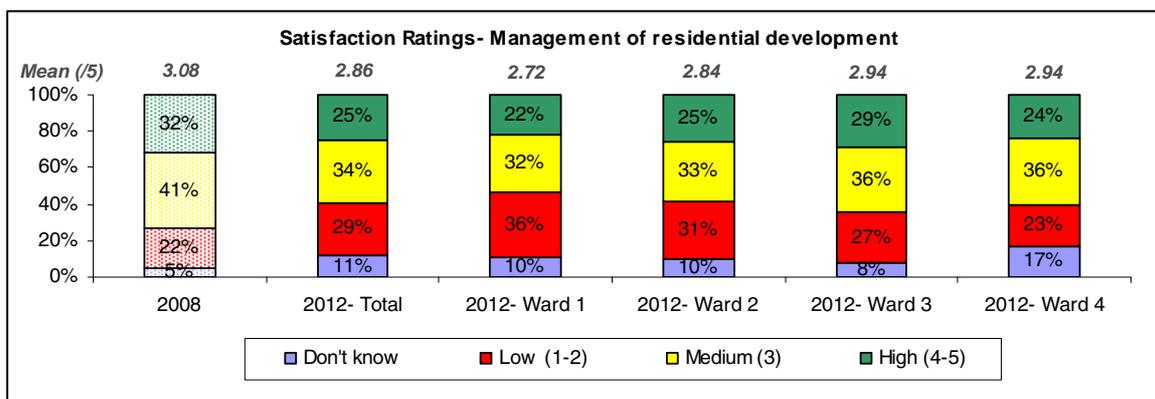
Graph 66: Satisfaction Ratings- Management of Newcastle CBD



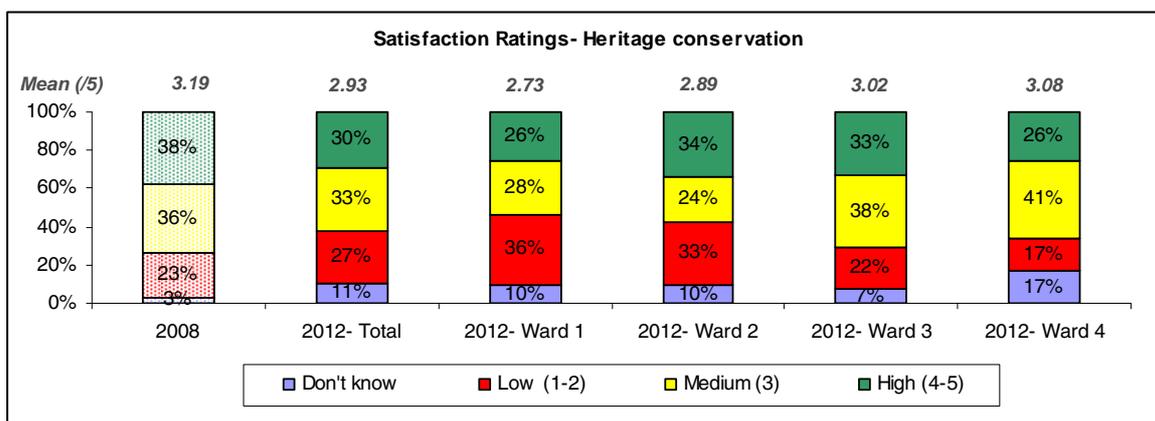
Management of residential development & Heritage conservation- Key Result Comparison:

- Despite a small decline in mean scores for satisfaction with management of residential development (3.08 in 2008 to 2.86 in 2012- see Graph 67), the rank order position of this item was unchanged (at #25 out of 32). Wards 3 and 4 were generally more satisfied in this area, though this was not statistically significant.
- Satisfaction with heritage conservation also decreased to 2.93 in 2012 (see graph 68), with a small drop in ranking from 20<sup>th</sup> position in 2008 to 22<sup>nd</sup> in 2012. Again, respondents from Ward 3 and 4 were more satisfied in this regard, though this was not significant.

Graph 67: Satisfaction Ratings- Management of residential development



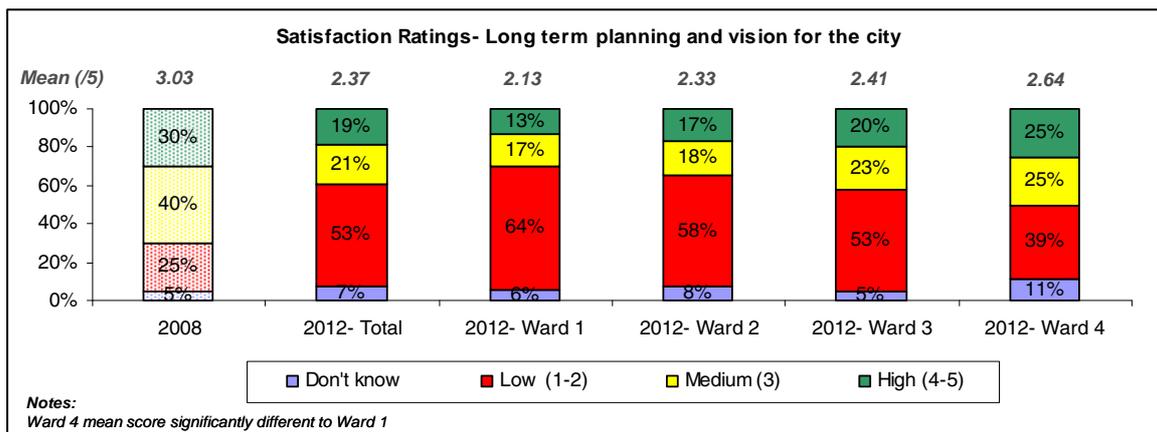
Graph 68: Satisfaction Ratings- Heritage Conservation



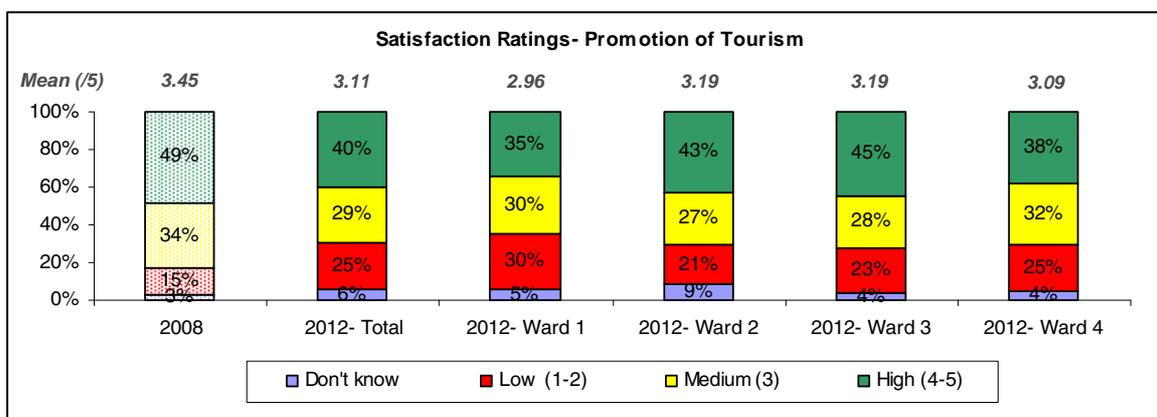
Long term planning & Promotion of tourism- Key Result Comparison:

- At present, over 50% of respondents rated their satisfaction with long term planning and vision for the city as 'low'. As respondents indicated that long term planning was of very high importance, addressing the disparity between satisfaction and importance would like improve overall levels of satisfaction with Council.
- Mean scores for this attribute have dropped by 3.03 in 2008 to 2.37 in 2012- on of the largest mean score declines of all 32 facilities and services included in the survey (see graph 69). Accordingly, the rank order position of long term planning for the city has also dropped from 27<sup>th</sup> to 31<sup>st</sup>.
- By Ward, there is a gradient evident in the results- the further you move from the CBD, the higher satisfaction with long term planning becomes (with a significant differences in mean scores between Wards 1 and 4).
- Satisfaction with promoting tourism has declined both in terms of mean scores (3.45 to 3.11, see graph 70) and ranking (10<sup>th</sup> to 13<sup>th</sup>) from 2008 to 2012. No significant differences were observed for Ward on this dimension.

Graph 69: Satisfaction Ratings- Long term planning and vision for the city



Graph 70: Satisfaction Ratings- Promotion of Tourism



#### 4.4.6 Recreation Facilities

The four attributes falling under the Recreation Facilities umbrella are shown in table 22 below. On balance, satisfaction with recreation facilities is steady, with all four areas ranking in the top 10 areas of satisfaction. Compared to the average mean scores for other key service areas, Recreation Facilities is an area of high satisfaction

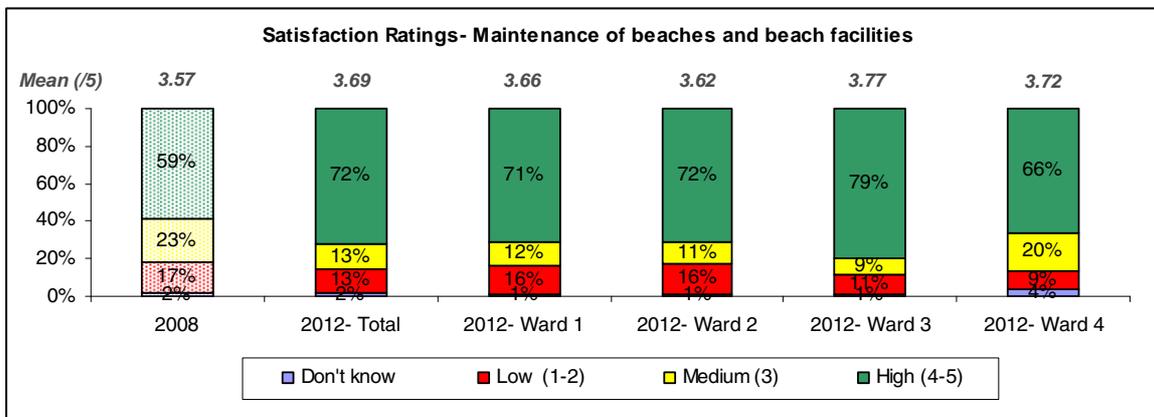
Table 22: Satisfaction Ratings- Recreation Facilities

Q: How satisfied are you with ...	Mean Score (out of 5)			Rank (place out of 32)		
	2008	2012	Change	2008	2012	Change
<b>Recreation Facilities</b>	<b>3.57</b>	<b>3.69</b>	<i>0.12</i>	<b>5</b>	<b>2</b>	<b>3</b>
Maintenance of beaches and beach facilities	3.57	3.69	0.12	5	2	3
Parks and recreation areas	3.72	3.49	-0.23	3	6	-3
Sporting facilities	3.59	3.58	-0.01	4	5	-1
Swimming pools	3.53	3.64	0.11	6	3	3
<b>Average (out of 5)</b>	<b>3.60</b>	<b>3.60</b>				

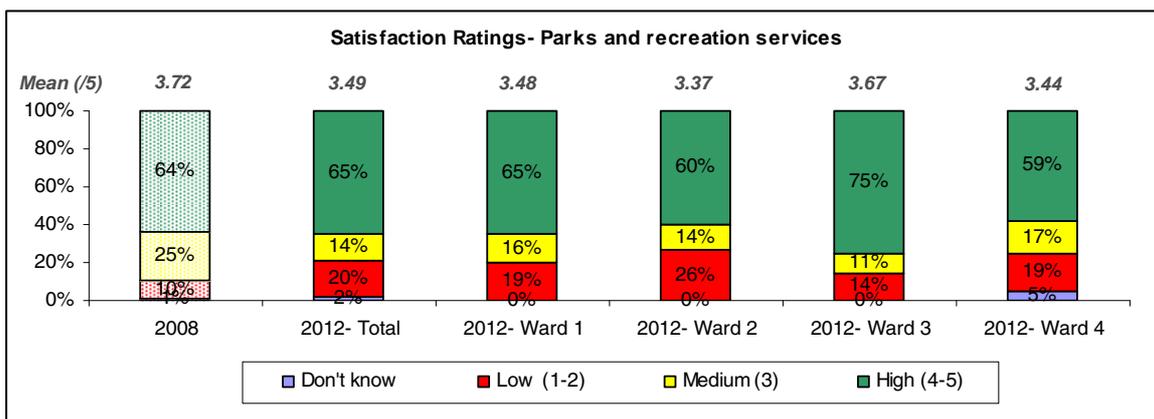
**Maintenance of Beaches and Parks & Recreation- Key Result Comparison:**

- Satisfaction with maintenance of beaches and beach facilities has improved over time, with a mean score of 3.57 in 2008 to 3.69 in 2012 (see Graph 71) and a corresponding increase in rank order position from 5<sup>th</sup> to 2<sup>nd</sup> place.
- Conversely, satisfaction with parks and recreation areas has declined from 3.72 out of five in 2008 to 3.49 in 2012 (see Graph 72). This was driven by an increase in those rating their satisfaction as low- importantly, the proportion providing a rating of high satisfaction is unchanged from 2008. Respondents from Ward 3 were slightly more satisfied than respondents from other areas, though this was not statistically significant.

Graph 71: Satisfaction Ratings- Maintenance of beaches and beach facilities



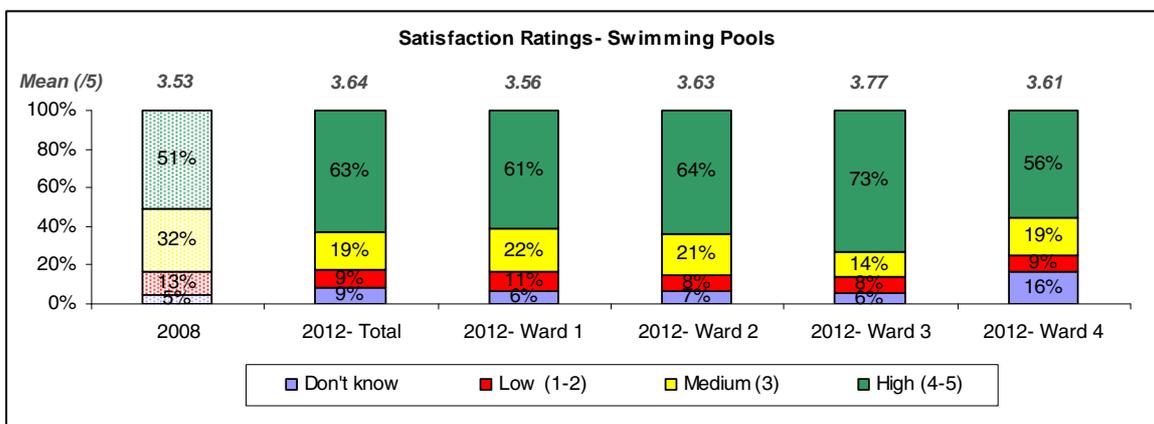
Graph 72: Satisfaction Ratings- Parks & Recreation areas



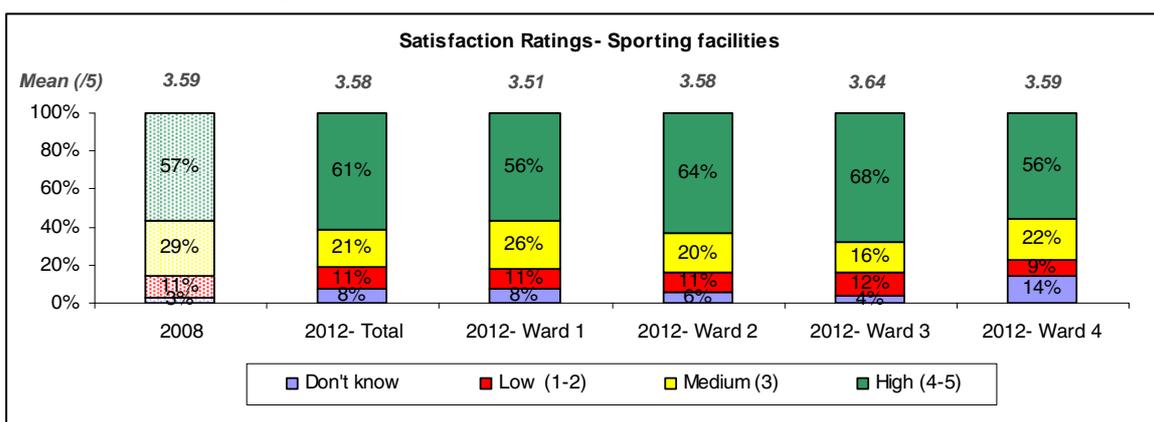
**Swimming Pools and Sporting Facilities- Key Result Comparison:**

- Satisfaction scores have improved for swimming pools, from a mean score of 3.53 in 2008 to 3.64 in 2012 (see Graph 73). Similarly, rank order has also improved from 6<sup>th</sup> place in terms of satisfaction in 2008 to 3<sup>rd</sup> in 2012. Results were similar across Wards 1, 2, and 3, with importance ratings slightly lower in Ward 4. Satisfaction was similar across Ward, though slightly higher in Ward 3. This is not unexpected given the recent improvements made in this Ward at Lambton pool (children’s water-park).
- Satisfaction with sporting facilities was stable, with a mean score of 3.59 in 2008 and 3.58 in 2012 (see Graph 74). Again, satisfaction was slightly higher in Ward 3 (though not statistically significant).

Graph 73: Satisfaction Ratings- Swimming Pools



Graph 74: Satisfaction Ratings- Sporting Facilities



#### 4.4.7 Services for Special Needs Groups

The three attributes falling under the Recreation Facilities umbrella are shown in table 23 below. On balance, satisfaction with services for special needs groups has improved since 2008. Compared to the average mean scores for other key service areas, this places Services for Special Need groups at the mid-to-lower end of the satisfaction spectrum.

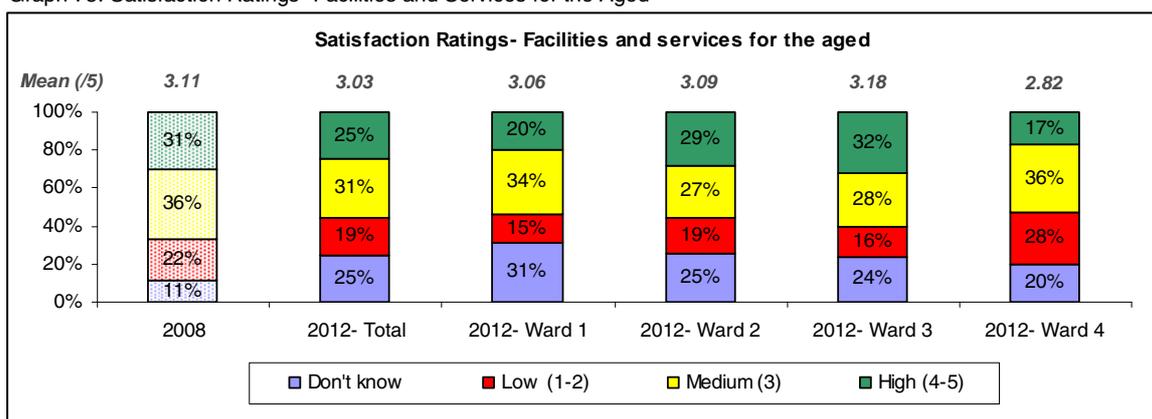
Table 23: Satisfaction Ratings- Services for Special Needs Groups

Q: How satisfied are you with ...	Mean Score (out of 5)			Rank (place out of 32)		
	2008	2012	Change	2008	2012	Change
<b>Services for Special Needs</b>						
Children's facilities and services	3.26	3.26	0.00	15	10	5
Facilities and services for youth	2.88	3.12	0.24	30	11	19
Provision of facilities and services for the aged	3.11	3.03	-0.08	23	17	6
<b>Average (out of 5)</b>	<b>3.08</b>	<b>3.14</b>				

#### Facilities and Services for the Aged - Key Result Comparison:

- Despite a small (non-significant) contraction in mean satisfaction scores for aged services since 2008 (3.11 to 3.03, see Graph 75), this area gained slightly in terms of satisfaction rankings (from 23<sup>rd</sup> to 17<sup>th</sup>).
- Like with facilities and services for children & youth, respondents in Ward 4 were less satisfied with aged services than those in other areas.
- The relatively high proportion of 'Don't know' suggests these respondents may not have been familiar with these services.

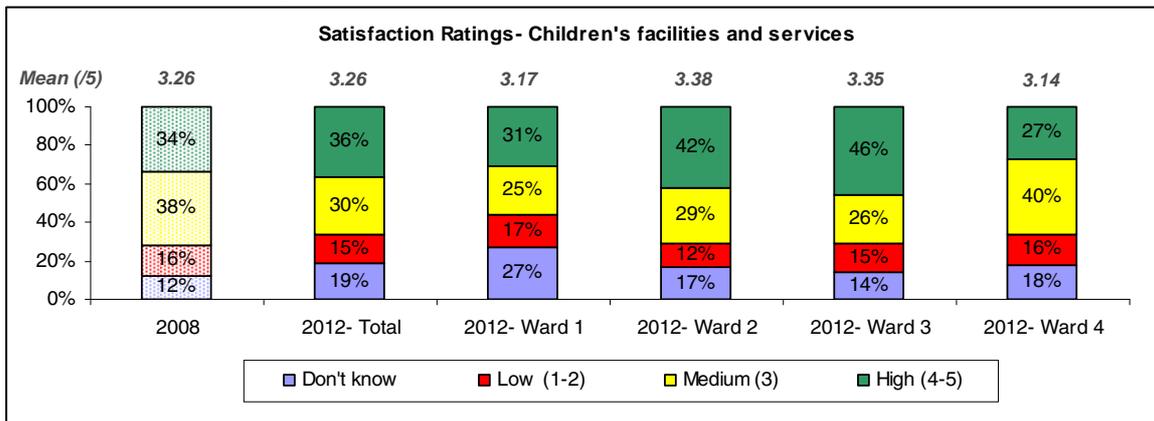
Graph 75: Satisfaction Ratings- Facilities and Services for the Aged



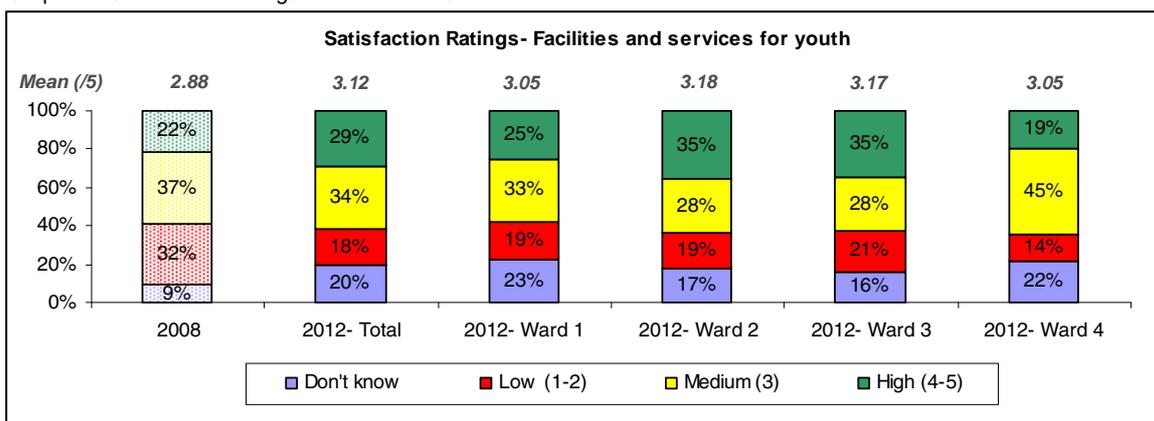
**Facilities and Services for Children and Youth - Key Result Comparison:**

- While mean satisfaction scores for facilities and services for children was steady over time (see Graph 76), satisfaction with youth services showed a notable improvement (see Graph 77). The rank position of both services for children and youth improved, gaining 5 and 19 places respectively. The marked improvement for youth services since 2008 is likely driven by recent (well publicised) skate park improvements and the continuing presence of the Loft.
- Satisfaction with facilities and services for children and youth was somewhat lower in Ward 4, though the difference to other Wards was not statistically significant.
- Please note, for both dimensions, approximately 1 in 5 respondents were unable to provide a satisfaction rating presumably because these are services they are not familiar with.

Graph 76: Satisfaction Ratings- Facilities and Services for Children



Graph 77: Satisfaction Ratings- Facilities and Services for Youth



#### 4.4.8 Waste and the Environment

The four attributes falling under the Waste and the Environment umbrella are shown in Table 24 below. Overall, satisfaction with council services regarding waste and the environment has decreased considerably since 2008. Compared to the average mean scores for other key service areas, satisfaction with Waste and the Environment are at mid-level in 2012.

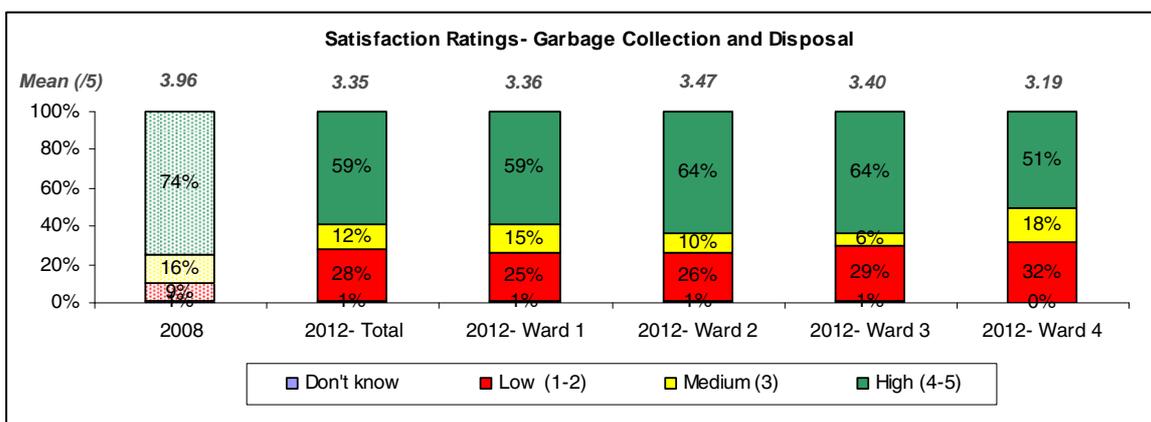
Table 24: Satisfaction Ratings- Waste and the Environment

Q: How satisfied are you with ...	Mean Score (out of 5)			Rank (place out of 32)		
	2008	2012	Change	2008	2012	Change
<b>Waste and the environment</b>	<b>3.96</b>	<b>3.35</b>	<b>-0.61</b>	<b>2</b>	<b>8</b>	<b>-6</b>
Garbage collection and disposal	3.96	3.35	-0.61	2	8	-6
Greening and tree preservation	3.52	2.82	-0.70	7	26	-19
Environmental programs to improve the environment	3.52	3.30	-0.22	8	9	-1
Environmental monitoring and protection	3.45	3.04	-0.41	11	16	-5
<b>Average (out of 5)</b>	<b>3.61</b>	<b>3.13</b>				

**Garbage Collection and Disposal- Key Result Comparison:**

- There has been a considerable drop in satisfaction with waste disposal and collection, from 3.96 (out of 5) in 2008 to 3.35 in 2012 (see Graph 78). This was driven by a decrease in the proportion of people claiming high satisfaction and a corresponding increase in the proportion claiming a low level of satisfaction. In line with this, satisfaction with waste has lost ranking places, from 2<sup>nd</sup> in 2008 to 8<sup>th</sup> in 2012.
- Analysis of respondent comments in regard to areas for improvement revealed that 9% of all respondents noted waste as an area for focus, with dissatisfaction with the recent bulk waste changes evident (see respondent comments below).
- Respondents in Ward 4 were less satisfied with waste disposal and collection than those in other Wards, though this difference was not statistically significant.

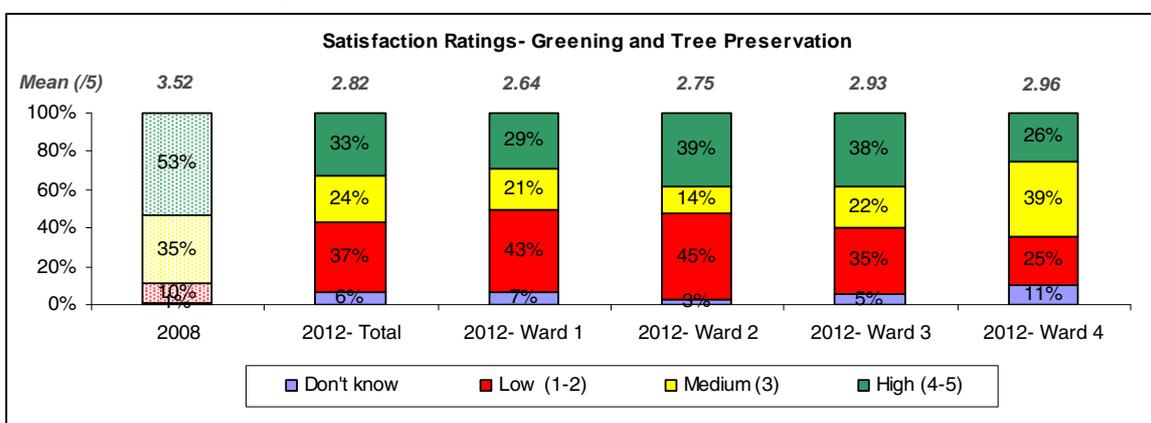
Graph 78: Satisfaction Ratings- Garbage Collection and Disposal



Greening & Tree Preservation- Key Result Comparison:

- The decline in mean score on this dimension was the largest observed in this survey, dropping from 3.52 in 2008 to 2.82 in 2012 (see Graph 79). Accordingly, the rank of satisfaction in this area also declined sharply from 7<sup>th</sup> place in 2008 to 26<sup>th</sup> place in 2012.
- When given the opportunity to suggest an area for Council to focus on for improvement moving forward, 7.8% of respondents mentioned Laman Street in their response, inferring that this issue is still top of mind in the community, regardless which side of the debate one sits (see respondent comments below).
- In terms of results by Ward, satisfaction scores on this dimension improved the further you move out of the CBD.

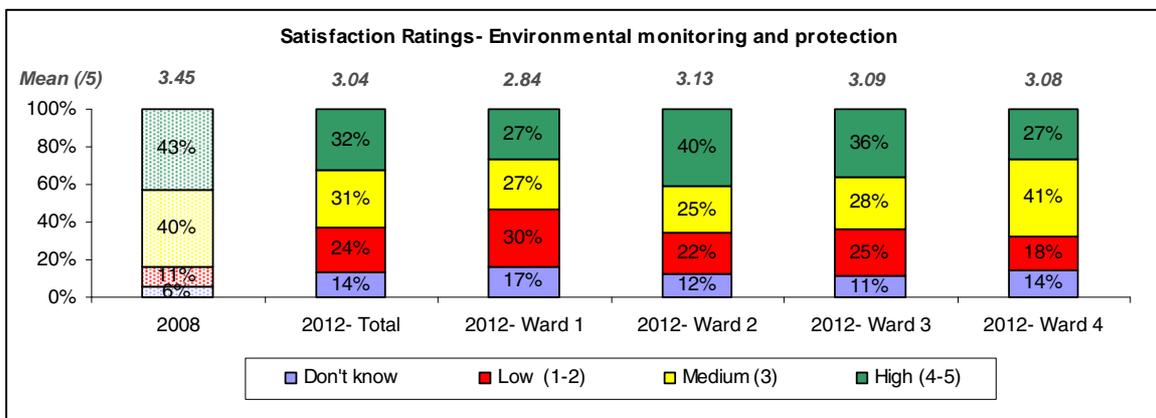
Graph 79: Satisfaction Ratings: Greening & Tree Preservation



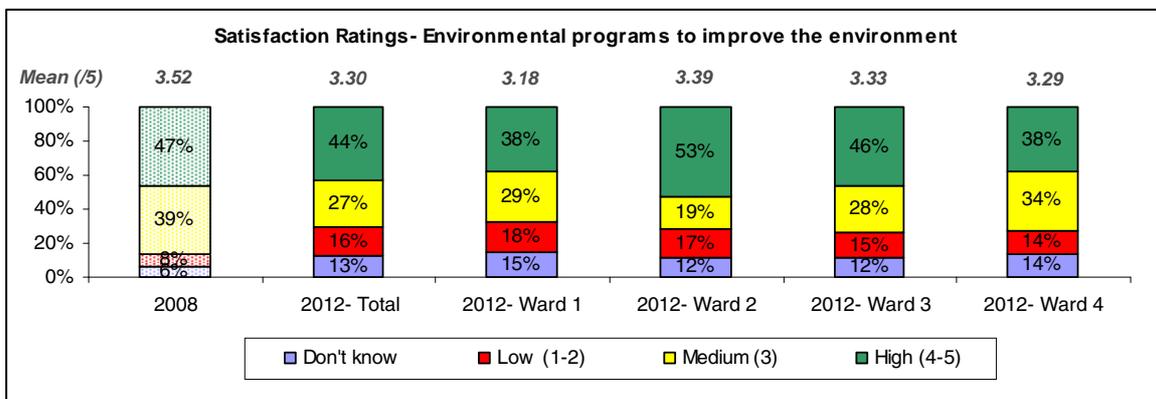
**Environmental Monitoring & Protection and Programs- Key Result Comparison:**

- Mean satisfaction scores for environmental monitoring and protection have declined from 3.45 in 2008 to 3.04 in 2012 (see Graph 80), with rank order also declining from 11<sup>th</sup> to 16<sup>th</sup> place in 2012. Satisfaction on this dimension is lowest in Ward 1- it is possible that community perceptions regarding Laman Street are driving this decline.
- Satisfaction with environmental programs showed a smaller decline in comparison from 3.52 in 2008 to 3.30 in 2012 (see Graph 81). Satisfaction with environmental programs was a little higher in Ward 2 than other areas.

Graph 80: Satisfaction Ratings- Environmental Monitoring & Protection



Graph 81: Satisfaction Ratings- Environmental Programs



## **Appendix VI – Verbatim Responses**

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

**CATEGORISATION OF VERBATIM RESPONSES**

<b>Base: All respondents</b>		<b>n= 988</b>
<b>Councillor and Administration</b>		<b>48.9%</b>
Less politics/grandstanding/infighting, work together for Newcastle		9.7%
Better decision making and/or policy		9.6%
Laman Street/Fig tree		7.8%
Wasting money		6.5%
Transparency		5.3%
Reduce Council staff/wages; Fewer consultants/reviews; Bring in administrator		4.3%
Ignore minorities		3.8%
Lost faith in Council / Councillors		1.9%
<b>Infrastructure &amp; Traffic</b>		<b>37.7%</b>
Parking in the Newcastle CBD		7.0%
Rail / Public transport		6.6%
Providing cycleways		6.0%
Footpaths / Pedestrian access		5.4%
Roads in Newcastle Council area		3.7%
Regulating traffic flow		2.7%
Street and commercial area cleansing		2.2%
Council’s buildings and assets maintenance		1.2%
Cruise terminals		1.1%
Don't sell assets		0.9%
Gutters/pot holes		0.8%
<b>Planning &amp; Development</b>		<b>27.8%</b>
Newcastle CBD / Hunter Street		13.9%
Long-term planning and vision for the city		3.9%
Residential development / Commercial development		3.5%
Heritage conservation		2.5%
Promotion of tourism		2.1%
DA process		1.5%
<b>Council Communication &amp; Consultation</b>		<b>16.5%</b>
Community involvement in Council decision making / Listen to community		12.0%
Informing residents about Council activities &/or decisions		4.5%

**CATEGORISATION OF VERBATIM RESPONSES (continued)**

<b>Base: All respondents</b>		<b>n= 988</b>
<b>Waste &amp; Environment</b>		<b>13.1%</b>
Garbage collection and disposal		4.7%
Bulk waste collection		4.4%
Greening and tree preservation		2.8%
Environmental monitoring and protection, programs etc		1.2%
<b>Recreation Services &amp; Facilities</b>		<b>6.4%</b>
Parks and recreation areas		3.4%
Beaches and beach facilities / Coastal		2.0%
Swimming pools		0.7%
<b>Services for Special Needs Groups</b>		<b>3.2%</b>
Children's facilities and services / playgrounds		1.5%
Facilities and services for the aged		0.8%
Facilities and services for youth		0.6%
<b>General Services</b>		<b>3.1%</b>
Standard of service to ratepayers		2.9%
<b>Arts &amp; Culture</b>		<b>2.6%</b>
Library services		1.2%
Arts, entertainment and culture		1.2%
<b>Other</b>		<b>4.5%</b>
Focus on basic/core services		2.8%
Survey comment / Voice comment		0.9%
Satisfied		0.5%
None		13.5%
Other		4.1%

### Q8- Verbatim Responses

<ul style="list-style-type: none"> <li>- clean up litter and enforce current laws to prevent littering</li> <li>- building applications: notify not only next door neighbours but also other neighbours who might be affected e.g. home extensions which block views</li> </ul>
<p>(1) Provision for permanent wharf facilities for cruise ships to promote tourism in Newcastle.</p> <p>(2) Provision for dedicated cycle ways</p> <p>(3) Council future plans for Laman Street made public.</p>
<p>(A) Improve customer service;</p> <ul style="list-style-type: none"> <li>- have well trained staff answering the phone calls from the ratepayers (no matter how trivial the questions may be considered).</li> <li>- have in place strong follow-up procedures to make sure the ratepayer has a final answer/outcome</li> </ul> <p>(B) Open and transparent communication procedures to engage and keep informed the public/ratepayers</p> <ul style="list-style-type: none"> <li>- do anything BUT what the administration did in handling the fig situation</li> <li>- do not take decision making power from the councillors in relation to certain "risk" issues, as has been suggested in the recent internal report on Laman St.</li> <li>- do not ban community engagement on perceived "risk" issues as the recent internal report on Laman St suggests.</li> </ul> <p>(C) Focus on the basic services of the council. Once these services are at an adequate level then start looking at building more cycleways, up grading the beaches etc. The basic services have to be the priority.</p> <p>Re-build the trust level between the ratepayers and the council administration. No matter what side of the Laman St debate you sit on, the damage it has done to the community and their trust of the current council is severe and overall satisfaction of council will not improve until the administration starts to show signs of genuine engagement and openness.</p>
<p>* Prompt action once decisions are made</p>
<p>* Roads &amp; footpaths need urgent attention in Tarro/Beresfield area. Their condition is very poor.</p>
<p>*Improve open space areas such as Islington Park.</p> <p>*Ensure our local pools are affordable and kept open.</p> <p>*Ensuring services are respective to the social and economic needs of the specific residents of the area.</p>
<p>1- to put in more children's parks, like the one out at speers pt. there should be more of them.</p> <p>2 - more services to the public for children who are disabled. and not be on such of a waiting list.</p> <p>3 - shorter waiting times for services.</p>
<p>1. Advice to ratepayers re: disposal of batteries and gas cylinders and other items which cannot be disposed of with Council's period collections.</p> <p>2. Reduction in decision time as regardsto updating improvement to parks etc, eg toilet facilities at smith park, Hamilton North.</p>

1. Encourage more private investment from developers, includes major CBD facilities like shopping centre, parking, and get day to day business and customers back to the city. Council needs to concentrate on their core functions only and not be a service provider except in core areas. Council shouldn't be a landlord. removal of the figs was a great win for council authority and we need more of the same. Get on with it.

2. A big issue for me is this rail siding to Newcastle. I believe Maitland should be the main station for termination of the Syd/Ncle City Rail Service. Maitland & Lake Macquarie need to be supported with effective rail services as we move through this Century and into the next Century. Why you are diverting mainline trains up a siding and then have a special fleet of diesel/electric and diesel/hydraulic rail motors is beyond me. Very expensive. Newcastle is ideal for light rail. Its flat. You have a service from Woodville Junctionm, into town, out to Merewether etc etc. We have been over this but Lake Macquarie will build the transport interchange at Glendale. A proper analysis of future need would clearly indicate the West of Lake Macquarie, Maitland, Cessnock & Kurri need more ie more stations/services. Transport. Newcastle needs less. In pspite of the minority groups jumping up and down, wanting everything for Newcastle the Council, State, federal Governments need to look at hte big picture, go forward with vision. Newcastle will always have its place, and it could be better than what we have got. Let's let go of the past and grab OUR FUTURE>

1. More work to improve roads holes & depressions.

2. When needed be more autocratic to enforce Council decisions (eg Laman St Fig Trees a) high cost eventually b) access denied to art gallery & library

1. Create dedicated cycleways into the CBD - ie connecting the fernleigh track into the CBD and the bikepath behind the Knight's stadium into the CBD (not on-road as this is too dangerous)

2. Improve children's play facilities - and be a bit imaginative about it. Lake Macquarie CC vastly outdoes Newcastle in this area - but the parks in Melbourne are even better than that! There are no truly great kids parks in Newcastle.

3. Return the bi-annual roadside waste collection - the new system is MUCH worse for the environment. previously approximately 70-80% of 'garbage' put out on the street was removed and recycled by other people who were presumably going to reuse the materials - now it is all going to landfill. this is a real blow for the environment and a very silly policy.

1. MAINTENANCE. More regular and thorough cleaning, mowing and maintenance beside roads, gutters, footpaths, cycleways, parks, playgrounds and toilets.2. More public toilets including parents rooms where fathers can take their daughters.3. Solving the traffic issues at the Adamstown railway gates.4. Improve cycleways by building the missing links required.

1. My garbage service has regularly been delivered a day late over the last 6 months.

2. The elected Council should make decisions and stick to them rather than continually fight over them after the decision has been made.

3. The Council administration should be more transparent in their decision making.

1. Preserving & renovating our Heritage buildings - not allow them to decay as they are doing, or inappropriate modernising/renovations.

2. The Docking of Cruise ships should be moved to Wharf Road (western end)where the Naval ships dock, easy access to the city by foot and or motor vehicle, solid under foot surfaces (but needs improvement also). If councillors have ever been on a cruise of any kind, FIRST IMPRESSIONS of a city/place is always remembered.

3. There should have been a ratepayers vote on the "renovation" of The Bogey Hole" ocean rock pool, keep our cities heritage-not to modernise an ICON, the platform being installed will be a danger, as it will give people a feeling of false security in large seas - there are idiots who risk their lives no matter what the weather....

4. Correct signage for visitors and tourists to our city. eg The Tourist(i)sign at the intersection of Wharf Road and Industrial Drive (lights)is very misleading and incorrect, it leads visitors to the old site on

Hunter St., then a redirection to the Maritime Museum. This Information(i) centre should be back in Hunter St and signage clearly seen from a distance - look at other cities and take note.

Our city council as a whole need to take a good look at other cities and how well they are looked after in most aspects - I love my city, but am so very embarrassed as to how it looks - so very shabby and poor!

5.If in the future the free "green" bus is to be cut, that also needs to have community input BEFOREHAND, as being a city resident, I use this bus often. I know that the service could be improved somewhat but not cut out - Please.

Thanks for the opportunity,

1. We need to improve parking availability in the CBD.

2. Cycleways have improved over the years, but I would like to see more.

3. The council to get on with finishing the redeveloping of Laman Street.

1.)We need some real regular high pressure cleaning of footpaths and walkways in the foreshore and CBD areas. Some look disgraceful and really only need a good regular clean.

2.) CBD shopfronts some are disgraceful. One idea would be for council to forgo taking rates for a year from these business owners on the proviso that the money they would have paid be used towards re-establishment/cleaning of these shopfronts.

1.Aged care services

2.footpaths in residential areas

1.the environment - re spills and gases from Orica.

2. The roads and footpaths need repairs after the floods over the past few years.

3. dissatisfied with the size of bins that have been supplied - this will encourage people to dump items illegally.

4. information that a spill or chemical accident has occurred and what effects on the environment - truthful information to the general public.

5. The centre of Newcastle - looks run down and I can remember the "good old days" when Hunter st was the place to be.

1/ Keeping the community well informed in an open and transparent manner

2/ Making well-researched, balanced, informed decisions (the figs debacle and ongoing rail issue!!!!) - you can't please everyone any of the time, don't pander to the vocal minorities

3/ Stop the in-house fighting - screw the "factions", just vote for whats best for the city and your constituents

A body of Councillor's who can manage the incompetent administration.

A clear vision and plan for the city with some innovative and new ideas that are not driven by developers but are aimed at creating a amazing place to live. Lets make Newcastle beautiful, then we won't need to promote tourism....as people will want to come here.

Roads and footpaths need immediate attention

A complete overhaul of the elected representatives who come to council with a very limited agenda and view of the city and too much ego driven response. Dysfunctional!!!

Also to have senior administrative staff sourced from the local area who are aware of the feelings of the local community and are sympathetic to the ethos and culture of our city.

<p>A comprehensive system of safe, off road, cycle ways or conversion of one side of each footpath to a bike path so children have somewhere safe to ride. The few on road options are inadequate and dangerous. Rider education on pedestrian awareness and pedestrian education on not blocking footpaths on the share side would be needed - with good cyclist/pedestrian etiquette as part of cultural norms we should be able to use one half of the existing footpath infrastructure to provide safe cycling outside of busy commercial areas.</p>
<p>A focus on long term planning and a vision for the city. Less in-fighting.</p>
<p>A long term plan for the CBD. Greater support for the arts.</p>
<p>a program of regular footpath cleaning with HP water blaster would go a long way towards improving the overall look of our city. they should also force owners of derelict building to make their building presentable or demolish.</p>
<p>A safe active transport network, reduing car use by lower speed limits, less parking, less traffic lanes. Complete safe separated pushbike network</p>
<p>A strong group of Councillors that support the Council staff in the decision making process. Increased funding for recreational activities, especially playgrounds in the local 'pocket parks'.</p>
<p>Absolute failure in Hunter St - Council owned buildings are a disgrace - 30 years of decline - The Mall paving a joke - the mall a dismal failure. Heavy rail &amp; crossings a complete failure.</p>
<p>Accountability for the squandering of ratepayers money. The council officers and elected councillors must be living in fantasyland if they believe they are doing the best for Newcastle residents</p>
<p>Accountability to ratepayers. The Laman St debacle is merely an example of a dysfunctional, unaccountable culture at NCC. Ratepayers bankroll countless empire-building "services" and endless waste for which nobody is held accountable - from the Loft to the blow-outs with the Ocean Baths/ Town Hall/ Laman St/ the list goes on. Hopeless.</p>
<p>act like mature adults ,work out who is running the show and improve the efficiency of council workers,this is disgraceful and a great wast of money</p>
<p>Act promptly on problems that are bought to the councils attention, by email &amp; letter.</p>
<p>Acting as a cohesive unit which demonstrates leadership and vision for the immediate and long term future of the Newcastle CBD.</p>
<p>Acting strategically in line with a clear sense of purpose and direction rather than appearing to be a loose band of elected representatives hijacked by personal agendas and unable to make decisions in the best interest of the wider community.</p>
<p>Actually respond to community requests and desires. Be our spokesmen, not act as our controllers. Help us, not penalise and restrict our activities.</p>
<p>Adamstown Railway gates. Kotara Traffic flow/parking</p>
<p>Additional safe cycleways and pedestrian facilities</p>
<p>Address transport links and parking in the CBD. I know rail etc is State Govt, but the Council should be lobbying for more frequent trains to the CBD. Buses are not the solution due to the already congested roads</p>
<p>adequate and safe footpath and push bike zones/areas adjacent to the road to and from the uni-North Lambton. Especially Arcadia Ave (between Greystone Street and Alnwick Road).</p>
<p>Advice as to just who is managing Newcastle. Is it the elected Council or the appointed Council officers behind the scenes?</p>
<p>After the last rain, which I admit was heavy, it took days and days before some of the craters in the road in the New Lambton area were filled.</p>
<p>Focus on the 3R's rather than the improvements to the Bogey hole (it needed a chain and some repairs to the steps!)</p>
<p>Newcastle Voice, and communications in general are quite good.</p>
<p>Allow development in the CBD to for growth. A thorough reveiw of the traffic congestion and the impact of the Mosque at Elermore Vale. I sit at the traffic lights at the top of Mcaffery Dr for 25 minutes a lot of mornings. What will more traffic create?</p>
<p>allow free monthly or bimonthly access to the tip for green waste</p>

Allow residents and council to remove large trees that are shown to be too large in own property or on council footpaths eg fig trees and plan trees and replace with smaller more appropriate species
An immaculately clean, graffiti-free, re-vitalised Hunter Street, and general urban traffic control, all through communication with ratepayers.
An overall document that ties everything the Council does rather than the current drip, drip, drip of information on policy. In other words give the drip of information a context in the bigger picture.
Answer letters, even if only with an acknowledgement. Building and development approvals are too slow and there appears to be a general lack of expertise.
As an elderly person who enjoys living in th CITY I would like to be able to attain (if possible) better access to a retirement-living apartment.
As I have said often - I get the feeling that the council is self serving and accepts the positives and rejects the negatives. The council seems to have an agenda on everything and the scope is set and closed. I realise that there are laws that restrict but some of the council officers seem to be unsure of technical issues they are evaluating and are often condacending to residents and their views.
As indicated mhy dissatisfaction lies with library service. I attend the library in Thornton and am most impressed with the Maitland City Council Services compared to newcastle Council services
assesses to good family facilities
Assets we already have! Baths need maintenance and repair - not in the plan! A year to build Merewether carpark to provide fewer spaces! Shutting Lambton pool in winter - why heat it if it's closed? Council should consult and make decisions! The fig debacle was appalling!
At the moment, council should focus on NOT privatising community not for profit child care centres! Leave them as they are - run by the community for the community!
Attract more business and tourism to the city to fix the CBD
Avoidance of dreadful situations like the Laman Street fig tree debacle. Council's apparent refusal to negotiate or allow independent opinions on this issue was disgraceful.
Basic services - sticking to the budget, roads, footpaths, garbage removal, parks & gardens etc. It's fine to have a vision for the future but only if the ratepayers can afford it. Consultation is also another area that requires improvement. The debacle over the fig trees and the comments by certain councillors that full disclosure would not be in the interests of the council does not invite confidence in the council or council staff. The bottom line, the council is there for the community not the other way round. P.S. when I was asked to comment on the fig tree saga in a previous Newcastle Voice survey, the amount of space that was provided to type in was so small that I could not provide a reasonable answer - the only time that I have run out of space in these surveys - makes you wonder about really wanting to collect feedback on that issue.
Be aware that pensioners cannot afford rate increases. While the city must have the council and the services it provides the community pensioners cannot afford rate increases beyond annual inflation.
Be Decisive. Get things done. Do something about suburban sprawl. Use land more wisely. Remember we rarely regret what we do but often regret not doing what we know should have been done.
Be honest in informing the ratepayers.
Not to pretend to consult with ratepayers and manipulate surveys to councils own agenda.
Have council employees do a fair days work, planning and organising construction and maintenance work efficiently.
Stop wasting ratepayers contributions.
Make the city a vibrant place for residents and visitors alike.
be honest to us, work hard & do what is right for our town
Be honest transparent and work WITH the community - pretty simple really yet it appears NCC finds this quite hard to do
Be mean, lean and green and have a mayor who will support council decisions.

<p>Be more decisive in creating and implementing a long term vision for Newcastle.</p> <p>Stop seeking populist solution and instead make decisions that will benefit our community for years to come, no matter how tough that decision is.</p>
<p>Be more strategically focussed rather than trying to be all things to all people.</p>
<p>Be more transparent in decision making processes and genuinely work together</p>
<p>Be prepared to look outside council resources of knowledge if issues could rationally be solved with the input of specialists more qualified than the council can provide</p>
<p>being honest and consulting with and representing the community. The truth of the fig removal is still not known and the 'report' is so self-serving it defies belief. Now the bulk waste collection is being 'improved' i.e. reduction in service. Now the convenience factor has gone it means people will dump illegally or just throw things in their red bins. There was no consultation re bulk waste only on the 3 bins. Also the communities comments on the rail line are being ignored - public transport needs to be convenient i.e. as few changes en route as possible. The findings of the independent survey is being ignored - again typical of council. Stop the spin e.g. bulk waste and parking meters. Also too much time is being spent trying to reinvigorate Newcastle - it is dead and full of cheap junky shops. The rail isn't stopping me going in it is lack of parking and nothing worth going in for anyway. Hunter st needs to be a cafe strip with some classy shops or galleries and plenty of parking. Council is just serving the interests of council.</p>
<p>Being open and honest and make decisions and stick to them. The debacle over the fig trees caused me to lose some respect for and confidence in the council. The outcome was not the issue for me, it was how long the process took and how it made the council seem ineffectual.</p>
<p>Better children playgrounds. eg Novocastrian Park in Orchardtown Rd should be bigger and have better shade as it is unusable in the middle of the day as it is too hot. The number of people that use this park it should have a better play area.</p>
<p>The amount of debt council is in is unacceptable. (Figs fiasco comes to mind).</p>
<p>Better cohesion within council resulting in more value for rate payers in most aspects of council operations.</p>
<p>better communication and be clear about the limits of Community's involvement/engagement.</p>
<p>Better communication with the community and transparent processes. Non-elected council staff and management have too much power, which is not transparent.</p>
<p>Better communication/consultation with community and ratepayer groups, improved asset management and maintenance (i.e. the City Hall) and a monthly e-newsletter that highlights community activities within the LGA which are open to all community participation that may involve more residents to take part in a broader community program.</p>
<p>Better facilitate pedestrians and cycling throughout. Reduce car traffic within 3 Km of CBD. Transparency to the involvement of big money and religions in council processes. New developments to adhere to a green rating system that benefits the surrounding community and not loads the community and council with extra costs.</p>
<p>Better linkages for cycleways. Increased safety for cyclists and more links to travel further either away from roads, or in with more distance from cars.</p>
<p>Better understanding of the delineation between the administrative Council responsibilities and elected Council.</p>
<p>Better understanding of legislative, historic and community driven services. That is, what does Council need to provide by law, what has it provided historically and what does the community demand?</p>
<p>Communication - the good and the bad - done truthfully.</p>

Better value for money by the use of more contractors particularly in the maintenance of parks and Sporting facilities.

Council spends too much time on CBD to the detriment of other suburbs. Council is fixated on removal of heavy rail line as the panacea for all the city's problems. Consistent planning requirements ensure that developers can maximise investment without recourse to courts or government intervention. Improve North South Traffic corridors to make entry to city easier (liaise with RTA) and provide parking Bring back the 6/12 monthly household refuse collection)

Better value for the ratepayer dollar & other Council income.

Better value for the Rates we pay

Revitalisation of Hunter Street

better vision for the city's future in terms of more inner city venues open late. the post office would make a perfect late night venue as would the kensington but the council's willingness to bow down to vocal private residents who are against this type of development taking place i find to be highly disappointing.

Beautification of the city, better town planning and vision for the future, much better maintenance and presentation of all services and facilities.

Big picture planning, find a viable concept to restore the vibrancy of the CBD.

Bring back biannual kerbside collection of bulk waste - I am seeing more and more lounges in the bush which is upsetting. I can only expect that this dumping will get worse. Besides kerbside is a great way of passing on your unwanted but usable possessions: reuse and recycle before waste. We are currently being denied this option.

bring back curb side collection, of bulk goods.. so many people are dissatisfied with the new system....

Bring back kerb bulk waste pick up twice yearly

Bring back kerbside collection, and start up a NEWCASTLE LOTTERY, for the only purpose to rebuild our city. It has taken too long since the earthquake action needs to be taken NOW. We have the best beaches in the world., we need to bring the tourists here and keep them in our city. We need more toilets in Newcastle and the beaches. I bring my bladder with me when i come into Newcastle and so do thousands of other people, and what do we have! a few toilets, This is a disgrace.

Bring in an administrator and stop wasting our rates

build a low level rail crossing from ferry to Scott street for disabled pedestrians

by not giving them selves a payrise when its needed for the people of newcastle and wasting it on crap when we need more low afford housing for the low-income people of newcastle.

Care for the elderly Cheaper housing availability without having to have a mirror image of everyone else in the street.

CBD Development

CBD redevelopment and renewal. This is key to Newcastle's future growth and success.

Cease internal bickering between councillors and focus on local government fundamentals and services to rate payers, to the exclusion of party politics or personal ambition. Too many egos to the exclusion getting on with it.

Change the Mayor. Put in an administrator.

Clean up Hunter St ie perhaps all the buildings could be sold for accommodation, anything, please do something

Clean up Hunter Street

Clean up Newcastle CBD

Coastal care should be responsibility of State & Federal Govt. Bi Annual footpath collection should be maintained. Weekly green waste collection (Sat morn) should be maintained.

Reconstruct road in Regent Street New Lambton at Duke of Wellington Hotel.

<p>Cohesion within council when making decisions. NCC should be up front with big decisions and not be swayed by lobby groups. Take down the figs straight away and take out the rail as part of an overall vision.</p>
<p>If we don't like it we'll vote you out. Council performance this year has been overshadowed by infighting.</p>
<p>PS. personally I like cycleways...</p>
<p>Collect my general waste/recycling/green waste on the day it is supposed to be collected, not 24hrs later as is often the case! (I live at Maryland and often it is lunchtime Saturday that waste is actually collected)</p>
<p>Collection &amp; emptying of rubbish bins in local parks more than one day a week.</p>
<p>common sense and action</p>
<p>Communicate better</p>
<p>Communicating with the community in a clear and open way.</p>
<p>communication</p>
<p>Communication - council failed to be clear and transparent about the debacle with the figs, they were never clear about the specific reasons cutting the figs citing OHS issues when clearly that was undermined by the evidence of all the figs lining maitland rd in Islington.</p>
<p>Recent bulk waste disposal changes. Poor communication and consultation again. The system previously in place had an added bonus where many things were often recycled before they were collected. And now you can only be a rate payer to have your rubbish collected - how unfair is that? Council will now see an increase of rubbish dumped on the side of the road when renters move house.</p>
<p>Communication of arts and cultural events is really poor. As a performer I notice that attendees at events are usually only the performers themselves, or you may not find out about an event until after it has occurred. it would be nice for something other than the newcastle show or mattara festival (which is so cringe worthy!) are advertised widely.</p>
<p>Communication and having for the city of Newcastle and not just the CBD. Maybe we could divide the city into precincts ie various entertainment precinct - dining arts, sporting etc and then add complimentary sub precincts to them.</p>
<p>Communication of reasons for controversial decisions</p>
<p>Communication that reflects transparency of drives behind Council's actions.</p>
<p>Communication with ratepayers, doing what they say they will do.</p>
<p>Communication within council</p>
<p>Communication, consultation with a genuine intention to act on ratepayers' wishes. Some Council staff (not all) appear to see residents simply as a source of funds rather than their employers. Arrogance is not appreciated. When one visits King St. office for advice/information it is annoying to wait while staff finish a social conversation or a snack/drink. Service to ratepayers is their reason for employment - some respect please.</p>
<p>Communication, consultation, transparency and respect</p>
<p>Communication. I learn things from other people through conversation that I didn't know occurred eg: cancellation of bulk waste kerb side pickup.</p>
<p>Not everyone buys a newspaper and others get "No Junk Mail" so there needs to be another avenue that the council can use to advise people of important things happening in our town.</p>

community consultation ....!! Something needs to be done to improve the overall way you deal with the public ..I have been abused in front of my house for asking one of your employees if he could move his truck up the street a bit so i could park to get my toddler & groceries out .He was so abusive i immediately took his truck number & rang to complain .I recieved a call back minutes later to let me know that he had been called in for a meeting & had been told to have a union rep with him & that he done similar things before !! I have since seen him cruising around so obviously he wasn't reprimanded to harshley ... Also when i have had reason to ring the council there overall phone manner is atrocious .If i answered the phone in such a manner in my workplace i wouldn't have a job for long ..PICK UP YOUR GAME.We are paying your wages !!!!

Community consultation and maintaining heritage values. Progress doesn't come from slashing a burning our community for some people to make a quick buck.

Community consultation and responding to community views

community consultation should include all information not just that which promotes the plans of administration. Deceitful information practices must cease from Frank C's department.

Appreciation of natural heritage including trees and coast line must be genuine and genuinely supported, rather than promoting cheaping commercialisation of the coast line.

Housing developements need to be multistorey with grounds surrounding so an not to encroach and high quality with sound proofing between and large areas and large outdoor verandah and high ceilings to promote comfortable living in such for the long term rather than quick profit from developers.This is in preference to the current small bungalow type/or townhouse or double storey constructions covering all teh land in concreteup to the boundaries with poor quality housing that will result in tension with neighbours and unpleasant community relations.

Community consultation to develop vision; develop a plan for the process of implementation; inform the community of progress. ie a fully transparent process that sets realistic time frames and measurable progress through results.

community consultation. how dare the council decide to not even pretend to consult with the comunity how you could possibly have gotten out of the figs debacle that, is even for this council unbelievable. Also i received what your compliance officers called a complimentary note,implying that i was about to be fined for a parking infringement, only to find out that you just letterboxed the suburb, hello,that is not good PR it is appalling communication. you guys have no idea how to keep the community happy. heritage again no idea, our important builings are falling down, we now have to look at the 2 ugliest buildings in Newcastle & potentially Australia after we had stolen the most beautiful street in newcastle.

i fear that you are going to wipe out Mayfield pool. I fear that you are lying about keeping the 50mt pool. i am apposed to the closing of libraries, getting rid of child care centres.I like most of your new cycleways plan, I have little trust you will implement it. I hope I am wrong in this one area, prove me wrong. You may ask why I don't trust look at the above. This council & i feel the top council officers are mostly to blame for this is the worst council i have come across. If we could vote them out the way we will vote out most of the hideous councillors then that would make the community feel much safer.

community engagement- that is asking people what they want-as opposed to consultation, which means conveying decisions already made.

Community Involvement

Community involvement, interaction and feedback

Compliance with conditions of consent of neighbouring developments approved by council.

Concentrate on local issues.

Concentrate on the simple stuff. If we make Newcastle an attractive place to live, then people will want to live, work and visit. Spending \$\$ on tourism when the beach infrastructure is second rate and the CBD crumbling is a waste. Preserve and adapt heritage buildings - it is what makes Newcastle so unique. Foster and support the local culture - Renew Newcastle and the new cafes and restarants down the east end as opposed to the factory outlet shops. Preservation of character such as Darby st

Condition of suburban roads.

Conservation, of the natural environment and heritage architecture(residential and commercial)

<p>Considering the current economic climate and user-pay system (rate-payers et al), eradicate council of stagnant, useless employees (top down), assets, policies and services, so as to provide the absolute best possible currently needed services, in a timely and economical fashion.</p> <p>Are we asking too much???????</p>
<p>Consult and involve individual ratepayers on issues that directly affect the ratepayers. I live next to Blackbutt Reserve and feel that if Council staff took time to talk to the people who live on the fringes then they may receive some beneficial input. We live here 24 hours a day/7 days a week. We have Council officers and consultants visit our area and they avoid speaking to the neighbours. In previous years, I have phoned Blackbutt and also emailed a Councillor regarding a certain event and have had no or little response. I have attended the workshops and joined Newcastle Voice but I still don't feel that it is satisfactory. In the end you give up because it takes too much time and effort to keep chasing Council for a response. On the whole and when filling in your surveys, I am happy with Council's general performance but once it gets down to specifics, I feel that Council needs to be in more direct contact with those ratepayers who are affected (ie neighbouring properties).</p>
<p>Consult with the community and listen to what the community has to say. Be open and transparent about decision-making, and decision-making processes. No more secret meetings.</p>
<p>Consult with the community more widely for alternative solutions e.g. better solution for the Layman St figs.</p>
<p>Consult with the ratepayers and reverse the decision on council clean up days</p>
<p>Consultation with the community regarding major development or alterations to the city infrastructures.</p> <p>Fast track much needed improvement to the CBD</p> <p>Eliminate political decisions and infighting holding back "progress" !</p>
<p>Welcome an Administrator consultation with the community!!</p>
<p>Continue coastal revitalisation</p> <p>Continue to develop Blackbutt Reserve</p> <p>Paid parking at beaches similar to that in Blackbutt ie set price for 4 hours etc</p> <p>Provide better toilet facilities on Foreshore</p> <p>Improve the graphics of the new Newcastle signage.... different coloured letters are difficult to read.</p>
<p>Continue the kerbside waste pick up. In the long run the cessation of this service to the community is a vey unwise decision. There will be more dumping of rubbish in bushland &amp; at charity bins. Somne people made a living our of discarded goodson kerbside pick up days. Recycling is far better than dumping. This was a Council Service that people fully appreciated. I cannot understand why Council officers want to change something that works so well.</p>
<p>Continue to maintain our parks and ovals- some ovals and parks are not up to the usual standard. The grass is getting overgrown and when cut is uneven and messy</p> <p>I think Newcastle's CBD needs to be the focus in the future, I know it is a large project and there are many things that need to happen, but our city centre is a wasteland and It could be our main attraction. I would like to see some decisions made, and it a priority</p>
<p>Council administrators are hampered by petty political councillors.To enbale the business end of council to be innovative, we should put all council positions up for re election. For example the trees - political won't cost us all a lot of money when the sensible decison was to cut them down now and replant something with care this time.</p>

<p>Council and its administration needs to STOP having so many assessments and re-assessments and re-re-assessments and committees and under-committees and over-committees .... just to get one job done. Council are there to do a job. Great stuck into it and get working. And stop bending over to minority groups like SOF. How embarrassing.</p>
<p>council asks ratepayers for opinions and help via outlets like the Voice, but fails to take any notice of what they have to say. Council officers need to take opinions and requests for help seriously, come out and have a look at the problems mentioned, not sit behind a computer, look at a file and say "problem solved" or non-existent.</p>
<p>Council could use voluntary labour or work for the dole participants in a form of training in keeping the Newcastle area more attractive to visitors to the City. I also think that library hours could be extended to weekends if volunteers were used. Many people would use the facilities if they were available on Saturday afternoons or Sunday.</p>
<p>Council definitely needs to do something about Hunter Street Mall and the buildings in Hunter Street's immediate vicinity. There is so much potential in Hunter St Mall to become the thriving cultural hub it used to be but it has been neglected for far too long. People come to Hunter St Mall for a unique shopping experience and find that many of the shops are in disarray and that there isn't a great deal of diversity. This is embarrassing and needs to change. More shops, renovations to current buildings and little art or music places would be lovely. Also, free parking should be introduced in that mall to encourage more consumer interest and take the spotlight away from the Westfields. Paying for parking in the mall is a deterrent to so many potential shoppers. Finally, the architecture in Newcastle CBD is gorgeous. However, their long-time neglect has definitely diminished their former beauty. Repainting of these buildings, which are symbols of our evolution and history, would not only reinvigorate a sense of Novocastrian pride but would also improve the appearance of the CBD.</p>
<p>Council finances need questioning...money wasted on Laman Street no need to destroy these at great expense....Council parking in the King Street Car park (which is due to be sold) due to a poor decision on relocating the Court House...\$18,000,000 spent on a special rate where is the transparency with this....160 services when council are only obligated to provide funding for 60...Heritage of the city forgotten by this council start promoting it LACK OF TRANSPARENCY AND LACK OF COMMUNITY INPUT INTO DECISION MAKING</p>
<p>Council has lost my respect, they need to do a lot of mending. This statement is for all areas of council. I find they don't like to be questioned, and that they know better.</p> <p>There is no way I agree to any increase in rates after what we have witness over the past 2 years.</p> <p>They need to pull there heads in and work as a team. For the better of all not a few.</p>
<p>Council have a terrible track record when it comes to protecting Newcastle's heritage assets, particularly in the CBD. The sell off of the Frederick Ash building was short-sighted, and words fail me when it comes to describing the destruction of the Laman Street figs and uglification of Laman Street. NCC needs to find some people with vision and common sense. Also, why do you have paid parking signs in the inner city for say 2 or 3 hours, and the maximum money you can put in allows you a 1 hr parking time - doesn't make sense.</p>
<p>Council is a leaderless group and the perfect reason why this level of government should be abolished. made up of too many interest groups and not thinking and working for the community.</p> <p>The CBD is a disaster and in the 9 years we have lived here most of Hunter St has deteriorated.</p> <p>Laman St figs-what a fiasco!!</p>
<p>Council must look closely at spending particularly on staff. council is no different to any other business. You cant spend more than you have got. Council should look at amalgamation. Five Councils within 30km radius is rediculaou and very costly. Please get serious about waste and spending.</p>
<p>Council need to address the lack of service and response time to requests. For example we have had garbage piled high in the back lane (thrown from apartments) of our commercial premises for weeks now - see complaint No. 3706025 still awaiting collection.</p> <p>The Compliance Officers are too busy being vindictive and raising revenue through fines, as parking is negligible.</p>

Near my residential property on a bush reserve Council staff placed signs stating natural regeneration area please do not mow - last week other council staff mowed the area - no communication - no care.

Council need to adopt a strong vision for Newcastle as a connected and well-planned city and then act on the plan - rather than always engaging in more consulting services, debate and community forums. Newcastle needs atrategic planning and action.

Council need to be more decisive in all areas, but especially tourism and maintaining the cbd area. i have stated in previous surveys and i will state again that the whole cbd area is an embarassing, grotty haven for drug users. My family and I avoid the area and we never take visitors to the cbd - it is way too embarassing.

We are keen bike riders and we feel council need to introduce safer paths for riders. it is very dangerous for us to ride in a lot of areas in newcastle, espically trying to ride on that pathetic, narrow road between Nobbys Beach and Newcastle Beach. Look at certain areas of the Gold Coast, they have beautiful paths following the coastline that you can ride or walk on for kilometres at a time - nothing like that along the coastal area of Newcastle. Any paths are way too narrow to allow both pedestrians and bike riders. We are lucky enough to finally have the beautiful merewether surf house but look at the pathetic path that links it to the Merewether Surf Club !!! I feel the whole Council needs a major shake up.

Council need to be very conscious of cost control everyoneis under cost of living pressure and business is struggling so I think they need to seriously stop waste, focus on core activities and just get on with the job.

Council need to get back to basics. They should not be looking at Tourism and job creation that is state gov areas.

Council needs genuine communication with the community instead of these false pretence surveys. Senior management needs to be sacked, salaries reduced and councillors allowed to do what we elect them for.

Council needs less vacillation in their decision-making. If there is community consultation and those views are taken under consideration, council needs to stand by the decision it reaches.

Council needs to be able to make decisions effectively and make those decisions based on established policy so that the community knows up front where the City is heading. Better long term planning with some strategic thinking.

Council needs to be more responsive to the community, and to stop shutting out the community from decisions that affect the heritage and future of the city. The Livable Cities Director should be sacked for his involvement in the Laman St tree debacle. Removing trees from the street scape does not make for a liveable city, it makes a hot and unliveable space. Council needs to put more trust in the community and in community feedback and involvement.

Council needs to create a vision of Newcastle for the future and work towards it political interests aside.

Council needs to determine the rail termination issue so that long term planning and development can re establish in Hunter Street. Successful economic development will not return to Newcastle CBD until the rail issue is resolved.

Council needs to focus on completing tasks rather than getting side tracked on irrelevant issues. Need to improve hunter street and improve kids play areas, perhaps more around the beach area.

Council needs to promote and protect features in Newcastle. E.G. Cruise ships docking area very substandard and surely there can be a nicer area for people to disembark and see a beautiful Newcastle. The amount of time it takes to make decisions regarding heritage buildings - namely the Post Office in the City what a lovely building gone to waste and ruin. And it too too long for something to be done with the lighthouse at Nobbys Head. Now its open monthly to visit but more can be done.

Council needs to recommence quarter put pick up of rubbish. A lot of old people have not got access to a trailer and can only just get rubbish to footpath.

Council needs to speed up decision making and avoid endless debates on major issues

Council officers need to relate to residents wishes, focus on what they want and not what you think is right for them.Look at the history of past events and dont think up schemes behind closed doors be open in looking at proposals and ideas expressed.There appears to be no continuity of staffing, A new person (employee) pushes their own adgenda to drive councils action.

<p>Council refused to consult with our community when new garbage system came in and as a result, because of our special needs in Newcastle East, the service has many problems. The Greening Centre has also disappeared which used to support the volunteers in this area, and acted as a contact for us...the development of the CBD has been sadly neglected and parking problems here are huge.</p>
<p>Council seems to spend time, money and man-hours doing work seemingly of no use to the community. Yet if you want something basic done, eg. gutter renewal, it's not on the plan so you get refused. When they are doing work, they need to letterbox a few houses around to explain what they are doing and why. it's common courtesy. I'd like council to ask me what they should be doing over the next 3 years, not just doing things they feel councils should do.</p>
<p>Council services are mostly provided to a satisfactory standard, despite the appalling reputation of the actual Councillors.</p>
<p>Council should be mindful of who elected it and get the basics right first be and remember you can only sell an asset once. Installing more parking meters is highly unlikely to encourage more people into the CBD</p>
<p>Council should be more atuned to ratepayers as singular and not be wholly confined to stisfying groups who seem only interested in their own little world.</p>
<p>Council should be more definitive with difficult decisions, e.g. The Figs, what alot of time and money was wasted by not accepting initial decisions and the same outcome happened. Also, before extra rate increases and expenditure are approved, these surveys should be consulted to see if your ratepayers can a.) afford it and b.) are happy with the standard of exisiting services</p>
<p>Council should be responsible for creating a lively CBD catering for business, residential and commercial space. This requires infrastructure including sufficient parking spaces and the removal of the train line to open this area to the foreshore.</p>
<p>More devoted cycle ways linking suburbs to foreshore and CBD</p>
<p>Council should communicate more with the public, then make their decision, then stick to it!</p>
<p>Council should concentrate on improving services and have a vision for newcastle that does not only reflect the building developer and the individual councillors political ambitions. Councillors grandstand too much and dont actively engage in efficient and cost effective solutions. Their appears to be a large culture of a lack of transperancy in a number of decisions. Saving face is the main stay. Serve the people and the community first, self projection later.</p>
<p>Council should deliver more key services. Our waste colection was cancelled (in Mayfield), so waste is piling up in the streets, as many people don't own cars to drive it to the tip. In addition, the scandalous increase in swimming pool entry at Mayfield has left everyone disgusted. Compared with Lambton, (and indeed with other pools e.g. in Sydney), the prices are a complete rort. Dicontinuing the greening centre and plant giveaways has left me completely disilluioned with council - I believe there are a bunch of incompetent bureacrats running it. The only positive I have seen in the past 12 months has been the installation of route 6 (cycleway), for which I applaud council's efforts.</p>
<p>Council should focus on community essentials such as road infrastucture</p>
<p>and the CBD</p>
<p>Council should listen to the people. It's the smaller parks that are neglected. Foot path on one side of King Street is wonderful to walk on but the other side is terrible. The mall pavers are a disgrace, The Mall is a disgrace. Once we had cleaners cleaning these areas now we have no money. Why! Stop paying consultants and fix and clean the whole of Newcastle. I noticed there are a couple of Norfolk Pines planted in Watt St near corners on the footpath. Have council no vision as to how huge these trees grow. Bad planning were there 2 left over? Also West Park is the local dump left to be overgrown and soil left on the side. Weeds are now growing in an area that residents have complained about and told that there was a plan when in the year 2100? I believe there is a new person in charge not good enough. This area is visited by a lot of birds, children and pets and has become a visual horror. When the neighbours maintained it the Park was always pristine now it is the soil dump for the council. But another good walk on a footpath is in Newcommen St where the new fence is built and a delight to walk on. Council needs to look at their costs more closely. I have seen 2 contractors come and remove a couple of cement pieces out of the soil that was dumped and drive away. All of 15 mins. What was the charge for that? Also one day saw other contractors turn up with what looked like weed control</p>

<p>management.. walked up around the park (West Park) have a chat, look and then drive off without doing anything. Maybe it wasn't a good day to do the work but they haven't been back. Does council check their contractors?</p>
<p>Council should listen to what the community wants/needs and act accordingly. They should always consult with the people who live in the area and pay rates when making decisions.</p>
<p>Council should make decisions for the good of the whole community, not just for the good of squeaky wheel minorities who use money and influence to intimidate Council.</p>
<p>Council should not attempt to run business - should concentrate on traditional local govt issues.</p>
<p>council should not make decisions against the people, council is voted by the people for the people. Absurd that laman trees were pulled down and the manner in which it happened.</p>
<p>Council should stick to what councils do keep the city clean ,collect waste from residents maintain all of there assests on a regular bases to keep costs low. Everything should be cost efficient and not costing rate payers to much extra from miss management.</p>
<p>Council urgently needs to attract businesses or Government Departments to the CBD which is dying-- without the city thriving Newcastle loses its identity. All we have is Westfields in Kotara and other smaller shopping centres being either built or enlarged.</p>
<p>Council wastes too much time and money responding to small, vocal groups who appeal to the general public with simplistic emotive messages. It should take professional advice, let the ratepayers know some detail of what is being decided, but then quickly make decisions and implement these.</p>
<p>Councillors act in harmony and in a business like manner</p>
<p>Councillors need to ensure that good policies are developed and make sure that they are effectively implemented.</p>
<p>Councillors need to listen to the people that elected them - I felt that we are being lied to and cannot trust the council.</p>
<p>councillors should be working together as a team for the betterment of Newcastle, some of them seem more concerned in blowing their own trumpets, Newcastle CBD is an eyesore I very seldom go any further than the Spotlight building</p>
<p>Council's biggest problem is that, The only media coverage they get is for councilors fighting amongst themselves.</p> <p>There is never an option for the general public to make decisions on the issues of future planning and development of the city. I am very passionate about Newcastle but feel that the city is not developing and moving forward because no-one can make a decision!</p> <p>What do I have to do to join council? Eg a councilor or a voice for the general public. I have alot of opinions and ideas that I believe would help this fantastic city move forward, not stay stale and outdated the way it is.</p> <p>The question you need to ask yourselves is " are we doing enough to bring the city up to modern day standard?" the answer is no!</p>
<p>Council's communication with the community has been appalling, around the Laman St figs, obviously, but that issue is emblematic of the wider problem. About the figs, Council should have widely disseminated the new design of Laman St, including the REPLACEMENT of some of the Laman St figs. It is clear that a significant portion of the local community feels that Council LIED about why it was necessary to remove the figs near the Library and Art Gallery... but not those of the same age 1/2 a block away, opposite the Conservatorium, or those along Bruce and Council Streets. The whole process was was handled in a paternalistic, condescending way to the community. When you treat people like ADULTS, you don't make a decision then back into 'reasons' for it, you engage adults by telling why you want to do a certain thing, give reasons for it, show the plans, ask for comments, discuss the available funds and THEN make the decision. It appears that Council just didn't want to take the time and 'trouble' to include the community in the decision-making process, and thought it could just force through what was "good" for us... and then had to spend nearly \$2 million tax payer dollars for the arrogance of that position. It feels like Concil dodges responsibility for truly engaging the community &amp; laying out the financial realities, so bullying factionalism takes over Council and then Cr. Buman et al. spew petty comments about one another's intentions instead of focussing on the facts and</p>

<p>the correct decision-making &amp; implementation processes. WHAT A WASTE OF COMMUNITY TIME AND RESOURCES. Start talking to us and to one another like adults with a purpose, and the reasoning skills to produce outcomes that enhance living in Newcastle.</p>
<p>Council's management of the Fig Trees, and more recently the decision to stop bulk waste collection on a whole of suburb basis are 2 examples where Council has either not asked (waste) or not listened (figs) to the communities wants and needs ... Councillors are elected to represent the community and as such, the community first needs to be heard.</p>
<p>Councils should LOOK AFTER THE TREES which have been planted in the parks.</p>
<p>Creation of an indoor play pool for children and creation of a large playground for children (like the Speers Point Park)</p>
<p>customer service - whenever I call to enquire about an issue I am usually transferred through a number of people and more often than not, I do not get an answer. I also emailed an enquiry through the website and it was never answered. You need to make people think you know what you are doing and are professional, this is not my experience when dealing with Council.</p>
<p>Customer service and response could be quicker, more efficient and honest.</p> <p>A visitor information office (not virtual or volunteer run) to assist visitors and locals with needs and information about Local Newcastle events, service suppliers and activities, is required for the City.</p> <p>Ratepayers v residents, cost of rent will usually cover ratepayers cost. How is it that Council does not view residents ideas/opinions/service supply as important as ratepayers (whom may not even live in the Newcastle LGA).</p>
<p>Customer service and response to ratepayer enquiries. Have called and emailed council throughout the years for various reasons and you are lucky to get a response - particularly to emails.</p>
<p>Customer service at the council building. I have personally waited over an hour for someone who I was told would see me in 5 minutes. I was waiting for a Justice of the Peace signature.</p> <p>Our street (road) was a disaster for months while they put in updated power lines (Brooks Street). The road quality is still poor and they finished work months ago.</p> <p>While parking as a staff member along Honeysuckle drive (hospitality) I have to pay a significant amount of money per week to cover my full time position, not to mention I have to move my car every few hours to avoid the ridiculous fees. An employee pass or parking area would be much appreciated.</p>
<p>Customer service: when customers ring Council have someone answer the phone who knows the answer to the question and politely helps sort the problem.</p> <p>Have the garbage removed on the correct day.</p> <p>Have the compliance 'police force' go back to helping people not just seeing them as a revenue source. Let them use some common sense!</p>
<p>Cut the waste of money</p>
<p><b>CUTTING COUNCIL COSTS BY GETTING RID OF MANY OVER PAID MIDDLE MANAGEMENT POSITIONS RATHER THAN CUTTING COSTS OF FRONT LINE SERVICES STAFF.</b></p>
<p>Cycle Transport infrastructure and sustainable transport1)Creation of secure bicycle parking at railway stations (like Brisbane model)2) Creation of separated cycleways on key transport routes (like Sydney model)nof 3) Introduction of a carshare facility for the CBD (like or same as www.Goget.com.au)4) An integrated transport plan (like Brisbane City Council Integrated Transport plan 2008-2026) ie integration of cycle transport with railway and bus services (particularly the provision of secure parking for bicycles), it astounds me that the Broadmeadow station does not have regular bus services to it. 5)stimulating sustainable development in the Newcastle CBD</p>
<p>Cycle ways to promote healthy life style, less damage to environment through less car travel. Need to educate drivers on cycle safety</p>
<p>Cycleways - both separate to the road and as wider bike specific lanes on existing roads</p>
<p>Cycleways in Newcastle</p>

<p>cycleways need to be continuous and safe. New Bulk waste collection too complicated return to old system. Still feel fig issue should have been clearer</p>
<p>Cycling facilities, connect the foreshore bike lane with the university and fernleigh track</p>
<p>cycleways and public transport esp to JHH</p>
<p>DA applications for local businesses taking 8 weeks is a joke. No small business can operate well under these terms - holding up businesses by this long puts undue pressure on hard working locals</p>
<p>Decide which part of council (elected or working) is responsible for making decisions and get them made and then stick by those decisions. The decision to chop a tree down is not one for elected council unless it is the Tree of Knowledge at Wickham. If it is a matter of safety, chop it down and get concurrence afterwards. If an issue has had three rescission motions, it is probably time to get me to flip a coin.</p>
<p>decision making within set LEP - need to stop the perception of ad hoc decisions.</p>
<p>Decision making, don't pander to noisy minority groups (eg Save Our Figs)</p>
<p>Decrease da processing times.</p>
<p>Delivering the 2030 Strategic Plan and achieving contemporary best practice professional standards across all facilities and services. Most facilities and services are currently unnecessarily at least 10 years behind those in Sydney or Brisbane.</p>
<p>Delivery of services and maintenance of existing assets. Stop consultation processes which are not actually used to make decisions.</p>
<p>Develop a vision for the City that includes regeneration of Hunter Street and CBD.</p>
<p>Development of a coordinated transport plan to encourage use of public transport and bicycles.</p>
<p>Re-evaluate Domestic Bulk Waste disposal (Council Pick Up service) I believe removal of this service will lead to less recycling an increase in landfill disposal and dumping of garbage in bush.</p>
<p>development and planning in the CBD.allowing developers to get their projects underway. not listening to minority groups that object to everything in the CBD. allowing more restaurants and bars to operate to encourage people into the city both day and night. using some foresight and vision for the future development and promoting tourism.</p>
<p>Development of a credible and cohesive strategic plan for the CBD. Take a leadership role in its development.</p>
<p>Sort out the vehicle parking mess in New Lambton Heights and get some Compliance people on the job to restore law and order.</p>
<p>Development of CBD</p>
<p>Development of CBD</p>
<p>Development of long term plans for services, publicising these and and following through.</p>
<p>Disabilities services and support groups</p>
<p>Do more roadside/median strip plantings where practical to make Newcastle a cooler and cleaner city. More attractive as well.</p>
<p>Do not give land to the few developers who are remodelling newcastle to suit their own pockets.Send every councillor overseas at their own expense on study tours. If they are not prepared to do this they have no right to be making decisions of change from their narrow inbred points of view.Encourage tourism of our greatest assets, coal loading, shipping, the harbour and the coast. Keep newcastles wealth local do not let it go to the state government.</p>
<p>do NOT replant figs which block sewers in laman street.</p>
<p>Keep public toilets and change rooms clean and accessible especially for the aged</p>

<p>Do not waste money on not researching properly, pretending/intending to listen but then not being able to decide, changing your mind often and making people more upset than if you had just pressed on in the first place - yes the fig tree fiasco. That circa \$2 million would have been better spent on real and really needed projects. Like subsidies for businesses who go into and revive the CBD.</p>
<p>With the CBD please do not try and compete with the big malls. You need a completely different concept so that people come to Newcastle instead of the big malls. Art, artisan, design, boutiques, culinary pleasures. A unique experience where every visitor can find their taste reflected and can spend a whole day perusing, spending money. For this it is imperative that free or at least very cheap (\$5 per day, or validated) parking be made available. People should have time and leisure to spend money.</p>
<p>Don't be afraid of debt - borrow more to finance projects and capital works.</p>
<p>Consult less - nurture a more proactive approach to decision-making. Change the constitution so as to reduce the power of the 'few' (councillors).</p>
<p>Continue to market the area to tourism and strive to run the city as a business.</p>
<p>Innovation and change is good. Don't ask the rate payers - just do it.</p>
<p>don't inform..LISTEN and do what the rate payers WANT...</p>
<p>Don't stop at Laman Street trees. Remove more. Council needs to clean up the mess street trees leave, often blocking gutters when it rains.</p>
<p>Don't waste so much money on consultants. Get down and do something - make a decision and do it - never please everybody.</p>
<p>Downsize Council staff numbers and utilise outside contractors and services (compare Bar Beach Project with Merewether Car Park Project). My observation is that too many people and vehicles allocated to jobs - too many people standing around or having morning tea. Council no longer needs to have its own staff to carry out works in the City</p>
<p>Provide recycling at major functions eg Surfest</p>
<p>Economic growth for the centre of Newcastle</p>
<p>Attracting new businesses</p>
<p>Tourism</p>
<p>Attracting sensible development with a masterplan in mind that allows for parking, transport and a CBD!</p>
<p>Making difficult decisions with guile and expertise whilst implementing programs to assist with delivery - i.e. Fig trees fiasco - planting 50% - removing 50% then revisit some years on to replace remaining 50% - drastic and dramatic the council is not proactive however reactive yet slow at that. To be honest I don't think my satisfaction will increase with this current council, due to its performance or lack thereof. I honestly believe if I performed as badly in my job - I would have been sacked by now and in all reason I should move aside for someone who can do the job!!</p>
<p>Effective community consultation</p>
<p>Efficiency of council works.</p>
<p>Openness and transparent decisions.</p>
<p>efforts at rejuvenating the CBD are minimal.... very disappointing!</p>
<p>Elected councillors are to represent the ratepayers and follow ratepayers wishes, not dictate to them. Staff should never be able to dictate policy.</p>
<p>Elected Councillors need to be more expansive in their approach to issues.</p>
<p>Elections &amp; hopefully a new Council that can work together to make this city work as it should.</p>

Eliminating council officers who are in flexible, reactionary, politically driven and ruthlessly ambitious and who demonstrate no vision for NEWCASTLE - spring clean the planning department starting at the top and get a visionary strong General Manager. Council officers need to realise their job is to advise the counsellors not rule them nor engage in a very public power play that smacks of personal ambition with nil regard for the city! Having said that the Council itself should have been dismissed - they are unprofessional and unable to objectively work towards objective and productive decisions for our town. The level of personal vitriol publically displayed makes the players unfit for public office. Only way to allow Newcastle to move ahead is to purge both the council which we can do at the next election but the administrative staff is equally in need of a similar purge beginning at the top.

Embarrassing state of Hunter and King Streets - locations with so much potential and so little vision applied.

Encourage business, university, housing etc. in the CBD.

Maintain the rail to Newcastle.

Relocate the overseas terminal to somewhere along Honeysuckle. This will also encourage visitors to the city and neighbouring surrounds. Dykes wharf terminal is disgusting and too far out of town.

Be more environmentally aware.

Encourage people to take their rubbish to the Summerhill dump by lowering fees. Return the kerbside collection for bulk waste.

End the constant reviews and restructures which cost a lot of money and result in even poorer results, particularly with regard to tourism, economic development and community partnerships.

Ensure a higher standard in our infrastructure including roads and footpaths. Better management of parking through the entire LGA and better cycleways throughout the LGA not just tacked onto roads

Ensure long term planning and community involvement.

Ensure that the community is clear about which responsibilities are those of the elected councillors and which are responsibilities of the administration.

Entrepreneur Vision for a global Newcastle - eg. 1. Get airforce relocated OUT of Williamtown Airport (to Richmond?) and make Williamtown an INTERNATIONAL airport.

2. Advertise INTERNATIONALLY for an architecturally unique plan to incorporate the CBD, train station, overhead hotel with waterfront access.

Otherwise its back to fig trees, cycle paths, skate parks and dirty mines wrecking landscape and polluting our water supplies.

Newcastle suits me because I'm nearly dead. Apparently everyone else is dead too!

Environment, planning & development, recreation facilities and services

Ethical decision making with a set of guidelines which are principled and not self-serving.

Every Street should have a footpath

Explaining decisions made at council to the ratepayers in a way that summarises the pros and cons in plain english to the majority if possible.

Facilitate competition with major shopping centres by independent retailers. Encourage and facilitate independent retailers to set up business close to but outside of major shopping centres, especially Westfield Kotara.

Also install recycling bins in all parks.

Family services - eg parks, beaches, cycleways, etc. etc.

Figs.  
CBD rejuvenation.

Finish dressing shed - Newcastle baths.

Tourism office closed down?? Now in Maritime building with no trained staff?? Good way to promote tourism.

<p>finish off projects they in the given time frame dont draw them out. give the ratepayers what they promised dont lead them on.stop wasting money and time like they did on the figs .get a group of councilors that are not disfunctionable</p>
<p>Finish the pathway along honeysuckle and provide more affordable parking in the CBD/ Mall for example first hour should be free to encourage people to go there and shop rather than going to large multiplexes.</p>
<p>Firstly clean thing up. Foot paths used to be kept mowed. Lots of areas do not even have footpaths!</p> <p>Tourists need to be attracted to a clean city. Our history needs to be bought to peoples attention and promoted.</p>
<p>Fix all the paving which was put in wrong!</p>
<p>Fix CBD, Bulldozer, Parking at Honeysuckle sucks Parking near Westfield Kotara sucks Speeding near Westfield too much Council should be proactive and not stall.</p>
<p>Fix our mall its a disgrace!!</p>
<p>Fix the CBD. Get a decision on rail into city. Develop a program to beautify the city coast facilities. Surf House is the kind of development we should be looking at on Newcastle and Nobbys beaches.</p>
<p>Fix the CBD; get rid of the rail line and bring the shops back.</p>
<p>Fix up the CBD and do something about the idiots who park incorrectly around the football stadium</p>
<p>Fixing up Hunter Street.</p>
<p>Fixing paths and putting disabled/pram access at all corners.</p>
<p>Fixing up the bad planning which has created the grid lock between merewether street &amp; Hannel street in peak hour - this is not a comment about the rail line it is the buildings on honey suckle drive and the single lane traffic which is only going to get worse as there are more buildings on Honey Suckle Drive. Also complete cycle way from Wickham to CBD, this would ease congestion and parking. The big pile of dirt dumped in Wickham on Lee harbourside is a very unattractive sight for people entering the city. More bike stands for locking bikes</p>
<p>Focus on areas where people generally agree things should be done - such as improving the CBD and getting the basics right (such waste management and enforcing the existing laws) rather than dividing the community on costly and contentious issues.</p>
<p>Focus on core business rather than incidentals</p>
<p>Focus on environmental issues a more especially litter around the coastal areas and spend less on art galleries.</p>
<p>Focus on invigorating the East end, presently it is a disgrace.</p> <p>New convenient passenger friendly berthing facilities for Liners in Newcastle.</p> <p>Work with LMC to obtain transport interchange at Glendale.</p> <p>Do not remove rail to Newcastle, preferably replace with Light rail and landscape to foreshore.</p>
<p>Focus on the Council duties not routism etc value for Rate paying Dollar get a new Lord Mayor and Council that will improve our city</p>
<p>focus on the future vision and collective best outcomes for our community at large and not the individual lobby groups</p>
<p>Focus over the past several years has been on "spinning" the delivery of "big" projects. It is not about footpaths looking good - are they fit for purpose and in the right location for population change and needs. Most of our community facilities are a joke and mostly in extremely poor condition - Wallsend library is the best we have. These current Councillors have no concept about working for long term community benefit, it seems to be all about short term political gain. I have not heard a peep about "special needs" groups unless it is about closing down services or facilities - "lazy assets". Your job is to provide for us the community - what have you done specifically for "special needs groups" in the past 5 years - and what about areas of social disadvantage. Council has taken its eye of the "community" ball completely</p>
<p>Following effective, efficient decision making processes that mean things get done in a reasonable timeframe.</p>

<p>Footpath maintenance needs to be constantly upgraded concerned planting new trees will in the long term cause problems with cracking on paths and therefore safety issues.</p>
<p>Uncertain what is happening with our curbside household waste pickups. Does it mean extra payment if residents have to arrange for pickup? Communication on this issue is NOT clear.</p>
<p>Footpaths in all suburbs are disgraceful. Young St Carrington next to the post office box- path uneven so many people have tripped. New cement has been put down but it's not level with the old footpath.</p>
<p>Parking near traffic lights- not enough room for left hand turners and no right turn, so traffic doesn't run smoothly.</p>
<p>Heritage committee need to look up their history on Carrington, they printed the wrong thing on a DA</p>
<p>Footpaths require work, as holes, hatches missing etc are waiting for accidents (Beaumont St).</p>
<p>Would like further info about future planning and pressure regarding the coal trains - noise, congestion of public rail lines</p>
<p>For planning to facilitate more people living in the CBD.</p>
<p>For planning to facilitate the 2030 community vision.</p>
<p>For planning to facilitate the enhancement of what is good about the existing urban fabric.</p>
<p>For planning to think big and act on vision so that we don't end up like Sydney.</p>
<p>For the Council to be proactive in ongoing maintenance of its assets i.e. buildings and infrastructure, and its liabilities i.e. roads and footpaths. To get rid of all greenery in and around all roundabouts and to raise their heights to street level, and to be rid of all greenery along medium strips. This will enormously improve vision of oncoming traffic and traffic flow. To get rid of all greenery that impedes the vision of the driver</p>
<p>Forget about the greater good for people living outside local areas and make decisions that the locals want, not for the benefit of people outside the local areas and even in other council areas. We elect councillors to make local decisions, not ones for the rest of the state.</p>
<p>Forward planning</p>
<p>From the General manager down - Be professional and responsive to ratepayers. Garbage services should be privatised immediately - they are appalling!!!</p>
<p>Enforce councillors voted decisions and act on immediately.</p>
<p>Funding for community arts like Circus Avalon and The Loft, keeping youth busy and amused.</p>
<p>Cycleways for Newcastle to Mayfield need improvement, or more awareness for the public that bicycles, with helmets and lights are allowed to ride on the road, where cycleways are not provided.</p>
<p>Community consultation should not be stopped due to the fig debacle. It is important that the community is allowed to have their say. Freedom of speech is important and what is Newcastle without a community?</p>
<p>Garbage collection and more public bins.</p>
<p>GARBAGE COLLECTION AND THE MORE STAFF TO ANSWER THE TELEPHONE CALLS. HATE RINGING, GET THE ANSWER MACHINE WHICH IS FULL, THEN TOLD TO RING BACK. RING BACK LATER GET TRANSFERRED TO EMERGENCY NUMBER AND TOLD TO RING BACK AGAIN. JUST WANT GARBAGE EMPTIED.</p>
<p>Get an elected Council to work together to better the city. Ignore the historical lobby and demolish all dilapidated old vacant buildings in the city. Cover vacant sites with turf until redevelopment. This would improve city's appearance.</p>
<p>Get back to basics. Focus on the basic services and do them well rather than trying to do everything the community expects.</p>
<p>Get back to what council should do, garbage parks, roads and stop listening to noisy minority groups.</p>

<p>Get labour out of council control.</p> <p>have guts to stand up to small groups that are red necks.</p> <p>Dont repeat the questions in this questionair. Get some brains in council.</p> <p>Cut the jobs to save money, reduce conditions that we can not afored. 20% pay cut off the top to start.</p> <p>we can not go on paying increassses to wages with no out come of inprovment in preformance. unions will squell, but it has to be done, to save this city.</p>
<p>Get less input from vocal minority/special interest groups. Use a common sense approach for the benefit of the whole community, not just those that own megaphones.</p>
<p>get on with it</p>
<p>Get on with the basic Council jobs, no Council *speak*, less titles in Management - more Indians.</p> <p>Useless to seek Residents' opinions and not act on them accordingly.</p> <p>Staff to return telephone calls.</p>
<p>Get on with the job stop spending excessive amounts on money on community conciltation.</p>
<p>Get on with the job!</p>
<p>Get rid of Newcastle Voice and do proper consultation with the Community.</p>
<p>Elect a Council which works.</p>
<p>Get rid of the railway line and redevelop the CBD.</p>
<p>Get the CBD alive again - or at least get a heartbeat into the dead body and start something</p>
<p>Get the council (elected members) to forget about their own wheelbarrows and look at who put them there and what they are to do. This is the disorganised, disfuncional council in NSW as far as I am concerned. They do not know how to make a decision. The council officers who put things to council meetings seem to look at why things cannot be done instead the other way round. If we as business people managed our businesses in this manner we would be bankrupt. We need positive people in both places. The negativity of Newcastle City Council officers and councillors is disgraceful. There is no one on this council who I could support. They are killing Newcastle. Enough is enough.</p>
<p>Get the 'politics' out of the Councillors and the ever increasing influence of the Stronachs of the Newcastle area over the Councillors. The Stronachs 'don't know it all' BUT we keep giving in to them.</p> <p>Stop the waste like the Laman Street tree issue.</p> <p>Go and look at what Geelong, Orange, Tamworth are doing with their cities and try to emulate some of their gains.</p> <p>We can do a whole lot better. Look at the debacle with the Tourist Boat terminal... what a look for new visitors. Newcastle can do well even if the rail doesn't go to light rail SO GET ON WITH WHAT WE'VE GOT to work with. We can do it if we get rid of the politics and 'in fighting'.</p>
<p>Get the weeds out of the futters on streets on Stockton.</p>
<p>Take down the no parking signs in the lane beside Stockton Bowling Club</p>
<p>Get your act together in regards to making the CBD usable. And get rid of the rail way line back to Hamilton!</p>
<p>Getting rid of waste in the management structure of Council. Too top heavy. Why do we have such an ill-functioning council when we pay so much for management - more than the salary of the prime minister, in some cases? The answer is because these roles are non-productive and designed to preserve individuals' cushy job conditions. I would welcome a State Government appointed administrator to manage the Council because our current entity cannot perform.</p>

Getting the City centre to be proud of.
Go back to kerbside bulk waste pick up.
Getting the relationship between the Councillors and beaurocracy right. I don't think it is at the moment.
Need to reinstate the regualr collection of white goods etc.
Need to live within their means.
Give less attention to minority self serving groups. The Laman st figs should have been ripped out ten years ago, Council wasted my money on delays and reports. Worst of all Council was not able to make a decision, if you can't decide, then get out.
Laman st has opened the city and now looks a lot better, the area was never meant to be a jungle.
Give more consideration to input from local groups rather than accepting the vocal ongoings of organised groups (Laman st)
giving ratepayers good service -which has diminished since the bulkwaste collection has been taken away
Good (particularly environmentally conscious) long-term planning.
Good leadership!! And good customer service!
Governance of Council management, councilors, local political parties and especially vocal minority community groups
Greater consideration of the impact on neighbourhoods of over development in residential areas. Medium density housing has it's merits however a lot of the time it's just developer greed. See 155-157 Everton Street Broadmeadow!
Greater control over residential & commercial developments to control OVER development of residential allotments to the detriment of neighbours and more control over large commercial developments & shopping malls to the detriment of suburban neighbourhood shopping precintcts (traditional shopping centres eg New Lambton - enhance them don't destroy them in favour of say Westfield Kotara or similar. Create liveable neighbourhoods/communities. Clean & somewhat green.
Greater vigilence of residential development in existing older residential areas, ie. inappropriate developments involving medium / high density accommodation on smaller residential allotments. Also commercial development / expansion in older residential areas with little consideration of impact on existing residents / services and infrastructure.
Greening the city
Grow more trees and improve maintainance, Bigger fines for removal or damaging of trees. Non bias review of council and admin staff to be sure the right people are doing the job.Know that libraries are a lifeline for many.Approve conversion of inner city buildings into housing, we don't need more commercial premises. More people will bring life into the city.
growth and maientanc e
Have a vision for Newcastle that incorporates all aspects of our culture. Not just those who are developers.
Have been very dissatisfied with councils handling of the Laman street tree removal. Especially the division some councilors encouraged in the community and the waste of money. Community consultation is a joke at the moment and council seems to carry on regardless of community expectations and the resonsibility of maintaining this city's heritage for future generations. Council seem to be making very bad planning decisions in a bubble.
have council reps do their job. the current council is dominated by minority groups and have wasted multi dollars of ratepayers funds.
get rid of the greens or better still sack the council and put an administrater in charge.
And of course the weak gutted Tate should go. a lord Major can not play both sides of the fence.I am 70 years old and this is the most inept council I have experienced.I can not wait for the next election.
Having long term vision for the city in providing community services and spending rate payer's money in an efficient manner and then being able to validate spending.

Higher standards to make the City beautiful. It is very very ugly in many places eg. straggling overhead power lines where they could be put underground (liaise with other agencies), ugly cheap developments approved with no consideration of aesthetics (which has an impact on city livability and tourism), broken up foot paths, bill boards and signage willy nilly - ugly and unpleasant to live with.

I also don't think Council is performing at all well as to community climate change mitigation programs. What is Council doing with or for householders here? I know of nothing.

The garbage collection service has been a disgrace with our bins left waiting on the street for up to 2 days after the scheduled collection day. I think this is better now, but this accounts for my dissatisfaction with the waste service.

Honest and open communication with the community. Involve the community in decision making. Communicate Council's activities and achievements on a regular basis

Honest and transparent community consultation. If you don't want to work with the community don't work for local government. Council staff need to read, understand and honour the Local Government Act. To enable the latter council needs to sack or mentor any directors who have demonstrated their contempt for proper process and their contempt for the community. Sack or mentor legal/governance staff who have not respected the spirit of the law.

Train council staff so that they understand that it is not their role to become involved in the political process or to mislead elected council to enable hidden administrative agendas.

Honesty, enhancement of existing assets not destruction & minimisation of budget wastage on unnecessary reports & arguments.

HOW ABOUT WE DO IT ONCE WE DO IT RIGHT THE FIRST TIME APPROACH INSTEAD OF ONE STEP FORWARD TWO (AT LEAST) STEPS BACK

Hunter st & train line. Wtf!

Hunter St really needs a face lift.

Hunter street revitalisation doesn't mean hundreds of thousands of dollars on infrastructure. There are temporary meanwhile solutions that art and placemaking can assist with.

We need a legal street art program. The regional gallery is great . Yet it doesn't embrace any temporary Public Art like street art.

Melbourne has used its laneways for art and they are a tourist attraction. We don't need to spend huge dollars to have an effect. The artists and the laneways are here.

Newcastle is getting left behind by other regional galleries such as Bathurst, Gosford and Lake Macquarie. All of these galleries exhibited the Mays Lane Project. Sydney and Melbourne have street art related events every week. Cockatoo Island event Outpost II just won an arts and culture award and had over 12000 visitors.

I am a property developer and the council needs to do something about the processing time of developments going through council, in these economic times and with rental properties in demand a better system has to be implemented , I could also go on about the landscaping issues FSR on developments in the higher zones , but I am sure the council is aware of the complaints.

I am concerned about the lack of communication from Council in regards to the development of the draft LEP.

The Foreshore / Recreational Zoning does not have enough restrictions placed on the types of developments available.

Many Government institutions in the past have acted irrationally due to economic need.Honeysuckle is a prime example where prime realestate now has office blocks dominating what should be public open space.

<p>I am involved in providing services to some cultural events in Newcastle and find that of late that projects where council contributes funds to these events have moved to out of hunter providers, which is very disappointing for local providers. If you want to have a sydney event co-ordinator - fine - but specify that where possible it should be specified that local businesses supply to these events. It is bad enough when we lose the business ourselves, but to see this very scare work go to syney providers instead of one of the handful of local businesses, is beyond annoying. We have been locked out of tendering for events on the north coast for this very reason - they specify that local businesses must be used. Also, events which we have previously worked for seemed to have had their budgets cut down to nothing and the events now operate without some services at all for the want of a few hundred dollars, which has a detrimental impact on the standard of the event.</p>
<p>I am involved with Tourism in a voluntary situation and i believe that it is very important to put Newcastle on the map (tourism wise!) as we have lots of things of interest to the visitor in this area</p>
<p>I am satisfied with council's performance.</p>
<p>I am very disappointed to read in the media that council is considering selling their child care centres. I believe that it is vital that these establishments remain in community hands; the only way this can happen is through council ownership of the buildings.</p>
<p>I believe that if council involved the community on any major projects there would be a greater level of support when the smaller decisions are made.</p>
<p>I can't say just now.</p>
<p>While not a high priority in the scheme of things, continue with imaginative, artistic, way out styled events around past times and entertainment</p>
<p>I do not see any vision for Newcastle other than some ad hoc copy of Mosman/Sydney and all the mistakes that occurred there.</p>
<p>There is no attempt to establish Newcastle as a Heritage city. We are the second oldest settlement and should develop this strongly in our tourism plan. Not pour concrete on our convict excavations.</p>
<p>I feel that Council should focus on improving the CBD and fixing up Hunter Street. Council should not just rely on certain art groups to fix up the city. Council should extend the improvement to other groups that may have other ideas in getting the CBD up and running.</p>
<p>I find this a difficult question as it is hard to be specific</p>
<p>I have asked council about a walk way in Stockton from Mitchell street to the patrolled beach as the safety of pedestrians is at risk of cars that park where ever they want in the lane. Sydney councils would not tolerate this and would have done something about it however this council has no plans to address the safety of women and children. Also a lot lot of Newcastle suburban roads are in a bad state, they are uneven and full of pot holes.</p> <p>You need parking officers patrolling on weekends!</p> <p>The cbd is a mess and there are a number of large scale projects waiting for the rail line to go from town. If this aspect is not addressed then Hunter street and in fact the whole cbd may as well close it's doors.</p>
<p>I have been appalled and disgusted at the way senior council administrators have handled many of their responsibilities. I am shocked beyond belief at the recent report into the Laman Street mismanagement which suggests that less community consultation would be desirable. While in my experience much core business is handled well (garbage collection, for example), I find it hard to fathom that such a vibrant, beautiful city as Newcastle, with such a positive and engaged community, can be treated with such contempt by council's senior administration. There is clearly a deeply corrupt organisational culture within senior management, and it would be to the community's interests to have that addressed and rectified.</p>
<p>I have had to deal with NCC on several different matters in the past 12 months and I have had to ring or e-mail several times before getting an appropriate response. I have beed chasing one department since early Jauary without success.</p>

<p>I live in a small cul-de-sac that was in quite a state of disrepair. I informed council and they came and patched up the road. It now looks like some sort of patchwork quilt and it is starting to breakdown at the edges already. If the job had of been done properly the first time it would not need fixed so soon and would have looked much more attractive. Also council SHOULD NOT be selling their childcare centres. They have a responsibility to provide these services to ratepayers. Shame on you.</p>
<p>I live in a tidal area this can be corrected as council only did half the job fixing footpaths.</p>
<p>I live in the Station where in one area there is NO footpath and people are forced to walk on the road under the underpass. The area is always full of rubbish, trees overgrown and grass overgrown. It looks disgusting.</p>
<p>I have contacted Council a few times on these matters they Refuse to do anything about a footpath. Sometimes they clean up the rubbish and fix the lawns and trees but not often.</p>
<p>I really beleive we should start planting food producing trees &amp; creating more community gardens for the overall health of our citizens.</p>
<p>I recently travelled around New Zealand. EVERY town, city and village that we went to had immaculate parks with perfectly tended lawns, flower beds, outstanding and extensive childrens playgrounds. For a country of only a few million with a depressed economy they did an amazing civic job. All the road flower beds were weed free and full of blooming flowers. They even had hanging baskets of flowers hanging of light poles etc. I've seen the same in Brisbane, except the flower beds are full of succulents and bromeliads that don't need a lot of water.</p>
<p>I regard the outcome of the Laman Street tree removal as a tragedy. On that and that issue alone Council has seriously failed the electors and is likely to be decisive in affecting voter intentions at the next election. The problem goes beyond the arrival of the problem in the last 12-18 months. It should have been foreseen by Council officers and Council should have been ready to replace with full-grown trees as the need arose. I am not happy with the alternatives being proposed for the area of Laman Street. It seems to me it has been driven by interests who wanted the trees out. The Cultural Centre is totally ugly and although solid and functional is a product of when it was built. It should not be treated as some icon to be placed as a heritage building to be saved at all costs. Council's record on important heritage buildings such of allowing the demolition of Legacy House (a Frederic Menkens building), standing by whilst the former Christ Church Cathedral Deanery on the Watt Street psychiatric centre site (possibly from the 1840s or 1850s) was demolished, the granting of a demolition order on the St Mary's Church brick fence on the Hill) demonstrate the poor record Council has on protecting heritage buildings.</p>
<p>I think Council is doing a good job. However keeping ratepayers informed of Council activites could be improved</p>
<p>I think council should be a representation of the people and act in their best interests, not to political party direction. There should not be any political party interference in local government.</p>
<p>Council decision making should be decisive and based on appropriate supporting evidence. Councilors will be relected based on their decision making, therefore they need to make decisions that will be supported by those who have elected them.</p>
<p>I think Council should listen more to what the people of Newcastle want for their area, and deal with issues that are important to us the ratepayers.</p>
<p>I think Newcastle CBD need a good street wash n CBD shelters need a good wash. Council needs to get out have a look and do some workfor a change.</p>
<p>I think that is great to have the green bins delivered to every household but I still think that the bulk waste collection service should happen at least once a year. There are people out there that don't have access to utilities or tailers that need to dispose of bulk waste and won't do it responsibly if they can't afford tip fees.</p>

I think the council needs to improve the Newcastle CBD area, in addition to the coastal development plan. There needs to be more for young people to do in the cbd area and Hunter st mall apart from going to the beach or Foreshore. Improving our best assets, such as putting in a playground for families at the Foreshore similar to the one at Spiers point would be a good idea, and may help to bring in more tourists. In general, the city looks tired and old, and needs to be revitalised. Newcastle is a great city but needs the right management.

Also, I think there needs to be improvements to traffic around Newcastle. Nothing has been done about the Adamstown train gate, and it also gets very hectic around Hamilton train station, as well as on Stewart Avenue, where motorists have to contend with many sets of traffic lights, and train gates.

I view the GM as the CEO and councillors as the board from a governance point of view.

Councillors should focus on that role and less on point scoring.

I went to Laman St today.

You should be ashamed.

Council should look after the assets of the city, not chop them down to build whatever it is you want to build there.

I would like to see Council stand up as a united group and lead the future development/renewal of our great city - leading change and progress despite the blockages by groups like SoF.

I would appreciate easier paths for pram use. And also some cycle ways.

I would just like a good footpath outside my home!!

I would like council to seriously think about where the ratepayers money is being spent. In the last year, numerous council projects have been misguided and wasteful (the figs, the path from Bar beach to Susan Gilmore, the foot path on Scenic drive, the diabolical Merewether beach carpark), whereas important longterm planning for the city seems to have been neglected. I'd like to see serious future planning and investment to drag the city out of the 1960's, to revitalise this wonderful place, and make it a fantastic tourism destination.

I would like immediate action on the CBD we have a beautiful city and it looks shameful.

I would like newcastle to be known as a Green City and programs put in place to reduce the carbon footprint. I would also like to see a Newcastle Youth Orchestra and a much higher level of music education supported by Council. The Newcastle Conservatorium is a significant facility which requires better educational management than is presently in place and if this did occur it would in turn will enhance the cultural development of the city. Newcastle Conservatorium could be a gold mine for Newcastle with the correct management. Newcastle City Council needs to get involved to ensure that a higher standard of music education is delivered. It isn't happening at the moment and the present Dean needs to go as he is forcing the better musicians to leave. It is hoped that at some stage someone will wake up.

I would like to be more aware of impending decisions, so that I could agree or disagree with them before they were implemented. I belong to Newcastle Voice, but this does not seem to relate to what is going to happen next eg ceasing the twice yearly bulk waste collection, or cutting down the iconic fig trees just because the insurer considered them to be a risk. Newcastle Voice seems to be about long term planning, not what is going to affect me next.

I would like to see a lot more effort put into suburban street tree planting, especially around Maryville. Getting rid of bulky rubbish items off kerbs quicker. At the doggy beach I would like better bin facilities (emptied more frequently) plus a plastic bag dispenser for droppings. More attention to graffiti removal.

I would like to see a vision for the CBD that includes more public transport and supports the discontinuation of heavy rail from Broadmeadow but preserves the corridor

I would like to see continuing focus on improving community spaces outdoor and libraries. The work toward improving and widening the bathers way has been a long time coming. The increasing amount of skate parks is great. The provision of more green spaces with shade and play facilities would be great. I would also like to see cycleway improvements no just a token bike symbol in a car lane.

Lastly more confident decision making. An honest explanation of why a decision was reached and stick to it. The time wasted on the fig trees was to the severe detriment of so many other projects and

overshadow the other good work council does.
I would like to see some vision for Newcastle. It's a wonderful city but it could be so much better. What plans does the council have? I must say I was disillusioned with the council with the Laman St figs issue. I have lost trust in the council.
I would like to see the elected Council behaviour more responsibly and in accordance with the Code of Conduct. This term of Councillors have really done nothing but waste money. Just look at the fig issue as an example. Put simply councillors do not know their role and in some instances the law or correct protocols.
I'd like to see less emphasis on heritage and more emphasis on meeting the needs of the growing and changing population. This is the greater humanitarian need of our time. Specifically, I feel we have many underutilised resources (open green space, sporting fields, empty buildings) that cannot be repurposed due to legal constraints or whingers who want to keep things the way they have always been. Get out there, change things for the better, cop the flak, and ignore it! =)
If a decision is made then just do it don't drag on and cost ratepayers money that obviously NCC doesn't have. Make decisions on what is best for Newcastle not for small sections of the community. Don't keep giving all the major developments to one person and if the development does not fit all the criteria then don't pass the application.
If they could all focus on working together. Some have been found to be just self promoting themselves, and not their Ward
If you are going to consult actually use the information not just pick the bits you want to do and lie about the rest. From the top the bureaucracy stinks. I am sick of being told a) that someone will look into it  b)that despite having the title of manager they deny responsibility for the department  c)when having investigated an issue they don't actually talk to the people involved. Not surprising people don't trust you.
I'm on a disability pension, one of many I am struggling for the last 2 years with land rates. Its' going up all the time with extra \$46 added to rates for maintenance of all facilities. We have other bills to pay. Its no go
I'm quite often in the CBD of Newcastle and feel disheartened by the appearance of so many dilapidated building along hunter street. These are beautiful architectural buildings left to slowly fall away from the foundations of there former glory. Just a little food for thought
Improve conditions for cycling around the city by:  - introducing separated cycling lanes/paths  - move current cycle lanes to the inside of parked cars instead of the outside  - connecting existing shared paths to create cycling routes  - reducing speed limits where cars and bikes share the road
Improve cycleways. Provide more equality with park maintenance and facilities (eg King Edward vs Centennial vs Islington vs Wickham). Better service for unusual waste drop off (oil, paint, electrical waste, large waste). Higher density to create communities. Gentrification of Newcastle West, Tudor St and Beaumont/Maitland Rd area to create better CBD more accessible to outer suburbs.
Improve early community consultation in respect to potentially controversial proposals, make balanced decisions and proceed accordingly.
Improve education and ability of staff in Traffic Unit. They do not have the expertise to deal with the traffic problems which arise. There does not seem to be any guidance or input from their supervisors. Are they properly qualified? For example staff were unaware of or incapable of dealing with traffic problems in the Marketown area until there was an uproar about traffic problems. This happened at a Community meeting which was called to notify the public about progress of upgrading the Sportsground not about traffic.

<p>Improve facilities at Western Newcastle, like Wallsend Pool, and Bluegum Hills Park, as we are always come across as the poor cousin to those who can afford to live in the expensive part of inner Newcastle. We are less able to afford the life of luxury of inner Newcastle dwellers, but we should not be penalised for this. Many people I know do not even go beyond a suburb or two from home, so they do not get to enjoy the benefits of funds being poured into older buildings and beach regeneration. Please don't ignore Western Newcastle!</p>
<p>improve Hunter street, king street and CBD, not just Honeysuckle.</p>
<p>Promote heritage more.</p>
<p>don't just fill in the pot holes in roads after it rains because it doesn't work so it is a waste of money</p>
<p>Improve Laman Street now the figs have gone - good thing.</p>
<p>Improve safety for cyclists</p>
<p>Improve street &amp; footpath maintenance &amp; appearance especially vegetation clearing &amp; road sweeping.</p>
<p>Improve the look of the CBD especially Hunter Street which we have dubbed Little Beirut</p>
<p>Close the pubs at 12pm and make the streets safer its scary at night</p>
<p>Make whoever owns the old Newcastle post office fix it up, a beautiful building going to rack and ruin</p>
<p>improve the state of the inner city - derelict and eyesore buildings. Improve parking in the honeysuckle area.</p>
<p>Improved Communication. The Fig fiasco is a good example. Given how contentious it became, Council took too long to put "open letters" in the paper in an attempt to inform people. More information should be readily available on Council's website. While some of the supposed independent reports into the figs may have been on Council's website, they were difficult to find, and possibly not there at all. Treat the rate payers with respect, and dont assume we're all idiots. Give us a chance to digest information that are sensitive to the community, to allow us to make an informed decision. Otherwise we are forced to assume there is something to hide. There is so much more information that could be available on council's websites about all development applications that are in their exhibition period etc.</p>
<p>Improved consultation with the people of Newcastle before major decisions have already been decided.</p>
<p>Improved decision-making in Council (not staff) and effective community consultation</p>
<p>Improved funding from federal and state government</p>
<p>Improved parking in city&amp; especially Honeysuckle.</p>
<p>No Tourist information or promotion of city.</p>
<p>No promotion of historic past.</p>
<p>Improved value for money.</p>
<p>Improve traqnsparency of decision making</p>
<p>implement a strategy to deal with Indian minor plauge</p>
<p>Improvement overall nothing eer seems to get done Council never seems to make a decision and stick to it. Too much influenced by minority pressure groups.</p>
<p>improving appearance of CBD, increase free parking facilities and remove meters for weekends in all areas. Need to encourage residents to use the area. Need to attract the tourist and residents to come into area even if only for the day. Make it a fun/cultural place to be.</p>
<p>Improving long term stragtey around infrastructure to ensure appropriate balance to support all industries. i.e. mining, tourism, professional services. In doing so, being able to attract other revenue streams outside of mining</p>
<p>Improving sporting facilities eg No. 1 Sportsgound, mowing of sporting fields.</p>
<p>Improving the CBD particularly the western end of Hunter Street with run down buildings and empty, dirty shops giving the appearance of desolation and neglect. If tourism is to be a high priority this area needs serious maintenance and appropriate development. Stop any more development of Honeysuckle which has become a crowded rabbit warren of ugly apartment buildings for the wealthy.</p>

improving the efficiency of council staff, particularly in the response to development applications for businesses.
Improving the environment- promote cycling (more cycleways), tree planting, recreation. Ignore anyone who thinks that fig trees are an issue (they aren't) and just get on with the job of running the city. Plus keep all the coastal revitalisation stuff happening.
Improving the overall look of the CBD
In general, the senior and middle management of the council are VERY arrogant. They refuse to listen to ratepayers. The culture of the council must change - empowering does not mean not listening to the people who pay their wages. Fancy exec management titles do little to improve performance - these people must be made accountable for their actions.
In My opinion, Practical decision making, not political grandstanding should be the focus. WE have a minority of down to earth councillors
But personal attacks denigrate our civic leaders.
In Newcastle CBD more parking is needed for disabled and aged
In regards to council's 7 child care centres - please maintain leases as they are for the long term as this will provide security for all staff, families and children concerned.
in this new post global financial crisis world where money is tight for both ratepayers and government the newcastle city council should just concentrate on delivering core services to ratepayers----i know you can't please everyone all the time but if people feel that the council is providing good value services and balancing the books that will be enough to keep me happy
Increased community involvement in council decision making. Really taking notice of what the community has to say instead of contempt and disregard for ideas and wants of the majority of the community. I think NCC are a disgrace, I am embarrassed to be a rate payer and resident living in a dictatorship masquerading as democracy...it really is a joke that this survey is even being generated bc the responses wont be taken seriously anyway. NCC is just going through the motions and ticking another box...
Increased Consultation with Transparency. A "can do" approach that shows a willingness not just to listen but to respond professionally and positively to community and volunteer input. Give individual submission feedback.
Staff must not treat volunteers as the "Vocal Minority"(NCC Sustainability Review)and tell elected council to beware of them. And certainly not call them personally "stirrers" in meetings.
As NCC has a Corporate style Admin then at least remember ratepayers/community are the Shareholders and actually the majority.
All four Directors performance & behaviour this year should be scrutinised.
Increasing and modernising public spaces, including new kids parks, green space and building new cycle ways, particularly to the beaches from the suburbs. Also, traffic is going to be a problem in the future with new housing development west of the city. I have just moved from Sydney and have seen what has happened over the years there. Don't want it to happen here as well. Need to think very clearly about housing development having the necessary infrastructure, etc.
INFORM THE PUBLIC ABOUT WHAT YOU INTEND TO DO NOT AFTER ITS DONE ALSO PARKING METRES IS NOT THE END ALL TO PROBLEM PARKING MORE CAN BE DONE INNER CITY NEWCASTLE AT THE MOMENT IS A DEAD CITY EVEN THE WORKERS THERE CAN NOT GET OUT OF THE CITY QUICK ENOUGH SO AS THEY ARE NOT IN THERE AFTER DARK !
Insufficient pressure on government to increase rail crossings in Newcastle business district and suburbs.
Irrational expenditure, \$20,000 a day on fencing of figs, but rejecting a one off \$18,000 grant for This Is Not Art event.
Removal of all speed bumps on the city's roads.

<p>Internal - develop a process that improves performance and perceived performance of council meetings and decisions. External - improve facilities for public transport and interchange, including pedestrian and cycle access and security. A key element is retention of rail to Newcastle east.</p>
<p>Internal efficiency needs to be improved</p> <p>Culture of council - shift to operate more like a business.</p> <p>Decision making needs to be outcome based rather than a procedural task.</p>
<p>Internal politics</p>
<p>Involve the public in planning &amp; a vision for Newcastle.</p>
<p>It is critical that, just like councillors, council officers should be accountable to the people and, if required, have their employment terminated.</p> <p>I think there are a number of council officers who could be regarded as "dead wood" and should be let go, particularly in the planning area and the roads and traffic area.</p> <p>It is unacceptable that these people are a law unto themselves with no accountability from the ratepayers and no way to get rid of them.</p> <p>Why shouldn't poorly performing council officers face the same chances of losing their job as a councillor does every four years.</p>
<p>It is so sad how the council have let this City die you lack no future planning you are stuck in the 60's, also no kerb side waste collection is a joke</p>
<p>It is very difficult for the residents of Honeysuckle to parl. Residents should have a parking permit. The argument that you are protecting commercial interests is unacceptable as residents have to park whether we pay or not.</p>
<p>it should concentrate on what most rate payers would consider its core business and avoid involvement in areas traditionally and more capably managed by state or federal authorities and, especially, the private sector. cuts in basic services should only occur when agreed by the elected representatives, not by delegated authority to (expensive) council managers whose performance is not open to public scrutiny. but it should be.</p>
<p>I've only lived here for 6 months, so I do not have anything to compare it to. The environment is a major concern for me and I find the recycling rates of paper, bottles/cans, plastic unsatisfactory. The pathways and cyclepaths are also important and more cyclepaths throughout the city would be valuable.</p>
<p>Jesmond is never clean anywhere - there are no street trees.</p> <p>Jesmond needs help in wast mngt area.</p> <p>Make QUICKER, BETTER decisions to stimulate Newcastle.'s economy. Clean up the area in general and pull down all the dilapidate buildings. We need more facilities for youths and not so many high-rise buildings (there needs to be a limit on the density buildings) built in Jesmond. A STOP should be put on the illegal dividing of 3 bedroom houses into 6 bedroom dwellings. It puts pressure on the infrastructure and the existing residents.</p>
<p>job creation.</p>
<p>just be more honest and open to rate payers and stop the dam in fighting of councilors and get on getting newcastle up and running</p>
<p>Just stick to what you can control. Explain what you cant. Be responsible (and united) in what you are doing.</p>
<p>General manager to implement good practice, and then Councillor policy.</p>
<p>Keep helping the CBD to develop and encourage new business into the area. Cut the parking fees. This will encourage more shoppers into town without having to fork our a small fortune on metres and then have to worry about getting a fine.</p>

Keep improving the CBD, but don't keep introducing more paid parking meters. I am a resident of Hamilton East and are very worried about paid parking meters in my street.
Keep informing the public of issues & events in time for a public response.
KEEP RESIDENTS BETTER INFORMED AND ALSO MAINTENANCE OF COUNCILS HERITAGE BUILDINGS I.E. THE TOWN HALL AND COUNCILORS TO STOP INFIGHTING AND GRANDSTANDING AND REPRESENT AND LISTEN TO PEOPLE IN THEIR WARD
Keep the community informed. When decisions are made by the council carry them out and act on the elected council offices decision.
Keep the rail line into Newcastle. Don't destroy heritage tress. Come up with a plan for the centre of Newcastle that doesn't depend on a big developer.
KEEP THE TRAIN LINE ALL THE WAY THROUGH TO THE BEACH AND GET ON WITH IT! KEEP THE TRAIN LINE, KEEP THE TRAIN LINE.
MAKE THE INNER CITY AREA A DFO REGION (DIRECT FACTORY OUTLETS) WHICH ARE GOOD FOR RETAILERS AND SHOPPERS AND TOURISTS.
STOP SELLING OFF THINGS WHICH CAN MAKE US MONEY LIKE OUR PARKING STATIONS - YOU CAN'T SELL THE FARM TWICE!!!!
WHAT YOU HAVE DONE WITH THE BAR BEACH AND NOBBY'S CAR PARKS IS DISGUSTING. YOU'VE HALVED THE NUMBER OF AVAILABLE SPOTS AND YOU 'BOMB' THOSE THAT USE IT WITH PARKING POLICE. THOSE ACTIONS MAKE A FREE DAY AT THE BEACH FOR STRUGGLING FAMILIES WITH KIDS A REALLY COSTLY VENTURE IF THEY'RE FINED, AND AS SUCH, I WON'T TAKE OUR KIDS JUST IN CASE.
DON'T LET US LOOSE OUR GREENERY VIA TOO MANY MEDIUM OR HIGH DENSITY HOUSING DEVELOPMENTS. THE FLOODS ARE LARGELY CAUSED BY THE LOSS OF GRASS/GROUND, IE: ALL THE EXTRA CONCRETE EVERYWHERE AND DRAINS THAT DON'T COPE BECAUSE THEY WEREN'T BUILT WITH FORETHOUGHT.
THE PHENOMENAL NUMBER OF "MC MANSIONS" IS ALSO MAKING OUR CITY UGLY, UGLY, UGLY AND WILL REDUCE OUR QUALITY OF LIFE BECAUSE WE CAN HEAR EVERYTHING IN THE PROPERTIES EITHER SIDE AND THERE ARE SO FEW TREES FOR FAUNA TO SURVIVE AND THRIVE. WE WILL ALL LOOSE OUT IN THE END WITHOUT SOME GREENERY TO SOFTEN THE LOOK OF OUR CITY.
I'D LIKE NATIVE TREES IN ROSEMONT ST AND MADISON AVENUE IN ADAMSTOWN HEIGHTS ASAP PLEASE.
Keep us informed on how council is going to afford the gradual upgrades that the city will need.
Keeping the rail service into the city
Keeping things like Blackbutt reserve, our libraries and pools to what the locals and public want from them, not what looks good on paper.
Key decisions & processes need to be more transparent
Landlords should have to provide adequate recycling bins I live in a 8 unit residential block, half of those units have 2 people living in them. We have one (1) only recycle bin!
Get rid of the cost or parking in CBD - it turns me and others away! Consult community before major decisions implemented. Overseas cruise passenger terminal is a must!!! We want to encourage visitors - disgraceful people trudging through mud. Hunter Street is an absolute eyesore.
Large ammounts of rubbish blow from King Edward park into the street [due to prevailing NE wind] ,then down drains to beaches. Yet council cleaners will not pick up this rubbish from edges of park or that has blown onto street [The Terrace]. Sending a street sweeping machine does nothing as it can't get near gutters due to parked cars.
Not enough free 1/2 hour parking in CBD .

<p>Learn the meaning of "consultation" - and then exercise it. Despite the propaganda, the GM and council management hasn't a clue (or a care?) about talking with residents to determine their actual concerns and needs. The Laman Figs Fiasco is but one example - the Stockton Pines mess is a repeat in waiting. Please, stop acting like tyrants and start thinking (and then acting) like leaders.</p>
<p>Less arguments and delays in decision making by councillors.</p>
<p>Less consultants, more value for money and bringback the old library website!</p>
<p>less political bias and focus on redeveloping the CBD traffic flow of CBD encourage retail in CBD fiish rail issue.Council seemto waste much time in the decision process and hinder progress as minority groups more often than not sway the processes of coucil.Please show that you are able to bring our city forward the behaviour of coucil is often shameful and embarrassing.</p>
<p>Like your junior ranger &amp; school holiday programs</p>
<p>Limit the growth of new buildings along the foreshore, maintain existing heritage buildings, revitalise the CBD with integrity, stop the growth of proposed coal loading development .</p>
<p>Listen to all groups in the community not just the noisy minority groups. Consider how all groups are affected not just the wealthy landowners at the top of Newcastle. Newcastle is a great place to live. Let everybody share all of it's wonderfdul assets.</p>
<p>Listen to and consult with rate payers rather than business and political groups</p>
<p>Listen to community honesty and integrity in council actions</p>
<p>listen to communityfocus on progress council aims with less infighting in council, between concillors, between mayor and councillors and CEO, CEOs do not work for private company though should use any valid practice and employed to further agenda of public through councillors not their own agenda,Differences are expected but not the obviously power hungry self promotion or promotion of partiescouncilors, mayor and CEO should get on with the job for the community,bins are mostly left tipped up and obviosly rough housed,lid open even whebn lft standing, this is new over the last 12 months, if raining bins get filled with water, trucks seem to do on the move and just let the bin go or are moving when bin put down prperly so knocks the bid overmuch publicity is about fighting and decisions not made, like state and federal politicians it is becoming harder to beleive what comes from council and consultation sometimes seems like lip service</p>
<p>Listen to feedback to residents when NCC have undertaken consultation and not just nod their heads and then impliment something totally different.</p> <p>Do not hide behind technicalities and bearuecratic rules and process.</p>
<p>Listen to ratepayers &amp; when a problem is brought to your attention come and look at the problem just dont look at a file or a map &amp; say everything is OK&gt; If a resident brings something to your attention it means THERE IS A PROBLEM.</p>
<p>listen to residents</p>
<p>Listen to the community and visioning for the future not failing to make a decision.Failure to implement policies on which they the councillors were elected. It seems the officers control the council not the councillors.</p>
<p>Listen to the Community you serve. Transparency of process is essential and your obligation. We the Ratepayers pay your wages. Respect our unique History and stop wiping it out only to replace it with generic, bland, characterless buildings/spaces.</p> <p>Newcastle needs a point of difference, we are not an outer suburb of Sydney.</p> <p>Also, the contractors who occasionally collect our waste could try to not damage our bins every week/fortnight.</p> <p>Perhaps they could be rated on level of care &amp; ownership not just speed?</p> <p>Thanks for the oppportunity to feel as though I get a say (although recent history should have taught me better by now, if I am to believe the Herald.)</p>

<p>Listen to the community, especially the local community. Do not allow oversize developments in or next to heritage area's. Do something about daytime employee parking in residential streets in the inner city - putting in parking meters only moves the problem elsewhere ie Corlette St</p>
<p>Listen to the people and fix up our city, it is becoming embarrassing especially Hunter Street.</p> <p>And start preserving the heritage of our city and stop allowing the knock down and rebuild of high rise among the beautiful older homes it is becoming horrible to look at, there is nothing of beauty to see anymore, just cement and glass and steel. Integration of style is not happening.</p>
<p>Listen to the people!</p>
<p>Listen to the people!! FOR 40+ years I have (on &amp; off) asked council WHY? WHY? WHY? we don't have TREES!! at our local beaches. I get asked that question by every tourist that's been to OUR TOWN!! when I say I come from Newcastle. I gave up asking about 10 years ago, and with the healthy figs being torn down at Laman St to reveal an ugly square brick building, I can assume COUNCIL HATES TREES? COUNCIL DID NOT TO THE PEOPLE.</p>
<p>Listen to the ratepayers. I don't expect Council to do everything that I want but would like my opinion to be considered.</p> <p>The Laman Street debacle is a text book example of flagrant mismanagment and will taint the reputation of Council for many years to come. The post-removal review provided to the Councillors compounded the matter. Instead of learning something from the experience the suggested solution to community dissent appears to be to not consult them in future, and to leave the elected council out of as many decision as possible. Accumulated good will has been squandered and our faith in Council ethics destroyed. This is particularly unfortunate for the many excellent people within the organisation with whom I have dealt for many years.</p>
<p>Listen to what community wants : " keep fig trees".... I live in a street where two residents have literally filled their front and back yard with scrap metal junk. its home to verminss , there was an infestation of mice one year , another year we had a menagerie of kittens. this has been reported a year ago ,am loath to do this to a neighbour but now its not only one property thats an eye sore its now two properties... can something be done?</p>
<p>Listening to the people of Newcastle.</p>
<p>Listening to what the community say</p>
<p>Long term management strategy for newcastle CBD</p>
<p>Long term planning</p>
<p>Long term planning of city sustainability, including environment and social factors, and dedicating more funds to improve the outlook of the city if it wants to attract more tourism.</p>
<p>Long term strategic planning. Managing council's finances. Communicating decision making methods with community. Open and honest government.</p>
<p>Long term view</p>
<p>Look carefully at the business managers &amp; their staff overall improvements is necessary in Cioujcil officers &amp; their responsibilities from the Top Down. Look at their performances lately I suggest they look to improve vastly.</p>
<p>Lose their arrogance of believing only council knows what is best for our city. Newcastle is more unattractive under the current council's care and I'm NOT referring to laman street disgrace. Our inner city is decaying. Fix the city before bike tracks and chopping out trees. Prioritize. To increase tourism we need to have a functioning inner city.....and Fix laman street ugliness.</p>
<p>Low level pedestrian and cycle crossings of the rail line to link Honeysuckle with Hunter Street west.</p>
<p>m</p>
<p>Maintain our heritage items to promote our area both in attracting tourist and shoppers. We are the only plac in Australia that has three buildings spanning three centuries and you are going to hide them behind trees AGAIN. What great opportunity you are about to waste. Put the trees on waterfront where shade is NEEDED.</p>
<p>Maintain what they already have especially roads, gutters and footpaths.</p>

<p>Maintaining open space. Great cities are as much defined by their public spaces as by their fine developments. Current opportunity is the space at Lee Wharf on the harbour at honeysuckle. This will be of even greater importance as the doorstep to Newcastle if the Railway is to be cut at Wickham.</p> <p>And to improve safety for cycling in the city including separate cycle/traffic and pedestrian routes.</p>
<p>maintaining roads footpaths parks, swimming pools and library services. Promoting newcastle keeping the CBD vibrant and making it an inviting place to visit it is not at present. encourage citizens to the not deterring them with parking fines etc. keep derelict buildings in order clean pigeon droppings from vacant buildings.</p>
<p>maintaining the trees and buildings</p>
<p>Maintenance of heritage buildings of CBD; footpaths; keep railway to enable HValley residents easy access to city and beaches; \</p>
<p>improve Newcastle Beach- paint surf sheds and plantings of trees to take away effect of over tall buildings in Shortland Esplanade.</p>
<p>MAke a decision</p>
<p>make a decision and stick to it!!</p> <p>the buildings in the CBD are on the whole a disgrace!. some action has been taken , in demolishing eyesores"" but more need to be done.</p> <p>i think REnew is doing a good job in the meantime.</p> <p>bring back the biannual council pick up.. why was it ever scrapped!!</p>
<p>Make a decision and stick to it. Protect residents' rights against greedy developers</p>
<p>Make a decision on the rail line and stop using it as an excuse for poor management and missed opportunities.</p>
<p>Make a decision on the rail line through the CBD. Build an additional bridge next to the Tourle St Bridge and widen the road on Kooragang Island. Expedite the processing of DAs.</p>
<p>Make a goal of 10,000 new residents in the CBD in 20 years and make your plans accordingly. This requires a considered urban landscape/environment. Bigger parks, relandscaped beaches, getting rid of car thoroughfares e.g. through honeysuckle/wharf rd, stopping the growth of visitors to town whose primary business is pub drinking (no more DAs approved like Kenso/Lucky country/crown and anchor - Judy J). These developments are counterproductive to city living. Go on , survey CBD / honeysuckle residents and LISTEN to them.</p>
<p>Make decisions and act on them Laman St was an expensive nightmare!</p> <p>Improve Hunter st, make a decision on railway line and move forward!</p> <p>Improve your newsletter, formatting is terrible and hard to find the interesting info in it, usually down the Left side column, tell me things of interest and fix formating so it is easier to read / scan for info.</p>
<p>make decisions and do not be influenced by minority outspoken groups</p>
<p>Make decisions and stand by them. Work more like a business rather than a community group with factionalised minorities pushing their agendas. The council needs to be operated for the greater good.</p>
<p>Make decisions in a timely manner. Quit Listening to those who yell the most.</p>
<p>Make decisions, giving valid reasons for the decisions. It is impossible to satisfy all people all of the time. But, if a sound case is made, people will accept a decision even if it is not the decision that wanted.</p>
<p>make informed decisions and follow through and stop wasting time and money with indecision</p>
<p>Make informed decisions and stick to them, stop trying to cater to small but noisy and often extreme lobby groups.</p>
<p>Make meaningful decissions and implement prompt action, Dont bend over to small noisy minority groups,Have more say in the foreshore areas and not play second fiddle to HDC and Port Authority who's only interest is adhoc approvals to the wealthy, not the residents and small businesses.</p>
<p>Make some definate decisions. Stop debating/argueing every issue and move faster when decisions are made.</p>

Make sure all residents have a say about there city then vote.
Make sure teh railway line to Newcastle remains and is upgraded and appearance improved.
Make the city and beaches attractive, spend some time on the dilapidated buildings along the beachfront,they are a disgrace to the city. I think you have lost the battle with the CBD and west end they are a barren wasteland. The foreshore and honeysuckle are an assert but need more parking and facilities re cafes and food outlets esp near the beach. Good luck!
Making decisions after consultation (where necessary) and following through. Do somthing to revitalise the CBD. Effectively manage the budget to maintain council infrastructure.
Making decisions and acting on them - no more fig debacles.
Making decisions and planning that suits the opinions of the majority of rate payers rather than listening to the often noisy minority. This will lead to faster implementation and completion of programs and works that will make the city better overall for the local community and visitors to our great town.
Manage ratepayers fund, stop overseas money waste, fix our postoffice and other heritage buildings with weekend detention people or volunteers if you have to but fix them. colour our city, pressure wash the sidewalks, stops wasting our funds on highend wages, free street parking to encourage people into our mall, or lower meter fees. put some colour into our city. clean our streets, make police walk the streets each and every day and night. make them show a presence. get rid of the weekend drunks, put them in lockup to sleep it off and charge them 100\$ fine that can clean up the mess they make.
Management and development of a vision for the CBD including cycleways
Management of the issue of Laman St woefully poor.
Costly to ratepayers and divisive with considerable angst to a number of NCC employees and councillors.
To permit the loud minority to obstruct the Councillor decision was an expensive exercise and sets a worrying precedent.
Merewether baths. Northern end of the smaller pool. A ramp is needed to replace the existing steps. Disabled, wheelchair and pram handlers experience great difficulties here and creates congestion.
More bus shelters
More community involvement and consultation.
More community involvement in Council decisions. Traffic problems need to be solved in peak hours. More involvement by council into parking on footpaths throughout Newcastle.
More community involvement in planning and in cultural/arts activities, programs and facilities
More cycle ways to promote traffic flow and improve safety for cyclists
More cycleways
Real community consultation - sometimes I think council staff forgot that is it council that make the decisions. Having their own agendas and push on despite what council say.
More facilities and programs for young people (12-25).
Better response and representation on community concerns (the Laman St. fig situation was APPALLINGLY handled).
Better support for arts and culture related programs and facilities.
More facilities for young kids - the skatepark at Bar Beach is absolutely sensational but the some younger kids (and some old guys) need a 'less intense' version of it with snake runs etc. A regional skatepark at Broadmeadow?
More family friendly outdoor areas and public space.
More funds into Education and the University of Newcastle.
Make Newcastle more cycle friendly!!

<p>More garbage disposal. Should have option of more capacity for those who need it. We pay enough. More safe cycleways please. PS Some of the scores were deflated by the figs fiasco. What a mess. You handled that extremely poorly.</p>
<p>More inner city parking and a greater effort made to find tenants for unoccupied buildings in the inner city. As suggested previously why not turn empty upper stories of buildings into affordable accommodation. If people are living right in town they will be happy to use public transport so will not add to parking problems.</p>
<p>more listening to the community. vision for city that is inspiring in informed by the community. greater focus on building a resilient and sustainable city into the future.</p>
<p>More off leash dog areas. All of Burwood Beach would be a good start. Then you won't have to police it, as thats what hundreds do anyway.</p> <p>Free dog-doo bags at the registerd off-leash areas. It is a minimal cost to near guarantee poo free parks. See Sydney Park (st peters) for how its done 40ha that is nearly poo free.</p> <p>And don't cut down any more old trees in the CBD</p>
<p>More open decision making.</p>
<p>More openness in council decision making</p>
<p>More parking in the CBD - pull down many of the old buildings and put in smaller car parks in various areas around the city.</p> <p>Less metered parking areas - costs a fortune to go into the CBD so I avoid as much as possible.</p> <p>More public toilets, etc Horseshoe Beach Park, Glenrock State Recreational area at Car Park, safe toilets in Mall.</p> <p>Get all the big waste items off the footpaths such as lounges, tv, etc. - looks disgusting.</p> <p>Newcastle has no Tourist Information Centre - should have a lovely big centre somewhere central in CBD for backpackers, tourists, etc.</p>
<p>More parking optiosn in the CBD. Less ticketed parking areas - especially around Cooks Hill effecting residents and visitors.</p> <p>Working of further tourism development plans and ensuring our beaches, parks, streets, library, art gallery precincts etc., are kept to a hig standard of cleanliness and accessibility.</p>
<p>More professional attitude to keeping our city clean. Council staff responsible for keeping our city clean provide a half done attitude. A lot of time just chatting amongst themselves. Grading of Newcastle Beach is only ever half done as well as keeping the boardwalk which is used by so many people including many tourists/visitors is poorly cleaned and maintained. It was not swept for almost a year and then the stairs missed out. We need many more rubbish bins, the mesh metal type placed at many positions along Shortland Esp, on the boardwalk and on the beach itself. They seem to be effective along the breakwall. Our city is generally an embarrassment which is sad as we love living here. Bondi Beach would never look like our beach.</p>
<p>More sufficient facilities for youth is necessary to prevent boredome and mischief.</p>
<p>More toilets in public parks. Especially</p> <p>Smith Park, Hamilton North. Completion of the</p> <p>"Road to nowhere" from Jesmond behind John Hunter Hospital. Footpaths in Waratah</p>

<p>MOWING OF THOMAS STREET &amp; NEWCASTLE ROAD I regularly drive into town along Thomas Stt and then Newcastle Rd. This road is the Gateway to Newcastle for people driving from Sydney, and it will soon carry people from the Hunter Expressway - 20,000 vehicles per day I think. Problem: The grassed median strip is not kept mown with sufficient frequency. I would like to suggest that this corridor be "zoned" as a Park, and that the mowing schedule is governed by the height of the grass, not by a calendar. Sure, at present the grass is like a wheat field due to the rain and hot weather, but seriously I have watched the poor state of this Gateway and felt embarrassed so many times over the last 10 years. By contrast, the road entry into Canberra (Northbourne Avenue) is always neat and sends strong signals that Canberra welcomes its visitors. Could you please consider this suggestion, and I would suggest this would make an excellent example of listening to a sensible suggestion (from a ratepayer) and taking action to lift the appearance of Newcastle to our visitors.</p>
<p>Much needed attention to Hunter St. Recent foreign visitors horrified that that was (used to be!) the main street of this town! building owners should be made to at least maintain their building. It looks like a ghosttown!</p>
<p>Much better communication with the public about potential contravertial decision made by councillors who appear to be working for the paid council officers instead of the public who elects them. the council officers should be more aware of what the ratepayers want and have them on side instead of giving the appearance of doing whatever they want regardless of the wishes of the ratepayers.</p>
<p>NCC Managers and admin staff have lost touch with the ratepayers, The general public are treated with disrespect and are ignored if they persist with complaints.</p>
<p>NCC must have community consultation on all matters. NCC needs to train all staff in how to serve the community better. Staff are rude, dishonest, arrogant, egotistical, and NCC administration should be dismissed including the General Manager.</p>
<p>Need some new councillors who can cooperate with each other. Fig tree issue was handled disgracefully.</p>
<p>Need to be more open with ratepayers/residents when planning new projects by providing full details clearly and concisely, also ensuring public consultation and input. Important this followed up with firm decision and action. No more "fiascos" please like Laman St figtrees.</p>
<p>Need to get businesses and the people back into the CBD area - it's just not appealing.</p>
<p>Need to reduce the reliance on cars, especially for the workforce, by better integration &amp; use of public transport and cycling.</p>
<p>New curbside collections policy disadvantages tenants and needs to be changed. (Tenants vote too).</p>
<p>Recycled waste needs weekly collection schedule as per general waste.</p>
<p>Newcastle CBD and Bewcastle West - they are a disgrace and take away from any good work that may be being done elsewhere</p>
<p>Newcastle CBD overhaul</p>
<p>Newcastle Council need to promote this wonderful City. Especialy for Interstate and over seas people coming by SHIP. I witnessed first hand the appalling conditions at the Newcastle WHARF.</p>
<p>This does not do Newcastle justice, we have one of the best Harbours its a delite to arrive here by ship, unfortunatly people will remember the TENT with no proper infastructure, only demountable toilets. Then there's the mud bath, this is the worst departure wharf I have observed. My grand children had to walk through mudd 2 of them lot a shoe, which had to be fished out, there feet and legs were covered with mudd also the clothes were splashed with mudd. WE could have spent the money from the fig trees on upgrading THE WHARF.</p>
<p>Newcastle councillors need to begin acting like representatives of the people who elect them and not like authorities unto themselves and noone else. The majority of councillors totally ignore the true will of their constituents and act only according to their own interests and wants.</p>
<p>Newcastle has a good mixture of people who walk, bike, catch the bus and train, drive a motor vehicle. The CBD does not requir Parking for more motor vehicles. Everybody should be encouraged byt the Council to use public transport as provided, walking is good for your health.</p>

Newcastle Mall upgrade. Don't need anymore Liquor outlets as there is enough anti social behaviour by drunken louts. Enforce RSA regulations in pubs and clubs. Councillors should stop acting like 2 year olds and fighting amongst themselves and get on with the job!!!!
Newcastle sporting facilities are a disgrace compared to a lot of other Councils. Sport is important to young people and if we have good facilities it will attract State and National events; this obviously helps business etc.
no comment
No comment.
No more \$ave our fig\$ debacles. Enough with the waste and mismanagement and try to focus on what is good for newcastle as a whole
No parking meters. fixing potholes in roads more quickly!
No rate increase.
No to sucking up to business people.
Build cruise ship terminal and conference centre.
Involve community in decision making.
No more polluting industry.
No to container terminal!!!!
Be more transparent.
No specific comments
Noise and parking from hotels causing disruption & invasion to residential areas. Anti-social behaviour, inconsiderate parking at & near residents property. Emergency service vehicles WOULD at times have diffculting accessing properties.
Noise issues: <ul style="list-style-type: none"> <li>- car sound systems out of control,</li> <li>- hotel noise,</li> <li>- neighborhood noise: electronic, dogs.</li> <li>- Drinking problem:</li> <li>- uncontrolled drunk people everywhere at night,</li> <li>- liquor industry out of control, thinks they can do anything.</li> </ul>
Not ignoring expressed community concerns on environmental and heritage issues. Elected reps are top heavy with property development interests and seem to be there to further personal agenda. Senior officials also seem to lack interest in community concerns and will further their agenda in the teeth of opposition. Some pruning at the top end might encourage more vigorous growth.
Not one main aspect  Be aware that the heritage parts of newcastle are special and extremely important to how others see us. work with building owners to improve the look of the CBD even if buildings empty.  take notice of community consultations and ACT on what the community want. the cutting down of the iconic fig trees in laman street was sacrilege and left a bad taste in people's minds about the arrogance of council staff.  support retaining the rail link to the newcastle's heritage railway station which is where i arrange for visitors to get off if they are coming by train.  plant more trees along streets and median strips but not in front of heritage buildings.  if you plant deciduous trees in the city - please clean up the leaves

<p>not really sure. probably the traffic management because it affects me on a day to day basis. at the moment, in Shortland, no matter which way I want to go there is usually a delay with either the road works or the uni traffic. In saying that I am not sure if this issue is one for the council or one for state or federal government.</p>
<p>Number 1; Have a council that will work together.Number 2;Stop infighting,trying to get points on other councillors. Work to-gether.Number 3;Eradicate the politics!!!!!! At the end of the day, are you there for the city, or their for your polital gain??? Or did you stand to make a difference?Number 4;Be truthful, and stop the cover upsNumber 5;Be available to the public, dont put blocks in way!!Number 6;Make decisions for the city, right or wrong, not for the group you represent! if wrong, learn from it!Number 7; Show respect to your constituents! they put you in, work for them, not yourself. Nunber 8;Go to the people more often! Every 3 months,forum at a ward, neglected rest of year?Number 9;Being the 6th largest city in the country, keep it their, don't let it slide through neglect, which i believe a lot of Novacastrians are thinking!number 10; Maybe adopt these as N.C.C. Ten Commandments?</p>
<p>On the section of Coal Street, Islington, between the Traffic Barrier near Thomas Street, and Chin Chen Street, The red top and yellow top bins are being emptied regularly. However, the GREEN TOP bin is regularly missed.</p> <p>I obtained my GREEN TOP bin on Friday 16 December, 2011. Since then I have had to email Mrs Weaver several times, to request that the garbage truck be sent back to Coal Street to empty my, and my neighbour's green waste bins.</p> <p>The GREEN TOP BINS were NOT EMPTIED on</p> <p>Wednesday 28 December, 2011, Wednesday 11 January, 2012, Wednesday 25 January, 2012, Wednesday 8 February, 2012</p> <p>The GREEN TOP bins were EMPTIED on Wednesday 22 February, 2012</p> <p>However, on Wednesday 7 March, 2012 the GREEN TOP BINS were AGAIN NOT EMPTIED .</p> <p>There is no such problem with the yellow top and red top bins.</p> <p>The GREEN WASTE collection service is in need of big improvement.</p>
<p>Open and honest communication</p>
<p>Open consultation with the community and respecting the opinions of the ratepayers. We know what our areas need more than the Council e.g an unnecessary new library at Stockton while we have other services requiring the expenditure much more than this. When the Council has no money why spend on buildings that are not needed</p>
<p>Open dialogue with the public regarding plans for the regeneration and promotion of the Newcastle CBD; maintenance of public places and policing of vandalism; open dialogue with the public regarding plans and strategies for future property development; planning and development of strategies to expand the public transport system in order to address increase in traffic flow, particularly in peak hours; open dialogue with the public regarding planning and development of public buildings such as the Newcastle City Library and Art Gallery;</p>
<p>Overall efficiency.</p> <p>Make the most of the revenue they get, not asking for more money then wasting it.</p> <p>Same for decision making, make the right decision and stick by it, not going over and over the same thing.</p>

<p>Overall the Newcastle area and council are doing a good job, services and facilities are good and many recreational areas are being maintained and I feel proud to live here however.... A bigger vision and committed action on the long term development and growth of the Newcastle area are required – and if you are actually doing this (in a big balls ways and not a small clean up way) then announce this boldly to the public and be proud – STAND BY YOUR DECISIONS!!</p>
<p>Conservation and development to the area and buildings are needed to keep up with a growing community (from baby booming to immigrants) which are urgently needed in housing and community services. Are there enough schools, doctors, childcare, kaleidoscope and other back up services etc etc. being looked at to keep up with the growing population of the area?</p>
<p>The CBD and is disgraceful and I am ashamed for any tourists that arrive here, cruises or otherwise, to have to see it. There are many beautiful heritage buildings that could be restored and maintained whilst opening to public use or shopping / leisure areas.</p>
<p>Newcastle is a great place to live – lets make the future Novocastrians proud to be here and show it off to the rest of Australia!</p>
<p>parking and traffic...CBD and around the Unilong term vision for CBD....what is happening there?why ruin good roads in hamilton and hamilton south by putting speed humps in them which dont allow speeds &gt; 20km/hr</p>
<p>Parking and transport infrastructure / urban planning + CBD re-invigoration.</p>
<p>Parking should be free in the CBD on Sunday's and public holidays.</p>
<p>Bring back the biannual curb side bulk waste collection.</p>
<p>parking with children</p>
<p>Pedestrian and bicycle infrastructure, such as opening of foreshore cycle track between Honeysuckle and Linwood estate. This does not have to be to the standard of the remaining track, but can be existing concrete or gravel. Similarly direct cycle and pedestrian routes along creeks and through parks (such as Wickham Park), but also along beaches, need to be opened up to reduce reliance on cars for local commutes. This will allow for planned higher density residential development.</p>
<p>Pedestrian and cycling movement around the city. Newcastle is 'footpath poor'. Fernleigh track is choked with parents teaching small children on small bikes. If there were more footpaths in local streets this could be alleviated. As the population ages the ability for elderly to take a stroll is difficult on uneven grassed surfaces in their neighbourhoods.</p>
<p>Remove bike signage from the same lane that traffic parks in, cyclists pray that no one will open a car door on them. Do some strategic thinking on creation of new cycleway paths as well as improving linkages between the existing ones.</p>
<p>people input</p>
<p>Performance can be improved by raising rates to provide for renewal and maintenance of all assets and to promote tourism. Council should stop pandering to small self interest groups and focus on what is best for the wider community such as bringing the university to the CBD and assisting with the relocation of the law precinct. The achievement of these two items alone will send a strong signal that Newcastle is on the mend.</p>
<p>Performance monitoring of staff interactions with the public. Setting clear targets and action plans for responding to problems identified in the LGA. Clear accountability with in council for debacles like the Laman St Fig Removal.</p>
<p>Planning for the future of our city and playing an active role in that. council needs to take more control of the agenda in areas like transport (road, rail and cycle) and have better plans coordinated with other government agencies and adjacent councils.</p>
<p>Planning for the future. why has Manly such great car parking? Why dont we have decent parking in the city.</p>
<p>Planning strategy that focuses on improved access to public transport over dealing with traffic / parking issues. Including better residential development along existing transport pathways.</p>

<p>Planning the development of Newcastle CBD for both the short &amp; long term, particularly in relation to tourism, including a modern cruise ship terminal and a final decision relating to either heavy or light railway facilities. In the suburbs, development of footpaths and improved road surfacing, example Lennox Street Beresfield is a disgrace for pedestrians adjacent to sporting, youth group &amp; club facilities</p>
<p>Planning, with community input from the outset, transparency of decisionmaking, and the elimination of spin and obfuscation, including these faked surveys.</p>
<p>Planting trees and preparing proper cycleways</p>
<p>Playgrounds are poor especially compared to others in neighbouring councils eg speers point park and maitland pool area.</p> <p>It would appear that certain parks in certain suburbs get greater attention and new facilities distortional to their usage and population. I agree that the certain areas do require more attention but it seems over the top eg bar beach park vs islington park. Whats going on with the islington park masterplan?</p>
<p>Please bring back bulk collection asap. Please look more carefully at every single DA - there are many unsightly developments spoiling our beautiful streets.</p>
<p>Please check traffic on Newcastle Road Wallsend mornings and evenings at peak time . It is impossible to get out of Wallsend ina reasonable time either via McCaffery Drive or Newcastle Road.</p> <p>PLEASE do not add to this situation by allowing a most unsuitable potential traffic congestion in Croudace Road (the mosque)</p> <p>The area is zoned lone residential Thank You</p>
<p>Please fix HUNTER STREET it looks like a third world street, the pits. Alot of the buildings belong to Council.</p>
<p>Please just get on with the basic job. No state or federal issues and nothing that can't be paid for.</p>
<p>Minimum rates, minimum staffing - treat our money as if it were your own !</p>
<p>Please make the decisions and abide by them. That is what we put you in Council for. DO NOT LISTEN TO TOO many people. YOU MAKE THE DECISIONS THEN YOU WILL NOT GET THE FIG TREE DISASTER. THAT COST US HUGE MONEY THEN THEY STILL CAME DOWN. YOU SHOULD HAVE MADE THE DECISION AND STAND BY IT!! THAT IS WHY YOU ARE THERE!! DECISION MAKING IS YOUR WORK IT IS POLITICS.</p>
<p>Please provide more transparency when making possibly emotive/controversial decisions like the one made to remove the Laman St figs. Too much time and money was wasted on this.</p> <p>I'm disappointed that my rates didn't go towards more productive, worthy measures.</p>
<p>Please stop and look at the "main street business areas" in some suburbs, many need revitalising, particularly in the smaller communities, eg Stockton. Many footpaths in our suburbs and CBD's are below standard - council is the entity responsible for maintaining these assets. Many main streets could be paved and made more presentable. More public toilet facilities must be provided and maintained at areas where people congregate for shopping or sport etc. Please also stop and think about the senseless tree plantings on our Suburban streets. Many newly planted trees will be way too huge for the small areas they occupy - please plant more sensible native bottle brush or similiar. It may seem the "green" way to go, but in reality Council are only making unnecessary future expense for our local area by planting the wrong trees in the wrong places.</p> <p>Please consult the local community homeowners and ratepayers before planting large trees in a street - surely that is not too much to ask of a "forward thinking, community minded" council.</p>
<p>Present Newcastle as a viable place to do business and to raise a family currently most suburbs and inparticular Newcastle CBD are in a dilapidated condition and not welcome.</p>

<p>Preservation of tree and heritage assets. Almost 40 years of living in my city has made me cherish the substantive street trees that create a sense of peace and respite and ultimately, belonging. Development in this city needs to be respectful and in sympathy with both the natural environment and the many significant heritage buildings. Too much of nature and our gracious old edifices are disappearing behind or under sterile, ugly architecture. When Newcastle CBD is viewed from the harbour, on the Stockton Ferry, you see a city that settles so well into its land, with distinctive old architecture catching the eye amidst necessary progress. Do not lose this mix. It's what will bring tourists to the city and make the citizens proud. Keep Newcastle's character unique and people friendly.</p>
<p>preventing wasteful spending like on the fig drama</p>
<p>Probably the key council responsibilities well - ie garbage collection on time, roads that you dont need a 4wd to drive on (ie. victoria road adamstown). Also promoting renewal of the decrepid parts of the cbd.</p>
<p>Problem: As usual in the survey there is little room for comment so the figures can be very misleading. .. without even a one line explanation for giving a number.</p>
<p>Council continues to perform on the basis that giving information to ratepayers will increase their potential for conflict. so...</p>
<p>Prior to making decisions all useful information should be released and discussed. e.g. the recent debacle re the Figs. As a disinterested ratepayer what I wanted to know was 1. How the insurance made their decision that a tree was a problem. and 2. Council is planting a lot of trees - so does the insurance give a guideline for the life of a tree? Or do we deal with this in a crisis format again?</p>
<p>Comment: My concern about traffic flow is NOT about the trainline which I think should stay ... but about the traffic flow around the Mater Hospital and the Toule St bridge.</p>
<p>Professionalism. This includes dealing with the totally out-of-control compliance officers and stopping the leaks which make NCC look amateur (eg bullish Council officers on youtube, the Herald reporting confidential info within hours of a meeting).</p>
<p>Please stopping wrecking the bits that work - the garbage collection was excellent, and the garbos are a delight. Please retain their decent working conditions - they may just be the one bit of NCC with community support &amp; I reckon NCC may just need all the support it can get right now. Job-and-finish seems like a great deal for everyone.</p>
<p>Apologies for the various issues, but please consider them under the banner of "professionalism". I know Council has great people, please give them half a chance.</p>
<p>Progressing with actions to revitalise Newcastle CBD.</p>
<p>Projects could be completed faster if Council Workers were discouraged from driving to the beach car parks for morning tea and lunch breaks.</p>
<p>Promoting tourism by providing more beachside facilities, like cafes and restaurants.</p>
<p>Cleaning up the mall and making it a no-traffic area - have a look at some of the successful malls in other cities - ours is a joke!</p>
<p>Promotion of non-motor transport and positive actions to address peak oil &amp; climate issues</p>
<p>provide cheap and fair fee for parking area. i was surprised that parking in all areas in honeysuckle are not free anymore. used to be some free parking areas there. encourage more music performance from internaational singers in newcastle.</p>
<p>Provide greater Community input in relation to Commerical development and traffic management in the Kotara area.</p>
<p>Initiate better planning processes in regards commerical development.</p>
<p>Provide public toilets in the CBD and improve the cleanliness and maintainence of existing ones throughout the LGA</p>
<p>providing better cycleways</p>

<p>Providing for maintenance of roads &amp; footpaths. Making it easier for people to go to the Newcastle CBD - cut down on parking costs &amp; fines. Concentrate on moving the city forward - not backwards (ie. approve more development applications for the city to bring people to it). More cycleways to get bikes off roads. More transport for late nights on weekends. Make sure that council programs are implemented correctly - the bin change over was embarrassing. Everything about the fig trees was also ridiculous - how much did it cost to go through that and end with the same outcome.</p>
<p>Providing more cultural and sporting activities such as: a public ice skating rink near the CBD; off road bicycle paths on both sides of every major road in the council area; bicycle traffic signals; priority signals for buses and cyclists at traffic lights; a very large 'all ages' playground at the foreshore; more open public areas in the CBD with bars and cafes open til late; more variety of small museums and galleries; a city symphony orchestra; a full-time professional theatre and opera company for the city; a renovated Victoria Theatre- brought into government hands; more fountains, gardens and public art in the CBD; renewed paving scheme in the CBD streets - uniformed or themed according to areas; high quality public furniture; leniency for artists' studios.</p>
<p>Provision of, &amp; promotion of, short term parking of self contained RV's on the northern side of the LGA which includes up to date tourist information. The Sandgate/Hexham area should be our 'Gateway' to the city, instead of looking like a disused industrial site, uninviting to passing holiday traffic. SHAME</p>
<p>public notifications of community events</p>
<p>Public transport and less paid parking (not more, are you nuts??!)</p>
<p>Public/customer interaction and council Assistance/Resolution - Abysmal. Two only experiences with Council in ten years. I would probably never approach NCC again.</p>
<p>Q1. Re Economic Development = Who wants to come here when there's nothing here... What's going on with Hunter St?</p>
<p>Q6. Re: Arts &amp; Culture, Library services = Seriously. have you tried the internet at Mayfield library...it's painfully prehistoric PLEASE UPGRADE</p>
<p>Re: Arts, culture etc = Why does Newcastel not have an NBL team? I have to travel to Sydney &amp; Wollongong to support my team. This sucks. I think the town should give it a go...,AGAIN</p>
<p>Re: Council's buildings = Like what do you guys even do in terms of this?... Hunter St? - needs help!</p>
<p>Re: Rec Services &amp; Fac = Parks &amp; recreation areas = Basketball is very undertated. We have footy = soccer teams, why not basketball. Surely Tinkler has enough cash to throw a it to start up a team?</p>
<p>Rates, roads, smoking laws, drinking laws at wallsend park</p>
<p>Orica!! shutem down</p>
<p>Smoking law not enforced!! at all?rate hike pending = very dissatisfied.</p>
<p>Really I think a total overhaul of all council members. Sack or re-elect the whole damn lot!!! The current council have been there to long, they have become comfortable to what thye think is right. Not what community needs to bring our tru Novocastrian city needs to keep our pestine, charismatic city needs to move on the the future.</p>
<p>Recruitment of more competent managers who have good skills in consulting the public, involving them in decisions, valuing the views of members of the public on public issues and seeking to reach public consensus on major issues</p>
<p>Redevelopment of the mall and hunter streetBetter transportParking in the CBD for workersRoads back to normal standard after Ausgrid have torn up the road to do worksDont take so much notice of small minority groups that waste Councils time</p>
<p>reduce conflict of interest when it comes to boarding house developments.</p>
<p>Need improved roads and footpaths in Adamstown.</p>
<p>Reduce costs associated with provision of council services. Be honest, internally and externally. Ensure everyone gives their bes,at all levels. Lose the half hearted attitude be more thorough with projects. Have vision.</p>

<p>Reduce costs to keep council rate rises to a minimum.</p>
<p>Provide faster processing of development applications.</p>
<p>Reduce the cost of parking in the CBD. It is the CBD that suffers as the current astronomical costs are a definite deterrance to potential visitors.</p>
<p>Reduce the number of higher level indoor staff. Lots of plans and paper work produced with little actual action and results.</p> <p>Don't waste money on as many consultants. Use the staff that are there.</p> <p>Reduce waste in excessive paper work.</p> <p>Re-introduce kerbside bulk waste pickup.</p> <p>Keep the outside of City Hall and its environs in a much cleaner and tidier manner.</p>
<p>Section managers should treat community workers with respect and honesty.</p>
<p>Reduce the volume of workers travelling into and out of the CBD via Scenic Drive, Fredrick St, Helen St, Memorial Drive. Encourage business to move from East End to Newcastle West / Honeysuckle area. Transport interchange at Woodville Junction. Use rail corridor for trams and cycleway. More residential development in East End, less business. Create better access to the foreshore.</p>
<p>Reducing impact of increased traffic flow in residential area, particularly heavy vehicles &amp; buses in the Parkway Avenue precinct.</p>
<p>Reducing rates to become more affordable to stuggling people/families in the area. This may in turn attract more people to reside in this area which will in turn boost everything else.</p>
<p>Reducing traffic congestion through:</p> <ol style="list-style-type: none"> <li>1. educating the public on available public transport opportunities (and also finding out what needs to change to make e.g. buses more appealing)</li> <li>2. Improving public transport into and within Newcastle's popular areas (CBD, honeysuckle, darby st, the junction, hamilton etc)</li> <li>3. When will our buses be bike friendly? e.g. bike rack on the front like Vancouver?</li> <li>4. resolving the rail issue - can we explore the feasibility of light rail instead of or as well as heavy rail and buses?</li> <li>5. Improving public parks - there is alot of grass but not much focus on design, environmental rehabilitation and improving how the public can relate to the spaces. e.g. the foreshore area, Bogie Hole and King Edward are great but what about all our other public areas that i believe are under utilised?</li> <li>6. Can Smith Park get some lights so team sports can be played there over the Winter?</li> <li>7. We need more flexibility in off-street parking for share houses. There is a limit of two parking permits/house which is fine for a family but not share houses. For e.g. Newcastle East now has 9am-9pm parking 7 days a week! Really hard for houses around there that have 3 or more renters in one house.</li> <li>8. When will we be able to recycle foil lined cartons? LMCC has that available so is it something NCC can source?</li> </ol> <p>My main strategic thought is we have a city where a lot happens in a 5km radius. Why do we have double lane roads through this area when we could extend the footpath and outdoor eating/sitting areas, have cycleways, increase public transport and move towards a reduced car environment. To such an extent where people would prefer to park at suburbs like Wickham or Broadmeadow and jump</p>

<p>on the public transport system.</p>
<p>Refocus your expenditure on IMPLEMENTATION - there are plans with community input and councillor adoption galore. Specific example: there was a resolution in 2008 to put out an EOI for the Ocean Baths building, attract a private lessee. That's been swallowed up in the coastal masterplan.</p>
<p>Regardin parking in the CBD, we seldom go there except to shows. I suspect that in the future the CBD will have no commercial significance. All the major service industries have moved to attractives site on the harbour. these people work in town, they don't live in town. Unfortunately the move of facilities from Hunter St was not the fault of Council. The results are there to see- derelict!</p>
<p>Regulate and fine people who pollute and litter on Newcastle Beach.</p>
<p>Re-imagining &amp; vitalization of East &amp; West CBDKey elements:* no removal of rail link UNLESS a suitable and affordable public transport alternative is GUARANTEED. * reduced late night drinking hours and anti-social behaviour that currently tarnishes city reputation and deters a/hours use* continued expansion of CBD residential and commercial/mixed use opportunities</p>
<p>Re-introduce kerbside collections, first heard of this in the newspaper and very annoyed. Expect a lot more dumping of items.</p> <p>Extremely slow response (5 months later received voicemail only and offered no specifi resolution) to an email re the amount of rubbish in the sports precinct after events, football especially.</p> <p>The area is constantly littered and no one cleans up, just us residents. It should be a showpiece of the city!</p> <p>Overflowing bins at dog beach and never cleaned of litter like any other beach! Responsible dog owners deserve better.</p> <p>Footpaths in and around the foreshore and Beaumont Street Hamilton need to be cleaned as the are stained and dirty.</p> <p>Traffic congestion at Stewart Avenue requires a rail overpass (as promised years ago) Pedestrian tunnels between the foreshore and Hunter Street. These are two ways to resolve the tired railway issue and maintain a very important piece of inter city infrastructure. The rail service also needs all trains to stop at Wickham Station plus increase the local trains to at least every 20 minutes to improve access to the city and West End as parking is much too expensive and rare in the CBD.</p>
<p>rejuvenation of cbd. getting jobs done without wasting our money on costly "expert" surveys/opinions. enforce owners of private properties keep them in good condition and not become eyesores.</p>
<p>Rely and act on the recommendations of qualified Council officers and elected councillors. There should be no need for outside consultancies ,</p>
<p>Remember Newcastle is a large area not just the silver tail areas ,we all pay rates</p>
<p>Removal of black tar on walkways around Bar &amp; Merewether Beaches. Replace with pavers or other attractive walkway material to improve appearance &amp; alleviate discomfort to bare feet!</p>
<p>removal of bulk kerbside waste collection a mistake especially for high density development and for tenanted properties (change for change sake is not improvement)</p>
<p>Removal of regular bulk waste collection is a disaster have at least 1 per year</p>
<p>Removal of the main heavy train line in the CBD - turn it into a tramway/ light rail for maximum benefit for everyone: pedestrians, cyclists and road users, as well as train users.</p>
<p>Remove the railway gates at Adamstown and Wickham - road over or tunnel under. This will improve road and pedestrian access wonderfully!</p>
<p>removal of the rail line and fixing the traffic chaos at the junction of hannell, honeysuckle parry and hunter sts. At the very least the timing of the lights needs to match the railway gate !</p>
<p>Remove parking meters in CBD to encourage easy access necessary to encourage the cafe culture in the area and begin to create a greater sense of community.</p>

<p>Replant trees in Laman St. View ancient trees as part of heritage management. Have people employed in council who understand the love we have for our city... that it is more than bricks/ rocks and vegetation; every part is precious and should be cared for as such, regardless of money value. Include understanding in communication- avoid answering questions as if we are wasting their time. If something is important enough to us to phone or write, then it is worth taking time to think of ways to solve the problem and not just lip service with no change and fobbing off or using lack of money as an excuse to do nothing. Thankyou.</p>
<p>Require Council Officers to respond promptly and appropriately to a ratepayer's legitimate concerns.</p>
<p>Research, make a decision, stick to it.</p>
<p>Residents are the factor that make up the community spirit and general ambiance of a town - I think more general consultation in planning, and not simply responding to the 'squeaky wheel" (ref Tony Brown) and not bowing to the pressure of developers in consideration of the impacts on residents.</p>
<p>thank you</p>
<p>resigning</p>
<p>resolution of the rail line issue</p>
<p>Respond to requests for information and help on council matters in a timely manner and follow up to ensure outcome.</p>
<p>Response by councillors to issues in the area - pedestrian crossings are only an issue after someone has been killed where schools have been asking for them. Our Lady of Lourdes has 340 students and is on a main road in Tarro and have been told that there isn't enough traffic for a pedestrian crossing ! what do they have to do - I was told by a councillor that there were not enough people to warrant a crossing and the foot path access is also impossible for mums on the opposite side to the school as there is no footpath where there are car parks and children are put in strollers on the road and have to walk there as they can't walk in safety on a footpath where their cars are parked. Surely there is a capacity to finish the path - there is also a lot of other people that access the road when trains are diverted and one often sees wheelchairs and strollers on the road as there are no paths (it stops mid road) and are also unable to cross. There will soon be a lot of traffic again with the sport season and young families have to walk from the train station to Tarro recreation area to stations etc with no safe paths and if they need to cross the road there is no crossing again for them. A few years ago I was involved with talks and was told by RTA and council that no trucks used the road and people had to use the existing crossing. This is utter nonsense as there are more trucks than ever using the road as a shortcut from Steggles and the nearest crossing is in Beresfield over a kilometer away. I realise that there will be traffic disruptions if there was a crossing put down the Tarro end on Anderson drive but surely the residents and students of the school deserve to cross the road in safety.</p>
<p>Restart curbside waste collection. Too much promotion for tourists. Nothing for residents.</p>
<p>Retain 6 monthly bulk waste pickups.</p>
<p>Uncaring planning decisions in old residential areas etc Maryville, Tighes Hill</p>
<p>Rethinking parking meters in the CBD. Taking visitors out for meals is stressful - I don't want to have B'fast on the foreshore anymore. I am attending King St Cinema's less - worrying about getting a ticket puts me off. It's getting easier to stay at home.</p>
<p>Free buses can be helpful but timing of local transport doesn't fit in with life. As an aged pensioner I find the extra three-quarters of an hour or an hour waiting on the end of an outing just too exhausting.</p>
<p>Now I read that there may be even more - where else is this going to limit my life!</p>
<p>Revitalisation and redevelopment of Newcastle CBD along with adequate parking facilities in the area</p>
<p>Revitalisation of CBD</p>
<p>Redevelopment of Art Gallery to improve cultural precinct and increase tourism</p>
<p>Development of easily recognisable and dedicated Visitors Information Centre</p>
<p>Revitalisation of CBD as a community and tourism destination.</p>
<p>Revitalisation of the CBD.</p>
<p>revitalising CBD whilst preserving public access and green space in the area- focus on making it liveable for the locals and visitors will follow!</p>

Revitalising the CBD - too much emphasis on drinking culture rather than resaurants, cafes, cultural venues.
Revitalizing Newcastle east cbd
Roads - roads - roads. A recognition that Newcastle Council's responsibilities are for the whole of the area - not just a preference for inner city exigencies. A greater attention to transport maturity - provision of bus shelters and their upkeep. A consideration of a levy on each Ward and for such proceeds to be spent exclusively for the Ward. In a Council term - Wards 1 and 2 - for the first year - Ward 3 - for the second year - Ward 4 - for the third year. Better co-operation between abutting Councils. and the provision of services.
Roads, gutter cleaning & repairs
Beautification of entrances into Newcastle eg mowing, roads clean, weed removed rubbish removed
Roads, traffic and parking.
Safer bike paths
No function centre in King Edward Park
Maintain strong support of art gallery
safety levels are concerning (around the university area)
there is a lack of street lights
Second bridge to m
Kooragang Island a must... The dual lanes to and from the airport...
Securing the funding required to develop the city of Newcastle to the vibrant place it once was. Focus on the rail infrastructure that splits the city in two and causes no end of frustration. Simplify the traffic flow around the city centre one way up one way down with cross streets in between allowing for increased parking then get rid of the lights and railway gates that act like block arteries to the heart of Newcastle.
Seeking and ACTING IN ACCORDANCE WITH community wishes.
SERVICE LEVELS. Current contacts are vague - and matters never progress. Council often claims it has no responsibility over areas that are Definitely in its remit. For example. Church Walk Park - can even get someone to sweep the paths in a council property!
Show equal concern to the amenity of all novocastrians, include light industrial suburbs in the urban forest plan. Maintain footpaths to enable safe use by the aged and mobility impaired in all suburbs. Get back to basic services get them right before moving into areas such as concept ,virtual planning for future citys .Council officers are payed real monies so should be tethered to the now and not future vanity projects.Finally OPEN an CLEAR information to share holders (residence) as a main consent.
Show results
Signage at sites of planned activities
Skills for the council members for decision making abilities (Formal decision making courses)
Some of the basic services are satisfactory. But overall this Council is the most disfunctional. Removal of the trees in Laman St was poorly managed and expensive. Disputes between councillors leads to very few sound decision.
Some of the footpaths are not maintained to appropriate standards with weeds and overgrown trees blocking paths, e.g. footbridge and cycleway over railway at Industrial Drive. Focus on CBD to improve status including development of residential area. We have enough shopping centres and markettown is adequate for the CBD, which should be a residential and entertainment hub, with cafes and restaurants.
Sound planning for future development particularly for improved public transport into the CBD and for commuting from point A to point B generally. In my view encouragment of cars into the CBD by improved parking and road access is not the answer to long term development as it encourages more cars to enter the city and makes the city a less enjoyable place to live.

<p>Spend less money on surveys/consultants.</p> <p>Improve assistance from governments.</p> <p>Improve Transport needs.</p> <p>More Care of parks.</p> <p>Explain vision for city.</p> <p>If council want residents to recycle, they must have recycle bin picked up weekly. And advertise how people now use the bulk waste pick up.</p>
<p>Spend money in areas that need improvements not in wealthy suburbs where the councillors reside. Please develop a Hunter Street and Maitland Road masterplan and improvement strategies starting with a definite decision on the railway, keeping it or removing it, we need a way forward.</p>
<p>Spend no more money on CBD. Clean up Mall and build housing and some odd small shops if required.</p>
<p>Spending ratepayers funds efficiently</p> <p>Faster decision making</p> <p>Better communication</p>
<p>Start improving foreshore and harbour with more green public spaces. More grass. More trees. Make this a green public area. Improve public and tourist access to harbour and foreshore by removing rail line.</p> <p>Stop removing "old growth" trees in cbd.</p> <p>Stamp out the corruption and favors in council to certain businesses and publicans</p> <p>Stop public alcohol use on foreshore. No more pubs etc around cbd and foreshore. Stop favouring Kings X publicans. Do not allow Dyke Point redevelopment. Revert Lynch's prawn shop to grass. Stop promoting Newcastle as alcohol and violence capital of Australia and start making our harbour and foreshore one of the most beautiful green safe alcohol-free violence-free in the world. Easily accessible from cbd on foot across a new green (grass and trees) mall and park which gas replaced the train tracks (NOT using this land for buildings and cash). Start making Newcastle a city to be proud of rather than feral violent alcoholic run down treeless concrete corrupt. No more bkie promotions. Stop alcoholic events on foreshore and Nobbies. No music and bands on foreshore on Sundays. Make newcastle cbd and foreshore and harbour family friendly</p> <p>not drunk friendly and not concrete friendly.</p> <p>Stop pandering to developers on foreshore, stop changing use of land and property to allow variations that impact on lifestyle and public enjoyment of foreshore</p>
<p>Stewart Ave and Adamstown Gates Rail Crossings - Why is this still an issue???</p>
<p>Stick to decisions once they are made.</p>
<p>stick to the basics. listen to the people. protect the trees in the city and the suburbs. BRING BACK THE COUNCIL PICKUPS. help residents in carrington by stopping the cars from the port authority using side streets to access their workplace all day and night.</p>
<p>Stick to the long term vision. Stop swapping and changing for political gain. Put The redevelopment of Newcastle city before everything else. This is an amazing, beautiful city with so much potential. Fix up the heritage buildings and city parks. The Cathedral Park, Civic park and King Edward are unkempt. The PO building should be developed into an iconic building not just more offices.</p>
<p>Stick to the Vision in 2030, don't allow short term issues promoted by interest groups to divert resources from this. Quadruple bottom line needs to be sincerely implemented - building a strong community often comes second place to short term economic fixes.</p>

<p>STOP BEING POLITICAL. Councillors are elected to best represent their ratepayers and residents - not play party politics. I don't view my NCC councillors any better than I view the pathetic squabbling of our elected Commonwealth politicians. Work together, put aside personal and political differences and be an asset to your community. In 15 years of living here, it is only in very recent years that I've had cause to criticise Councillors' performances. If your staff were as divided and unco-operative as yourselves, you'd be sacking those who underperform. Have some integrity and get on with your job. You have no idea how much harm you've done to Council as a whole, with your unprofessional practices of very recent years.</p>
<p>Stop being so dis functional and arguing over crap, get on with job of looking after the city and not just try to score points over each other. Forget the politics and do what's right for the city. Can't the people in the roundhouse make decisions?? we seem to have to bring in consultants all the time.i am really disappointed with the council and the way the city is being run</p>
<p>Stop bickering amongst yourselves, become more functional.</p>
<p>Stop the council management from setting the agenda for spending ratepayer's money on frivolous non essential items.</p>
<p>Stop bickering on semantics and start getting back to the grassroots. We NEED a council who will work with the community!</p>
<p>Stop cutting/changing basic services (ie bulk waste collection). Concentrate on local issues (disgraceful CBD, forward planning) rather than state gov issues (climate change)Cut the fat within council so that you don't have to ask for huge rate increases.</p>
<p>stop destroying our heritage, keep maintaining heritage buildings, keep our libraries as is, and stop the ports expansion of the coal industry that will make Newcastle the dirty and unhealthy city it was before. Also stop the overdevelopment of our suburbs that will create more traffic chaos. Such as what is being proposed on land owned by the Adamstown Club.Listen to the people who live in the suburb.</p>
<p>Stop duplicating services, budgets and resources that are the responsibility of other levels of government.</p>
<p>Stop fighting among yourselves and listen to the people then we might have a council that works for the people of Newcastle. At the moment I can see this council being voted out at the next local election unless you change your ways dramatically.</p>
<p>stop in fighting less managers we seem to have a manager for everything in council not enuf workers</p>
<p>stop multi storey development especially in adamstown, continue with house hold item collection, repair road and street damaged surfaces especially around adamstown, repair damaged footpaths, stop boarding house development, more foot police patrols at night in the suburbs, severe penalties for graphiti vandals, heratage listings for several federation homes in date street adamstown, more open space and play grounds in adamstown, street cleaning in residential areas besides the cbds, stop the infighting of councillors at council meetings and get on with the job that they were elected and paid to do by the rate payers of newcastle.</p>
<p>STOP OVERLOADING the National park with another grandstand for soccer that will have inadequate parking. If you have a high profile match at the 3 fields on the same saturday along with the Netball. The Netballers will have taken all the close parking availability, then the overload to the surrounding area,s parking would unbearable to all the residents of Hamilton Sth, Cooks Hill, The Junction and more. You would be kidding yourself if you think that the fans (spectators) will use public transport, even with special buses.</p> <p>Have you given another location, like Smith Park at Hamilton Nth any thought? A big enough area to make a good carpark and also use the showground parking area. It is a better location for ease of access to a soccer venue than to cram it in the National Park location.</p>
<p>stop pandering to car driving suburban retards</p>
<p>keep the rail line</p>
<p>Stop planting trees in suburbs and use all that money on fixing the roads - there are patches on patches &amp; potholes everywhere! In my area hundreds of trees (large ones) have been planted and we have huge pot holes everywhere. All roads could have been resurfaced!!</p>

<p>stop political influences in decision making and treat and look at the city as if it was your own home</p> <p>Stop the arguing and get things done.</p> <p>Cutting the figs in Laman's street down is the worst thing the council has ever done in my lifetime.</p> <p>To refuse to get an independent opinion on the matter was incredibly arrogant, and it showed what contempt you hold the community in.</p> <p>I am not a member or connected with save the figs.</p>
<p>Stop the in fighting and political bickering and put Newcastle as a priority and work together to lobby for more funding to allow more our city to once again be a place to be proud of especially Hunter Street</p>
<p>Stop the internal bickering; vacate positions and allow new members = time for change</p>
<p>stop the internecine warfare between council members.remember that Newcastle extends far beyond the cbd and rate payers in outlying areas are entitled to the same level of service as inner city areas.when was the last time the council provided a garden outside the old city boundaries?</p>
<p>Stop the mayor from pandering to minority special interests and from interfering with council processes.Keep the council clock on the correct time, three days of an hour out topped the previous record (of three weeks being out by 3-10 minutes).Easier waste collection of large items and electronics.</p>
<p>Stop Wasteing Finances</p>
<p>stop wasteing money</p>
<p>Stop wasting money</p>
<p>Stop wasting money especially on consultants fees.</p>
<p>Stop wasting money on and spend it on relevant issues. Footpaths are in very poor condition particularly for people in wheelchairs</p>
<p><b>STOP WASTING MONEY ON MIORITY GROUP ISSUES SUCH AS THE FIG TREES, A DECISION SHOULD HAVE BEEN MADE AND MOVED ON EARLIER. THE LORD MAYOR, SHOULD BE MORE IN LINE WITH THE REST OF COUNCIL AND STOP SHOWBOATING</b></p>
<p>Stop wasting money on projects that will not benefit the whole of the community (eg Art gallery - I regularly visit the gallery &amp; realise it's importance but it is perfectly adequate as it is. I suspect that 85% of the community don't really care about the gallery - other than the fact that it is taking up so much of the Council's attention &amp; resources.) Hunter St redevelopment is much more important.</p>
<p>Stop wasting money on ridiculous things (i.e the Laman St Figs debacle) and then hitting up ratepayers for more funds. Put a bit of time, money and effort into maintaining buildings, parks, cycleways etc each year, and you will not end up with a major infrastructure issue you can't afford to do anything about (i.e the Council Building in CBD disrepair).</p> <p>Be more upfront about things happening. I understand the Laman St figs issue started as the insurance company wouldn't insure the area. If that is correct, I had no issue with Council cutting the figs down. I see they had replacement trees already growing, and an idea on how to plant them to stop them affecting the roads and footpaths with root systems. This is EXCELLENT, but no one knew about it till after all the issues started. Don't get me wrong, I supported the stance council took with the trees (if the insurance issue is correct), and would like to see Council recoup costs and wasted money from the 'Save Our Figs' people. That money could have gone a long way to putting this town in a better position, both financially, and in regards to assets.</p>
<p>Stop wasting money on stupid signs to tell perople that they are in Newcastle CBD and other places. Put in bus stop shelters as promised. Fix the horrible bus timetables. Put people on the phone who know and care about the Council and above all newcastle. "Finish North Stockton Oval as promised in 2005"</p>
<p>stop wasting money on the CBD it is a financial black hole. Make sure all DAs have sufficient parking provision - our area is an overflow from bad planning, double the cars in the street than 7 years ago even though no increase in residents.</p>
<p>Stop wasting money on the mall. It is a dead horse.</p>
<p>Stop wasting money. Stop overriding our wishes eg moving the museum and destroying rthe figs and other trees. Listen to us. You are supposed to do what is what we ask of you!!</p>

stop wasting our rate money.
stop wasting rate payers \$\$ on beaurucracy,time wasting reports,lack of decision making,unskilled councillors,mismanging of facilities,too many staff!
Stop wasting time and money bowing to pressure from outspoken minority groups. If work is required and is justified simply provide advice to community and get on with the work.
Beach area is a disgrace. Our biggest tourist attraction (particularly this time of year with Surfest) and it is embarassing to walk around the beaches.
Stop wasting time and money trying to maintain the CBD as a 1950's commercial area. This needs to be an upmarket boutique shopping, cafe/restaraunt and entertainment area (like Nice in France) with direct access to Honeysuckle and beaches.
Stop wasting time with petty quarrels and insults and get on with the business of looking after the city
Stop worrying about image and do the job(s) that are needed. And in the special needs group, don't forget all the disabled.
Streamline DA proposals, help not hinder the process, don't just police it.Provide footpaths at Hexham to access the Railway Stn.Regular cleaning of streets at Hexham, plant trees in Hexham, not just elite suburbs.Provide clean air monitoring and set long term plans for the bottle neck at Hexham!Change the residential status, to light industrial.
Street flooding from heavy downpours. We had better run off without roundabouts and pedestrian refuge which stops the natural flow. Stop contract lawn mowing services from using blowers. Grass blocking drains and causing growth on footpaths.
support for fast train to Sydney.
Increase tourism to the area.
Support initiatives such as Red Lantern Markets that become focus for community. Continue to encourage Uni campus in town to enable renewal.
Swimming Pool at Mayfield to be upgraded and maintained without further price rises!
synchronise traffic flow on Hunter and King
pedestrian lights at City Hall
relocate foot crossings at Honeysuckle to a single crossing midway between roundabouts
take a leaf out of Sydney councils book and get as many cars out of the CBD as possible! Improve the cycle ways (dont just paint a bit of the road green and invite "car doorings"), support retention of the rail (heavy or light).
Also - get rid of this idea of opening up King Edward Park/South Newcastle to cars again - we dont need any more cars , what we have now is great - promote it!
Take community requests and suggestions seriously and show an openness and a willingness to consider action on requests regarding specific/local issues.
Take time to "sell" the City to visitors.
Taking care of the environment.
Talking to the people. Stop grandstanding for their own benefit, start acting like a Council that cares about everyone in the community.
That Council provides feedback on how our rates are being spent - be proactive and NOT reactive.
The 3 'Rs' in my humble opinion:- Roads Rubbish Rational Decisions
The ability to make a decision.

<p>The administrative/planning should listen and adapt long term planning to the aesthetic/architectural uniqueness of Newcastle and its topography. The renew newcastle team and landscapers are directionless and only able to copy failed outdated ideas. The administration treats elected councillors in a contemptuous manner, they are our elected representatives.</p>
<p>When does long term planning commence. why destroy Cohen Warehouse?</p>
<p>THE AFZ areas and AFA. Plus the access onto Beaumont street from Side streets. Parking around Civic Park.</p>
<p>LISTEN to the residents. not say well this is what we are doing. DONT be negative when residents suggest things to improve where they live. LISTEN to the people as they LIVE in the area.</p>
<p>The annual white goods kerbside pickup should NOT have been altered.....</p> <p>This is a "very stupid move" by Council (even though it is \$\$\$\$ driven)</p> <p>I cannot see the money saved "overall" will benefit the Council financially...</p> <p>Knowing "human nature" this decision will only encourage people to DUMP rubbish/goods etc in areas of bushland/backstreets ..resulting in major cleanups by Council in the future..</p> <p>People will "walk" unwanted goods to the kerb..but don't expect them to "walk the fingers" and waste time ..ringing Council to arrange pickups...</p> <p>MORALE TO THIS STORY..."IF IT ISN'T BROKEN...DON'T FIX IT ".!!</p>
<p>Most people WILL NOT ring Council for the voucher to pick up on a "one on one" basis</p>
<p>The appearance of the City is disappointing.</p> <p>The dysfunction of the councillors is very irritating. Inability to make decisions and stick to them. eg. Laman Street and Surf House. More services for youth and the aged.</p>
<p>The revitalisation of the city is taking too long.</p>
<p>The approval of inappropriate size dwellings in Merewether The ownership of derelict buildings in the CBD Reinstated general council throw out to promote recycling (not individual pick-ups) Residential parking for residents 5km from CBD to promote shopping in the CBD</p>
<p>The cancellation of kerbside pickup has a bad side effect at Stockton. The area called "The Bluff" at Corroba is becoming a big problem. Some people have already started to dump "stuff" at this site. This not only is illegal but is very unsightly and will cause people to think Stockton is a dump site. Some dumpers have come from other areas to dump, and in broad daylight.</p> <p>This needs a big rethink from council.</p>
<p>The CBD !!! It's a disgrace ----- It gives a very bad image of Newcastle (to visitors, tourists - - -)</p>
<p>The CBD area is very poor and neglected.</p>
<p>The CBD has a dirty appearance overall shop owners should be encouraged to clean and maintain their areas. Take away dull statues. Something bright is needed.</p>
<p>The CBD really does look and smell dreadful. So many empty buildings with smashed glass, vomit, wee etc collecting up against walls, windows, on the footpath. And how on earth do you think you are going to attract people to the CBD if you make every bloody carpark a paid one? And THEN put up the parking fees? It's ludicrous and illogical. Clearly just about revenue raising as it completely contradicts the so-called commitment to bringing more people into the CBD. And consultation is not consultation unless you actually pay attention to what the community is saying e.g. Laman Street figs. We're not stupid, you know, but seem to be treated that way by council. Thanks for listening.</p>
<p>The CBD revitalisation and tourism eg the cruise ship terminal</p>

The central CBD area is shabby and seedy. Darby Street feels dangerous late in the evening. The area around Hunter Street Mall needs redeveloping and upgrading badly. Get rid of the train line that separates the Harbour foreshore from Hunter Street! There aren't enough customers on that train service to justify it's upkeep. (Maybe replace the line with a bike path?) Open up Honeysuckle and beautify the area. There are lots of units (with more to be finished) in the area with one IGA supermarket to cater for them, as far as I have observed. The parking in that area is very hard to find and limited in hours also expensive when you can find it

The city center is still looking pretty derelict and is a bit of an embarrassment - especially when seen by tourists...!

The city centre is a joke. I am embarrassed to go there or take any of our visitors there, so we just don't go. I came from Geelong and that Council had a similar issue with their town centre. They have managed to turn it around and made the CBD an asset - look towards them for some lessons of what to do. PLEASE!!!!!!

The Council appears to be dysfunctional. This includes the Councillors, Mayor & the staff. NCC has achieved many great things for Newcastle in the past however in the last 12 months all the community is seeing is money wasting & internal conflict. This culture MUST change. When this culture does change the Council will be able to achieve more positive outcomes for the City & will naturally project a better image & culture to the Community. Council existence is to provide services for the Community so listen to what the community wants. I personally don't care how roads, footpaths etc look, I just want them to be safe. I would rather money be spent on preserving our great City Assets & services such as community Buildings like TPI House, the fantastic libraries (which I can't live without!) & child care centres.

The council appears to have no "common sense" on larger issues. EG the rock, the figs, road improvement Tighes hill. Too many experts who seem to be lacking in real knowledge. Experienced engineers with some local knowledge would be better to consult. Consult with the community in a real way. Make a decision and get on with it.

The Council has a budget. It should operate within budget without surprises. Rid us of non core activities. Maintenance of city facilities should come before expending money for new features. Do not fix what is not broken; e.g., parks. Prune trees. Collect garbage on time and try not to destroy bins. Provide a background report on Crs effectiveness. When funding is sparse, consider reducing number of employees before asking for a rate increase. Consider reducing the number of NCC vehicles and encourage employees to use public transport or use cycleways or car pools. How many car parks are under the NCC staff building? Enforce Alcohol Free zones at night or supplement police enforcement with Compliance personnel at night. Hire an Ombudsman before increasing any Director's personnel requests. Restore flower arrangements for Civic Park. Replace Trees along Laman St. ASAP. Pictures were shown of replacement trees, but no action. Tourism office at the Maritime Center is space constrained and does not contain information for the Hunter Valley. Remove bogans from Hunter St. Initiate a freeze on hiring, if a Special Rate Variation is requested. Explain to ratepayers where the Special Rate Variation funding has been allocated to each director's activities. Details please as opposed to lump sum request. Clarity please.

The council has made poorly thought out decisions that have directly impacted on our well being in Newcastle.

One of them was the cutting of the fig trees in Laman street to make way for a vision that holds none of the wild beauty we had.

Another of them is the footpath along Fort Drive that goes nowhere except up to the ugly function centre. It stops residents from entering the park, making us go the long way round. It also allows the cars to have the view and not walkers, and then because it goes nowhere, walkers have to battle the cars, parked or otherwise. Fort Drive is also being used as a rubbish dump and it is rarely cleaned or monitored.

I feel so angry and embarrassed with the council's activities that I either want the council to go, or I feel like leaving.

The Council is a multi-faceted organisation that needs to focus on providing many ongoing services at any given time to suit their many constituents. I wouldn't want them to just focus on one thing only!

The council is waisting a lot of money for legal cases and is talking much, with personal problems. Fig tree story - Please look at your people who elected you!! Do not allow the rail to be cut, we use it all the time. There are better solutions. Our MALL is a lovely place, full of life. We know, because we live opposite of the old post office.

The council needs to be more transparent.

It should consult openly, publish and discuss the results of consultation. Then it should reveal how the consultation has informed its policy and its plans.

The council should never allow employed staff to make decisions other than those directly related to the administration of policies decided by elected members. Elected members should receive significantly more remuneration to reflect the importance and extent of their responsibilities.

The council needs to convince the Newcastle community that they are trustworthy and sensible with the funds that they do have. We don't want revenue raising parking meters all over a dead city. we don't want to be deceived when they want us to pay an increase on our rates and tell us all the wonderful things they will acheive while sweeping under the carpet that that includes more parking meters in wickham and Darby street. i think the council needs to focus on reviving our dead city then we can start promoting tourism and improve a beach facilities.

the council needs to focus more on what the community needs and wants, not their own interior motives. they need to involve the community in surrounding areas of work and find out whether the people agree with what the council is doing or not... there does not seem to be much listening to the communities needs and wants as their should be. the community is what pays their rates etc and keeps the people of the council in a job!!!! we deserve to be heard and LISTENED to, and our opinions need to be taken into more consideration.

The Council needs to increase their overall participation in all areas - need to lift their game completely.

The council needs to preserve the city's heritage buildings, not let them fall into disrepair or sell them off. Council needs to behave responsibly and with courtesy in meetings. Council needs to stop firther high rise development and out of character development in most areas. Council needs a thorough overhaul of garbage services, ensuring that bins are emptied on time, left upright in a convenient position Not in the driveway, and emptied right out and spillage picked up. Roadside pickup service for bulk waste is needed.

The council needs to stop political grandstanding at once. Newcastle needs to rid it's self of illusions of grandeur that it can be sydney number two. We need to maintain our place in Australia as a cultural and heritage town before knocking down old buildings, and getting rid of trees in favour of redevelopment. The "vision" offered by Newcastle, after reading a long pdf including all the ideas, is pretty unimaginative and boring. In fact it looks like something stolen directly from Austin Texas - which is actually promoted as "the liveable city" moreso than Newcastle. We have far more to offer than some crappy tourist brochure and before we can advertise what we have we have to make sure we have lots to offer. Fix Hunter street, downsize the council, and spend money on rezoning and redeveloping the streets, and maintaining our old parks like civic park, King Edward Park (and it's gardens) and Nesca Park. Lose all ideas of 'commercialisation of park space' also because that is the best way to get offside with the community. Council: how effective is a rate from 1-10 survey in terms of community consultation? Ansewr: it is absolutely inadequate. The council needs to drop it's tick-a-box mentality and get in line with the community and act as a representative of people too busy working in the 9-5 job to come to council meetings all the time, and to fill out these useless surveys.

The Council should manage money better. Wating over one million to cut the fig trees!!! Why did we need new garbage bins?? Unnecessary expenses! Increasing rates is not the answer!

The councillors are to represent the people, yet so many decisions are made by the actual General Manager. Responsibility for decision making needs to be made clear to the public. Street cleaning and presentation is inconsistent. Our streets and paths in Islington and Maryville are rarely maintained or cleaned, yet some streets in Merewether are street swept all the time.

The Councillors need to get their act together and work for the good of all constituents and put petty party affiliations aside. If they cannot do this we ratepayers should lobby for an Administrator.

The Councilors need to be seen as a competent team with the best interests of the LGA and the wider Lower Hunter region over the medium term at the centre of their agenda.

The Fig Tree fiasco and continuing failure to resolve and progress a coherent long-term integrated transport strategy for the area beggars belief.

The council's got to do its core functions at least at a satisfactory standard. One of the other things that I expect of a council is not to lie or do evil and that's where it has failed - shown vividly by the way it ran the fig issue. It is going to take a long time to trust any information that comes from the council. Now it thinks it can continue now with stage two of the library/art gallery precinct development, the figs always had to go didn't they. I'm not happy John.

The councils has a big problem in trying to regain trust after the laman street debacle. I was not an avid protester, in fact I had commented on the plan for Civic Park which was sent out through Newcastle Voice, praising new plans to renew the feel and infrastructure in the park. However, it is important for Council now to ensure that it will pursue a GREENING of the City Centre, it is of paramount importance to keep green lungs in Newcastle CBD. Also with concern to inner city densification in heritage residential areas, needs much stricter guidelines as to how much of a plot of land can be built and what needs to remain vegetation, at the current rate Newcastle already limited green backyards are rapidly becoming concrete. This will be a major problem, maybe there should be a guideline indicating building upwards, 1.5 stores, rather than covering grass with buildings.

More cycleways should be built in order to increase the use of bicycles in the inner city. Also main bicycle routes to the University and major shopping centres should be established.

LAst, the redevelopment of the Bogey Hole seems to be at a standstill. Why is this? I can see that the construction site is being vandalised often, which is very very sad. (I walk the dog past it every morning). But I also have a feeling that there is a current massive distrust in anything the council is doing to renew extremely and iconic Newcastle locations. There may be a case for rethinking the Bogey Hole design. I have seen it, and there are some major problems with the design as follows;

- it is too slick, and the glass railing will most probably be smashed quite quickly by less than considerate elements that often visit (I know as I use the Bogey hole a lot) and weekends are often not a nice site...

- The platforms to be constructed will improve security by not making it possible to jump from the rock into the pool, however, of more concern is that when big waves come in and people are in the pool, they may be swept under the platform and be hurt. I do not dare think about what will happen to smallm kids....

The Bogey Hole renewal may become another Newcastle versus community standoff, I think it is good to think through the design another time and consult with community again. For instance through Newcastle Voice with a variety of different designs. I am not against restoring the Bogey Hole, but I think the NOVocastrians like very very small changes to such sites, not slick new and dangerous designs which can be easily vandalised.

The creation of a small business environment. This should strike a balance between making it cheap for young entrepreneurs to start businesses, while maintaining the good order of the town. Streamline approval processes, make this an entrepreneurial town, not just a sports and plumbers town. Appoint a small business czar. Make Newcastle CBD and West a place to go on weekends and week nights, not a place to despair of. And for goodness sake, use the last pieces of Honeysuckle open space to make a real recreation park for young families who want to live in Newcastle West. Where the hell should kids play now? On the railway tracks? Be a leader in this urban planning stuff instead of a mediocrity. We want people to enjoy (and envy) how we live in Newcastle when they visit us. And next time you grant a license to open THE WORLD'S BIGGEST KFC for all those hungry miners and drug addicts, think instead how you might encourage 15 entrepreneurial foodies to open places, using produce from the Hunter Valley.

<p>The difficulty of access to the Greening Centre with the members of the public being shut out. It was a good place to go for guidance. I use the Greening Centre as a Volunteer for Kooragang Wetlands every Monday and sometimes need to go on other days to find I cannot get access to Kooragang Plants. Have had great help in the past but am feeling that we may have lost our welcome. The Project volunteers still need to propagate plants and has no other option we can use</p>
<p>The elected council needs to spend less time on politics and more time on making good decisions for the city (even if the decisions are unpopular). Council officers need to concentrate on providing high quality basic services and tell people more about on the ground works like parks/playground/road/infrastructure improvements eg where rates are being spent.</p>
<p>The elected council needs to work together as for the benefit of the city instead of nit picking and back biting to further their own political ambitions.</p> <p>The new GM needs to evaluate those in very senior positions and when their contracts are due for renewal go to the market and appoint the best qualified person to the position.</p> <p>Concentrate on its core activities.</p>
<p>The elected councillors should make decisions and get on with it. After all that's what we elect them for</p>
<p>The figs fiasco speaks for itself. The wasting of millions of dollars that could have been spent on other things is just too incompetent. Decision making is not a skill that this council seems to have.</p>
<p>The future of the city will depend more on tourist and travellers than the highly unlikely idea of a major department store bringing prosperity to the Mall. Thus the Mall should be developed in a way that sets it apart from the suburbs. The Mall has a village ambience and with ideas to remove unsightly objects and displays, and market it as a destination where people can find something different and interesting in Newcastle, will attract people with money to spend.</p>
<p>The houses recently approved for building in Adamstown do not show much evidence of good environmental planning- eg no eaves to speak of, windows face west, blocking light from neighbours. They also do not appear to have any requirement for planting of planting of vegetation, street trees etc. They end up all too often as concrete boxes in lawns looking bare and boring and apparently gobbling up power for air conditioning, lights etc. The street are also increasingly full of litter and rubbish. A number of restaurants in the inner city area are grubby.</p>
<p>The improvement of the CBD, including aspects such as preserving the unique heritage of the city centre, capitalising on the position of our CBD in such close proximity to the beach, and its accessibility because of the train line. It should be thriving.</p>
<p>The issues with the figs left me extremely dissatisfied with the council. I found the actions bewildering - with councillors not turning up to meetings and expressing conflicting opinions.</p>
<p>The lack of development in the revitalisation of the CBD. Lack of coastal tree planting in parks. There are very few coastal areas that can be enjoyed under a tree. Dixon Park and Bar Beach park have very few trees. Trees enhance the environment plus with all the major industries in this area destroying the air quality, trees will help.</p> <p>Beautification particularly needed around the coal loaders. Wollongong region has done this extremely well with reforestation along the freeway to block the view of heavy industry.</p>
<p>The least transparent, open, community focused and accountable council in decades.</p> <p>Focus on that.</p>
<p>The main aspect is that the Council is there to provide a service to the rate payers not to the accountants and solicitor. its main role is to listen to the rate payers and the services required by said rate payers.</p>
<p>The main direction for council, I think, is to plan the future for the city &amp; the wellbeing of it's residents. All groups from the young to the elderly must be catered for. Roads in many suburbs are in need of much work. Traffic is becoming inner city problem. The council is doing very well but there is plenty to do.</p>
<p>The management of Newcastle cbd. Uni in the city and better public transport.</p>
<p>The new bin system is terrible - council should go back to providing a good service for everyone &amp; stop contracting work out to people who do not care.</p>

<p>The new garbage system is money grab doesn't make things easier or cleaner</p>
<p>The Newcastle City Council Alderman should concentrate on the needs of the people of Newcastle and there should be no party politics in the Council. The people of Newcastle are the ratepayers and it is their money that you are spending so it is their needs and teh needs of Newcastle as a beautiful city that should be considered without the interference of the State and Federal political parties.</p>
<p>The over-arching philosophy should be about ensuring amenity for everyday residents, not developers. When managing factors like traffic flow, pedestrians and cyclists should take priority, always, because that is the future. When my grandchildren are growing up, I want them to live in a better Newcastle, not a less liveable one. I want them to be able to walk in the shade of trees, cycle in safety and have viable alternatives to driving everywhere.</p>
<p>The performance of the elected Council is much poorer than the performance of Council staff. The biggest area for improvement is their ability to work together and to work with the community. I believe that both the elected Council and Council staff could improve how they consult the community and involve the community in decision making.</p> <p>In particular I believe Council needs to be doing more around responding to climate change, peak oil and sustainability. I note that the a number of meetings of the Environmental Advisory Committee did not have a quorum and think this is unfortunate. There are many community environmental groups in the area and I believe there is great potential to work more in partnership. There are going to be difficult decisions to be made in terms of sustainability and I believe Council needs to be taking real leadership in this area.</p>
<p>The present council has left it far too late</p> <p>to focus on anything relating to this City.</p> <p>Only a miracle will save them.</p> <p>Their performance has been dismal.</p> <p>Hopefully it will change after the next</p> <p>council election.</p>
<p>The present councillors are always fighting and are more concerned about their "pet projects" instead of promoting Newcastle.They take too long deciding on things eg fig trees &amp;waste money.</p>
<p>The redevelopment of the art gallery is important</p> <p>Keeping the beaches clean is important</p> <p>Live sites is excellent as is late night openings of the art gallery</p> <p>Very dissapointed in the fig tree out come</p>
<p>The senior council administration needs to refrain from operating in a unilateral way when it comes to genuine community collaboration and participation. Especially in relation to the processes and functions regarding significant community issues. It's recent decision to deem 'operational' issues that were previously open to community dialogue and genuine input is highly questionable and can only further alienate community members who are interested enough to get involved.</p>
<p>The top entrance to King Edward Park and Shepherds Hill radar site could be improved and beautified.</p> <p>The cobbled road into radar site could have the gutters to it cleaned of gravel and weeds to make it stand out more.</p> <p>Local native plants and a small length of retaining wall with paving from cobbled road past the pillar leading out to the grass. This is to replace the bare dirt which flows into the gutters both of which are untidy looking.</p> <p>These areas are the first thing you see when entering the park.</p>

The waste of \$\$\$ spent upon Lamen Street was ridiculous rate payers spoke council did not listen as a possible result of \$\$\$ wasted we are looking at Rate Hikes how much could have been saved if council had listened !!!

We now have cruise liners with overseas travellers visiting our ports spending \$\$\$ we have only just completed a cruise back from New Zealand the \$\$\$ that were spent in some of the smaller ports was enormous Newcastle Council was asked about building A dock on the city side instead chose to leave it in Carrington The \$\$\$\$ if the cruise ships were allowed to dock on the city side would create a revitalised City Centre that is decaying a small port fee from visiting ships would soon recoup the money to be spent on an official cruise ship dock + would entice locals to come & see the ships. Everyone I speak with say that they don't go to Newcastle city it costs an arm & a leg to park & for what all there virtually is these days is the beach get rid of the Parking Metres especially the dodgy broken ones that virtually all of them maybe next election we may get a council that actually works for its people

Their DA approval section is very very very very slow. Put more people on in this section.

There are so many deficiencies that I will not have the space to put it down. The council has no idea of what it should do it is so club and pub focused we have a place that if you are not drunk you stay home. As to tourism as a taxi driver I field questions that demonstrate the total failure of council fulfilling its mandate. From a tent between a wheat loader and a coal loader to welcome shipping passengers to an earth quake damaged and vacated city area where there is no vision from the leadership of the council. In response to a question about entertainment facilities for families I was told that there are parks and beaches what else do you need? A total lack of understanding and the only growth industry a passenger said to me is brothels and the sex industry. Totally just the wrong direction and no one notices that the direction is stupid and debased in almost every way.

There is a defensive attitude from staff when you contact NCC and it appears the organization is more concerned in covering their backs than strategic planning especially in the areas of community development. Residents of Newcastle need smart, creative, forward thinking people in council officer positions. To simply keep blaming lack of positions or money is not satisfactory as it really is a lack of insight and poor communication and bad decisions. Newcastle is crumbling physically and I believe this is because the culture within council the staff is dysfunctional.

There is far too much community consultation in regards to any project the Council wishes to undertake (eg the FIG FIASCO) The Councillors have been elected to make these decisions. There are too many self interest groups in this city plying their own agendas and holding back this city. When the Council makes a decision stick to it and just do the job. If you don't these minority groups will keep Newcastle in the dark ages. I joined the Newcastle Voice to try and counteract their negative attitudes towards development in this city.

There is little, if any, focus on the western suburbs. Time and time again I complete these surveys and ask for a little bit of funding to be apportioned to the 'forgotten' suburbs, such as Elernmore Vale.

For example, the roads are not properly maintained, the footpaths are poor and not provided in appropriate areas and there are no adequate areas for children to play. We have to watch all of the money spent on Stockton and the eastern suburbs.

Further, a cycleway was installed from Wallsend to Glendale at the beginning of last year, but it is still not complete or formally open for public use. This is an absolute disgrace and simply wouldn't happen in Merewether.

A local reserve on Croudace road is used as a car park by a local personal trainer, but during the recent wet weather the area has turned to mud. What are the asset management staff going to do about restricting access and rehabilitating this area?

A local reserve in Aries Way has signs telling us that it's an important natural asset for the community and yet the signs are barely visible due to the weed growth. This is a poor method of communication.

The Lamen Street figs were poorly managed and the list goes on...

In my opinion, the dysfunctional Council (and administration) do not facilitate an efficient or effective level of governance or decision making.

<p>Give the residents of ALL suburbs a fair and equitable go and I'll be more satisfied with you performance.</p>
<p>There needs to be more development of "villages" providing 3 levels of care for Over 55s. Especially on flater grounds than most of the existing villages, which are mostly on hilly land.</p>
<p>There should be more free parking under 3 hours in the CBD to encouraging shopping etc. there.</p> <p>The council should take responsibility for adequate garbage collection in apartments rather than them having to arrange this privately.</p> <p>The council should put hygiene and and council assets as priorities rather than sponsoring festivals etc.</p>
<p>These questions must be trick questions. The activities of NCC over the last 10 years is very poor. Look at the NCC owned buildings, redevelopment of the baths. wasted laman st tree activity. Poor maintenance of footpahs, poor green bin pickup. NCC simply does not respond to ratepayers requests. Place a complaint or ask for advice from any one other that counter staff, and you just do not get a response....what a joke...bring in an administrator.</p>
<p>They need to actual do what the normal public that elected them to do, that is to over see all the Newcastle assets.</p>
<p>Things that impact people's lives: Council workers should be held to the same standard as Private enterprises – why should council workers get to 'have a better deal' if I operated like some council workers I would get fired. Have a backbone – people will respect council if for once they held their staff accountable and did the right thing in a timely manner. Stop giving into big investors/business follow the rules don't just bend them when it suites (Merewether surf club &amp; Newcastle Bowling Club). Make a decision. Make it in time. Stick to it. Why do we know that council will take 3 times longer than we expect and need – and why should we put up with it. For example Development Applications: should be done in a timely manner within the required time.</p>
<p>This is a very personal perspective. I live in Mayfield and believe Council does not adequately maintain roads in my area. Look at Silsoe Street which is a well used road for motorists cutting over from Scholey Street to Maitland Road and vice versa. The area of land around the TAFE buildings in Chin Chen Street down to the railway bridge is always so untidy. Please start giving some attention to Mayfield!</p>
<p>This is the worst council in living memory. My elected reps care nothing for my concerns and cannot be convinced otherwise. Closed minds. If that isn't bad enough a Council administration that wishes to pay itself more that it earns. What could be left, sell our assets to pay for the management that is already a law unto itself and couldn't care less about the community. You do not understand how to serve this community, and I wish you would all dissappear. The front line workers are fine. Council collectively bumbles from one disaster to another, we believe you have all gone mad. The good people in council need to be supported and the culture of bullies that apparently work out of your legal dept need to be shut down. Be good to your community. Stop destroying things. We currently have no faith in you and lament what you have done to this city.</p>
<p>This is yet another Voice survey that forces you to place answers that do not reflect you opinion or position on a subject.</p> <p>How do you answer the satisfaction rating if what you really wish is for Council to close down that service?</p> <p>If you say unsatisfactory then Council may be tempted to spend even more money. If you say satisfactory then the extravagant spending will continue.</p> <p>Where is the option to say that the users should pay and not the ratepayer.</p>

This question is a real concern, I'm not buying fruit juice here - my satisfaction is not important, our community's wellbeing is vital.

A group needs to be concerned with it's waste, its environment, its health, infrastructure, income, and its education. There is not one (main) aspect. If any of these are ignored, we become less, and less able.

This year I have been generally and over all very unhappy with N.C.C.'s performance.

Tidying up and picking up all the rubbish, particularly broken glass on roadways. This council and it's staff appear to have little pride in the city. (But neither do many residents).

Time taken for final decision making on important matters.

To act on the results of this survey otherwise what is the point? I feel the average ratepayer/resident wants council to focus on services like roads, rates and rubbish followed by recreational facilities, arts and culture.

We need councillors who do not lose the plot midway through their term and start infighting and political grandstanding. Get rid of the current councillors at the next election, particularly the lord mayor and let's start afresh - with people who have intelligence to do the job as well.

To address the thousands of dogs and cats that council pays the RSPCA to kill instead of taking responsibility for the issues. To address the sorely lacking facilities for off leash dog areas and beaches. To promote desexing and microchipping of animals. To stop letting the RSPCA and Hunter Animal Watch doing the dirty work for the council. There should be desexing programs and microchipping programs run and paid for by the council for animals in the Newcastle shire just like other councils do. Council should run programs in schools to teach kids about how to behave around dogs. Rangers could do this. Yes - this would cost money but if they hadn't wasted so much on the figs, they might actually have some money!

To be more transparent.

to bring the cbd back to it,s glory and to tell the ultra greenies to take a hike so we can spend money on important things not to save a species of tree that is not endangered.

to concentrate on the simple things, it is not the role of council admin staff to have personal and political agendas, they should be implementing, what rate payers want and acting on what elected councillors decide. In the past 2 years there has been far too much evidence of the administration manipulating councillors.

To do what Councils are there for, to serve the ratepayers. Be efficient with the funds they have, not expect ratepayers to pay extra for past mismanagement. To not waste money on issues such as the fig trees, South Newcastle beach rock etc.etc. to provide garbage pick-ups on the day it is supposed to be. To be more open and transparent.

To FIX most issues in Newcastle;

Encouraging the University into the CBD, and support associated redevelopment of aging city buildings and infrastructure to service this usage.

Keep and promote the RAIL to service the University City.

To get jobs done,ie Hamilton James Street car park is a disgrace. Trees have been allowed to grow up in front of car park lighting, bags of dumped garbage left to rot and weeds unattended.

This seems to be the general pattern all over Newcastle and this is just car parks. Gregson Park is far from being at it's best with overgrown garden beds and the toilet block locked at 6pm so family's who utilize the park after 6pm are unable to use the public toilet's especially during daylight saving. It is quite often these "Little Things" that make a big difference to people. When council is phoned regarding these matters, they never listen and nothing is ever done to rectify them, so what is the use of phoning. Newcastle CBD is grubby and untidy, a place one would never take out of town visitors, it should never have been allowed to get this state. I could spend all day writing, but what good would it do.?

<p>To improve the inner city CBD - bring more life not necessarily more big business. Stop the increase of brothels and sex related business in the city. Keep the CBD cleaner. Resolve parking issues - if paid parking is a necessity then a different system should be in place. It is unreasonable to have to pay for 10 minutes somewhere and then 10 minutes 2 klms away. Parking issues are a major inhibitor of use of the CBD. There should be more encouragement for family friendly activities including street performers and playground equipment to encourage families into the CBD. Not just on the odd special occasion but regularly. What about a Neighbourhood Centre in the CBD where groups could have activities on a regular basis - like the Neighbourhood Houses in the suburbs? The city needs accessible community centres in the CBD to add to the vibrancy. The interesting and unique designers and young businesses should be supported and promoted as a tourism initiative - Quirky Newcastle - quirky place and design centres are successful in other cities. Encourage things like the great little quirky bus shelter near the Carrington Hotel - things that will promote Newcastle as a happening, interesting and unique destination for locals and tourists.</p>
<p>To include and respect the wishes of the community in relation to the councils projects and decisions in making them.</p>
<p>To increase my satisfaction of the council's performance would be for them to be just as competitive/accountable as a private enterprise's performance. They need to be able to deliver services/upgrades/maintenance within a reasonable time frame and cost. My concerns are for example, are the council carpark at Merewether Beach and the footpath along Scenic Drive - still not finished. Time is money so therefore how can it be cost effective?</p> <p>I would like to see/hear/read a clearer working together of the elected council and council employees for the management process and delivery of council projects to be completed within a reasonable time while based upon a budget that is competitive with private companies to perform the same work</p>
<p>To look at providing a pedestrian crossing across Newcastle Rd, Wallsend between Longworth Avenue and Douglas Street. I wrote to Council years ago and was fobbed off and as a result have had to drive my daughters across heavy traffic to a bus-stop for 3 years now when they could have walked (a 10 minute walk). What does it say - cars rule, pedestrians are insignificant and any revenue the Council can get from cars with parking fees they will.</p>
<p>to make decisions and sticking to them. forget the mall you are flogging a dead horse.</p>
<p>To manage Council funds responsibly and not waste money unnecessarily, e.g., Laman Street figs and Newcastle South rock debacles. Work with the focus on the ratepayer and not Councillers' private agendas.</p>
<p>To work as a team and listen to the people.</p>
<p>To work with business to improve the CBD.</p>
<p>Too many of my answers were "Not aware" which indicates to me that Council needs to improve it's communication process with it's rate payers. More transparency in all areas.</p>
<p>Too much public consultation and money wastage over fig trees. I want a council that can make a decision and stick to their decisions. I would like to see more parks and play equipment for children. Our main streets need more beautifying. Parking in Newcastle cbd is a NIGHTMARE!!! Why on earth did the council decide to do work at Bar Beach in Summer??? Wouldn't it have been more suitable to do it in Winter when less people are using the beach! Ahhhhhhhh</p>
<p>Too much talking, not enough action. Gert on with plans - much to long deciding, what to do! get in, and do the job. we are always waiting etcrook, figs potholes</p>
<p>Focus on the small things which end up being big things.</p>
<p>Too much time and resources spent on the squeaky wheels ie Lamen Street Trees.</p>
<p>I felt like Council went above and beyond in consultation with the community. Once the decision was made Council should have felt entitled to just get on with it. We elect Council's to represent us then make the tough decision. Consultation needs to be better balance with action.</p>
<p>tourism and promotion</p> <p>animals and picnic facilities at blackbutt reserve</p> <p>promoting newcastle beaches and blackbutt</p>

over vthe vinyards
tourism, and moving forward, being progressive. thanks
Town planning. The plans seem to be the same as they have always been and not satisfactory. It hasn't been successful in the past and unless the plans / planners are changed and come up to the level Newcastle should be receiving the town will continue to be working on balancing todays needs and dealing with immediate issues rather than getting to the point where things start to manage themselves. Use the assessments that have already been done over and over, make a decision and move forward.
traffic chaos surrounding westfield kotara. the traffic flow along park avenue has resulted in dangerous exit points at joslin st, particularly with buses as well as other exit roads onto park avenue before the homemaker centre. this is dangerous. poor planning newcastle....
Traffic flow --- Adamstown Rail, Bruncker rd Glebe rd peak hour. Start and finish of 40K Should be extended. Stewart ave Parry King & Hunter st and the Rail crossing need to be rectified
Transparency - see fig debacle.
Transparency - seriously, it is going to take a long time to earn back trust and pride from the community after the Laman Street debacle.
Transparency as to the policies and services already provided
Transparency in all Council dealings. Constant review of all council servies to reduce costs. Particularly unbudgeted overtime which appears to be out of control e.g. weekend garbage pick ups
Transparency in dealing with the community NOT enforcing council agendas with riot police Not spending millions of dollars to cut down trees instead of thousands of dollars to check on the validity of their questionable "independent" advice NOT spending ratepayers money on ads in the newspaper trying to justify their cultural and environmental vandalism Spending ratepayers money on maintaining our cultural treasures (e.g. Town Hall) rather than bullying community with riot police to achieve the most horrific environmental destruction perpetrated in my lifetime Replying to written concerns within days rather than within months NOT voting to exclude community from decision-making ALWAYS remembering that council works for the ratepayers, not vice versa
Transparency of decisioning. Honesty. Manage the CBD heritage. GET RID OF THE RAIL IN THE CBD.
Transparency of policy making. Rate payers own the infrastructure Council is employed by them to look after it hence rate payers should have access to all Council reports and not behave like some secret society! eg fig ree resumee, & Laman Street plan.
transparency. The thought that admin can just go ahead and make decisions without putting stuff to the vote of the councillors is atrocious, and makes us think they have ulterior motives. They call "safety" but the public does not always believe this, nor the manner in which they have tried to convince us of that. the arrogance with which the public is treated is awful. Yes, its the fig issue that makes me think that, and that situation would have been solved if they had accepted an independent assessment to prove their point
Transport/roads/traffic in Newcastle.
Co-ordinate with RTA and Rail and get traffic flowing properly through Newcastle. Synchronise traffic signals along major roads like Steward ave/ Hannell st with the Rail crossing. (or get the rail removed) There is often stupid timing where vehicles sit at a red light waiting to come out of Honeysuckle Drive while the rail gates are down stopping Hannell St traffic as well.
Plus - for starters - re-surface Hunter St & Tudor St and any others which sorely need fixing properly.
Try to agree on some path ahead, make a desission on the rail line issue and a have a clear image of how our city should progress. Council should sell off ALL its dirty old buildings and clean up the city!!
TWO main aspects! one would have to be parking--anyone living near highschoools or "free" bus stops would have to be very dissatisfied--impossible to get parking in and near my street of Corona during school hours; also hard to get parking around Hamilton after about 8:45. I would also like to see council add pick-up of food waste to their garbage collection--like is available in Adelaide where garbage waste is collected and then made into compost.
unsure
Upgrade the city centre plus make the parking compliance more equitable between LGA commercial

zones.
Use sufficient commonsense so that citizens can feel confident in the decisions that Council makes and communicate.
User pays for art gallery and reduced parking costs for city and harbour .
Very disappointed forums were discontinued, also never see Ward 4 reps in area.
Vision for the future development of Newcastle. What about a tram service and upgrading of Hunter Street, regenerating Laman St. with the Civic Centre as was discussed and submitted to Council in 2010. I don't have great faith in the council and the Lord Mayor after the extended debarcle of the Laman St. trees. They should have been removed before the costs became prohibited. Newcastle must move on, and modernise. to attract migration, and tourism.
Vision to make Newcastle one of the most liveable and interesting cities in the world.
Visitor Information Centre in Newcastle is extremely disgusting for a city the size of Newcastle. other cities in NSW & Australia leave Newcastle for dead. Tourism ought to get out in the real world & take a good look at what we offer visitors.
Wallsend and outer suburbs should be treated
with the same amount of money on it's footpaths and parks and roads
Waste disposal - only being able to increase bin size at limited times is RIDICULOUS!
waste disposal. you're doing it wrong.
Waste management. Bins are not picked up in time. red bin is not big enough I am very unhappy with the size of this bin and feel I should not have to pay each year for a bigger bin. My rates are very high and the only council service I use is the waste management. Tip fees are ridiculous !
Waste of ratepayers' money on too many nonproductive staff and managers who need consultants and lawyers to hold their hand. Use common sense with development applications ie King Edward Park and Bimet Lodge. The CBD is dead. Am not a fan of council
Waste. The amount of money wasted by Council is a disgrace. All road constuction except for minor maintenance should go to tender, along with all building works. There should be no exception. This will enable Council to balance its budget without seeking extra rate increases. The amount of time spent by Council operatives in the Merewether Beach carpark construction should heve them charged with loitering!
Wasting rate payers money on the trees in Laman street. Get the job done & don't waste our money
We are a aging population, needs more structure in ageing facilities.
We are in mid 80's so our needs are different from our children's. Noise is a problem at weekends and the footpaths in our area are rough
We have to find some more ways to deal with the lack of parking and poor public transport from the outer suburbs. I understand that this is not a Council operation, but pressure on the decision makers would not go astray
weed control along Fernliegh track ,keeping and supporting Greening Centre Kotara
Wheelchair access to venues, alOng Pathways - including suitable laybacks - housing etc.
When Council finally makes a decision to finally do something they should go ahead and do it and not have recission motions and change their midns leading to delays and cost blow outs. Perhaps it is time to take politics and parties out of local government.
When council repair damaged footpath and pot holes the repair dont last. Council could do a lot more to improve and upgrade playgrounds and park areas with inspiring constructions like in King Edwards Park. It must include shaded areas. You will find that both children, adults and aged people will find enjoyment of such investment.
When plans are kept from the community and profligate amounts of money are obviously spent in a purposeless operation and the community is left with a very expensive eyesore in one of the "show" parts of town -all on the pretext that it was an insurance problem, the staff responsible should be held to account and a TRANSPARENT and INDEPENDENT review should take place as the only means to restoring the confidence of a large contingent of residents in council performance. Roll on September!!!
When the Council says they listen to the community about the future of their spaces, they should.

Where to start - took away kerbside collection yet rates increased (thats poor service)

CBD looks awful not maintained any buildings they own, place looks like a slum

Footpaths, roads not maintained have a look at the big Dip in the road in DUke St New Lambton no one will fix

Storm water drains not cleaned, trees not clipped

Parks are over grown with grass, clover, trees hanging especially in my area near Lambton High, cycle way is poor standard should be big enough for walkers & cyclists

Fences broken near cycleway behind harker oval not fixed, trees over hanging

drains not cleaned, it rains and floods so easily as nothing is cleared

Council does nothing to maintain Newcastle it has gone downhill since John Tate been LM, something needs to happen, rates go up but the streets look disgraceful, but noone listens. Im a rate payer, do something for me

Why are you conducting a survey when you have just decided not to involve the community (internal Review of the process of what happened in Laman Street)? When you do have community consultation it is all words and you don't listen or act on behalf of the community.

I can't say I'm very dissatisfied with parking in Newcastle for fear you will use the statistic to justify more car parking spaces. I'm really dissatisfied with too many car parking spaces in Newcastle - at the expense of urban forest and community space. We need great improvement of public transport and cycleways. At the same time I would hate to see Newcastle's rail line ripped up and replaced with the cheap development that Newcastle Council seems to be very happy to support.

I'm very sick of Newcastle Council's stance on 'managing the risk' of trees, i.e. removal instead of maintainance of our trees (minimise/eliminate the risk). Please revisit the Newcastle Urban Forest Background Paper.

I'm really unhappy about:

1/ The Laman Street trees being removed unnecessarily, the lies that surrounded this situation and the sidelining of the community in the media. Thanks for pitting the State riot police against the Community.

2/The Function Centre at King Edward Park where there will no longer be access for all and where land belonging to the Park/People will now be car parking.

3/Novacastrian Park where a verbal DA has allowed risky structures.

4/The Bimmett Lodge development.

5/I'm still awaiting Frank C's promise of a list of the 'apparently' failed 35 figs that have been removed from the inner Newcastle area - and the reasons for their removal (I've been waiting for a few months now).

5/TPI House not being maintained and 20 Community Groups having very tentative accommodation as a consequence.

6/The lack of condemnation by Newcastle City Council of the State Government's handling of the Orica spill.

7/The disrespect that is shown to Newcastle's heritage.

8/The handling of the Post Office - this beautiful building in such a bad condition and unoccupied - this is a disgrace.

9/There are so many buildings not maintained. You talk about tourism yet don't look after the beautiful aspects of Newcastle that would attract people.

8/The lack of nurturing of Newcastle's cultural groups.

9/The disgraceful state of Newcastle Mall (no reflection of the 'Renew Newcastle' project which is the only thing that keeps the Mall breathing).

The list could go on but I don't have time.

I think there are elements within Council Administration that need to be addressed before Newcastle can move forward and catch up with the rest of the world. A start would be to get rid of some of the senior management. Frank C and Judy J need to go.

Why did you change the bulk pick up service. I feel people will just keep rubbish in there homes. The pick ups encouraged people to do a clean out.

<p>work effectivley, stop wasting money, actually do something and don't just keep going on about it  <b>WORK TOGETHER</b> for better outcomes for our city.</p>
<p>Stop the fighting !!!!!          Work together as a team</p>
<p>Work towards a marketable image of Newcastle which reflects the existing strengths that are already appreciated by its residents &amp; those who are drawn to Newcastle to live; NOT someone else's theories - <b>PROMOTE WHAT ALREADY WORKS.</b></p>
<p>Working as a unit - together - for the good of the city. Listening to people - you don't have a mandate because you were elected. That stance is a good marketing/PR ploy that was first adopted by the Federal Government over GST. Most people aren't stupid and aren't sheep. Listen, stop treatin the electorate like idiots. There are great people working for Newcastle - the councillors are leting them down.</p>
<p>Working cooperatively as a Council and keeping administration elites in check</p>
<p>Working with other levels of geovernment to achieve development within the city.</p>
<p>You need an entire culture change at NCC. The Laman Street trees has exposed the toxic approach NCC takes to feedback from the community and engagement with residents. It has also exposed how little NCC management values truth and transparency. The waste of funds in order to beat the community into submission was unethical and morally corrupt. Why does NCC have two arborists? What a waste of money. Doubles the endangerment to mature trees.Viewing the community as the vocal minority when the ultimate vocal minority is the top rung of council admin; the second noisiest vocal minority is the elected council.NCC management are obstructive, oppositional and has forgotten who they are there to serve and who owns the assets they should be caring for.</p>

## **Appendix VII – Quantitative Analysis**