Lithgow City Council

Asset Management

Prepared by: Micromex Research
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Background

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Methodology & Sample

Background

Lithgow City Council wished to conduct community consultation in order to identify and inform their long-term management/resourcing strategies for the assets of the LGA.

Research Objectives

Specifically the research quantitatively explored:

- Relative priority and satisfaction of key community assets.
- The level of investment residents believe should be dedicated to different community assets, both before and after receiving an information pack.
- Understanding support for Council's funding position in regards to key asset areas.
- Identifying any community endorsed revenue options for Council to explore in order to address funding requirements.

Data Collection

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

Research Design

This study consisted of a three-stage methodology:

- Stage 1: Initial recruitment of 631 Lithgow City residents selected by means of a computer based random selection process using SamplePages, collection of several 'pre' measures.
- Stage 2: Mail-out by Council of an information pack explaining the various asset management options.
- Stage 3: Recontact telephone interviews with 401 of the initial 631, collection of numerous 'post' measures.

Methodology & Sample

Data Collection and Sampling

Participants were recruited to take part in the survey via telephone interviews between the 29th of June and the 5th July 2018.

The call-back interview was conducted between the 16th and the 24th July 2018.

- A sample size of 631 provides a maximum sampling error of plus or minus 3.9% at 95% confidence.
- A sample size of 401 provides a maximum sampling error of plus or minus 4.9% at 95% confidence.

For the call-back survey the greatest margin of error is 4.9%. This means for example, that an answer 'yes' of 50% to a question could vary from 45% to 55%. 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

Interviewing was conducted in two phases. During the recruitment phase, residents were screened for eligibility and their details were taken in order to post the information pack. The recontact phase comprised the remainder of the survey questions, with residents responding to the information pack they had received. Telephone interviewing was conducted in accordance with the AMSRS Code of Professional Behaviour.

Data Analysis

The data within this report was analysed using Q Professional.

Percentages

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

Summary

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Summary

The 4 key take outs from this research are:

1. All assets are viewed as priorities by residents, with Council having the opportunity to increase satisfaction with service delivery by addressing any issues/concerns with community assets.

2. There are high levels of support for Council to increase investment in order to achieve better outcomes in regards to the quality of assets.

3. Half of residents already accept that they need to pay more, either indirectly via rates or directly via service fees and charges, in order for Council to have the required funding to increase investment in community assets.

4. The consultation process was very positively received by the community, significantly improving overall satisfaction with Council.

Next Steps

- Further explore the different funding options available.

- Council to demonstrate that it has increased organisational efficiencies in order to minimise costs and ensure that rates are being utilised to their maximum potential.

- Further consult with the community about the different funding concepts devised by Council and gauge the expectations and opinions of residents about what should be achieved.

Key Findings

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Dashboard of Key Findings

Top Priorities

- Local roads – urban sealed

- Water network

- Local Roads – rural sealed

- Footpaths

Satisfaction

Top

- Sewerage network

- Community buildings

- Bridges

- Playgrounds and parks

Bottom

- Local roads – urban sealed

- Local roads – rural sealed

- Footpaths

- Rural roads - unsealed

Dashboard of Key Findings

Top 'More' Investment

Pre-info pack

- Local roads – urban sealed
- Local roads – rural sealed
- Footpaths
- Water network

Post-info pack

- Stormwater drainage
- Sealed local roads (both urban and rural)
- Rural Roads – unsealed
- Footpaths

Performance/Consultation

Overall satisfaction with the performance of Council (pre-info pack): **66%** at least somewhat satisfied

Overall satisfaction with the performance of Council (post-info pack): **76%** at least somewhat satisfied

Satisfaction with the quality of community assets: **80%** at least somewhat satisfied

Satisfaction with the community consultation: **91%** at least somewhat satisfied

Asset Management - Priority Mapping
(Priority, Satisfaction and Investment)

The following slide is a 3 dimensional mapping of the 'position' of the 10 asset areas that residents were asked to rate as a priority, their satisfaction with these areas, and the level of investment they feel should be applied. The inputs in the map use the data from the recruitment survey for priority and satisfaction, but the recontact survey for investment.

Priority is mapped on the vertical axis, and satisfaction is mapped on the horizontal axis. The size of the bubble indicates the level of investment that residents would like spent in each area. This investment mean is also used to colour code the measures into three investment groups:

- 'Gold' investment (significantly above the average required investment)
- 'Silver' investment (within standard error of the average required investment)
- 'Bronze' investment (significantly below the average required investment)

Summary

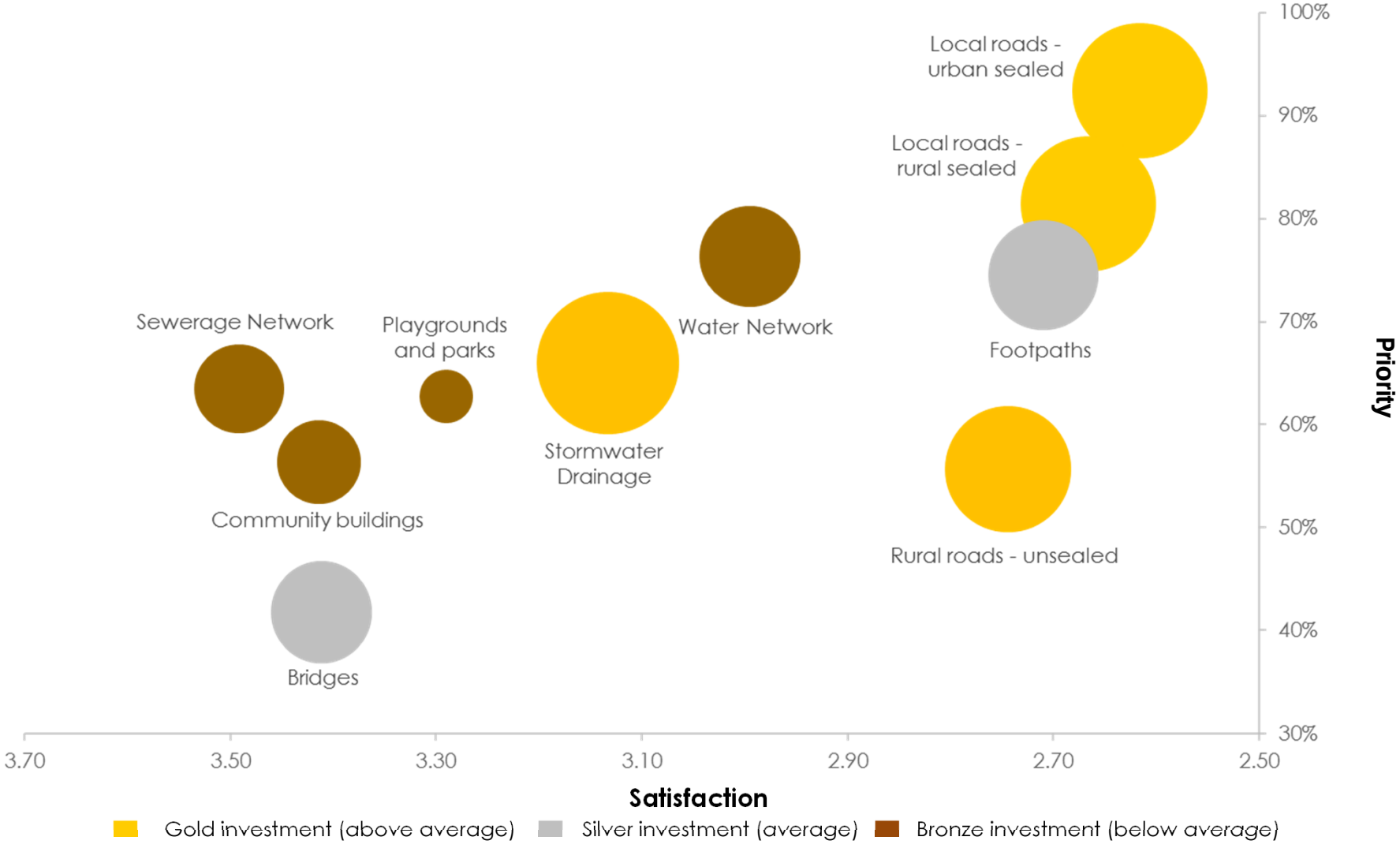
All assets are priorities, however from a relative perspective 'sealed local roads', both urban and rural, are viewed by residents as the highest priority areas. They are the council assets with the lowest levels of satisfaction and after reading the asset information pack, are perceived as two of the three assets requiring the largest increase in investment.

'Stormwater drainage' is a council asset considered to be a mid-range priority and is currently providing moderate levels of satisfaction, however, after viewing the asset pack residents rated it as the asset requiring the greatest increase in investment.

The other mapped assets are providing relatively stronger levels of satisfaction, however all are seen to need some increase in council investment, even those with the lowest relative level of priority.

There is clear community support for Council to increase investment across all the asset classes.

Priority, Satisfaction and Investment

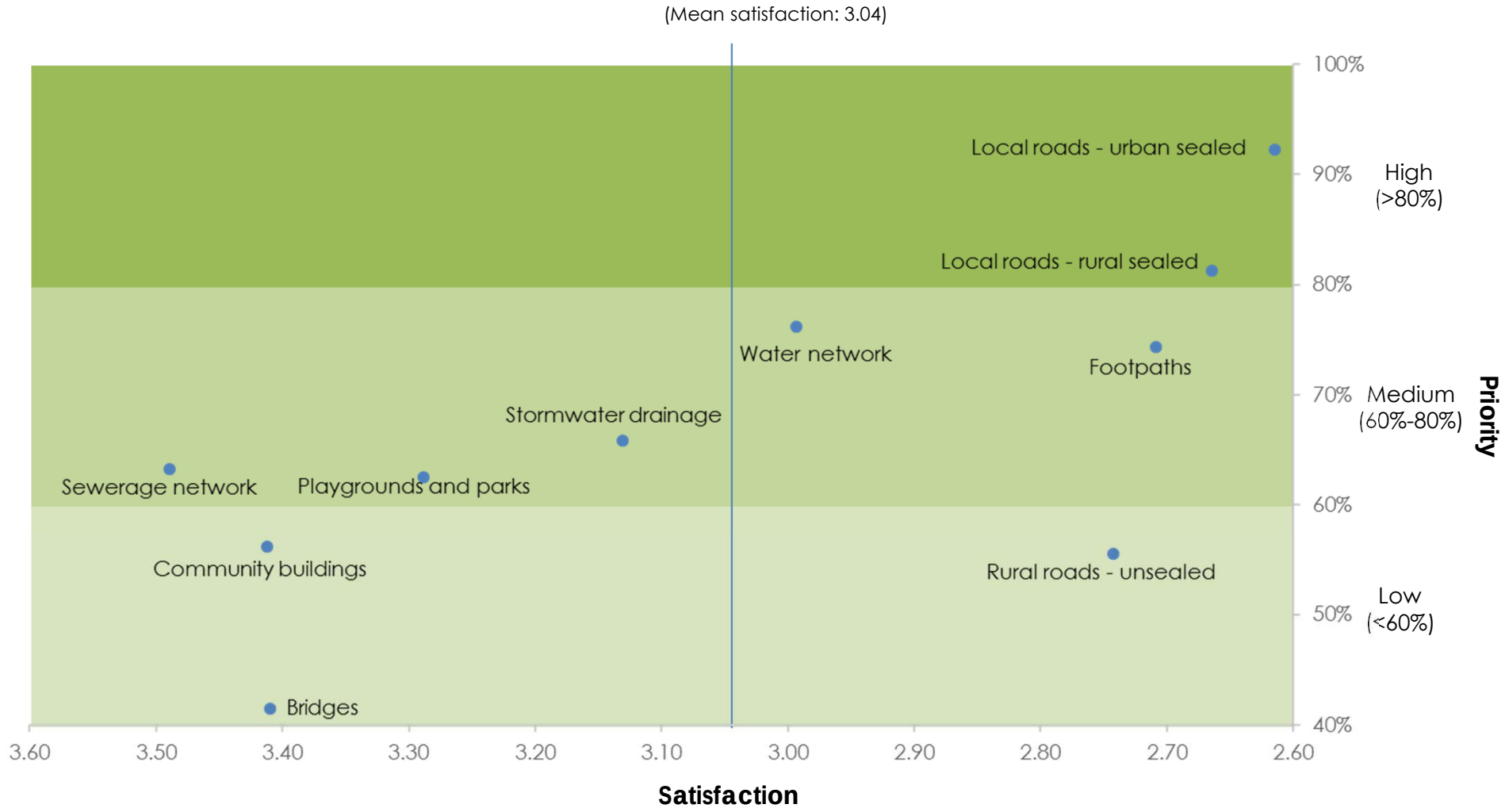


Base: Priority/satisfaction N = 613-631, Investment: N=401

Local roads, both 'urban sealed' and 'rural sealed' are the assets that residents consider to be of the highest priority, and the assets that received the lowest satisfaction ratings overall. The areas that residents would like investment to be increased in the most are 'local roads- urban sealed', 'local roads- rural sealed', 'stormwater drainage' and 'rural roads - unsealed'.

Priority vs Satisfaction

Q1. (Recruitment) Thinking of the following types of council asset for each of these could you please indicate which of the following assets are a priority for you, and how satisfied you are with the performance of that asset?



This chart illustrates priority against stated satisfaction for each council asset, with a mean satisfaction rating line (3.04) and priorities sectioned into low, medium and high. Local roads, both 'urban sealed' and 'rural sealed' are both viewed as 'high priority' areas and fall below the mean satisfaction rating.

Summary Of Key Outcomes

	Recruitment Survey			Recontact Survey
	Priority	Satisfaction	Investment*	Investment*
Local roads - urban sealed	92%	2.62	0.73	0.71
Local roads - rural sealed	81%	2.67	0.69	0.71
Water network	76%	2.99	0.55	0.40▼
Footpaths	75%	2.71	0.59	0.47▼
Stormwater drainage	66%	3.13	0.44	0.78▲
Playgrounds and parks	63%	3.29	0.39	0.11▼
Sewerage network	63%	3.49	0.30	0.31
Community buildings	56%	3.41	0.29	0.27
Rural roads - unsealed	56%	2.74	0.49	0.62▲
Bridges	42%	3.41	0.22	0.40▲

Base: Recruit: N=631, Recontact N=401

▲▼= a significant increase/decrease in investment (compared to investment in the recruitment survey)

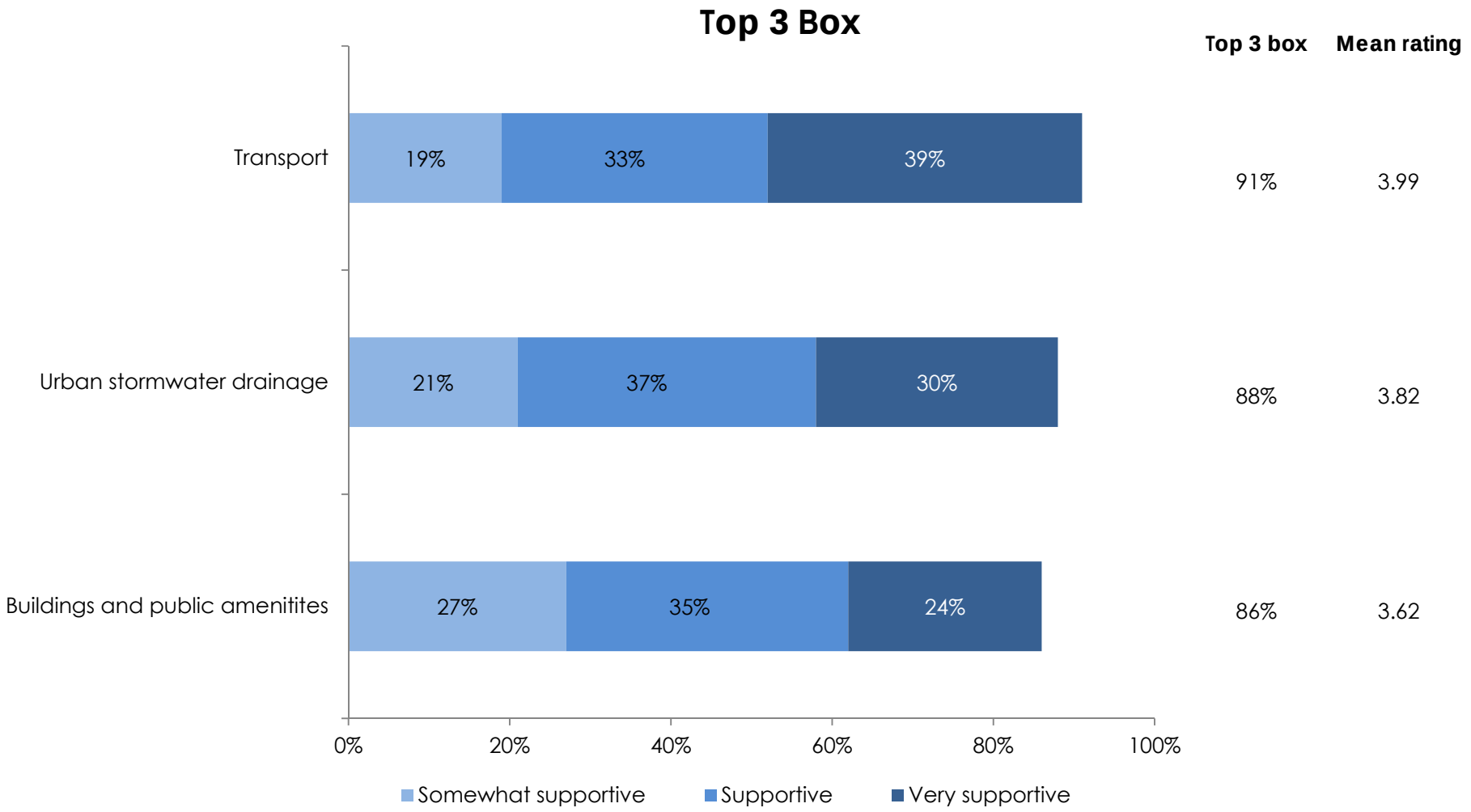
Scale: -1 = less, 1 = more. *if the investment score is positive, it indicates more support for increased spending than decreased spending

Note: investment in 'public toilets' was not included in the information pack/recontact survey

The level of investment that residents believe Council should be dedicating to 6 of the 10 community assets significantly differed after reading the information pack. Residents were significantly more likely to state that there should be more investment in the recontact survey for 'stormwater drainage', 'rural roads – unsealed' and 'bridges', but significantly less likely to state there should be more investment in the 'water network', 'footpaths' and 'playgrounds and parks'.

Summary of Expenditure Prioritising

Q4. (Recontact) How supportive are you of this level of additional investment in:



Base: N = 401

Scale: 1 = not at all supportive, 5 = very supportive

Overall residents are supportive of investment increasing for all 3 types of services/facilities, though support was highest for 'transport', with 91% of residents being at least 'somewhat supportive'.

Detailed Findings
Section 1:
Council's Assets and Funding Levels

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Satisfaction with the Quality of Community Assets

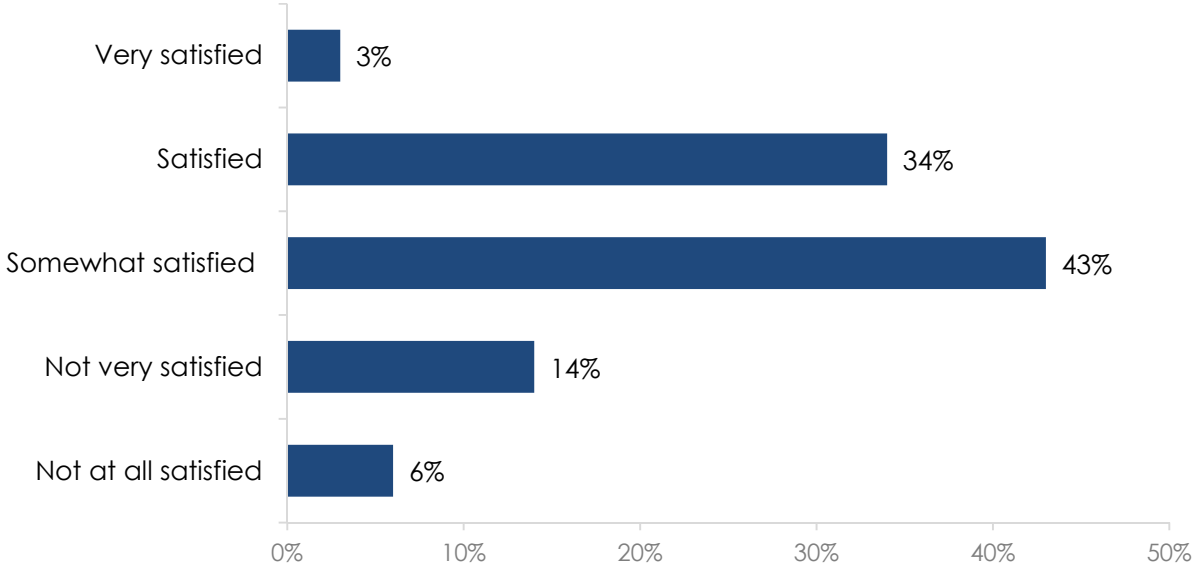
Thinking generally about community assets, which include roads, footpaths, bridges, drainage, parks, public buildings, etc.

Q2. (Recontact) Overall, how satisfied are you with the quality of community assets currently provided by Council?

	Overall	Male	Female	18-34	35-49	50-64	65+
Mean ratings	3.15	3.12	3.19	3.01	3.27	3.17	3.16

	Ratepayer	Non-ratepayer	Rural North	Rural South	Lithgow	Wallerawang	Portland
Mean ratings	3.14	3.20	3.15	3.29	3.28▲	2.90	2.85▼

▲▼ = significantly higher/lower by group



Base: N = 401

Scale: 1 = not at all satisfied, 5 = very satisfied

80% of residents are at least 'somewhat satisfied' with the quality of community assets currently provided by Council. Residents within the Lithgow Planning Precinct were significantly more likely to state that they are satisfied, whilst those that live within Portland were significantly less likely.

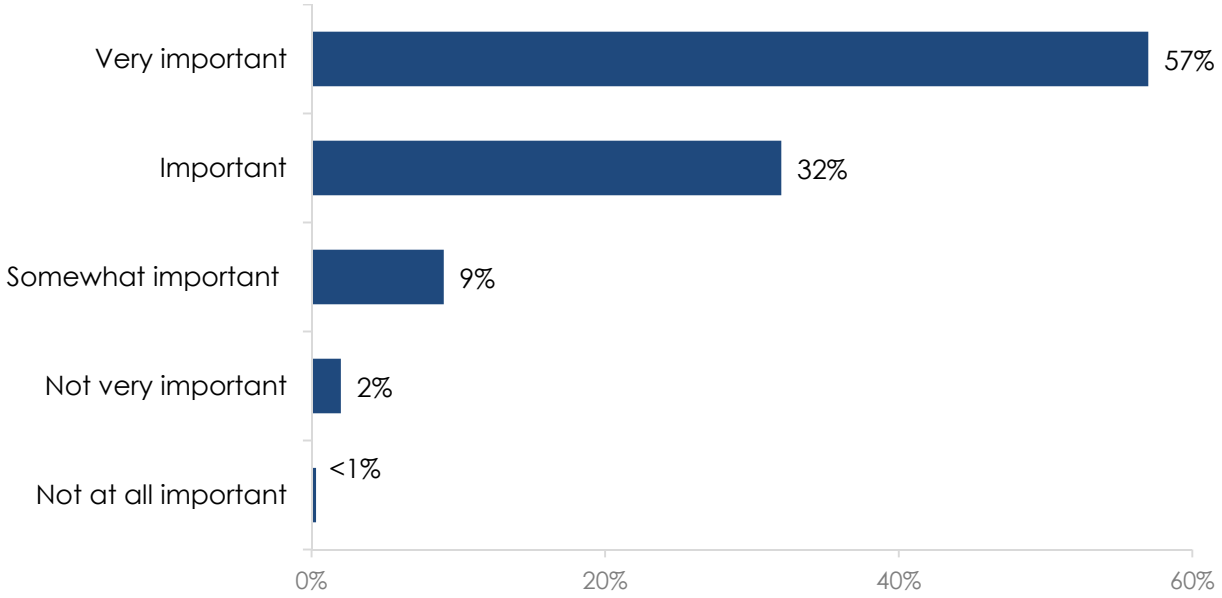
Importance of Maintaining and Enhancing Infrastructure

Q6. (Recontact) How important do you believe it is for Council to implement plans and strategies that will maintain and enhance infrastructure and facilities for Lithgow LGA?

	Overall	Male	Female	18-34	35-49	50-64	65+
Mean ratings	4.43	4.37	4.48	4.54	4.46	4.51	4.23▼

	Ratepayer	Non-ratepayer	Rural North	Rural South	Lithgow	Wallerawang	Portland
Mean ratings	4.41	4.51	4.50	4.31	4.46	4.32	4.46

▲▼ = significantly higher/lower by group



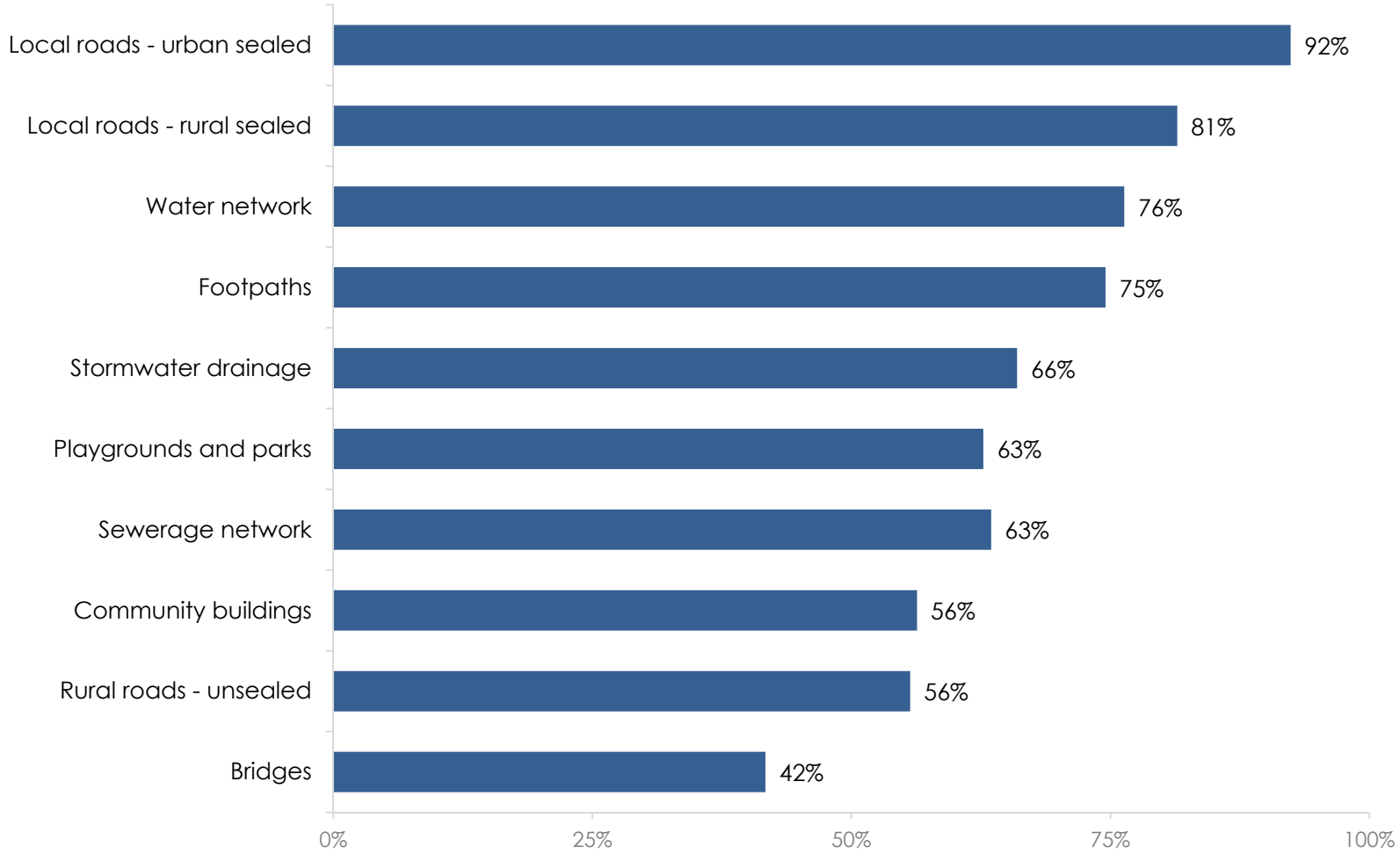
Base: N = 401

Scale: 1 = not at all important, 5 = very important

Unsurprisingly, residents rated the importance of Council implementing plans and strategies to maintain and enhance infrastructure and facilities for Lithgow LGA as very high, though residents aged 65+ were significantly less likely.

Priority Assets – Hierarchy of Results

Q1. (Recruitment) Thinking of the following types of council asset, for each of these could you please indicate which of the following assets are a priority for you?



Base: N = 631

'Local roads- urban sealed' were the council asset the largest proportion of residents consider to be a priority (92%), followed by 'local roads- rural sealed' (81%). 'Bridges' was the council asset the lowest proportion of residents stated was a priority for them (42%).

Priority Assets – by Ward

Q1. (Recruitment) Thinking of the following types of council asset, for each of these could you please indicate which of the following assets are a priority for you?

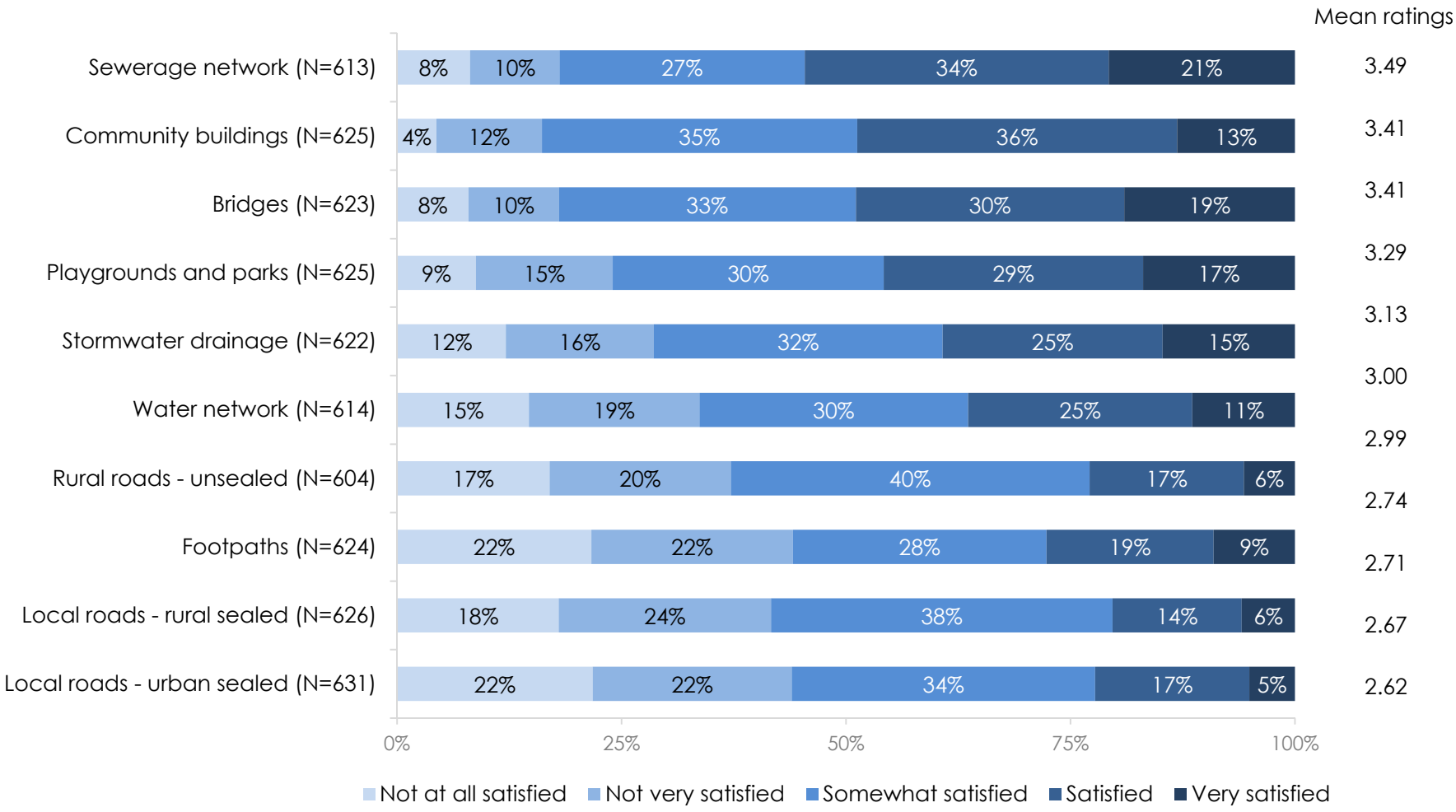
	Overall	Rural North	Rural South	Lithgow	Wallerawang	Portland
Local roads - urban sealed	92%	93%	88%	92%	92%	96%
Local roads - rural sealed	81%	95%▲	95%▲	73%▼	89%▲	90%▲
Water network	76%	57%▼	30%▼	86%▲	81%	79%
Footpaths	75%	37%▼	43%▼	86%▲	77%	71%
Stormwater drainage	66%	55%	40%▼	72%▲	62%	72%
Playgrounds and parks	63%	53%	51%	63%	64%	73%▲
Sewerage network	63%	42%▼	29%▼	73%▲	54%	71%
Community buildings	56%	45%	47%	62%▲	42%▼	63%
Rural roads - unsealed	56%	72%▲	73%▲	49%▼	58%	57%
Bridges	42%	46%	49%	39%	53%	33%
Base	631	44	64	343	92	88

▲▼ = significantly higher/lower percentage (by Planning Precinct)

The council assets that residents consider to be a priority varied significantly across Wards. For example, whilst 'rural roads- unsealed' was only considered a priority overall by 56% of residents, residents of 'Rural North' and 'Rural South' were significantly more likely to view this as a priority, and residents of 'Lithgow' were significantly less likely. This demonstrates that the council assets residents would like to see prioritised can differ across the LGA.

Satisfaction with Current Assets

Q1. (Recruitment) Thinking of the following types of council assets, for each of these could you please indicate how satisfied you are with the performance of that asset?



Scale: 1 = not at all satisfied, 5 = very satisfied

Satisfaction with the performance of assets was greatest for the 'sewage network', closely followed by 'community buildings' and 'bridges'. The four lowest satisfaction ratings were given for roads (urban sealed, rural sealed and rural unsealed) and footpaths, suggesting that satisfaction is lowest for assets that concern movement around the LGA.

Satisfaction with Current Assets – by Ward

Q1. (Recruitment) Thinking of the following types of council asset, for each of these could you please indicate how satisfied you are with the performance of that asset?

	Overall	Rural North	Rural South	Lithgow	Wallerawang	Portland
Sewerage network	3.49	2.80▼	3.30	3.50	3.91▲	3.47
Community buildings	3.41	3.22	3.49	3.37	3.62	3.40
Bridges	3.41	3.23	3.09▼	3.49	3.17	3.68▲
Playgrounds and parks	3.29	3.48	3.47	3.37	2.89▼	3.17
Stormwater drainage	3.13	3.05	3.28	3.13	3.04	3.16
Water network	2.99	2.79	3.12	3.00	3.01	2.97
Rural roads - unsealed	2.74	2.29▼	2.49	2.85▲	2.75	2.77
Footpaths	2.71	2.87	2.92	2.60▼	2.74	2.88
Local roads - rural sealed	2.67	2.32▼	2.50	2.80▲	2.61	2.51
Local roads - urban sealed	2.62	2.53	2.63	2.69	2.71	2.26▼
Base	604-631	40-44	56-64	324-343	89-92	83-88

▲▼ = significantly higher/lower percentage (by Planning Precinct)

Scale: 1 = not at all satisfied, 5 = very satisfied

Satisfaction with the performance of each asset varied across planning precincts. For example, residents of 'Wallerawang' were significantly more likely to be satisfied with the 'sewage network', whilst residents within 'Rural North' were significantly less likely, possibly a reflection of differences in coverage of the sewage network across the planning precincts.

Statements Supplied Prior to Question

In the recall survey, before being asked whether they thought Council should invest 'more', 'the same', or 'less' in the following assets, residents were read the appropriate explanation as follows:

Sealed roads Council is responsible for 480km of sealed roads which costs $1.1 million per year to maintain and renew. Generally, our sealed roads are in an average condition.

Unsealed roads Council currently spends $1.4 million each year to maintain 421km of unsealed roads in the Local Government Area. Our unsealed roads are mainly classed to be in an average condition overall. Around 20% of unsealed roads in poor condition need additional maintenance and/or renewal to keep them trafficable.

Footpaths and cycle ways Council currently spends approximately $37,000 each year to maintain 127km of footpaths. Currently the majority are classed to be in an average condition; however, some footpaths will need additional maintenance and renewal work to ensure they do not deteriorate into a poor and unsafe condition.

Bridges The majority of our 32 concrete bridges and 10 wooden bridges are rated as being in a good to average condition. However, 7% of road bridges are rated as poor. Council currently spends approximately $19,000 per year on these bridges.

Buildings Council owns and maintains 180 community buildings. The majority of our community buildings are currently in a good to average condition. Council currently spends approximately $450,000 per annum on building maintenance.

Stormwater drainage Most of our urban stormwater pipes and pits are rated in poor condition. Additional maintenance and renewal work needs to be undertaken to improve the condition of stormwater drainage assets. Council currently spends approximately $100,000 on stormwater drainage maintenance.

Parks and open spaces The majority of our parks and open spaces are in a good condition. Parks rated in fair condition require additional works to facilities such as playgrounds, fencing, park furniture, and sporting assets. We currently spend approximately $729,000 per annum on maintenance of our park facilities.

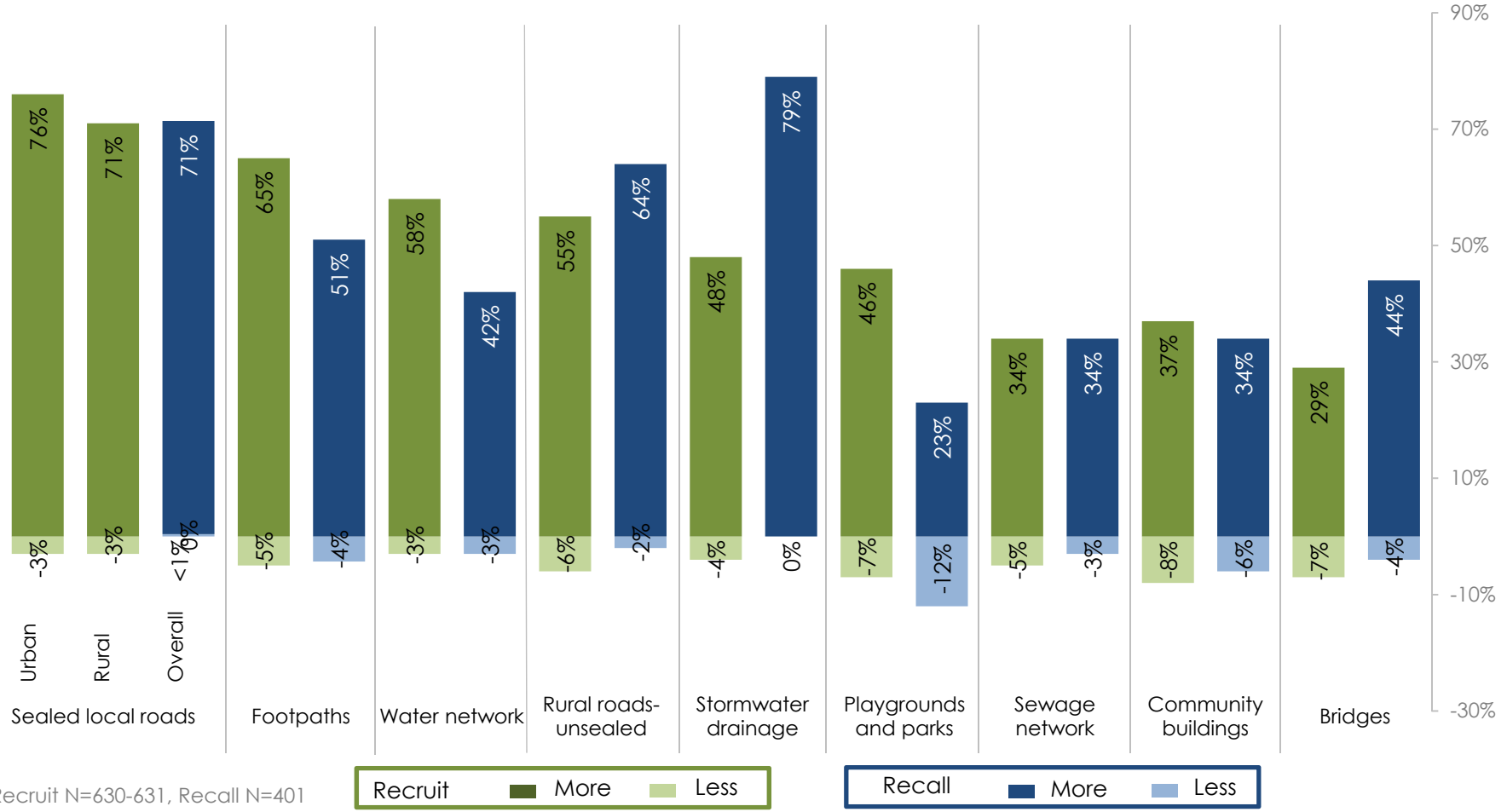
Water network Council currently spends around $2 million each year to maintain the water network, which includes 242,671m of water mains with 8,326 consumers connected to potable water. Our water network is mainly classed to be in a good to average condition.

Sewer network Council currently spends approximately $1.1 million each year to maintain the sewer network which includes 146,035m of gravity sewer with 30,514m of sewer rising mains and 14,965 sewer trunk mains with 7,715 sewerage service connections to the network. Our sewer network is mainly classed to be in a good to average condition. Sewerage treatment plant upgrades will result in corresponding increases in operation and maintenance costs.

Residents' Consideration of Council's Investment

Q1. (Recruit) Thinking of the following types of council asset for each of these could you please indicate whether Council should invest less, the same, or more than they currently spend/resource for on each?

Q3. (Recall) Thinking about our current spend on public amenities, do you think Council should be investing more, the same or less?



Base: Recruit N=630-631, Recall N=401

Although overall residents would like investment to be increased across all facilities, the information pack clearly had an impact on opinions. The proportion of residents believing investment should be 'more' increased after receiving the information pack for 'stormwater drainage', 'bridges' and 'rural roads- unsealed', but decreased for 'footpaths', 'water network' and 'playgrounds and parks'.

Section 2:
Funding Our Future

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Concept Statement

This statement was read to residents prior to asking further questions

Section 2 – Funding our future

Council wants to understand from the community how we should prioritise expenditure on our different community asset types. We need a clear direction for future spending based on the community's views on what constitutes an acceptable level of asset conditions.

It is essential that we keep our community assets in a safe working order and they meet community expectations. Based on the most recent condition ratings and the current levels of infrastructure funding, the following asset classes need increased council funding:

Roads (sealed and unsealed – 10% poor condition)
Stormwater drainage (mainly in poor condition)
Buildings (32% poor condition)

Increasing the level of funding for these assets will allow Council to maintain and renew those which are currently in a poor condition. It will also ensure that the number of assets in poor condition does not continue to grow.

Please rate your support of Council's proposed investment position on the following assets.

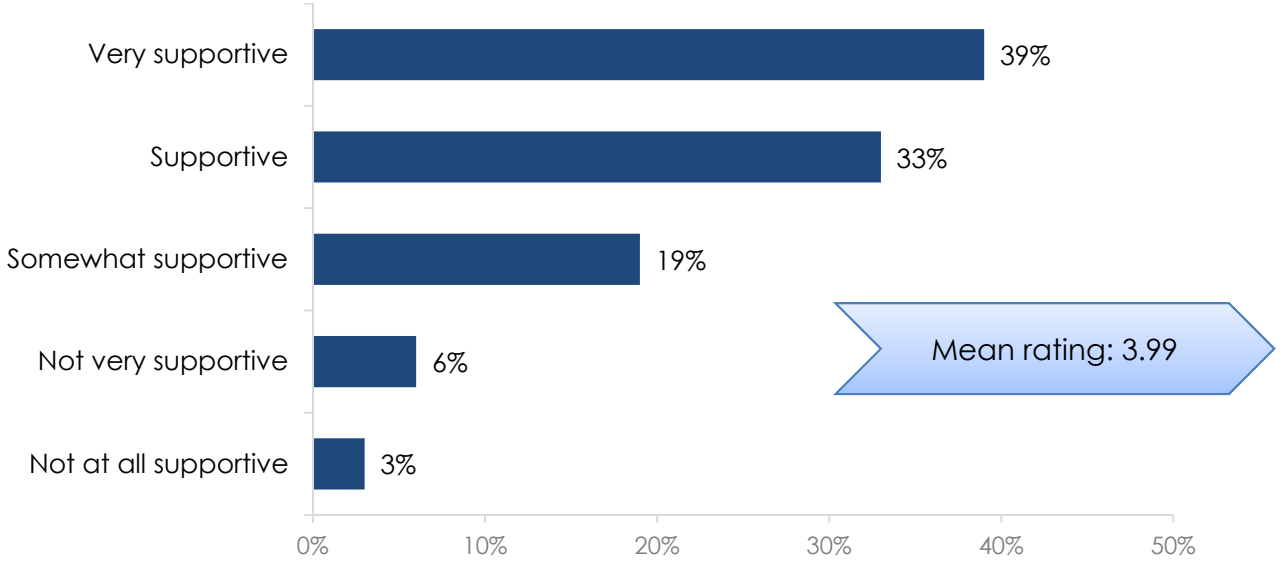
Support for Additional Investment in Transport

Commencing in 2019/20, one option would be for Council to increase its annual maintenance and renewal budget for transport from $4,188,000 to $4,913,000. (Transport includes sealed roads, unsealed roads, footpaths/cycle ways, bridges/footbridges, and bus shelters).

Q4a. (Recontact) How supportive are you of this level of additional investment in transport?

	Overall	Male	Female	18-34	35-49	50-64	65+
Mean ratings	3.99	3.94	4.04	4.27	4.10	3.83	3.84

	Ratepayer	Non-ratepayer	Rural North	Rural South	Lithgow	Wallerawang	Portland
Mean ratings	3.94	4.23	3.97	3.96	3.93	4.14	4.08



Base: N = 401

Scale: 1 = not at all supportive, 5 = very supportive

91% of residents are at least 'somewhat supportive' of Council increasing its annual maintenance and renewal budget for transport, with consistent levels of support across gender, age and Planning Precinct.

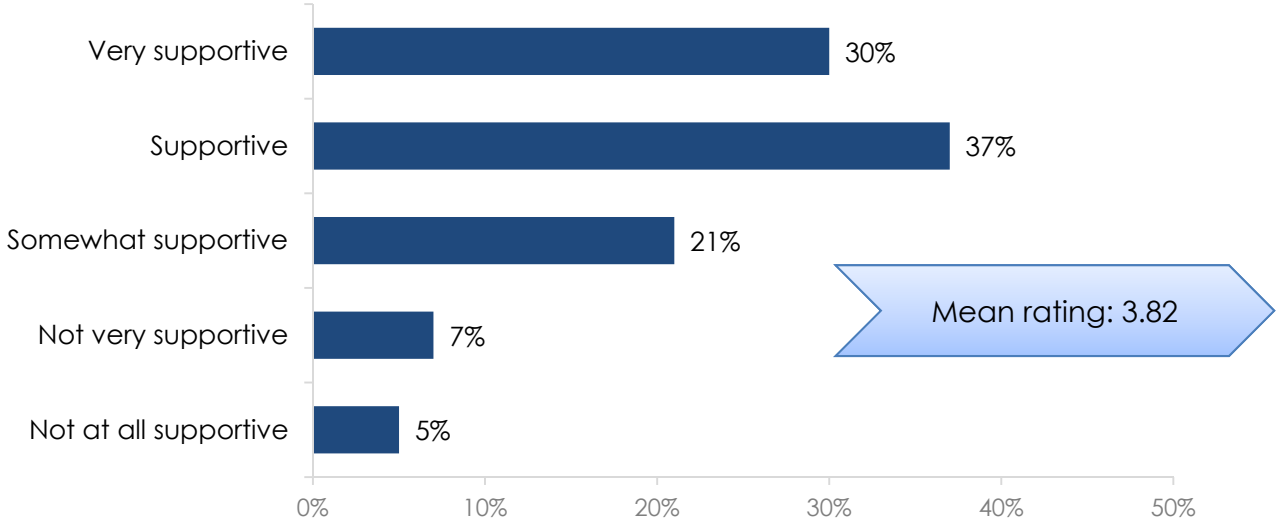
Support for Additional Investment in Urban Stormwater Drainage

Commencing in 2019/20, one option would be for Council to increase its annual maintenance and renewal budget for urban stormwater from $107,000 to $207,000.

Q4b. (Recontact) How supportive are you of this level of additional investment in urban stormwater drainage?

	Overall	Male	Female	18-34	35-49	50-64	65+
Mean ratings	3.82	3.67	3.96▲	4.36▲	3.78	3.61▼	3.60▼

	Ratepayer	Non-ratepayer	Rural North	Rural South	Lithgow	Wallerawang	Portland
Mean ratings	3.73	4.26▲	3.32▼	3.48	3.90	3.88	3.96



Base: N = 401

Scale: 1 = not at all supportive, 5 = very supportive

▲▼ = significantly higher/lower rating by group

88% of residents are at least 'somewhat supportive' of Council increasing its annual maintenance and renewal budget for urban stormwater.

Females, non-ratepayers and younger residents (18-34) were significantly more likely to be supportive, whilst ratepayers, older residents (50+) and those that live within the Rural North Planning Precinct were significantly less likely to be supportive.

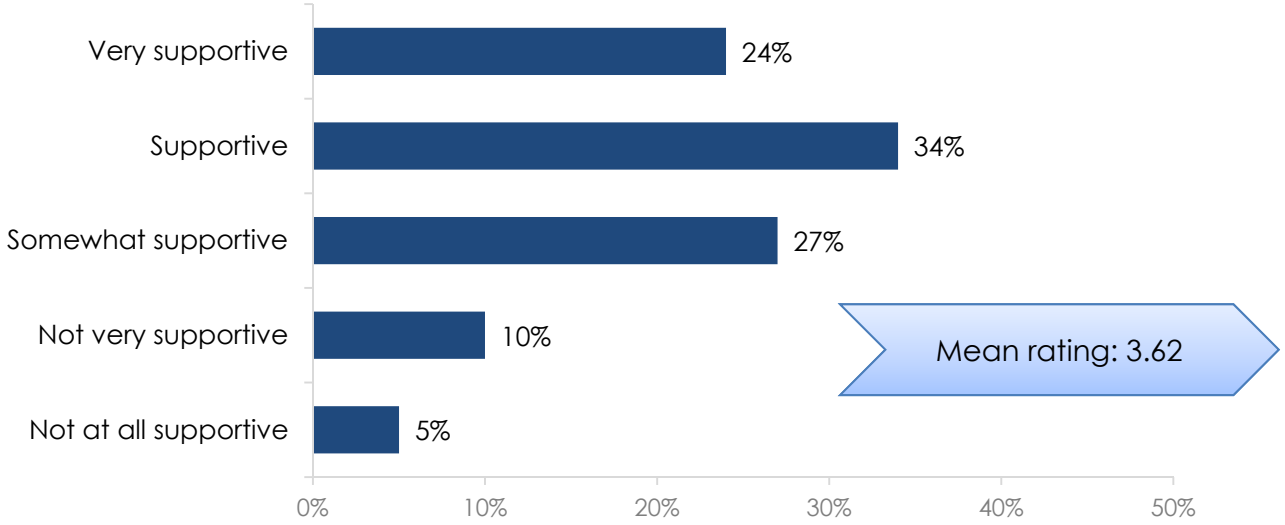
Support for Additional Investment in Buildings and Public Amenities

Commencing in 2019/20, one option would be for Council to increase its annual maintenance and renewal budget for buildings and public amenities from $831,000 to $1,051,000.

Q4c. (Recontact) How supportive are you of this level of additional investment in buildings and public amenities?

	Overall	Male	Female	18-34	35-49	50-64	65+
Mean ratings	3.62	3.53	3.70	4.33▲	3.39	3.39▼	3.44▼

	Ratepayer	Non-ratepayer	Rural North	Rural South	Lithgow	Wallerawang	Portland
Mean ratings	3.52	4.11▲	3.25	3.39	3.58	4.02▲	3.70



Base: N = 401

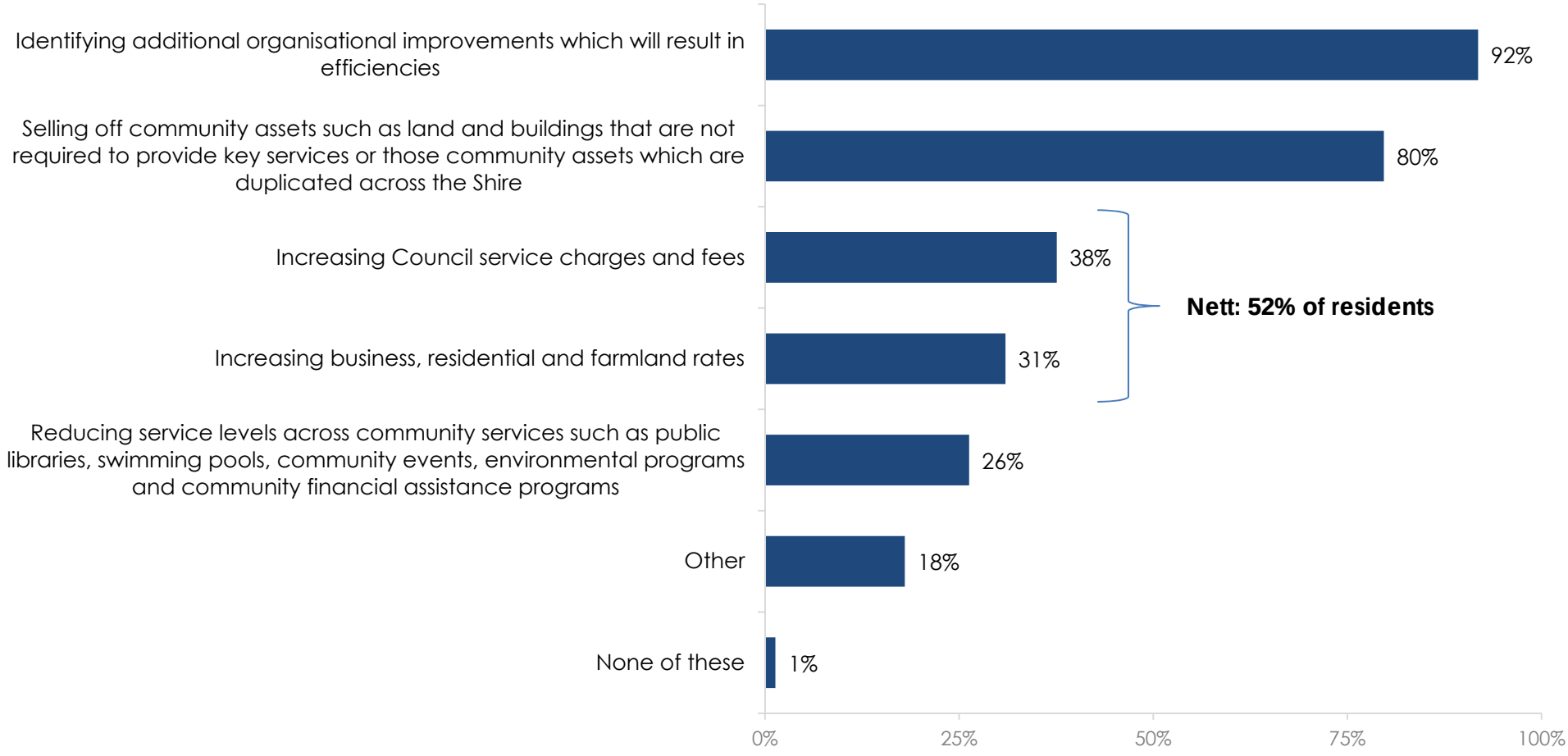
Scale: 1 = not at all supportive, 5 = very supportive

▲▼ = significantly higher/lower rating by group

85% of residents are at least 'somewhat supportive' of Council increasing its annual maintenance and renewal budget for buildings and public amenities. Younger residents (18-34), non-ratepayers and those that live within the Wallerawang Planning Precinct were significantly more likely to be supportive, whilst older residents (50+) and ratepayers were significantly less likely.

Preferred Funding Options

Q5. (Recontact) Considering the challenges Council faces with ageing infrastructure, which of the following revenue options would you support Council exploring in order to address funding requirements?



Base: N = 401

See Appendix A for 'other specified' responses

92% of residents would support Council identifying additional organisational improvements that result in efficiencies, and 80% would support selling off community assets.

52% of residents already accept that they need to pay directly (via rates: 31%) or indirectly (via service charges and fees: 38%) to allow council to meet these funding requirements in order to improve the quality of community assets.

Section 3:
Community Consultation

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Overall Satisfaction with Council's Performance

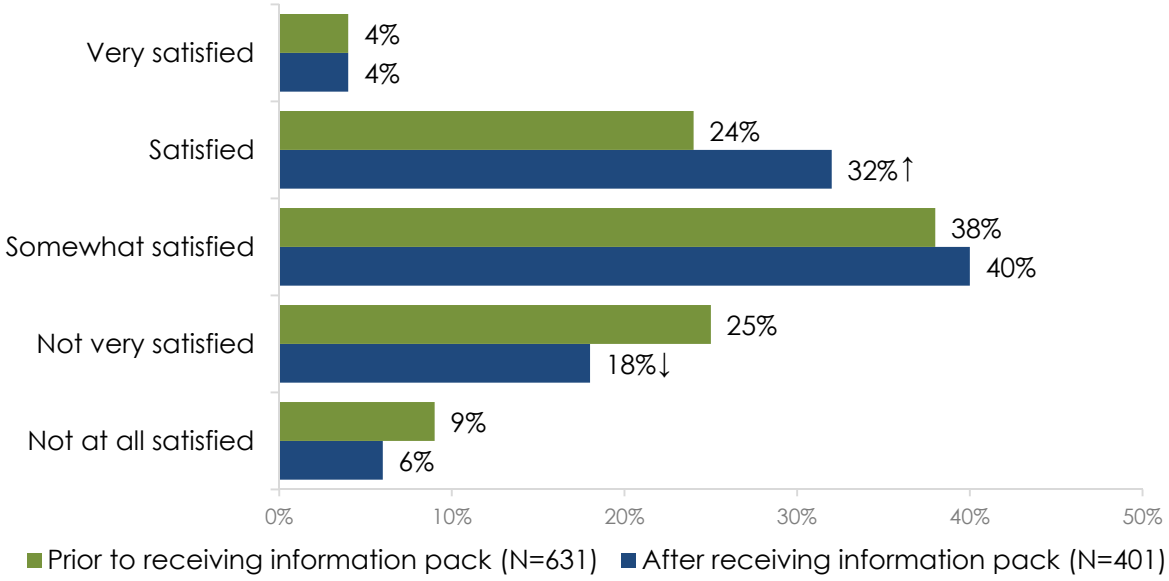
Q2 & Q7. (Recruit and Recontact) In general, how satisfied are you with the performance of Council, and their services, not just on one or two issues but across all responsibility areas?

	Overall	Male	Female	18-34	35-49	50-64	65+
Prior to receiving information pack	2.89	2.87	2.91	2.76	2.79	2.92	3.03▲
After receiving information pack	3.10↑	3.02	3.18↑	3.09↑	2.91	3.09	3.28▲↑

	Ratepayer	Non-ratepayer	Rural North	Rural South	Lithgow	Wallerawang	Portland
Prior to receiving information pack	NA	NA	2.75	2.90	2.95	2.88	2.73
After receiving information pack	3.06	3.33	3.13	3.19	3.14↑	2.97	3.02↑

▲▼ = significantly higher/lower by group (row)
↑↓ = significantly higher/lower compared to 'prior' (column)

Note: overall satisfaction prior to receiving the information pack, did not significantly differ for the respondents that participated in the recontact survey (2.88)



↑↓ = significantly higher/lower compared to 'prior'

NSW LGA BRAND SCORES	Means
Regional	3.22↑
All of NSW	3.31↑↑
Lithgow City Council – 'prior'	2.89
Lithgow City Council – 'after'	3.10

↑↓ = significantly higher/lower (compared to 'prior')
↑↓= significantly higher/lower (compared to 'after')

Scale: 1 = not at all satisfied, 5 = very satisfied

Overall satisfaction with the performance of Council significantly increased after residents were actively engaged by Council and received the information pack.

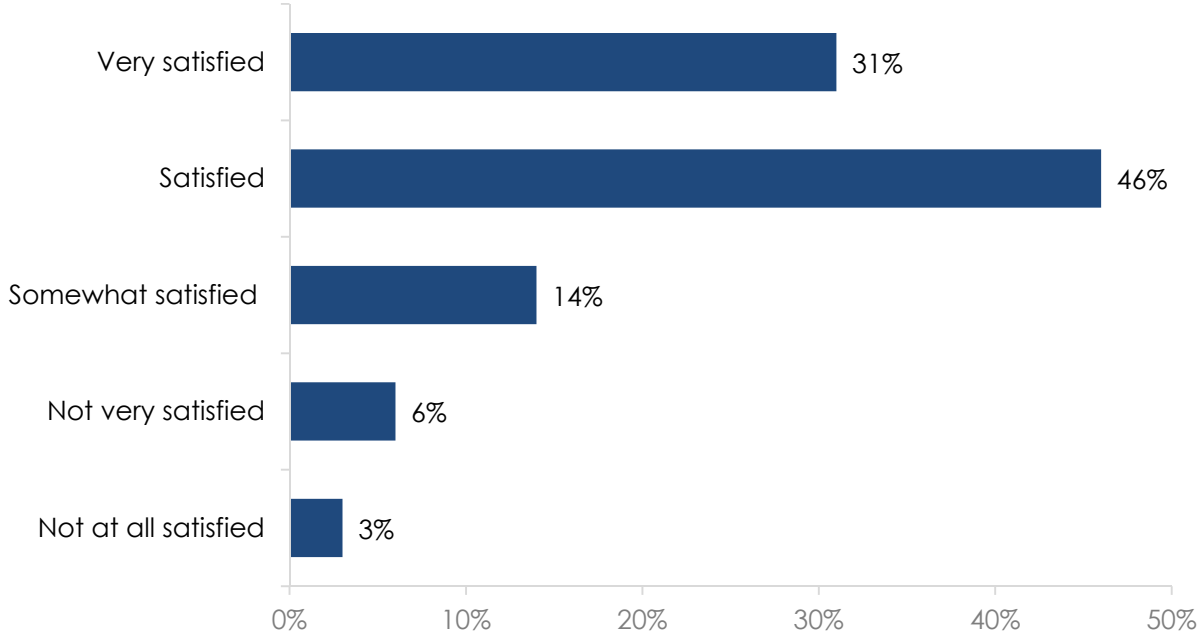
Older residents (65+) were significantly more likely to be satisfied with Council, both prior to and after receiving the information pack.

Satisfaction with Consultation

Q8a. (Recontact) How satisfied are you with this community consultation undertaken by Council?

	Overall	Male	Female	18-34	35-49	50-64	65+
Mean ratings	3.96	3.95	3.96	4.36▲	3.92	3.80	3.82

	Ratepayer	Non-ratepayer	Rural North	Rural South	Lithgow	Wallerawang	Portland
Mean ratings	3.88	4.35▲	4.03	3.81	3.92	4.01	4.10



Base: N = 401

Scale: 1 = not at all satisfied, 5 = very satisfied

▲▼ = significantly higher/lower satisfaction (by group)

91% of residents were at least 'somewhat satisfied' with this community consultation undertaken by Council, with 77% selecting the top 2 ratings of 'satisfied' or 'very satisfied'. Younger residents (18-34) and non-ratepayers were significantly more likely to be satisfied.

Appendix A:

Lithgow CITY COUNCIL

micromex research

Preferred Funding Options

Q5. (Recontact) Considering the challenges Council faces with ageing infrastructure, which of the following revenue options would you support Council exploring in order to address funding requirements?

	Count
Apply for government loans/grants (both Federal and State)	19
Increase tourism	10
Support/increase number of businesses	10
Stop community grant programs/community events	7
Corporate sponsorship	6
Reduce Council development projects	6
Ensure all projects are of high quality, to reduce future costs	5
Community fundraisers	4
Reduce staff/Councillor salaries	3
Be more proactive in maintenance, rather than only addressing problems	2
Increase development/population	2
Reduce use of contractors	2
Amalgamate the Council	1
Better long term planning	1
Create a local lottery	1
Do not supplement development charges	1
Higher quality staff/Councillors	1
Switch of renewable energy	1
Use contractors, instead of employing people full time	1

Appendix B:
Council Asset Summaries

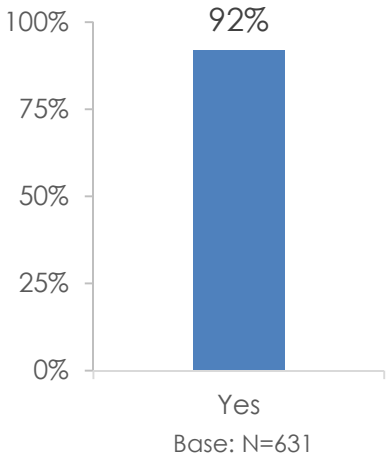
Lithgow CITY COUNCIL

micromex research

Local Roads – Urban Sealed

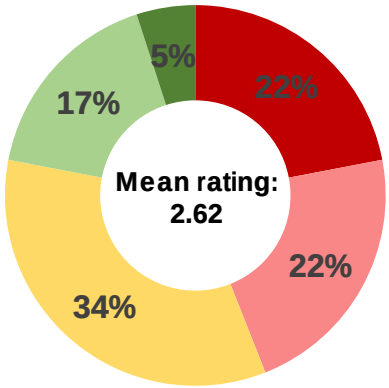
	Rank	
	Priority	Satisfaction
1st	●	
2nd		
3rd		
4th		
5th		
6th		
7th		
8th		
9th		
10th		●

Priority



Base: N=631

Satisfaction



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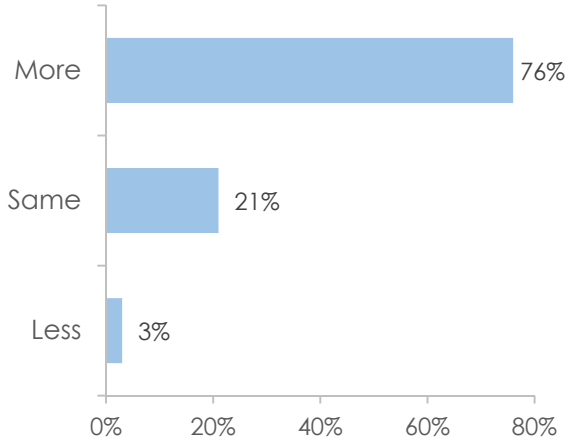
Council Investment

Pre-Information Pack



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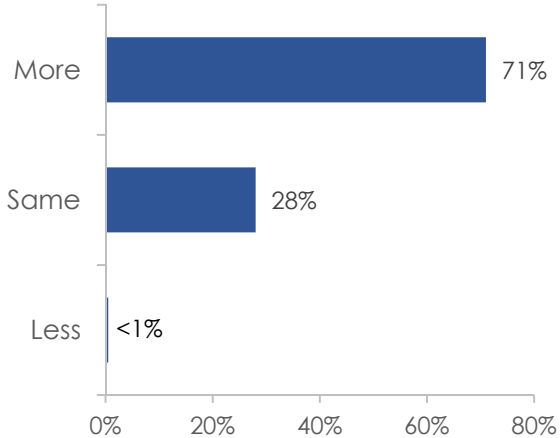
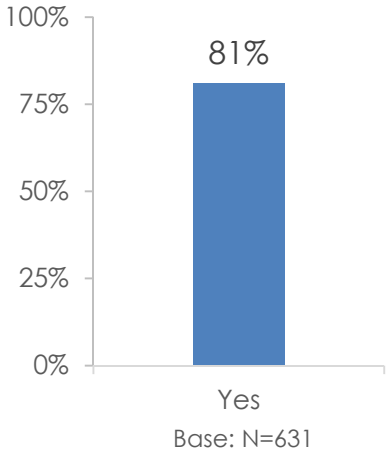


Base: N=401

Local Roads – Rural Sealed

	Rank	
	Priority	Satisfaction
1st		
2nd	●	
3rd		
4th		
5th		
6th		
7th		
8th		
9th		●
10th		

Priority



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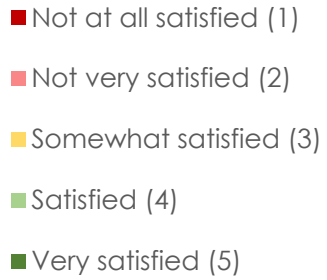
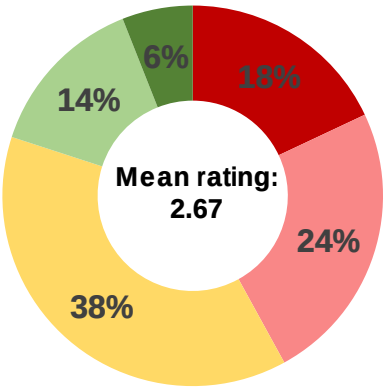


Satisfaction



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Council Investment

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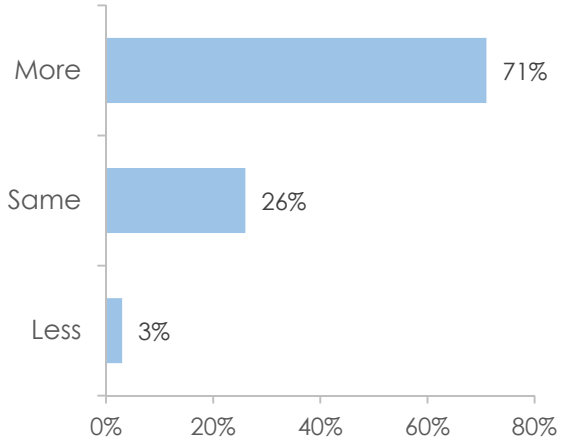

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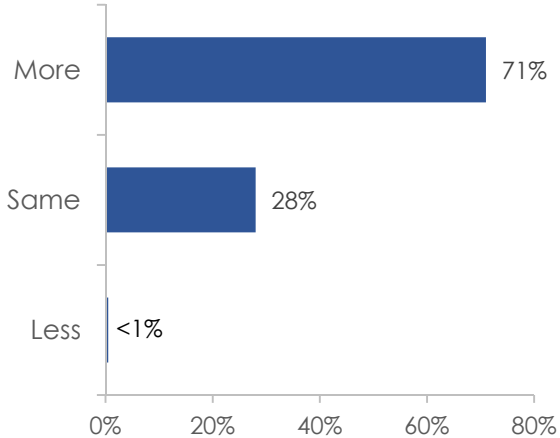
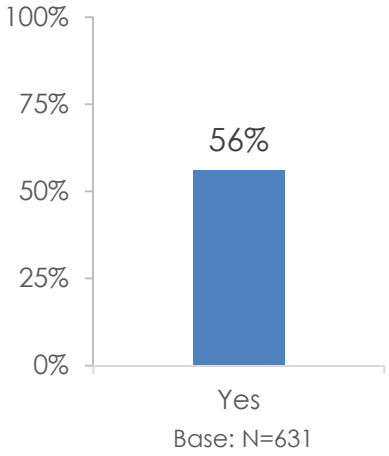


Base: N=401

Rural Roads – Unsealed

	Rank	
	Priority	Satisfaction
1st		
2nd		
3rd		
4th		
5th		
6th		
7th		●
8th		
9th	●	
10th		

Priority



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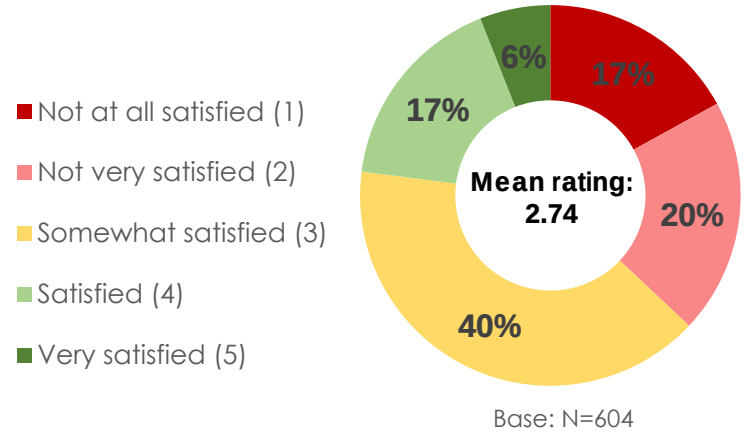
Satisfaction



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Council Investment

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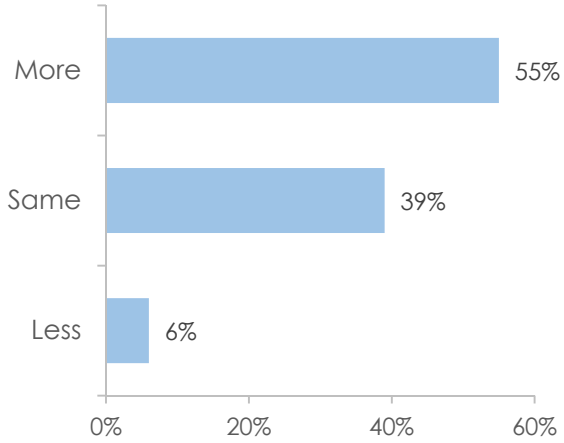

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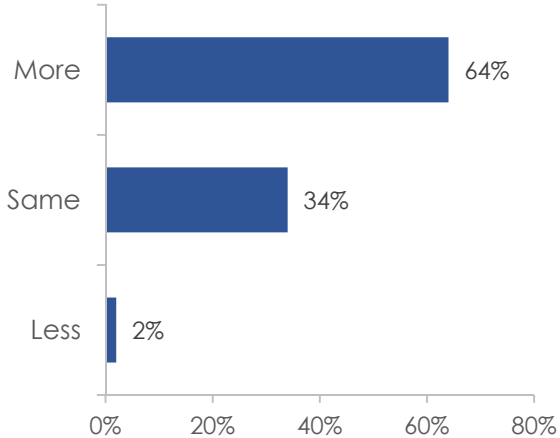
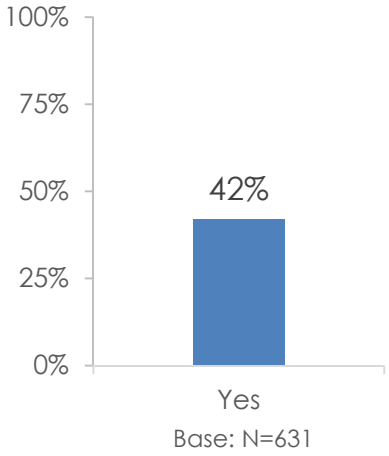


Base: N=401

Bridges

	Rank	
	Priority	Satisfaction
1st		
2nd		
3rd		●
4th		
5th		
6th		
7th		
8th		
9th		
10th	●	

Priority



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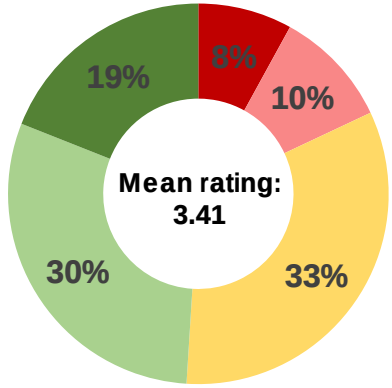
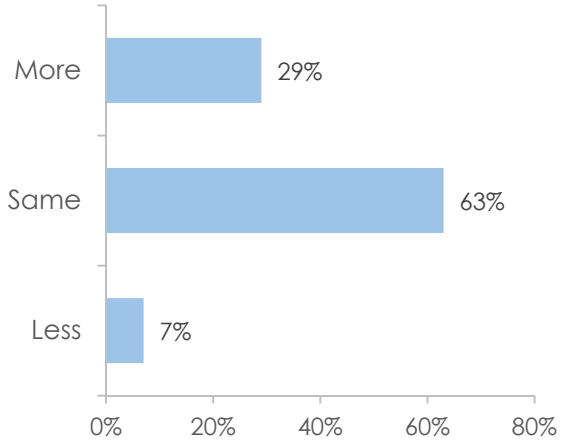
Satisfaction



Base: N=623

Council Investment

Pre-Information Pack



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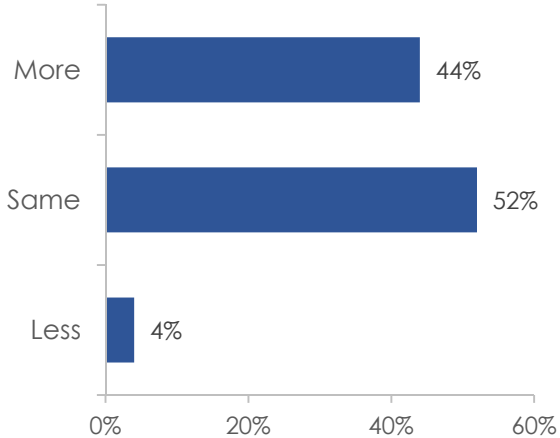
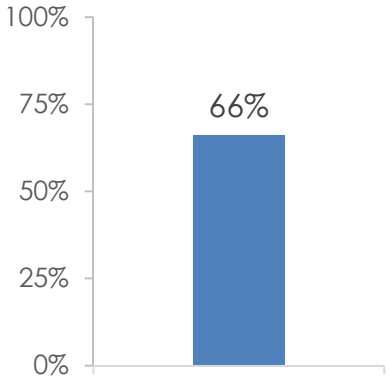


Base: N=401

Stormwater Drainage

	Rank	
	Priority	Satisfaction
1st		
2nd		
3rd		
4th		
5th		●
6th	●	
7th		
8th		
9th		
10th		

Priority



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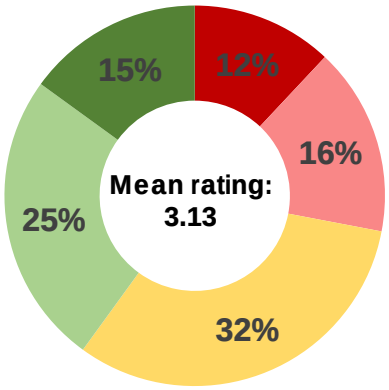
Satisfaction



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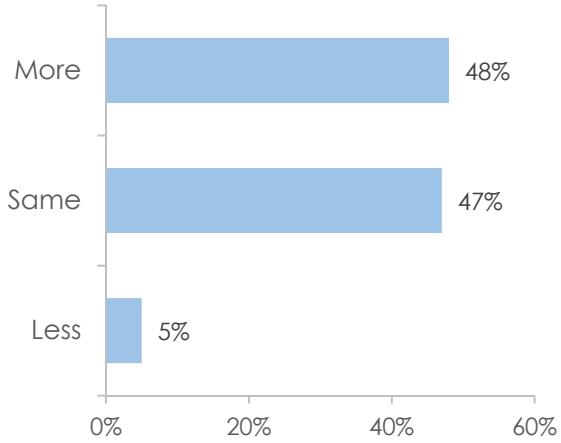
Council Investment

Pre-Information Pack



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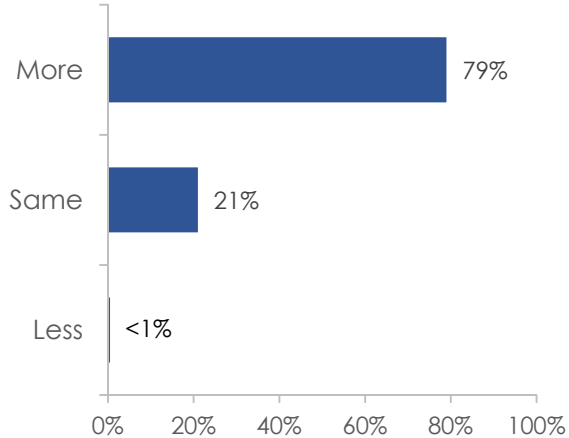
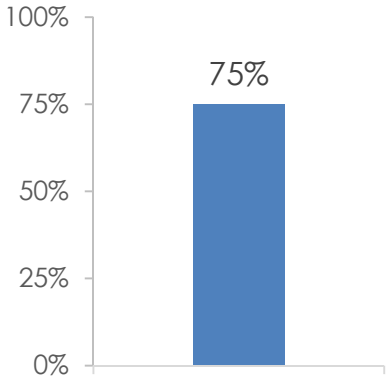


Base: N=401

Footpaths

	Rank	
	Priority	Satisfaction
1st		
2nd		
3rd		
4th	●	
5th		
6th		
7th		
8th		●
9th		
10th		

Priority



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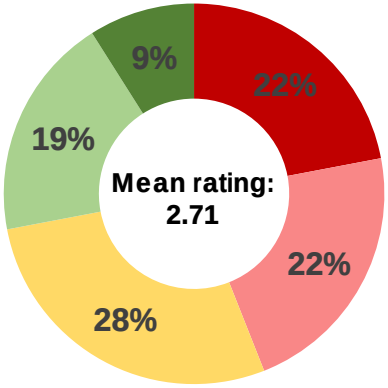
Satisfaction



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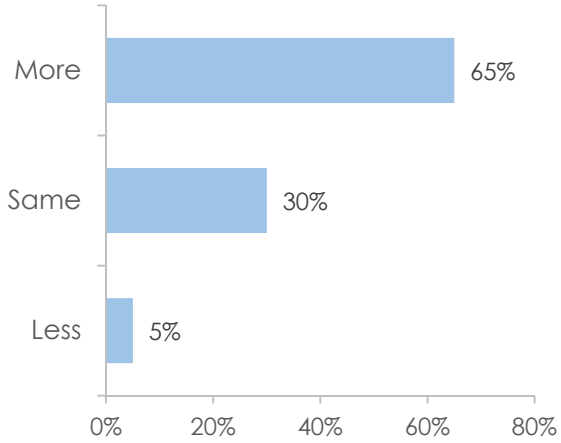
Council Investment

Pre-Information Pack



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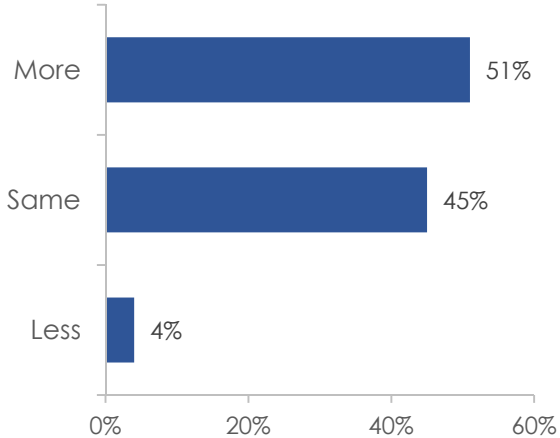

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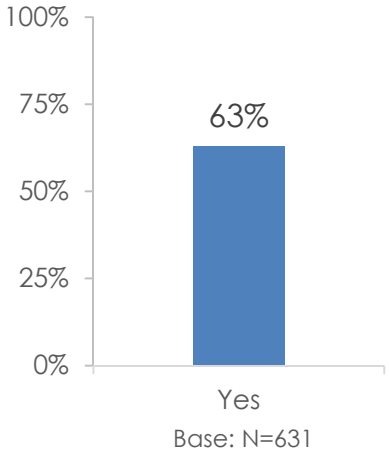
Playgrounds and Parks

	Rank	
	Priority	Satisfaction
1st		
2nd		
3rd		
4th		●
5th		
6th	●	
7th		
8th		
9th		
10th		

Priority



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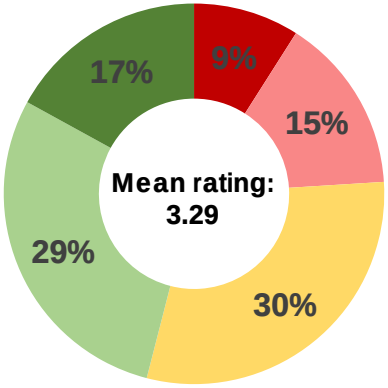
Satisfaction



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Council Investment

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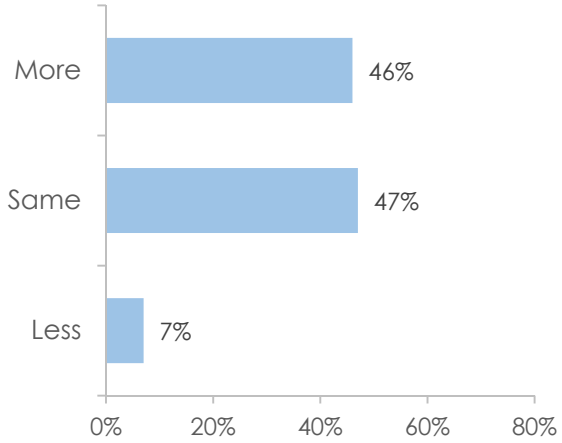

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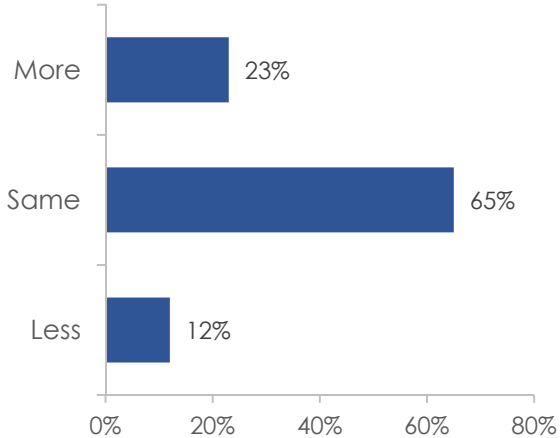
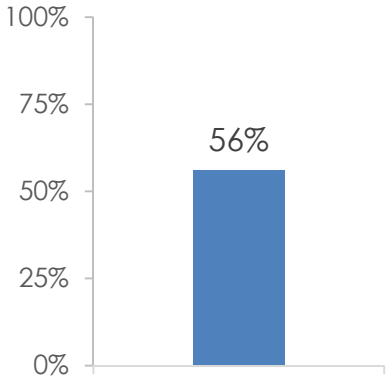


Base: N=401

Community Buildings

	Rank	
	Priority	Satisfaction
1st		
2nd		●
3rd		
4th		
5th		
6th		
7th		
8th	●	
9th		
10th		

Priority



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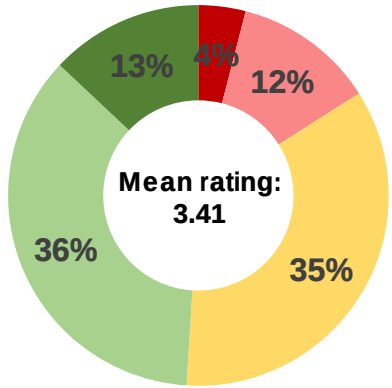
Satisfaction



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Council Investment

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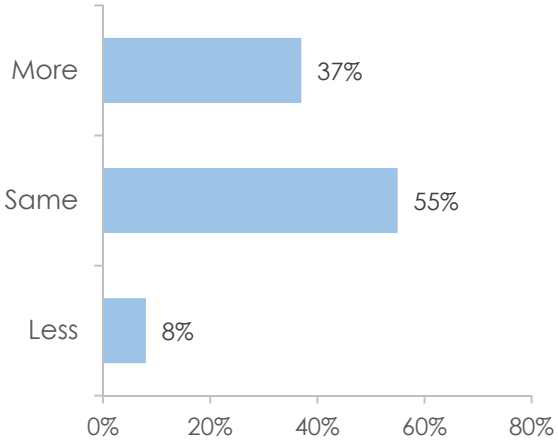

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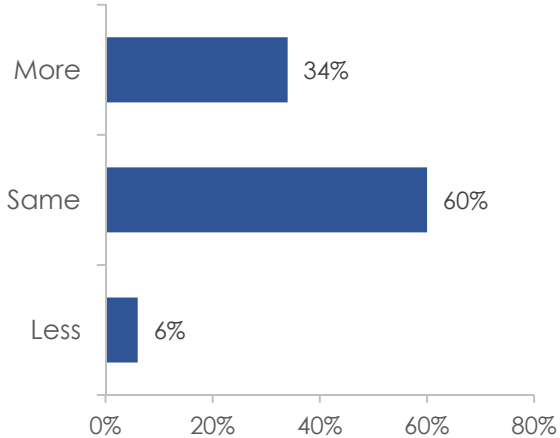
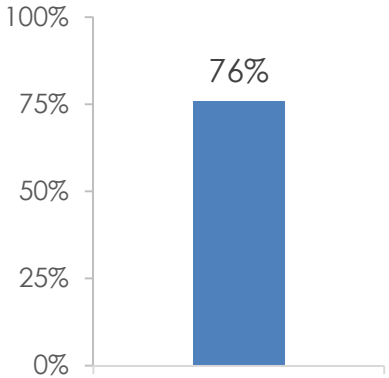


Base: N=401

Water Network

	Rank	
	Priority	Satisfaction
1st		
2nd		
3rd	●	
4th		
5th		
6th		●
7th		
8th		
9th		
10th		

Priority



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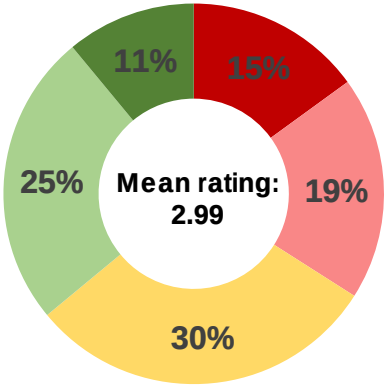
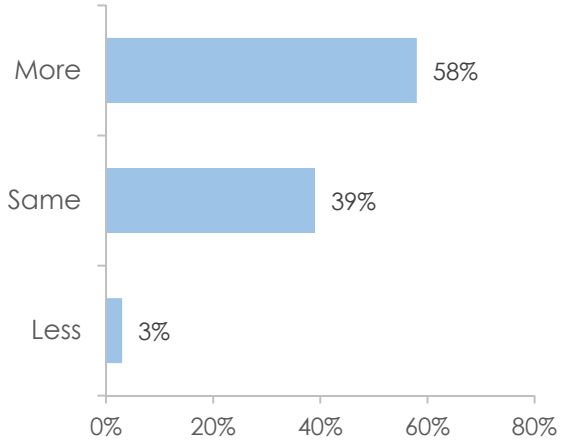
Satisfaction



Base: N=614

Council Investment

Pre-Information Pack



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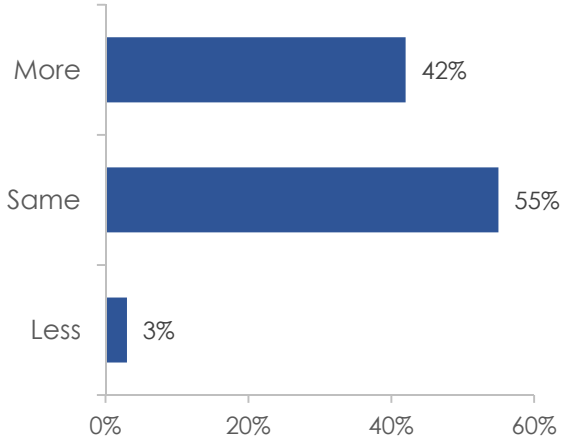
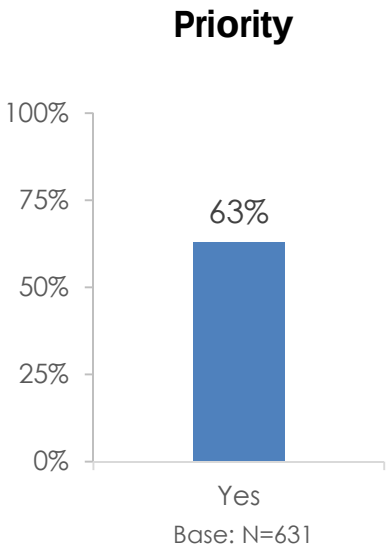
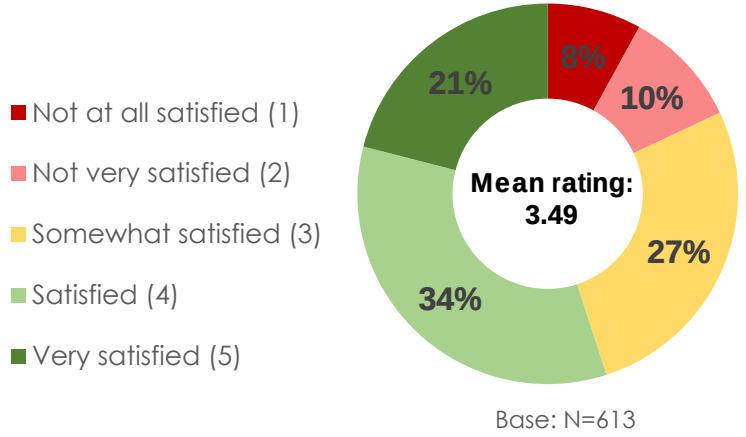


Base: N=401

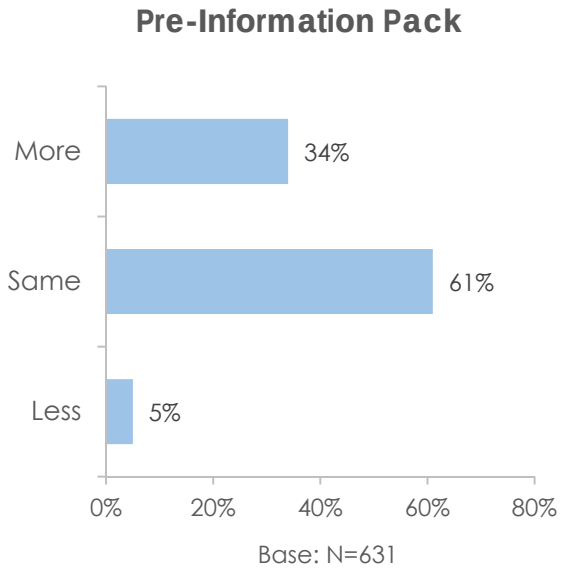
Sewerage Network

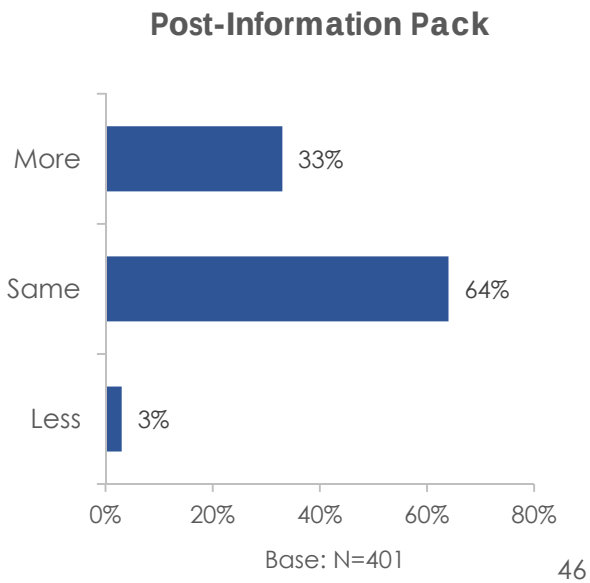
	Rank	
	Priority	Satisfaction
1st		
2nd		
3rd		
4th		
5th		
6th		
7th		
8th		
9th		
10th		





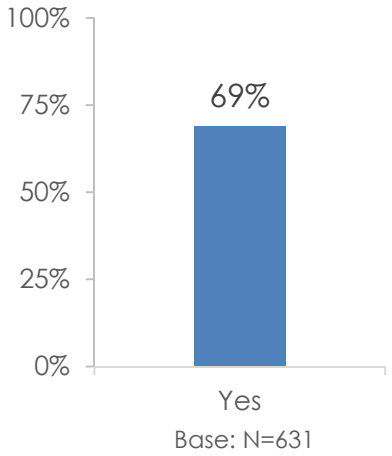
Council Investment





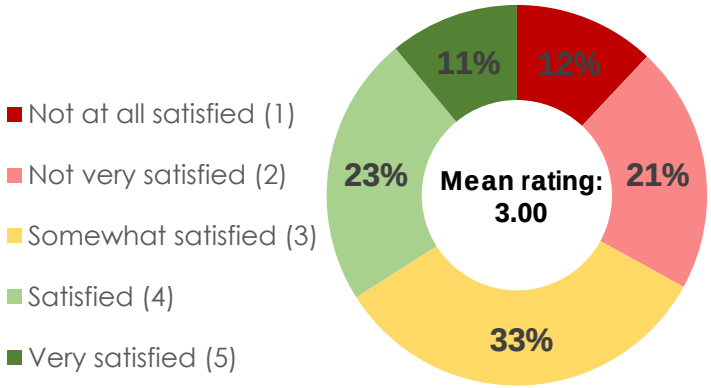
Public Toilets

Priority



Base: N=631

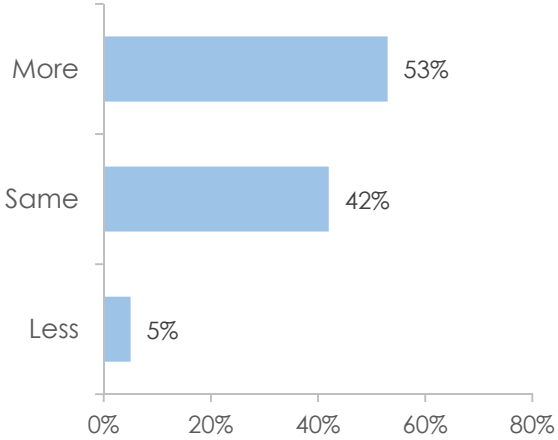
Satisfaction



Base: N=621

Council Investment

Pre-Information Pack



Base: N=631

Note: investment in public toilets was not asked in the recontact survey

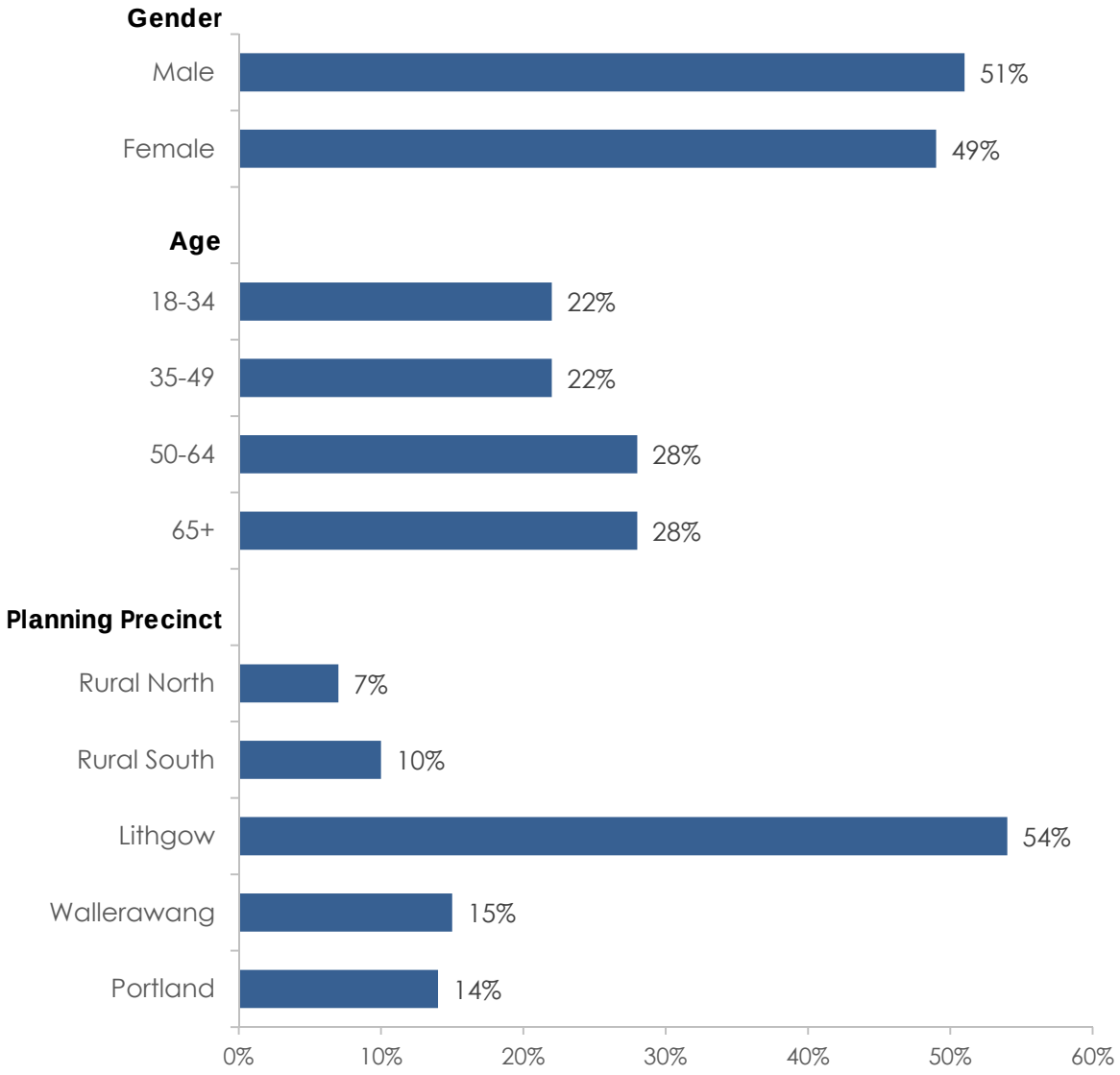
Appendix C: Sample Profile

Lithgow CITY COUNCIL

micromex research

Sample Profile – Recruitment Survey

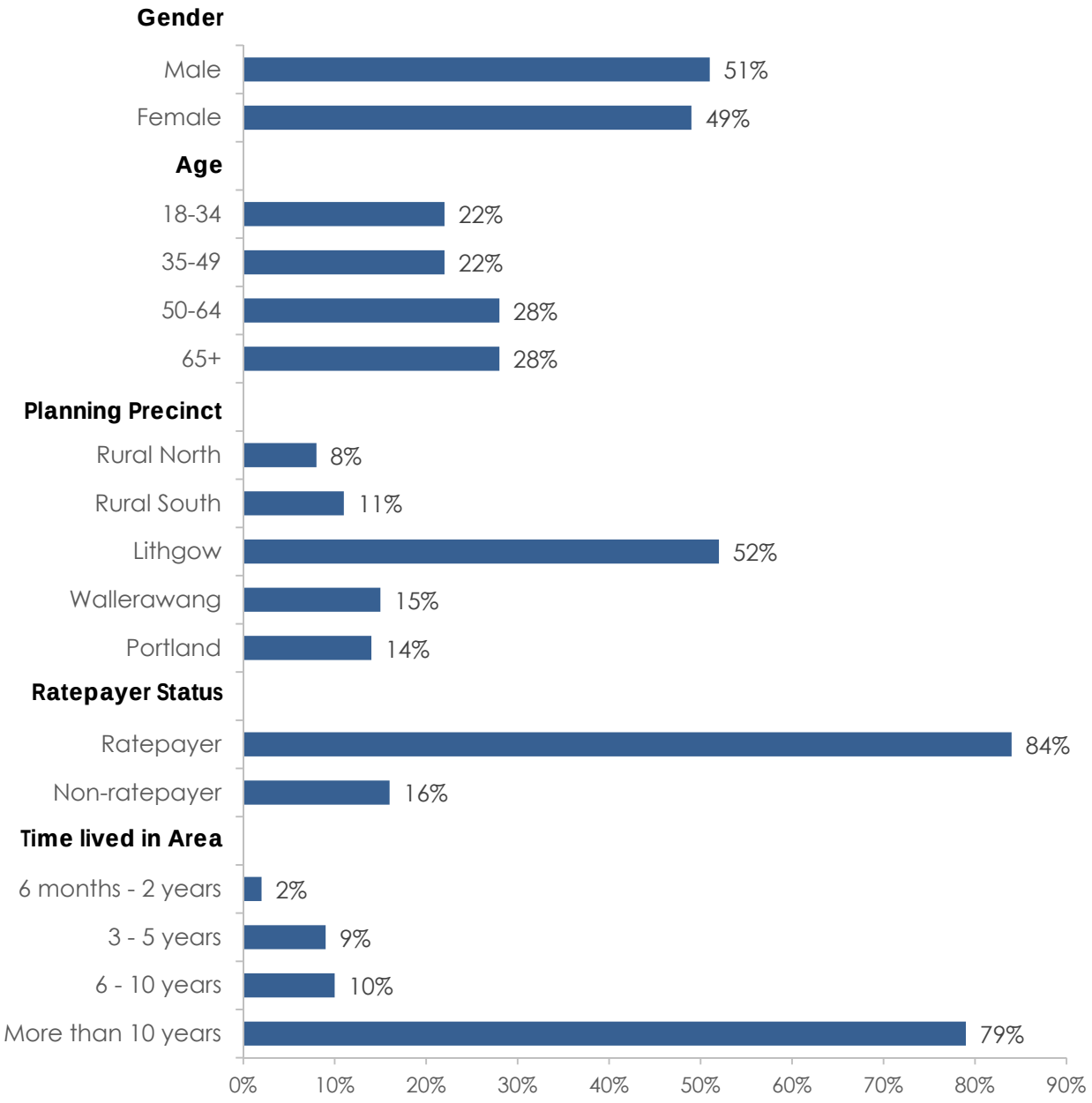
The sample was weighted by age and gender to reflect the 2016 ABS community profile of Lithgow City Council



Base: N = 631

Sample Profile – Recontact Survey

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



Base: N = 401

Questionnaires

Lithgow CITY COUNCIL

micromex research

Lithgow Council
Asset Management – Recruitment and Recall – June/July 2018

Spiel

Good evening, my name is ..... and I am calling on behalf of Lithgow Council, from a company called Micromex. Council is conducting a community survey to help it better understand community expectations in the delivery of existing community infrastructure.

For demographic purposes, we are firstly looking for those aged 18-34 as they are more difficult to get hold of. Who would be the best person in your house to speak to?

If no: We encourage everyone 18 years and over to participate, would you be willing to assist with this please?

If no: Thank you anyway for your time.
If yes: Can I please confirm that you do live in the Lithgow Council area?

If no: Unfortunately you are not eligible for the research. Thank you for your time.
If yes: I just need to confirm that neither you nor an immediate family member work for Council or are a Councillor for Lithgow Council.

If yes: Unfortunately you are not eligible for the research. Thank you for your time.

If no
Council wants your opinion on which assets are the most important for the community and how it should allocate funding to asset maintenance in the future.

What we'd like to do is mail you an information pack which outlines Council's assets, their current condition and the expenditure needed to maintain them. The information pack is easy to understand and follow. We'd like you to read through the information and then we'll call you in the next week or so and ask you some questions regarding it.

Council is very interested in obtaining your views and this will assist in understanding the community's position on the delivery of community assets. Would you be willing to participate?

FAQs

How long will the survey take?
Call-back survey will take approximately 12 minutes

What are the questions about?
Questions are about condition ratings, importance levels, and funding options.

Recruitment survey

QR1. So that we can send you the information package, may I please have your:

Title: .....
First name: .....
Surname: .....
Street address: .....
Suburb: .....
Postcode: .....
Best contact telephone number: .....
Email: .....

QR2. What is your preferred contact time?

- O Morning
- O Afternoon
- O Evening

I just have a few questions about you.

QD1. Record gender (By voice)

- O Male
- O Female

QD2. Which of these age groups do you fit into?

- O 18-34
- O 35-49
- O 50-64
- O 65+

QD3. Which area of the Lithgow LGA do you reside

Rural North

- O Ben Bullen
- O Blackman's Flat
- O Bogee
- O Capertee
- O Clarence
- O Cullen Bullen
- O Dargan
- O Dunville Loop
- O Glen Alice
- O Glen Davis
- O Marrangaroo
- O Mount Marsden
- O Palmers Oaky
- O Round Swamp
- O Upper Nile
- O Wolgan Valley/Newnes

Rural South

- O Blackheath
- O Good Forest
- O Hampton
- O Hartley
- O Hartley Vale
- O Kanimbla
- O Little Hartley
- O Lowther
- O Megalong
- O Meadow Flat
- O Mount Lambie
- O Rydal
- O Sodwalls
- O Tarana

Lithgow

- O Bowenfels
- O Cobar Park
- O Ganbenang
- O Hermitage Flat
- O Lithgow
- O Littleton
- O McKellars Park
- O Morts Estate
- O Oaky Park
- O Pottery Estate
- O Sheedys Gully
- O South Bowenfels
- O South Littleton
- O Vale of Clwydd

Wallerawang

- O Lidsdale
- O Wallerawang

Portland

- O Pipers Flat
- O Portland
- O Bradford
- O Sunny Corner

Q1. Thinking of the following types of council asset for each of these could you please indicate which of the following assets are a priority for you, how satisfied you are with the performance of that asset, and whether Council should invest less, the same, or more than they currently spend on/ resource for each. The satisfaction scale is from 1 to 5, where 1 = low satisfaction and 5 = high satisfaction.

	Priority	Satisfaction					Investment*		
		1	2	3	4	5	L	S	M
Local roads – urban sealed	O	O	O	O	O	O	O	O	O
Local roads – rural sealed	O	O	O	O	O	O	O	O	O
Rural roads – unsealed	O	O	O	O	O	O	O	O	O
Bridges	O	O	O	O	O	O	O	O	O
Stormwater Drainage	O	O	O	O	O	O	O	O	O
Footpaths	O	O	O	O	O	O	O	O	O
Playgrounds and parks	O	O	O	O	O	O	O	O	O
Public toilets	O	O	O	O	O	O	O	O	O
Community buildings	O	O	O	O	O	O	O	O	O
Water Network	O	O	O	O	O	O	O	O	O
Sewerage Network	O	O	O	O	O	O	O	O	O

*Investment L= Less S = Same M = More

Description of assets

- Local roads - urban sealed - includes kerb and guttering, line marking, signage, lighting and road drainage
- Local roads - rural sealed - includes line marking, signage and road drainage
- Rural roads – unsealed - includes surface, signage and road drainage edges
- Stormwater Drainage - includes pipes, open channels and pits
- Community buildings - includes recreation facilities, libraries, halls
- Playgrounds and parks - gardens, reserves, sporting facilities, playgrounds and furniture

Q2. In general, how satisfied are you with the performance of Council, and their services, not just on one or two issues but across all responsibility areas? *Prompt*

- O Very satisfied
- O Satisfied
- O Somewhat satisfied
- O Not very satisfied
- O Not at all satisfied

You should receive the information pack from Council in the next week. Micromex will then call you back to undertake the survey from around next week or so.

Lithgow Council
Asset Management – Recall
July 2018

Good morning/afternoon/evening, my name is ..... from Micromex Research – could I speak to [insert name] please?

We spoke to you a week or so ago on behalf of Lithgow Council and you agreed to participate in our research about asset management in the area.

QS1. Have you received the information pack that was specifically sent to you by Council after our earlier phone call?

- O Yes
- O No **(Request that they check with others to see if it was received and reschedule call-back time)**

QS2. Have you had a chance to read the document?

- O Yes **(Suggest they have it handy to refer to during survey)**
- O No **(Offer them time to read and reschedule a call-back)**

Q1. Approximately how long would you have spent reading or looking through the information pack? *Prompt*

Record minutes: .....

Section 1 – Council's Assets and funding level

Thinking generally about community assets, which include roads, footpaths, bridges, drainage, parks, public buildings, footbridges, etc.:

Q2. Overall, how satisfied are you with the quality of community assets currently provided by Council? *Prompt*

- O Very satisfied
- O Satisfied
- O Somewhat satisfied
- O Not very satisfied
- O Not at all satisfied

Council recently completed a comprehensive review of its assets to measure their condition and to determine the level of investment required to maintain and renew the assets.

Sealed roads

Council is responsible for 480km of sealed roads which costs $1.1 million per year to maintain and renew. Generally, our sealed roads are in an average condition.

Q3a. Thinking about our current spend on sealed roads, do you think Council should be investing… *Prompt*

- O More
- O About the same
- O Less

Unsealed roads

Council currently spends $1.4 million each year to maintain 421km of unsealed roads in the Local Government Area. Our unsealed roads are mainly classed to be in an average condition overall. Around 20% of unsealed roads in poor condition need additional maintenance and/or renewal to keep them trafficable.

Q3b. Thinking about our current spend on unsealed roads, do you think Council should be investing… *Prompt*

- O More
- O About the same
- O Less

Footpaths

Council currently spends approximately $37,000 each year to maintain 127km of footpaths. Currently the majority are classed to be in an average condition; however, some footpaths will need additional maintenance and renewal work to ensure they do not deteriorate into a poor and unsafe condition.

Q3c. Thinking about our current spend on footpaths, do you think Council should be investing… *Prompt*

- O More
- O About the same
- O Less

Bridges

The majority of our 32 concrete bridges and 10 wooden bridges are rated as being in a good to average condition. However, 7% of road bridges are rated as poor. Council currently spends approximately $19,000 per year on these bridges.

Q3d. Thinking about our current spend on bridges, do you think Council should be investing… *Prompt*

- O More
- O About the same
- O Less

Buildings

Council owns and maintains 180 community buildings. The majority of our community buildings are currently in a good to average condition. Council currently spends approximately $450,000 per annum on building maintenance.

Q3e. Thinking about our current spend on buildings, do you think Council should be investing… *Prompt*

- O More
- O About the same
- O Less

Stormwater drainage

Most of our urban stormwater pipes and pits are rated in poor condition. Additional maintenance and renewal work needs to be undertaken to improve the condition of stormwater drainage assets. Council currently spends approximately $100,000 per year on stormwater drainage maintenance.

Q3f. Thinking about our current spend on urban road stormwater, do you think Council should be investing… ***Prompt***

- ○ More
- ○ About the same
- ○ Less

Parks and open spaces

The majority of our parks and open spaces are in a good condition. Parks rated in fair condition require additional works to facilities such as playgrounds, fencing, park furniture, and sporting assets. We currently spend approximately $729,000 per annum on maintenance of our park facilities.

Q3g. Thinking about our current spend on park facilities, do you think Council should be investing… ***Prompt***

- ○ More
- ○ About the same
- ○ Less

Water network

Council currently spends around $2 million each year to maintain the water network, which includes 242,671m of water mains with 8,326 consumers connected to potable water. Our water network is mainly classed to be in a good to average condition.

Q3h. Thinking about our current spend on the water network, do you think Council should be investing… ***Prompt***

- ○ More
- ○ About the same
- ○ Less

Sewer network

Council currently spends approximately $1.1 million each year to maintain the sewer network which includes 146,035m of gravity sewer with 30,514m of sewer rising mains and 14,965 sewer trunk mains with 7,715 sewerage service connections to the network. Our sewer network is mainly classed to be in a good to average condition. Sewerage treatment plant upgrades will result in corresponding increases in operation and maintenance costs.

Q3i. Thinking about our current spend on sewer network, do you think Council should be investing… ***Prompt***

- ○ More
- ○ About the same
- ○ Less

Section 2 – Funding our future

Council wants to understand from the community how we should prioritise expenditure on our different community asset types. We need a clear direction for future spending based on the community's views on what constitutes an acceptable level of asset conditions.

It is essential that we keep our community assets in a safe working order and they meet community expectations. Based on the most recent condition ratings and the current levels of infrastructure funding, the following asset classes need increased council funding:

- **Roads (sealed and unsealed – 10% poor condition)**
- **Stormwater drainage (mainly in poor condition)**
- **Buildings (32% poor condition)**

Increasing the level of funding for these assets will allow Council to maintain and renew those which are currently in a poor condition. It will also ensure that the number of assets in poor condition does not continue to grow.

Please rate your support of Council's proposed investment position on the following assets.

Transport

Commencing in 2019/20, one option would be for Council to increase its annual maintenance and renewal budget for transport from $4,188,000 to $4,913,000. (Transport includes sealed roads, unsealed roads, footpaths/cycle ways, bridges/footbridges, and bus shelters).

Q4a. How supportive are you of this level of additional investment in transport? ***Prompt***

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

Stormwater drainage

Commencing in 2019/20, one option would be for Council to increase its annual maintenance and renewal budget for urban stormwater from $107,000 to $207,000.

Q4b. How supportive are you of this level of additional investment in urban stormwater drainage? ***Prompt***

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

Buildings and public amenities

Commencing in 2019/20, one option would be for Council to increase its annual maintenance and renewal budget for buildings and public amenities from $831,000 to $1,051,000.

Q4c. How supportive are you of this level of additional investment in buildings and public amenities? *Prompt*

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

Q5. Considering the challenges Council faces with ageing infrastructure, which of the following revenue options would you support Council exploring in order to address funding requirements? *Prompt*

- O Identifying additional organisational improvements which will result in efficiencies
- O Increasing business, residential and farmland rates
- O Increasing Council service charges and fees
- O Reducing service levels across community services such as public libraries, swimming pools, community events, environmental programs and community financial assistance programs
- O Selling off community assets such as land and buildings that are not required to provide key services or those community assets which are duplicated across the Shire
- O Other (specify).....
- O None of these

Q6. How important do you believe it is for Council to implement plans and strategies that will maintain and enhance infrastructure and facilities for the Lithgow LGA? *Prompt*

- O Very important
- O Important
- O Somewhat important
- O Not very important
- O Not at all important

Q7. In general, how satisfied are you with the performance of Council, and their services, not just on one or two issues but across all responsibility areas? *Prompt*

- O Very satisfied
- O Satisfied
- O Somewhat satisfied
- O Not very satisfied
- O Not at all satisfied

Section 3 – Council's consultation

Q8a. How satisfied are you with this community consultation undertaken by Council? *Prompt*

- O Very satisfied
- O Satisfied
- O Somewhat satisfied
- O Not very satisfied
- O Not at all satisfied

Q8b. Why do you say that?

.....

Demographics

Finally, some questions about you…

Q9. Which of the following best describes the house where you are currently living? *Prompt*

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

Q10. How many years have you lived in the Lithgow Local Government Area? *Prompt*

- O Less than 6 months
- O 6 months to 2 years
- O 3 – 5 years
- O 6 – 10 years
- O More than 10 years

Q11. Suburb – Import from recruit

Rural North

- O Ben Bullen
- O Blackman's Flat
- O Bogee
- O Capertee
- O Clarence
- O Cullen Bullen
- O Dargan
- O Dunville Loop
- O Glen Alice
- O Glen Davis
- O Marrangaroo
- O Mount Marsden
- O Palmers Oaky
- O Round Swamp
- O Upper Nile
- O Wolgan Valley/Newnes

Rural South

- O Blackheath
- O Good Forest
- O Hampton
- O Hartley
- O Hartley Vale
- O Kanimbla
- O Little Hartley
- O Lowther
- O Megalong
- O Meadow Flat
- O Mount Lambie
- O Rydal
- O Sodwalls
- O Tarana

Lithgow

- O Bowenfels
- O Cobar Park
- O Ganbenang
- O Hermitage Flat
- O Lithgow
- O Littleton
- O McKellars Park
- O Morts Estate
- O Oaky Park
- O Pottery Estate
- O Sheedys Gully
- O South Bowenfels
- O South Littleton
- O Vale of Clwydd

Wallerawang

- O Lidsdale
- O Wallerawang

Portland

- O Pipers Flat
- O Portland
- O Bradford
- O Sunny Corner

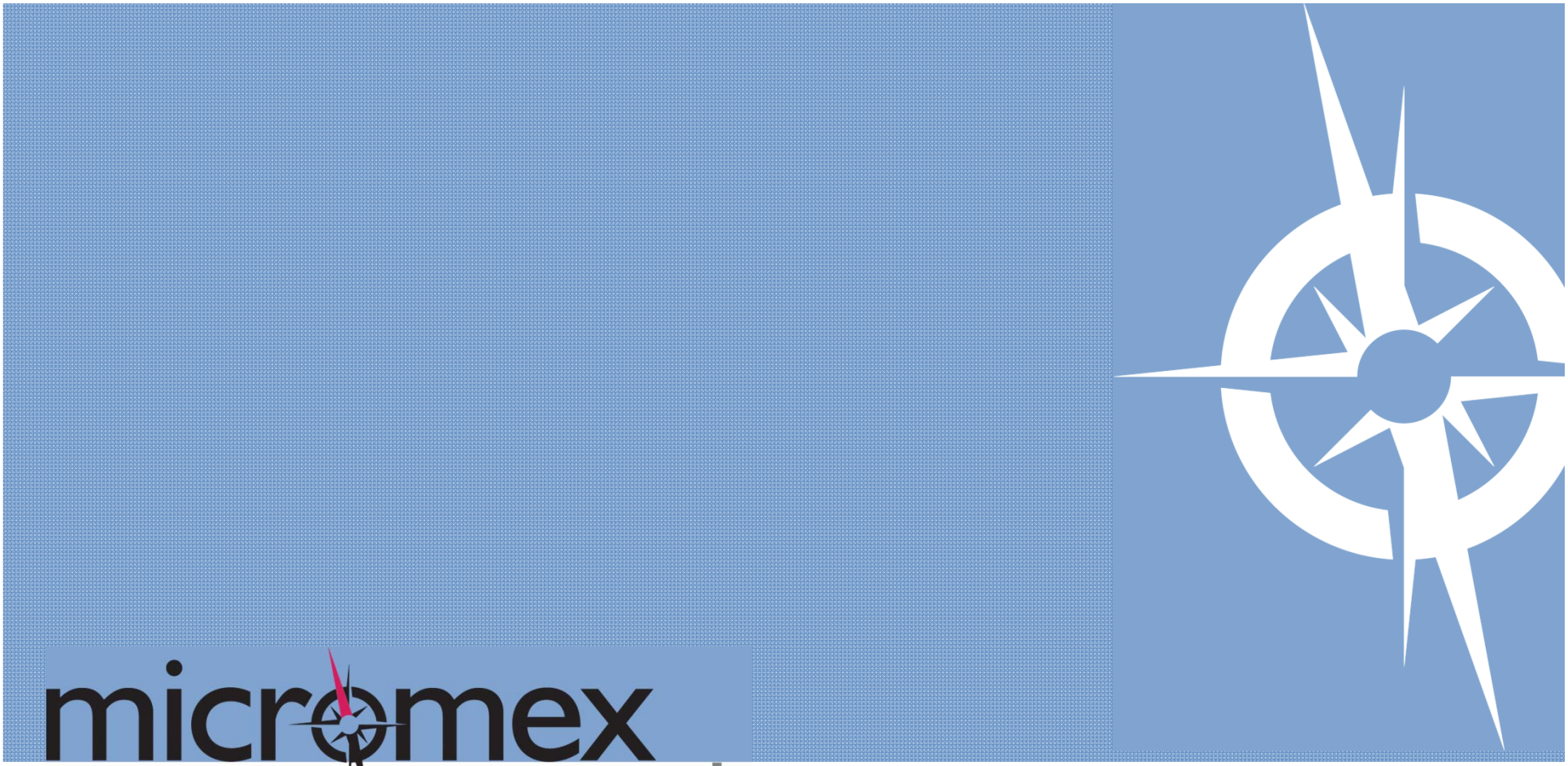
Q12a. Would you like to be informed about the outcomes of this consultation?

- O Yes
- O No

Q12b. If yes, please provide an email address:

.....

Thank you for your time and assistance. This market research is carried out in compliance with the Privacy Act, and the information you provided will be used only for research purposes. Just to remind you, I am calling from Micromex Research on behalf of Lithgow Council.



Telephone: (02) 4352 2388
Fax: (02) 4352 2117
Web: www.micromex.com.au
Email: stu@micromex.com.au