

# Lithgow City Council

SRV Community Research

Prepared by: Micromex Research

Date: December 2018



# Background



# Background and Objectives

## Background

Lithgow City Council currently spends approximately \$19 million on the maintenance and renewal of infrastructure assets each year, however, Council should be investing at least an additional \$1.1 million per year to keep assets safe and functioning.

In preparing its submission on how to achieve long term financial sustainability, Council identified that despite its best efforts, the funding available is not enough to keep community assets in an acceptable condition in the long term.

As such, they are consulting with the community about the potential to address the shortfall with a Special Rate Variation (SRV). Council is conducting a range of engagement and consultation activities regarding the SRV, presenting the community with 2 options to consider and provide feedback on. This research forms part of the engagement process.

## Objectives of the survey

To obtain a statistically robust and clear measure of the community's understanding and attitude towards a potential SRV.

Specifically:

- Measure awareness levels and sources of information about a Special Rate Variation
- Measure monadic levels of support for the different options (Options were randomised to mitigate order effect)
- Obtain a forced preference
- Understand reasons behind preference

## Data collection

Micromex Research, together with Lithgow City Council, developed the questionnaire.

Telephone interviewing (CATI) was conducted during period 10<sup>th</sup> – 12<sup>th</sup> December 2018.



# Methodology & Sample

## Sample

N=401 interviews were conducted. A sample size of 401 provides a maximum sampling error of plus or minus 4.9% at 95% confidence. This means that if the survey was replicated with a new universe of N=401 residents, that 19 times out of 20 we would expect to see the same results, i.e. +/- 4.9%.

As the raw data has been weighted to reflect the real community profile of Lithgow City Council, the outcomes reported here reflect an 'effective sample size'; that is, the weighted data provides outcomes with the same level of confidence as unweighted data of a different sample size. In some cases this effective sample size may be smaller than the true number of surveys conducted.

## Interviewing

The 401 respondents were selected by means of a computer based random selection process using the electronic White Pages and SamplePages.

## Data analysis

The data within this report was analysed using Q Professional.

Significance difference testing is a statistical test performed to evaluate the difference between two measurements. To identify the statistically significant differences between the groups of means, 'One-Way Anova tests' and 'Independent Samples T-tests' were used. 'Z Tests' were also used to determine statistically significant differences between column percentages.

Within the report, ▲▼ are used to identify statistically significant differences between groups, i.e., gender, age, ratepayer status, residential location and awareness of the SRV.

## Percentages

All percentages are calculated to the nearest whole number and therefore the total may not exactly equal 100%.



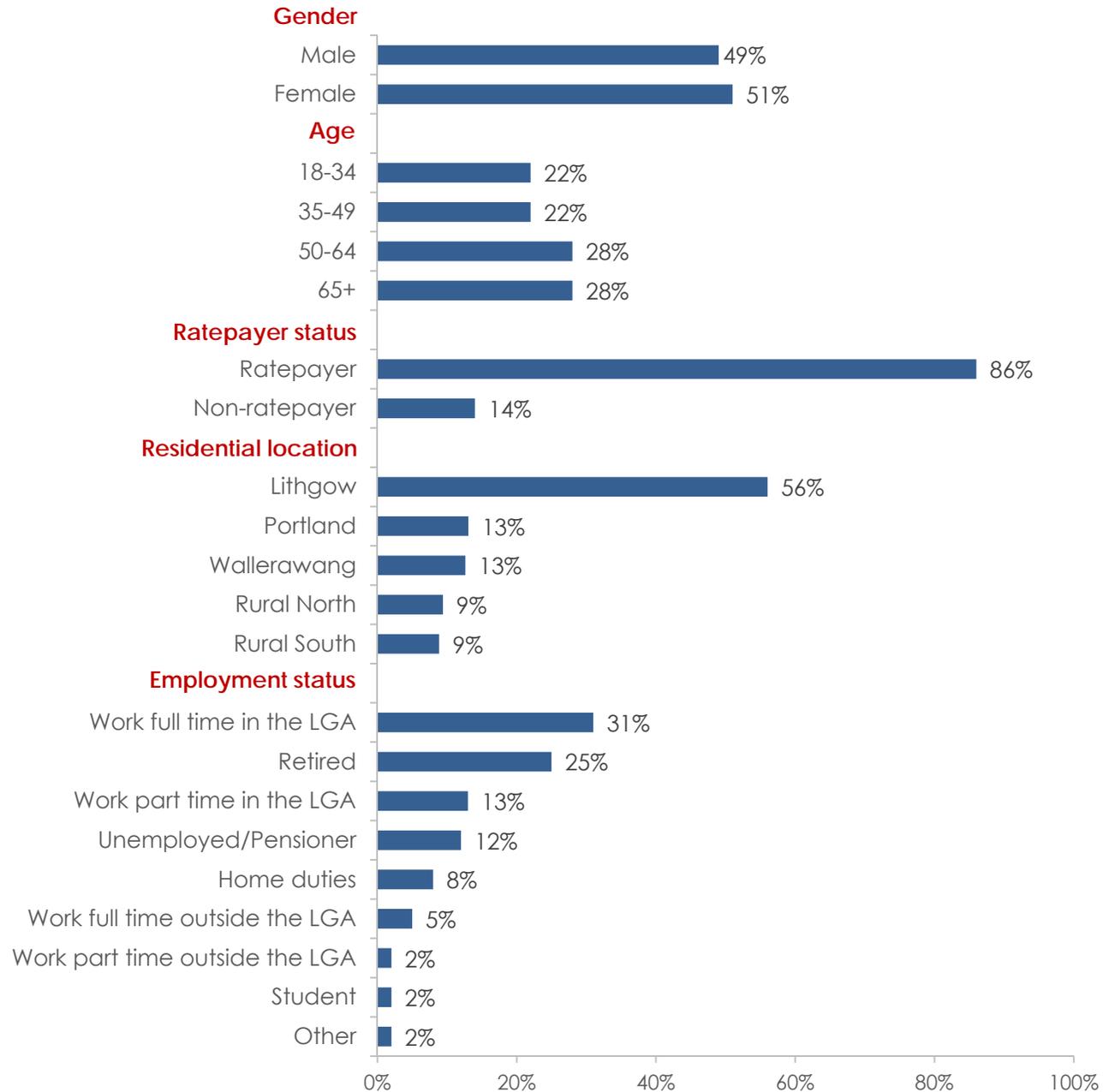
# Sample Profile





The sample was weighted by age and gender to reflect the 2016 ABS community profile of Lithgow City Council.

# Sample Profile



Base: N = 401

# Key Findings



# Summary of SRV Findings

- Prior to contact 62% of residents were already aware of the proposed SRV – 57% become aware via the Council mailout
- 58% of residents were at least somewhat supportive of Option 2 (Maintain the Current SRV + Rate Peg + One-off (permanent) 4.23% SRV) compared to 52% who were at least somewhat supportive of Option 1 (Current SRV Expires + Rate Peg)
- Residents were split with regards to their preferred option, with 50% selecting **Option 1** (Current SRV Expires + Rate Peg) and 50% selecting **Option 2** (Maintain the Current SRV + Rate Peg + One-off (permanent) 4.23% SRV) as their first preference
  - Primary reasons residents selected **Option 1** included: 'Council are ineffective/I do not trust they will spend any extra money effectively' (19%), 'I cannot afford a rate increase/I am a pensioner' (12%) and Option 1 'is the most affordable option' (8%)
  - Primary reasons for selecting **Option 2** included: 'I am supportive of services/facilities/infrastructure being kept up to standard/improved' (29%), 'we cannot afford to have services/facilities/ infrastructure further deteriorate' (7%) and 'it is evident the City needs additional funding' (5%)



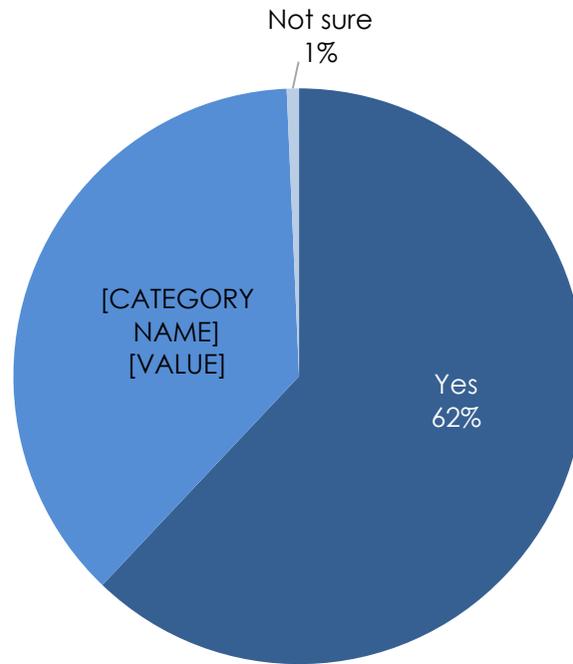
# Awareness of a Special Rate Variation



# Awareness of Special Rate Variation Exploration

Q4a. Prior to this call, were you aware that Council was exploring community sentiment towards a Special Rate Variation?

	Overall	Male	Female	18-34	35-49	50-64	65+	Ratepayer	Non-ratepayer
Yes	62%	63%	62%	49%▼	69%	66%	64%	67%▲	30%
No	37%	37%	38%	51%	31%	33%	35%	32%	70%
Not sure	1%	1%	<1%	0%	0%	1%	1%	1%	0%
Base	401	205	196	90	88	112	111	346	55



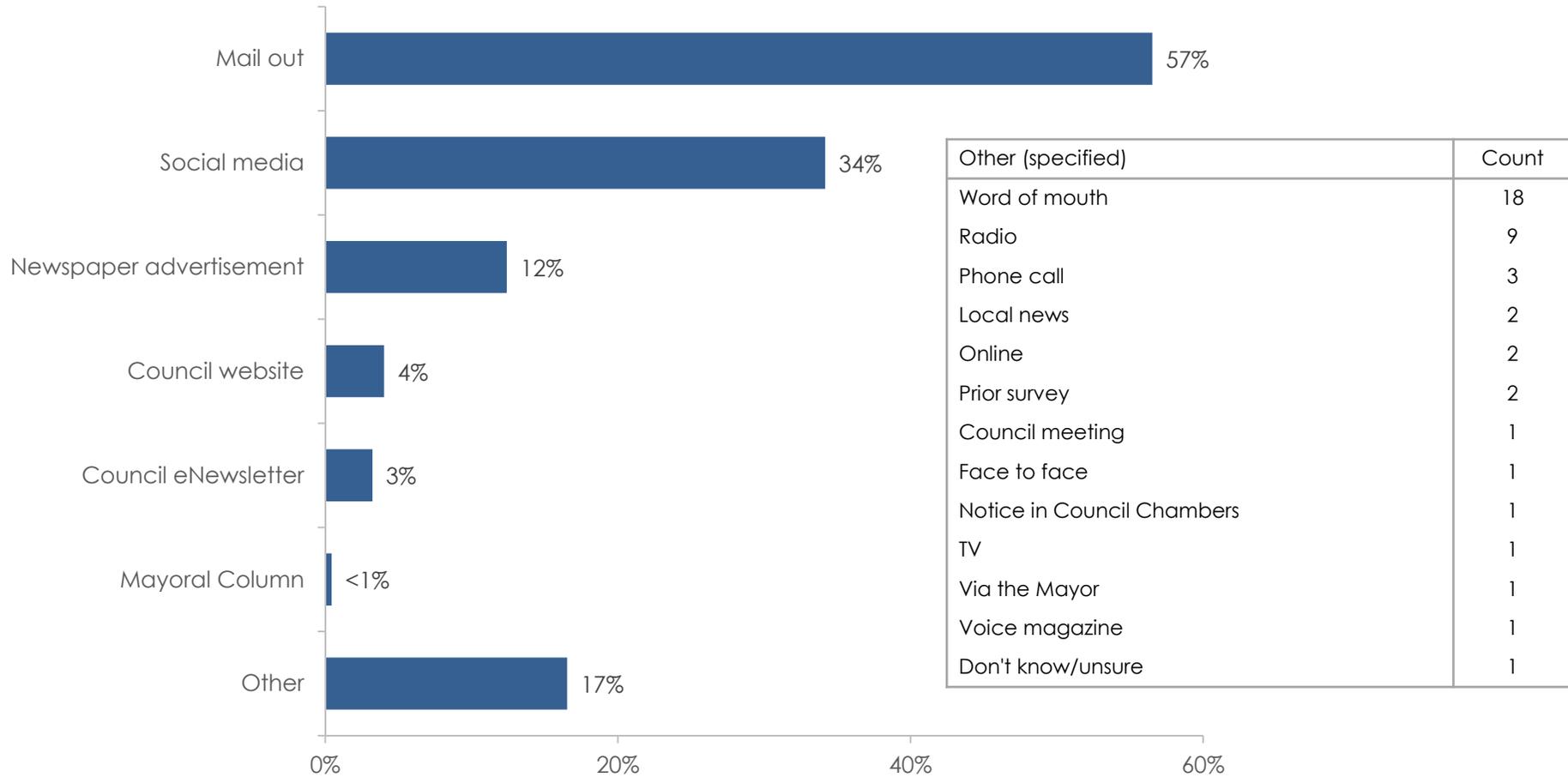
▲▼ = A significantly higher/lower level of awareness (by group)  
See Appendix A for further results by demographics

Prior to contact, 62% of residents were aware of Council's exploration of a Special Rate Variation. Residents aged 18-34 were significantly less likely to be aware, while ratepayers were significantly more likely to be aware.

# Means of Learning About the SRV

Q4b. How were you informed of the Special Rate Variation?

Of those aware of the SRV



Base: N = 249

See Appendix A for results by demographics

Over half of residents (57%) were informed of the SRV via a 'mail out' and 34% via 'social media'.

# Support for a Special Rate Variation



# Concept Statement

Lithgow residents have consistently told Council that assets such as Transport (sealed roads, unsealed roads, footpaths, cycle ways, bridges and road drainage), Stormwater Drainage and Buildings are important to them, and that Council needs to improve their condition. Business improvement initiatives are also considered important to residents. In addition to this, the State Government introduced its Fit for the Future Reform in 2014, which required all NSW councils to assess the current status of their financial sustainability and asset management, and submit an improvement proposal demonstrating how they will become Fit for the Future.

Council currently spends approximately \$19 million on the maintenance and renewal of infrastructure assets each year, however, Council should be investing at least an additional \$1.1 million per year to keep assets safe and functioning.

In preparing its submission on how to achieve long term financial sustainability, Council identified that despite its best efforts, the funding available is not enough to keep community assets in an acceptable condition in the long term.

There is no easy solution to address this funding gap. Put simply, if Council does not address this gap now, the community assets that Council manages will deteriorate and in the future may become unusable. A proposed Special Rate Variation will be necessary to maintain and manage current assets to ensure that Council delivers services in line with community expectations and remains financially sustainable into the future.

Council acknowledges that any rate increase may adversely impact some community members. Council has a Hardship Policy and alternative payment options to assist ratepayers should they have difficulty keeping up with their rate payments. Please contact Council for further information regarding this.

There are two options which I would like you to consider. Each option will have varying impacts on local assets and service quality.

Option 1 – Current SRV expires + rate peg. Our assets would continue to decline with more assets in poor condition. The focus would be on managing risk, including the possible closure and removal of unsafe assets and reduction of services.

Option 2 – Maintain the current SRV + Rate Peg + one off (permanent) 4.23% SRV. We would stabilise the deterioration of our community assets and be able to fund the required renewal and maintenance of our assets into the future.

Let's look at the options in more detail:



**The concept statement was read to participants.  
Option exposure was randomised to nullify order effect.**

# Option 1 – Current SRV Expires + Rate Peg

On 1 July 2019, the current 4.77% SRV expires. A 2.7% rate peg would be added to the lower rate base. The projected loss of rates revenue due to the expiry of the current SRV is estimated at \$624,000 for the 2019/20 year.

Even though the rate peg increase would apply each year, the expiry of the current 4.77% SRV will mean in 2019/20, the average base residential rate of \$763 will be reduced by \$16 next year and the average base farmland rate of \$1,439 will be reduced by \$29.

Under this option the impact would be further deterioration of assets, including the worsening of:

- Roads
- Footpaths
- Cycle ways
- Bridges
- Road drainage
- Stormwater drainage
- Community buildings

Council would also have virtually no capacity for new capital works, meaning it would have difficulty funding new assets such as footpaths, shared pathways, and community facilities. It would also be unable to undertake works like the sealing of gravel roads, or the progressive rehabilitation of the local sealed road network.

In order to meet the Fit for the Future financial benchmarks, Council would be required to reduce or close services.

**Note:**

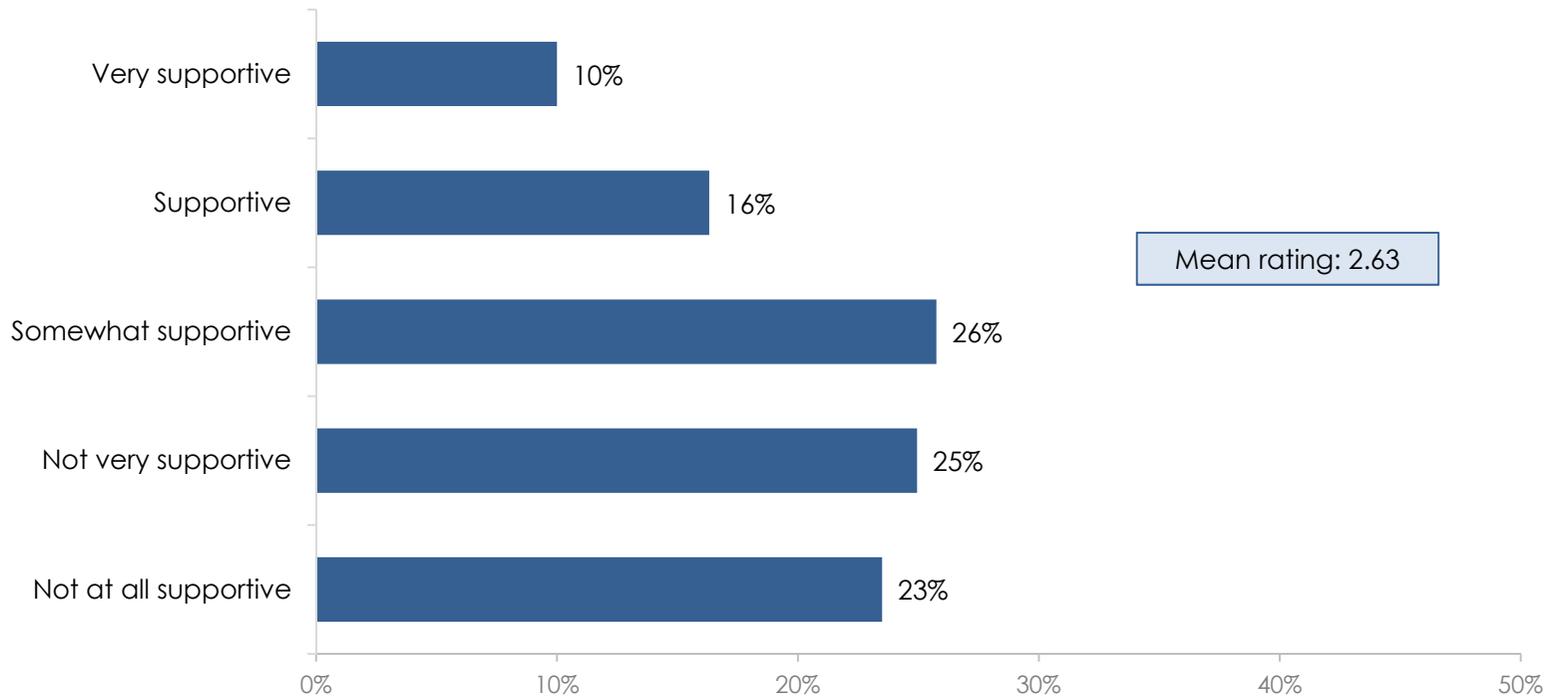
Following the completion of N=294 interviews it was brought to the attention of Micromex that Council had distributed information to the community specifying that the residential rate would decrease by \$16, not \$18 and the farmland base rate would decrease by \$29, not \$32. The remaining 107 interviews were conducted using the correct base rate reductions as instructed by Council and reported above.



# Support for Option 1 – Current SRV Expires + Rate Peg

Q2a. How supportive are you of Council proceeding with Option 1?

	Overall	Male	Female	18-34	35-49	50-64	65+	Ratepayer	Non-ratepayer
Mean ratings	2.63	2.75	2.51	2.72	2.85	2.42	2.60	2.66	2.50
Base	401	205	196	90	88	112	111	346	55



See Appendix A for further results by demographics  
Scale: 1 = not at all supportive, 5 = very supportive



52% of residents are at least 'somewhat supportive' of Option 1.

## Option 2: Maintain the Current SRV + Rate Peg + One-off (permanent) 4.23% SRV

Council proposes to apply to retain the current SRV of 4.77%. Council also plans to request an additional one-off permanent SRV of 4.23%. The total SRV application will be for a 9% increase in rates revenue (i.e. the current 4.77% increase plus a new 4.23% SRV). The 2.7% rate peg will also be added. The impact on ratepayers will be a new 4.23% SRV plus the rate peg.

This would mean that in 2019/20 the average base residential rate \$763 will increase by \$52 per year. While the average base farmland rate of \$1,439 will increase by \$100 per year.

The projected total SRV income (from maintaining the current SRV plus adding the new SRV) is estimated at \$1.178 million for the 2019/20 year.

- \$725,000 on Transport (sealed roads, unsealed roads, footpaths, cycleways, bridges and road drainage)
- \$100,000 on stormwater drainage
- \$250,000 on buildings
- Approximately \$100,000 on business improvement initiatives which will either generate additional revenue or reduce long-term costs

As part of this program, Council would be able to fund a limited program of asset upgrades with a focus on the sealing of gravel roads, the rehabilitation of sealed roads stormwater drainage and building improvements. Council would also be able to increase its preventative maintenance and renewal program to stabilise the condition of priority assets.

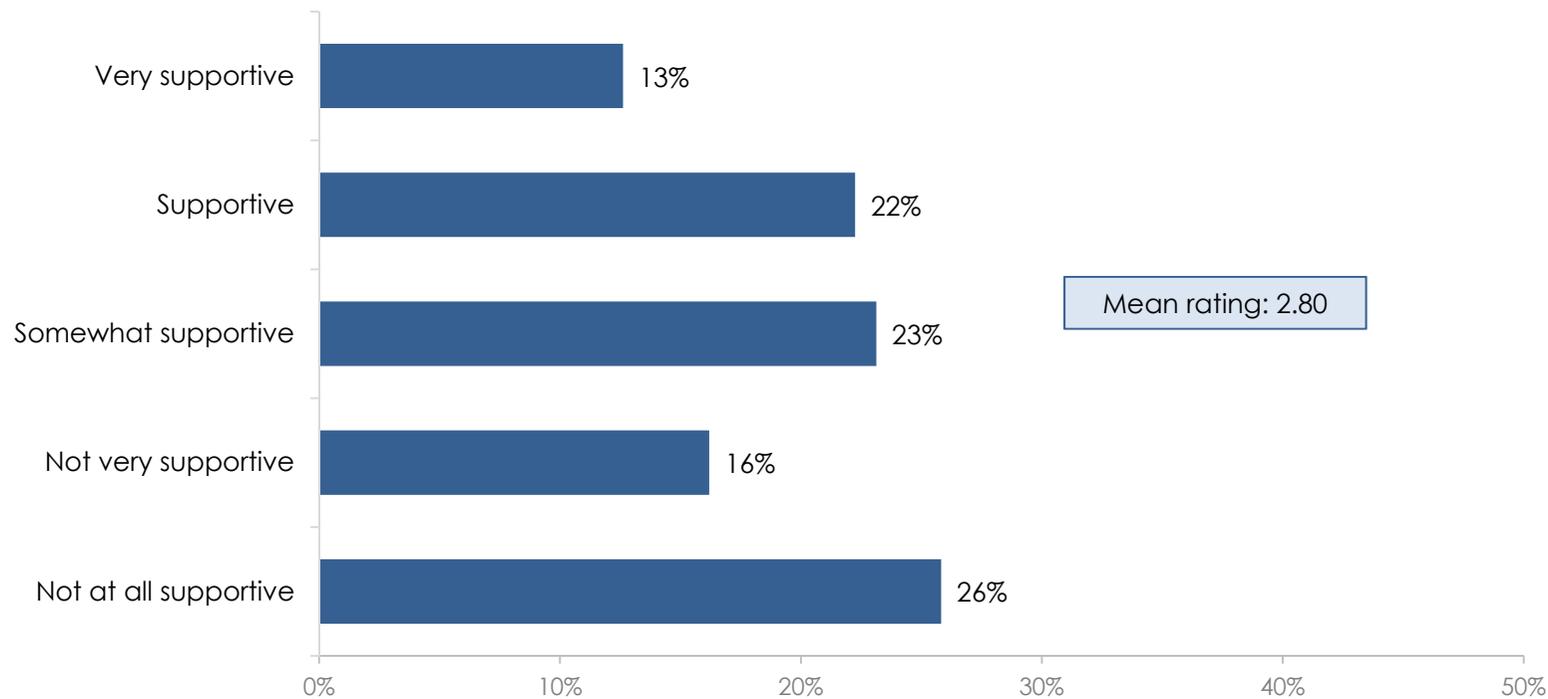
Council would also be able to meet the Fit for the Future financial benchmarks and maintain current services levels.



# Support for Option 2 - Maintain the Current SRV + Rate Peg + One-off (permanent) 4.23% SRV

Q2b. How supportive are you of Council proceeding with Option 2?

	Overall	Male	Female	18-34	35-49	50-64	65+	Ratepayer	Non-ratepayer
Mean ratings	2.80	2.69	2.91	2.97	2.61	2.82	2.78	2.68	3.52▲
Base	401	205	196	90	88	112	111	346	55



See Appendix A for further results by demographics

▲ ▼ = A significantly higher/lower level of support (by group)  
Scale: 1 = not at all supportive, 5 = very supportive

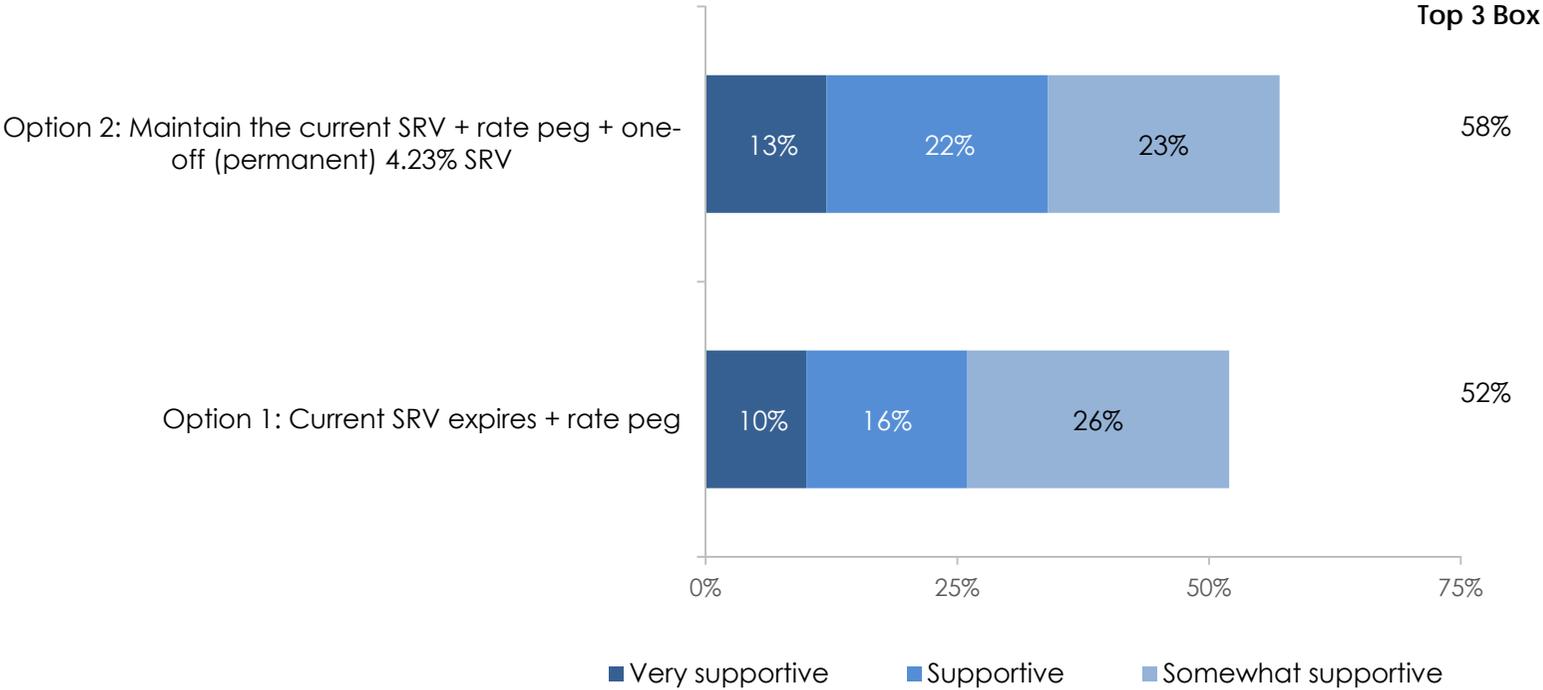


**58% of residents are at least 'somewhat supportive' of Option 2. Non-ratepayers are significantly more supportive of this Option.**

# Support Levels – Top 3 Box

Q2a. How supportive are you of Council proceeding with Option 1?

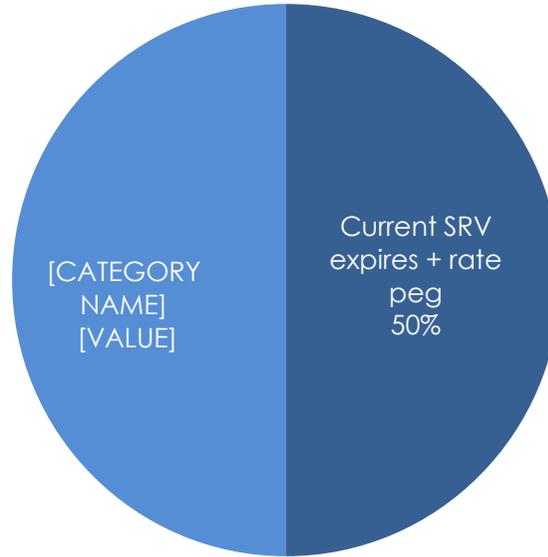
Q2b. How supportive are you of Council proceeding with Option 2?



Further analysis by the top 2 box results have shown a significantly higher level of support for Option 2 (Maintain the current SRV + rate peg + one-off (permanent) 4.23% SRV). 35% were 'supportive' or 'very supportive' of Option 2 vs 26% 'supportive' or 'very supportive' of Option 1.

# Preferred Option

Q3a. Please rank the 2 options in order of preference:



First preference	Overall	Male	Female	18-34	35-49	50-64	65+	Ratepayer	Non-ratepayer
Current SRV expires + rate peg	50%	53%	46%	43%	56%	52%	47%	53%▲	26%
Maintain the Current SRV + Rate Peg + One-off (permanent) 4.23% SRV	50%	47%	54%	57%	44%	48%	53%	47%	74%▲

Base: N = 398

See Appendix A for further results by demographics

▲ ▼ = A significantly higher/lower percentage (by group)



There was no clear preference in options

# Preferred Option

Q3a. Please rank the 2 options in order of preference:

	Residential location					Awareness of Council's consideration of the SRV		
	Rural North	Rural South	Lithgow	Wallerawang	Portland	Yes	No	Not sure
Current SRV expires + rate peg	49%	43%	48%	46%	65%	54%	43%	40%
Maintain the Current SRV + Rate Peg + One-off (permanent) 4.23% SRV	51%	57%	52%	54%	35%	46%	57%	60%

Base: N = 398



Portland residents have the lowest support for Option 2

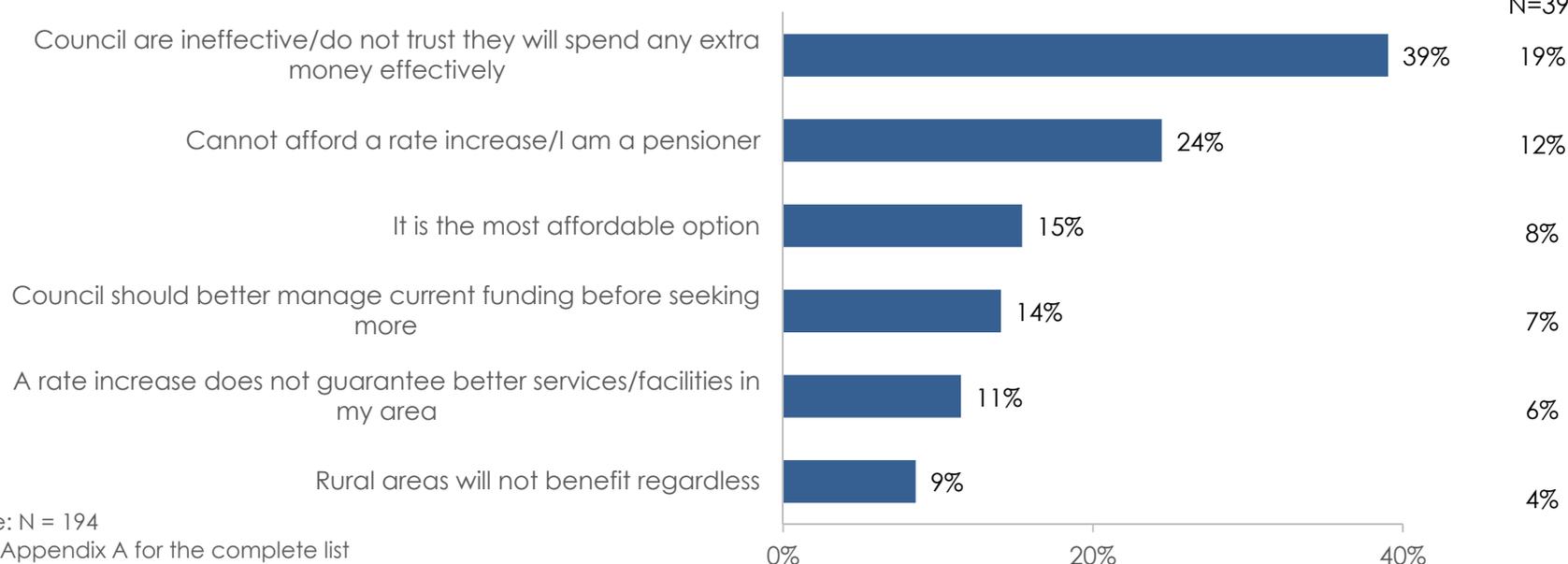
# Reasons for Preferring Option 1 – Current SRV Expires + Rate Peg

Q3b. What is your reason for choosing that option as your highest preference?

- "Most people cannot afford rates going higher"*
- "Council is not wise in spending and should work within its budget"*
- "I am not satisfied with how Council uses the funding that they currently have"*
- "We already pay too higher rates for the services provided"*
- "I don't feel that Council is managing rates revenue appropriately at the current time"*
- "We pay some of the highest rates in NSW and I don't believe more money will fix our problems"*

## Option 1: Rate Peg Only – Current SRV Expires + Rate Peg

% of total respondents  
N=395



Base: N = 194  
See Appendix A for the complete list

39% of residents who selected Option 1 (19% of the total sample) did so as they believe 'Council is ineffective/do not trust they will spend any extra money effectively'. A further 24% (12% of the total sample) selected this option as they believe they 'cannot afford a rate increase'.

# Reasons for Preferring Option 2 – Maintain the Current SRV + Rate Peg + One-off (permanent) 4.23% SRV

Q3b. What is your reason for choosing that option as your highest preference?

*“Lithgow township is deteriorating and hope this will rejuvenate the area”*

*“If assets are not maintained now it will cost far more in future”*

*“In order to keep and improve our standards we need to be prepared to pay more rates”*

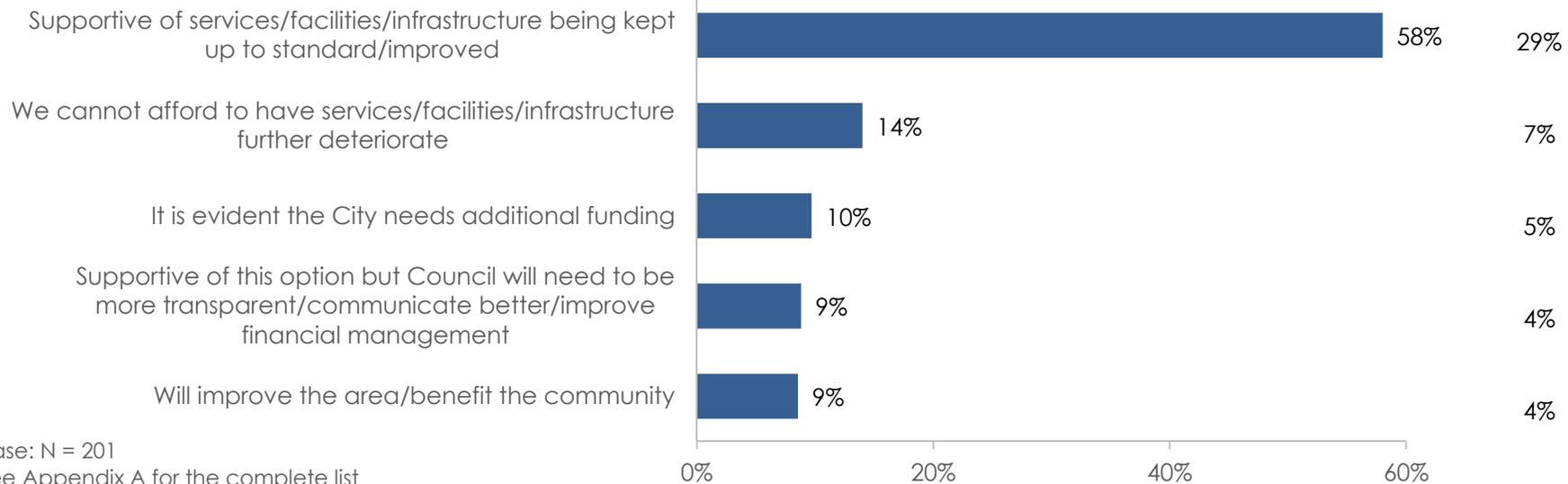
*“The Council cannot maintain and improve facilities and services with a decrease in income”*

*“No one wants the infrastructure to deteriorate but Council needs to spend their money more wisely”*

*“Lithgow really does require upgrades on roads and infrastructure”*

## Option 2 – Maintain the Current SRV + Rate Peg + One-off (permanent) 4.23% SRV

% of total respondents  
N=395



Base: N = 201  
See Appendix A for the complete list



**58% of residents who preferred Option 2 (29% of the total sample) did so because they are 'supportive of services/facilities/infrastructure being kept up to standard/improved'.**

# Next Steps



# Next Steps

Community preference score are drawn - however monadic support is slightly stronger for Option 2 (58% cf. 52%), and significantly higher in top 2 box comparisons (35% cf. 26%)

To address concerns and increase community support for an Option 2, Council will need to :

1. Continue to communicate the necessity and benefits of the proposed SRV and long term benefit to the community as a whole, especially in regards to road quality and infrastructure maintenance – Particularly to residents of the Portland Planning Precinct
2. Outline clear delivery milestones in terms of when/where the SRV funding will be spent
3. Ensure to address the hardship concerns of pensioners and those who feel they could not afford the proposed rate increases



# Appendix A – Additional Analysis



# Awareness of Special Rate Variation Exploration

Q4a. Prior to this call, were you aware that Council was exploring community sentiment towards a Special Rate Variation?

	Residential location				
	Rural North	Rural South	Lithgow	Wallerawang	Portland
Yes	69%	52%	64%	64%	52%
No	31%	46%	35%	36%	48%
Not sure	0%	2%	1%	0%	0%
Base	38	36	225	51	52



# Means of Learning About the SRV

Q4b. How were you informed of the Special Rate Variation?

	Overall	Male	Female	18-34	35-49	50-64	65+	Ratepayer	Non-ratepayer
Mail out	57%	55%	58%	28%▼	58%	62%	68%▲	58%	39%
Social media	34%	33%	36%	71%▲	48%▲	24%	10%▼	33%	51%
Newspaper advertisement	12%	10%	15%	5%	10%	12%	19%▲	13%	9%
Council website	4%	4%	4%	0%	5%	7%	2%	4%	4%
Council eNewsletter	3%	3%	4%	0%	0%	5%	7%▲	3%	0%
Mayoral Column	<1%	<1%	<1%	0%	0%	0%	2%▲	<1%	0%
Other	17%	17%	16%	12%	13%	22%	17%	16%	17%
Base	249	128	121	44	60	73	71	232	17

	Residential location				
	Rural North	Rural South	Lithgow	Wallerawang	Portland
Mail out	67%	56%	49%▼	65%	75%
Social media	25%	20%	36%	40%	36%
Newspaper advertisement	4%	8%	15%	16%	5%
Council website	8%	0%	3%	7%	4%
Council eNewsletter	8%	6%	2%	0%	5%
Mayoral Column	2%▲	0%	<1%	0%	0%
Other	25%	23%	17%	14%	6%
Base	26	19	144	32	27

▲ ▼ = A significantly higher/lower percentage (by group)



# Support for Option 1 – Current SRV Expires + Rate Peg

Q2a. How supportive are you of Council proceeding with Option 1?

	Residential location					Awareness of Council's consideration of the SRV		
	Rural North	Rural South	Lithgow	Wallerawang	Portland	Yes	No	Not sure
Mean rating	2.90	2.91	2.57	2.57	2.59	2.65	2.61	2.63*
Base	38	36	225	51	52	249	149	3

# Support for Option 2 – Maintain the Current SRV + Rate Peg + One-off (permanent) 4.23% SRV

Q2b. How supportive are you of Council proceeding with Option 2?

	Residential location					Awareness of Council's consideration of the SRV		
	Rural North	Rural South	Lithgow	Wallerawang	Portland	Yes	No	Not sure
Mean rating	2.70	2.91	2.86	3.04	2.29▼	2.73	2.94	1.22*
Base	38	36	225	51	52	249	149	3

\*Caution low base size

▲ ▼ = A significantly higher/lower level of support (by group)  
Scale: 1 = not at all supportive, 5 = very supportive



# Reasons for Preferring Option 1 – Current SRV Expires + Rate Peg

Q3b. What is your reason for choosing that option as your highest preference?

## Complete list of Comments

Reason for selecting Option 1	% of those who selected Option 1 as 1st preference N=194	% Total sample N=395
Council are ineffective/do not trust they will spend any extra money effectively	39%	19%
Cannot afford a rate increase/I am a pensioner	24%	12%
It is the most affordable option	15%	8%
Council should better manage current funding before seeking more	14%	7%
A rate increase does not guarantee better services/facilities in my area	11%	6%
Rural areas will not benefit regardless	9%	4%
Other cost savings should be investigated before a new SRV introduced	3%	2%
I do not agree with any rate increase	1%	<1%
Lower rates but encourage more business and residential development in the area	1%	<1%
Option 2 will not benefit rural areas	1%	<1%
Local businesses are not supported by Council funding	<1%	<1%
Don't know/unsure	4%	2%



# Reasons for Preferring Option 2 – Maintain the Current SRV + Rate Peg + One-off (permanent) 4.23% SRV

Q3b. What is your reason for choosing that option as your highest preference?

## Complete list of Comments

Reason for selecting Option 2	% of those who selected Option 2 as 1st preference N=201	% Total sample N=395
Supportive of services/facilities/infrastructure being kept up to standard/improved	58%	29%
We cannot afford to have services/facilities/infrastructure further deteriorate	14%	7%
It is evident the City needs additional funding	10%	5%
Supportive of this option but Council will need to be more transparent/communicate better/ improve financial management	9%	4%
Will improve the area/benefit the community	9%	4%
Supportive if semi-rural/rural areas benefit	2%	1%
Council's efforts to improve the area need to be increased	1%	1%
I don't want lots of rate increases	1%	1%
I don't want our Council to have to amalgamate with another in the area	1%	<1%
Seems like a better option	1%	1%
I don't receive any benefit from my rates paid anyway	<1%	<1%
Don't know/unsure	2%	1%



# Appendix B – Questionnaire



Good morning/afternoon/evening, my name is ..... from Micromex Research and we are conducting a survey on behalf of Lithgow City Council on a range of local issues. The survey will take about 10-15 minutes, would you be able to assist us please?

**QA.** Before we start, I would like to check whether you or an immediate family member works for Council.

- Yes (Terminate)  
 No

**Q1.** Which town/village do you live in/near?

Rural North

- Ben Bullen
- Blackman's Flat
- Bogee
- Capertee
- Clarence
- Cullen Bullen
- Dargan
- Glen Alice
- Glen Davis
- Marrangaroo
- Round Swamp
- Wolgan Valley/Newnes

Lithgow

- Bowenfels
- Hermitage Flat
- Lithgow
- Littleton
- South Bowenfels
- Vale of Clwydd

Rural South

- Good Forest
- Hampton
- Hartley
- Hartley Vale
- Kanimbla
- Little Hartley
- Lowther
- Megalong
- Rydal
- Sodwalls
- Tarana

Wallerawang

- Lidsdale
- Wallerawang

Portland

- Pipers Flat
- Portland

Concept statement

Lithgow residents have consistently told Council that assets such as Transport (sealed roads, unsealed roads, footpaths, cycle ways, bridges and road drainage), Stormwater Drainage and Buildings are important to them, and that Council needs to improve their condition. Business improvement initiatives are also considered important to residents. In addition to this, the State Government introduced its Fit for the Future Reform in 2014, which required all NSW councils to assess the current status of their financial sustainability and asset management, and submit an improvement proposal demonstrating how they will become Fit for the Future.

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In preparing its submission on how to achieve long term financial sustainability, Council identified that despite its best efforts, the funding available is not enough to keep community assets in an acceptable condition in the long term.

There is no easy solution to address this funding gap. Put simply, if Council does not address this gap now, the community assets that Council manages will deteriorate and in the future may become unusable. A proposed Special Rate Variation will be necessary to maintain and manage current assets to ensure that Council delivers services in line with community expectations and remains financially sustainable into the future.

Council acknowledges that any rate increase may adversely impact some community members. Council has a Hardship Policy and alternative payment options to assist ratepayers should they have difficulty keeping up with their rate payments. Please contact Council for further information regarding this.

There are two options which I would like you to consider. Each option will have varying impacts on local assets and service quality.

**Option 1 – Current SRV expires + rate peg.** Our assets would continue to decline with more assets in poor condition. The focus would be on managing risk, including the possible closure and removal of unsafe assets and reduction of services.

**Option 2 – Maintain the current SRV + Rate Peg + one off (permanent) 4.23% SRV.** We would stabilise the deterioration of our community assets and be able to fund the required renewal and maintenance of our assets into the future.

Let's look at the options in more detail:  
[ROTATE EXPOSURE]

**Option 1 Current SRV expires + rate peg**

On 1 July 2019, the current 4.77% SRV expires. A 2.7% rate peg would be added to the lower rate base. The projected loss of rates revenue due to the expiry of the current SRV is estimated at \$624,000 for the 2019/20 year.

Even though the rate peg increase would apply each year, the expiry of the current 4.77% SRV will mean in 2019/20, the average base residential rate of \$763 will be reduced by \$16 next year and the average base farmland rate of \$1439 will be reduced by \$29.

Under this option the impact would be further deterioration of assets, including the worsening of:

- Roads
- Footpaths
- Cycle ways
- Bridges
- Road drainage
- Stormwater drainage
- Community buildings

Council would also have virtually no capacity for new capital works, meaning it would have difficulty funding new assets such as footpaths, shared pathways, and community facilities. It would also be unable undertake works like the sealing of gravel roads, or the progressive rehabilitation of the local sealed road network.

In order to meet the Fit for the Future financial benchmarks, Council would be required to reduce or close services.

**Q2a. How supportive are you of Council proceeding with Option 1? Prompt**

- Very supportive
- Supportive
- Somewhat supportive
- Not very supportive
- Not at all supportive

**Option 2: Maintain the current SRV + rate peg + one-off (permanent) 4.23% SRV**

Council proposes to apply to retain the current SRV of 4.77%. Council also plans to request an additional one-off permanent SRV of 4.23%. The total SRV application will be for a 9% increase in rates revenue (i.e. the current 4.77% increase plus a new 4.23% SRV). The 2.7% rate peg will also be added. The impact on ratepayers will be a new 4.23% SRV plus the rate peg.

This would mean that in 2019/20 the average base residential rate \$763 will increase by \$52 per year. While the average base farmland rate of \$1439 will increase by \$100 per year.

The projected total SRV income (from maintaining the current SRV plus adding the new SRV) is estimated at \$1.178 million for the 2019/20 year.

\$725,000 on Transport (sealed roads, unsealed roads, footpaths, cycleways, bridges and road drainage)

\$100,000 on stormwater drainage

\$250,000 on buildings

Approximately \$100,000 on business improvement initiatives which will either generate additional revenue or reduce long-term costs

As part of this program, Council would be able to fund a limited program of asset upgrades with a focus on the sealing of gravel roads, the rehabilitation of sealed roads stormwater drainage and building improvements. Council would also be able to increase its preventative maintenance and renewal program to stabilise the condition of priority assets.

Council would also be able to meet the Fit for the Future financial benchmarks and maintain current services levels.

**Q2b. How supportive are you of Council proceeding with Option 2? Prompt**

- Very supportive
- Supportive
- Somewhat supportive
- Not very supportive
- Not at all supportive

**Q3a. Please rank the 2 options in order of preference:**

- Option 1 - Current SRV expires + rate peg
- Option 2 - Maintain the current SRV + Rate Peg + one off (permanent) 4.23% SRV

**Q3b. What is your reason for choosing that option as your highest preference?**

.....

**Q4a. Prior to this call, were you aware that Council was exploring community sentiment towards a Special Rate Variation?**

- Yes
- No (Go to Q5)
- Not sure (Go to Q5)

**Q4b. How were you informed of the Special Rate Variation? Prompt**

- Mail out
- Council website
- Newspaper advertisement
- Council eNewsletter
- Mayoral Column
- Social Media
- Other (please specify).....

**Demographics**

The following information is used for demographic purposes only.

**Q5. Please stop me when I read out your age bracket: Prompt**

- 18-34
- 35-45
- 50-64
- 65+

**Q6. Which of the following best describes the house where you are currently living? Prompt**

- I/We own/are currently buying this property
- I/We currently rent this property

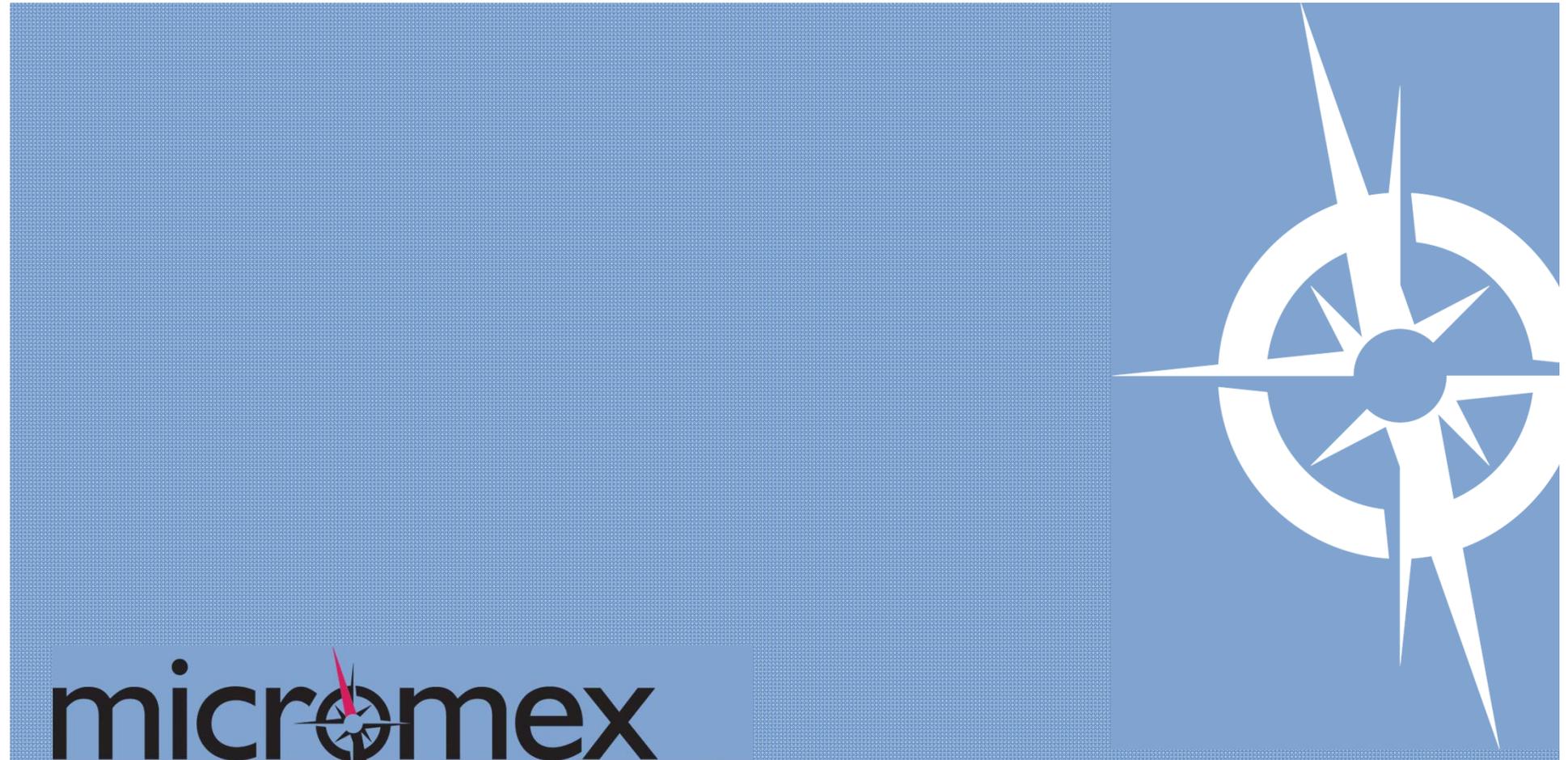
**Q7. Which of the following best describes your current employment status? Prompt**

- Work full time in the LGA
- Work full time outside the LGA
- Work part time in the LGA
- Work part time outside the LGA
- Home duties
- Student
- Retired
- Unemployed/pensioner
- Other (please specify).....

**Q8. Gender by voice:**

- Male
- Female

To find out more information about Lithgow City Council's policies and Special Rate Variation proposal, please access [www.haveyoursay.lithgow.com](http://www.haveyoursay.lithgow.com)



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