

CITY OF PROSPECT 2017 RESIDENTS' SURVEY



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Research Methodology

RESEARCH PURPOSE

- Measure resident satisfaction with the range and performance of Council services
- Determine the need for other Council services
- Measure public perceptions of issues specific to the Council at the time of the survey

METHODOLOGY

- Random sample of adults over 18 living in the city of Prospect Council area
- Interviews were conducted via a mixed methodology of Online and CATI collection
- Where possible results have been tracked to previous years

SAMPLE

- Interviews took place between 10th to 21st August 2017
- 300 surveys
- The sample was randomly selected from each of the four Wards: North, West, Central and East

Background

BACKGROUND

McGregor Tan Research was commissioned to conduct the original benchmarking survey in May 1997, as McGregor Marketing. The current survey represents the eighth follow-up since 1997, the others being: October 1998, June 2001 June 2003, March 2006, June 2008, July 2010 and May 2015.

Some variations in the questionnaire have taken place over time, to incorporate topical and current issues. Where applicable, the current survey results were compared with the previous surveys.

OBJECTIVES

As part of its ongoing marketing and promotional strategy, the City of Prospect conducts a biennial Residents' Survey of attitudes and opinions. The objectives, as in previous surveys, are to:

- Gauge perceptions of Council as an entity
- Measure resident satisfaction with the range and performance of Council services
- Determine the need for other Council services
- Measure public perceptions of issues specific to the Council at the time of the survey

METHODOLOGY

Interviews were conducted via a mixed methodology of Online and CATI collection of 300 surveys with a random sample of adults aged 18 years and over living in the City of Prospect council area. For more details of the demographic breakdown of those interviewed, please refer to Appendix 1.

Interviewing took place between 10th to 21st August 2017. The sample was randomly selected from each of the four Wards: North, West, Central and East.

A copy of the complete questionnaire is contained in Appendix 5.

EXECUTIVE SUMMARY

EXECUTIVE SUMMARY

GENERAL

Strategic Plan

People: 6 in 10 residents (60%) were satisfied with the Council's delivery on the strategic direction of the Council knows, empowers, celebrates, educates and activates our community (average rating of 3.7 out of 5).

Places: 6 in 10 residents (60%) were also satisfied with the Council's delivery on the strategic direction that the Council respects and looks after our heritage, leafy streets and fabulous places (average rating of 3.6).

Prosperity: More than half of residents (56%) were satisfied with the Council's delivery on the strategic direction that the Council encourages development to increase local employment, investment, activities and more vibrancy across the local area (average rating of 3.6).

Services: Approximately 6 in 10 residents (62%) were satisfied with the Council's delivery on the strategic direction of the Council provides efficient, responsive and accessible services (average rating of 3.6).

Accessibility & Responsiveness

Three quarters (76%) of residents considered the Prospect Council to be accessible to them, consistent with the satisfaction rating achieved in 2015 and an increase of 6% from 2010 (70%).

6 in 10 residents (59%, up from 51% in 2015) considered the Prospect Council responsive to community needs (average rating of 3.6).

Overall Satisfaction

Almost 7 in 10 residents (68%, down from 74% in 2015) were satisfied overall with the City of Prospect (an overall satisfaction rating of 3.7 out of 5, above other councils with an average rating of 3.4).

EXECUTIVE SUMMARY

PEOPLE

Communication

More than two fifths (41%) of residents indicated that they have had an appropriate opportunity to provide feedback on significant issues to the Council, while 20% did not. A further 39% did not know that they could provide feedback.

3 in 5 of the residents surveyed (57%) indicated that they would like to receive more information from the Council than they are receiving now. The main topics on they would like to receive more information included:

- Updates on future developments and strategic planning (26%)
- Upgrades and progress of roads and footpaths (22%)
- More information about services, facilities and events (14%)

Apart from the library or paying rates more than half (57%, up from 56% in 2015) of residents indicated that they have had contact with the council in the last 12 months, mainly in relation to a request for services or assistance (57%) and enquiries (25%).

Council Contact

Residents had the following levels of satisfaction with contact with the Council:

- The courtesy and politeness of the person they dealt with (average rating of 4.2, 80% satisfied, unchanged from 2015)
- The knowledge of the staff they dealt with (average rating of 4.0, 70% satisfied)
- The way the contact was handled (average rating of 3.9, 72% satisfied, down from 76% in 2015)

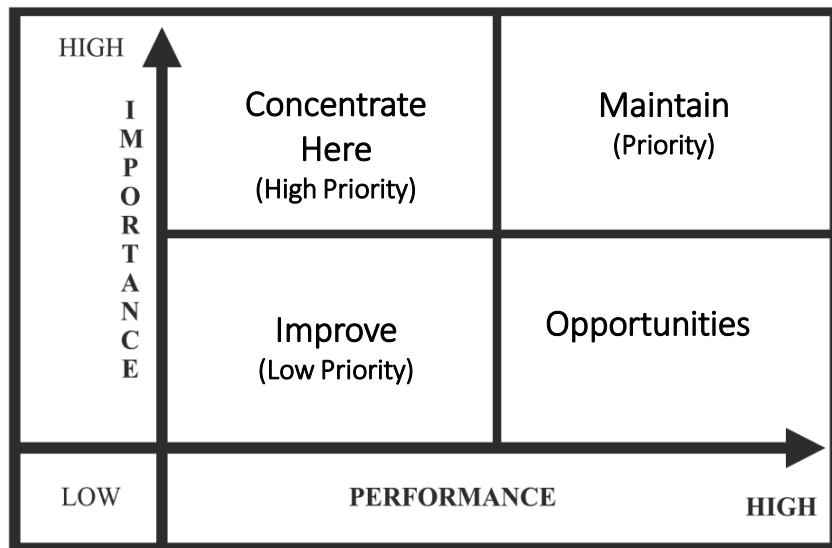
Residents had the following levels of satisfaction with direct contact with the Council staff and elected members over the last 12 months:

- Contact with elected members (average rating of 3.5, 60% satisfied, down from 74% in 2015)
- Contact with Council staff (average rating of 4.0, 75% satisfied, down from 80% in 2015)

EXECUTIVE SUMMARY

The Importance / Performance Satisfaction graph on the following pages attempt to isolate the tested attributes into 4 categories:

- Key primary priority areas for improvement (attributes considered relatively more important, and with lower levels of satisfaction)
- Secondary priority areas for improvement (attributes considered relatively less important, and with lower levels of satisfaction)
- Maintain the good work (attributes considered relatively more important, and with higher levels of satisfaction)
- Review for possible over-servicing (attributes considered relatively less important, and with higher levels of satisfaction)

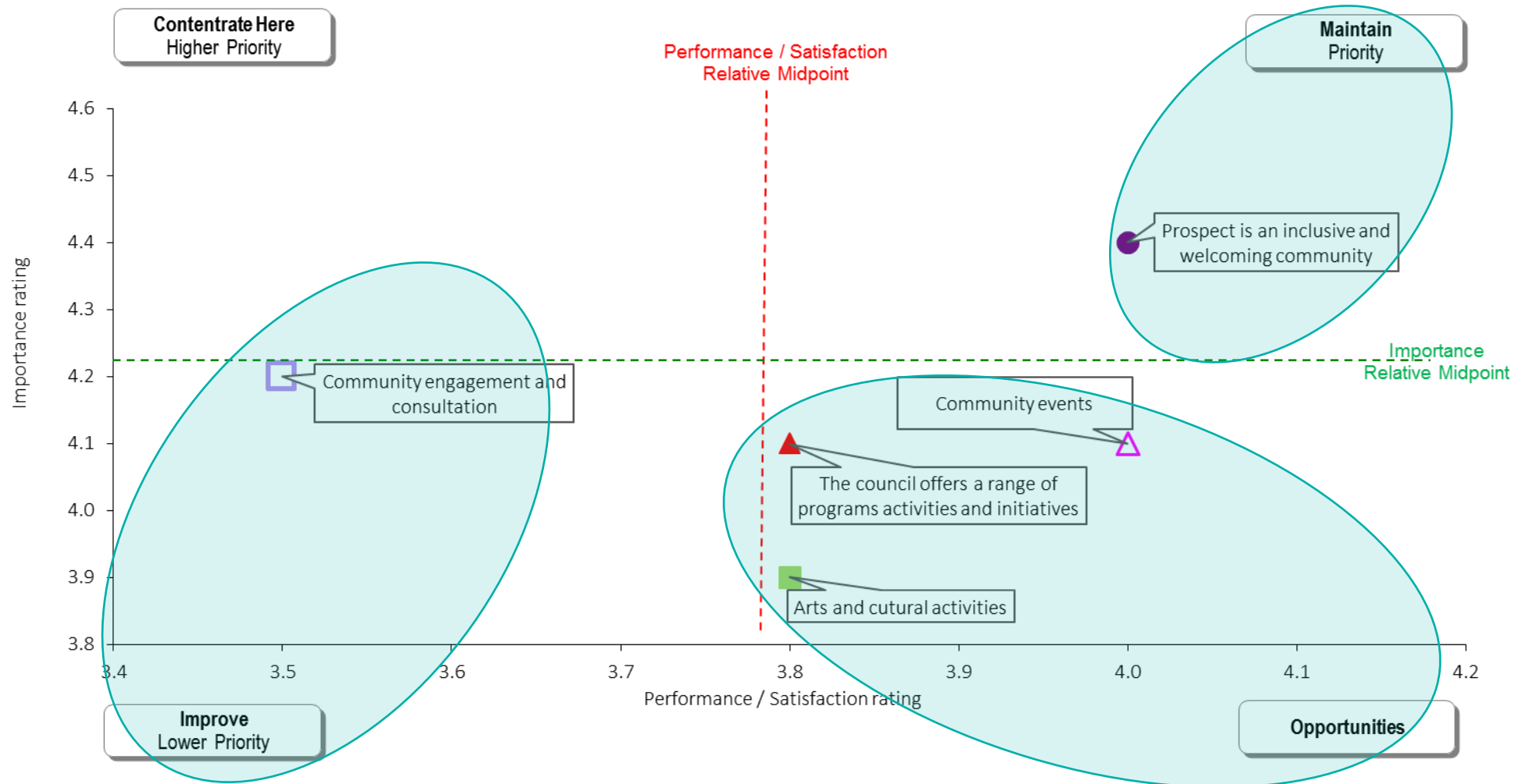


The table below demonstrates the average importance and satisfaction ratings provided by residents in regard to consultation, engagement and events, while the following graphical representation clearly demonstrates **community engagement and consultation** is the most important aspect to be targeted by Council in order to improve satisfaction ratings.

Area	Importance	Satisfaction	Satisfaction %
Prospect is an inclusive and welcoming community	4.4	4.0	71%
Community engagement and consultation	4.2↔ 2015: 4.2	3.5↑ 2010: 3.3	49%↑ 2015: 43%
The council offers a range of programs, activities and initiatives	4.1	3.8	60%
Community events	4.1↑ 2015: 3.9	4.0↑ 2015: 3.8	70%↑ 2015: 65%
Arts and cultural activities	3.9↑ 2015: 3.5	3.8↑ 2015: 3.5	61%↑ 2015: 52%

Importance vs Satisfaction – PEOPLE

2017 - RELATIVE IMPORTANCE AND RELATIVE SATISFACTION
- WITH CITY OF PROSPECT (PEOPLE) -



EXECUTIVE SUMMARY

PEOPLE

Age and Youth Services

The main services or facilities residents considered Prospect Council should be providing for the aged people (aged over 60) of the area included:

- social activities (20%, up from 18% in 2015)
- community transport (19%, down from 31% in 2015)
- home help / home safety (15%, down from 16% in 2015)
- community facilities (9%, down from 10% in 2015)

The main services or facilities residents considered Prospect Council should be providing for the younger people (aged 12-26) of the area included:

- social activities (19%, down from 21% in 2015)
- community facilities (14%, up from 10% in 2015)
- recreational activities (13%, down from 27% in 2015)
- sporting facilities (12%, up from 3% in 2015)

Residents indicated they interact with an average of 4.1 neighbouring households on a regular basis. A scaled response of the number of households interacted with on a regular basis are shown below:

- none (10%)
- one (10%)
- two (17%)
- three (13%)
- four (15%)
- five or more (35%)

EXECUTIVE SUMMARY

PLACES

Residents had the following levels of satisfaction relating to Places in the City of Prospect:

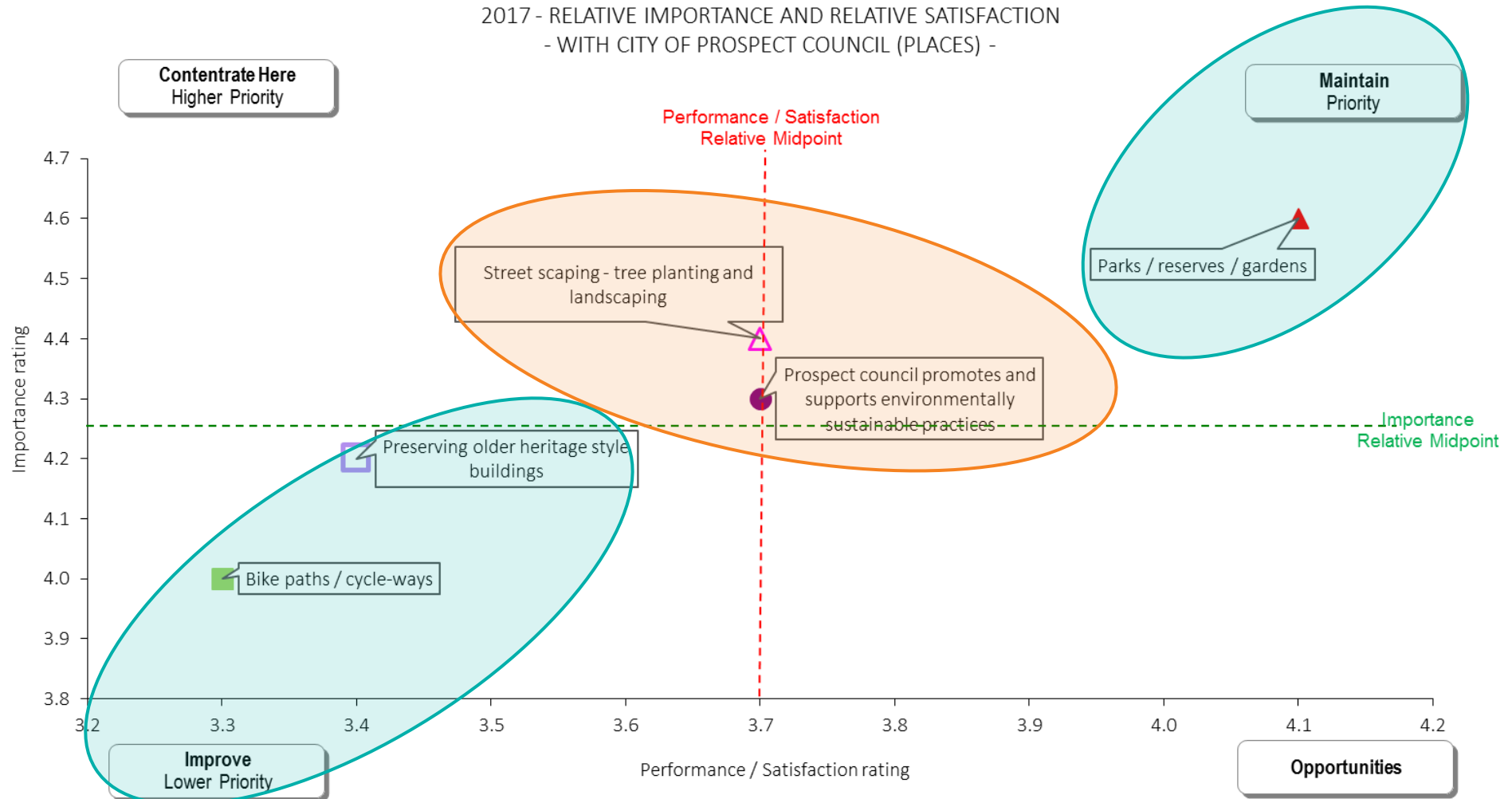
- Prospect Council's maintenance of the city's reserves, parks, gardens and ovals (average rating of 4.1, 78% satisfied, unchanged from 2015).
- The range of local attractions, local history, character, heritage and stories within the City of Prospect (average rating of 3.7, 57% satisfied)
- The amount and type of development occurring within the City of Prospect (average rating of 3.0, 38% satisfied, down from 45% in 2015, but the same as 2010).
- The quality and interesting building design within the City of Prospect (average rating of 3.0, 37% satisfied)

The table opposite demonstrates the average importance and satisfaction ratings provided by residents about local heritage, buildings, parks and places, while the following graphical representation clearly demonstrates **street scaping - tree planting and landscaping and Prospect Council promotes and supports environmentally sustainable practices** are deemed to be the most important aspects to be targeted by Council in order to improve satisfaction ratings.

Area	Importance	Satisfaction	Satisfaction %
Parks/ Reserves/ Gardens	4.6↑ 2015: 4.5	4.1↑ 2015: 3.8	78%↑ 2015: 72%
Street Scaping - Tree Planting And Landscaping	4.4↑ 2015: 4.1	3.7↑ 2015: 3.4	62%↑ 2015: 54%
Prospect Council Promotes And Supports Environmentally Sustainable Practices	4.3	3.7	53%
Preserving Older Heritage Style Buildings	4.2↑ 2015: 4.0	3.4↔ 2015: 3.4	45%↑ 2015: 40%
Bike Paths / Cycle-ways	4.0↑ 2015: 3.7	3.3↔ 2015: 3.3	39%↔ 2015 :39%

Importance vs Satisfaction Analysis: PLACES

2017 - RELATIVE IMPORTANCE AND RELATIVE SATISFACTION
- WITH CITY OF PROSPECT COUNCIL (PLACES) -



EXECUTIVE SUMMARY

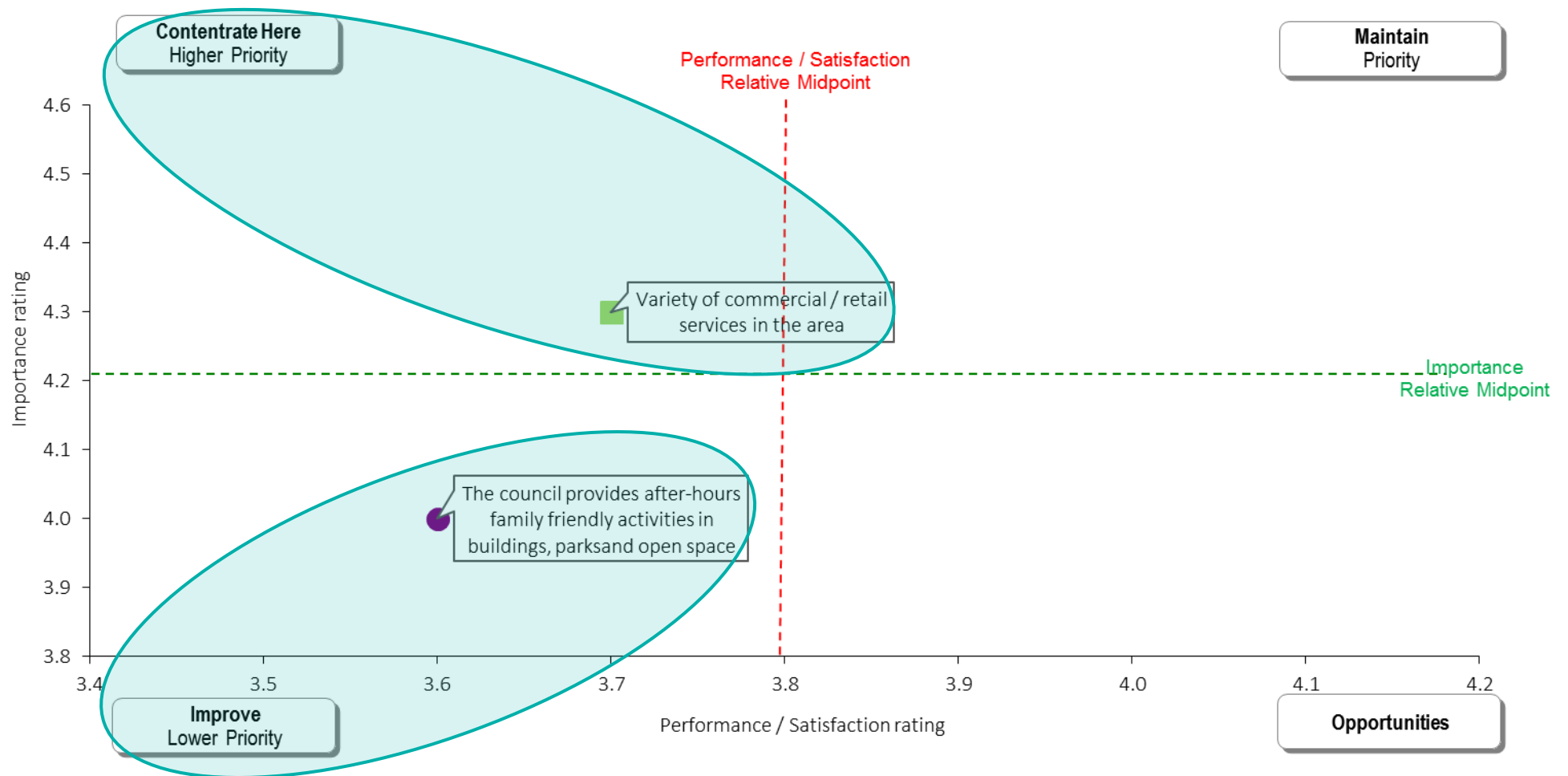
PROSPERITY

The table opposite demonstrates the average importance and satisfaction ratings provided by residents in regard to commercial / retail services and after hours activities, while the following graphical representation clearly demonstrates **a variety commercial / retail services in the area** falls within the Concentrate Here – Higher Priority quadrant and is deemed the most important aspect to be targeted by Council in order to improve satisfaction ratings.

Area	Importance	Satisfaction	Satisfaction %
Variety of commercial / retail services in the area	4.3↑ 2015: 4.2	3.7↓ 2015: 3.8	58%↓ 2015: 63%
The Council provides after-hours family friendly activities in buildings, parks and open spaces	4.0	3.6	49%

Importance vs Satisfaction: PROSPERITY

2017 - RELATIVE IMPORTANCE AND RELATIVE SATISFACTION
- WITH CITY OF PROSPECT (PROSPERITY) -



EXECUTIVE SUMMARY

SERVICES

More than four in five (82%, up from 80% in 2015) residents had used at least one online service provided by the Council's website, including:

- General Information regarding Council services (59%, down from 68% in 2015)
- Rate payments (47%, down from 49% in 2015)
- Community Library & Civic Centre Engagement Hub (38%)
- Dog registrations (35%, up from 26% in 2015)
- Request for Council services (31%, down from 33% in 2015)

One third (34%, down from 44% in 2015) of residents were satisfied with the implementation of parking control throughout the area to improve traffic flow and safety.

Residents had the following levels of satisfaction with various services offered by the Council:

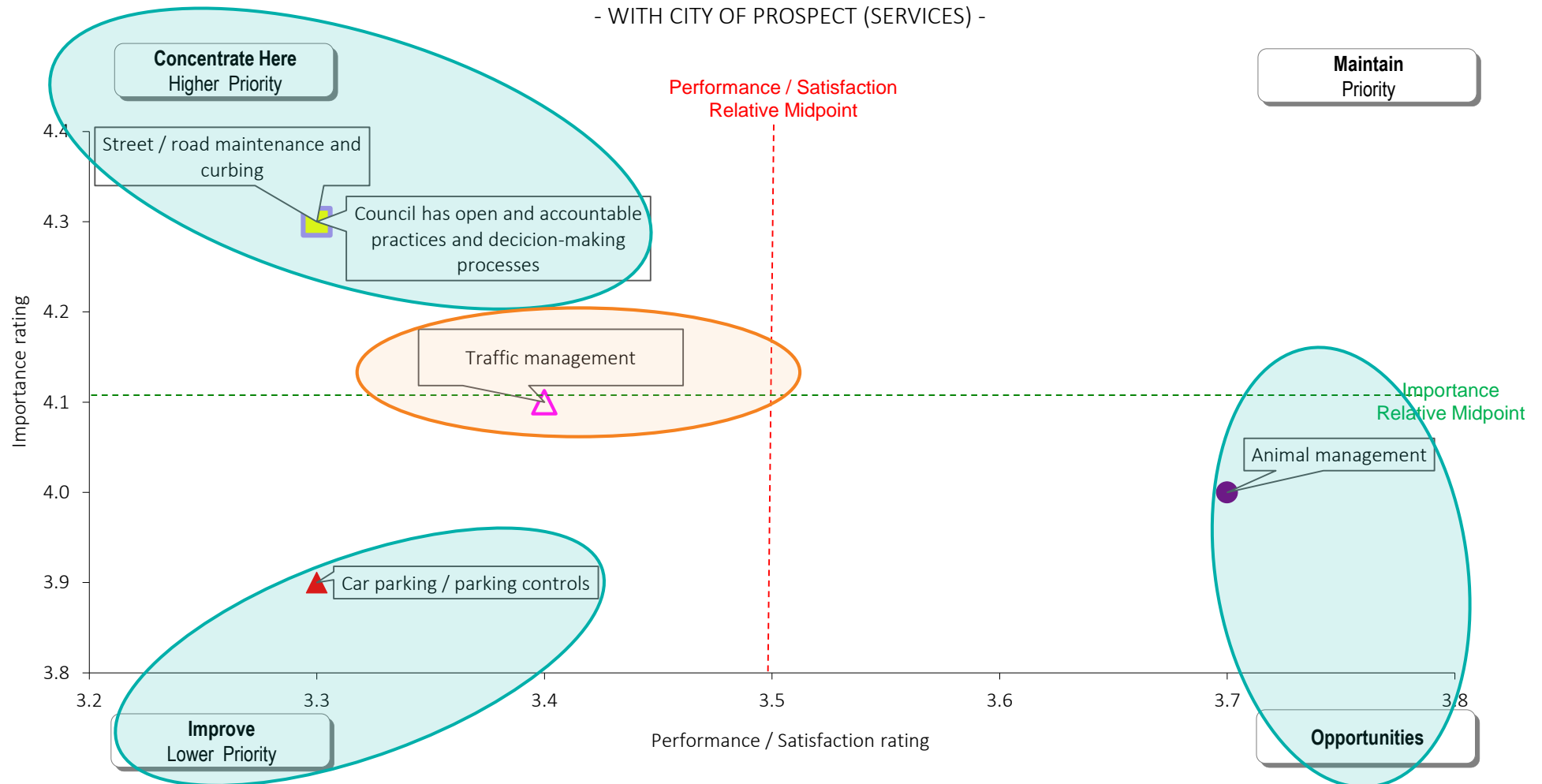
- Waste collection and recycling services (average rating of 4.2, 80% satisfied)
- The standard of local streets in the City of Prospect (average rating of 3.4, 54% satisfied, down from 63% in 2015)
- The Council takes care of the Council's Assets (infrastructure) (average rating of 3.6, 53% satisfied)
- The standard of footpaths in the City of Prospect (average rating of 3.2, 45% satisfied, unchanged from 2015).

The table below demonstrates the average importance and satisfaction ratings provided by residents about infrastructure, while the following graphical representation clearly demonstrates **street / road maintenance and curbing** and **Council has open and accountable practices and decision-making processes** are the areas that recorded highest level of importance and lowest levels of satisfaction – therefore the most important aspects to be targeted by Council in order to improve satisfaction ratings.

Area	Importance	Satisfaction	Satisfaction %
Street / road maintenance and curbing	4.3↓ 2015: 4.5	3.3↑ 2015: 3.2	47%↑ 2015: 42%
Traffic management	4.1↓ 2015: 4.2	3.4↑ 2015: 3.2	47%↑ 2015: 43%
Council has open and accountable practices and decision-making processes	4.3	3.3	34%
Car parking / parking controls	3.9↔ 2015: 3.9	3.3↑ 2015: 3.1	44%↑ 2015: 38%
Animal Management	4.0↔ 2015: 4.0	3.7↔ 2015: 3.7	50%↓ 2015: 56%

Importance vs Satisfaction Analysis: SERVICES

2017 - RELATIVE IMPORTANCE AND RELATIVE SATISFACTION
- WITH CITY OF PROSPECT (SERVICES) -



EXECUTIVE SUMMARY

WHERE TO FROM HERE

In conclusion the main implications of the research are:

The specific Council services and actions that were identified by residents as benefiting most from targeted attention by the City of Prospect were:

- community engagement and consultation
- preserving older heritage style buildings,
- street scaping - tree planting and landscaping
- promoting and supporting environmentally sustainable practices
- Ensuring a variety commercial / retail services in the area
- street / road maintenance and curbing, and
- having open and accountable practices and decision-making processes

While the Council should continue their good work on the aspects of:

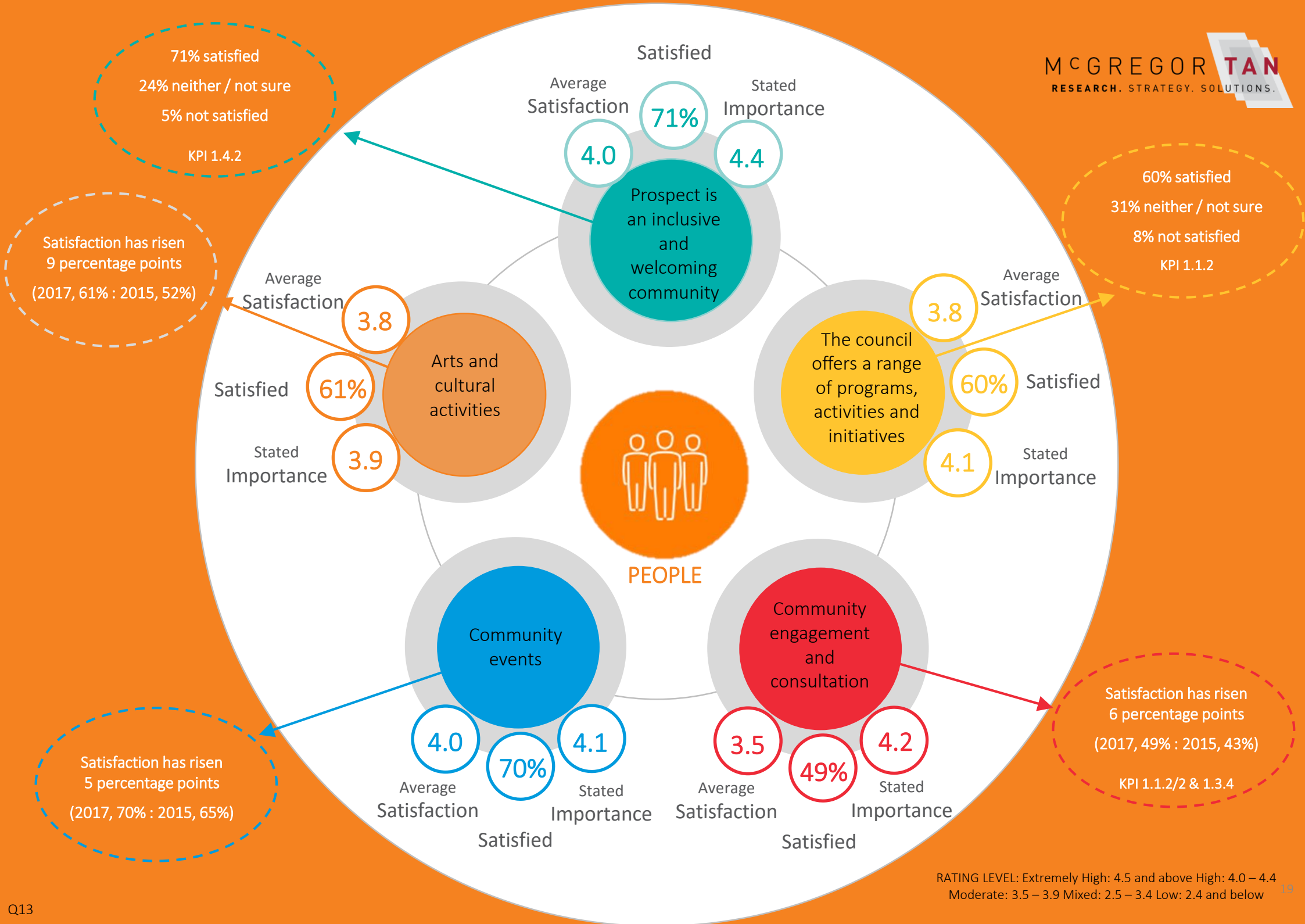
- Parks / reserves / gardens, and
- Maintaining that Prospect is an inclusive and welcoming community

Due to a decline over recent years, Council should work towards improving levels of satisfaction with parking control among residents throughout the area, some concerns centred around cars blocking driveways and blocking streets by parking on both sides. Previously easing traffic congestion issues was identified by residents as an area which would assist in making the local Council area a better place to live.

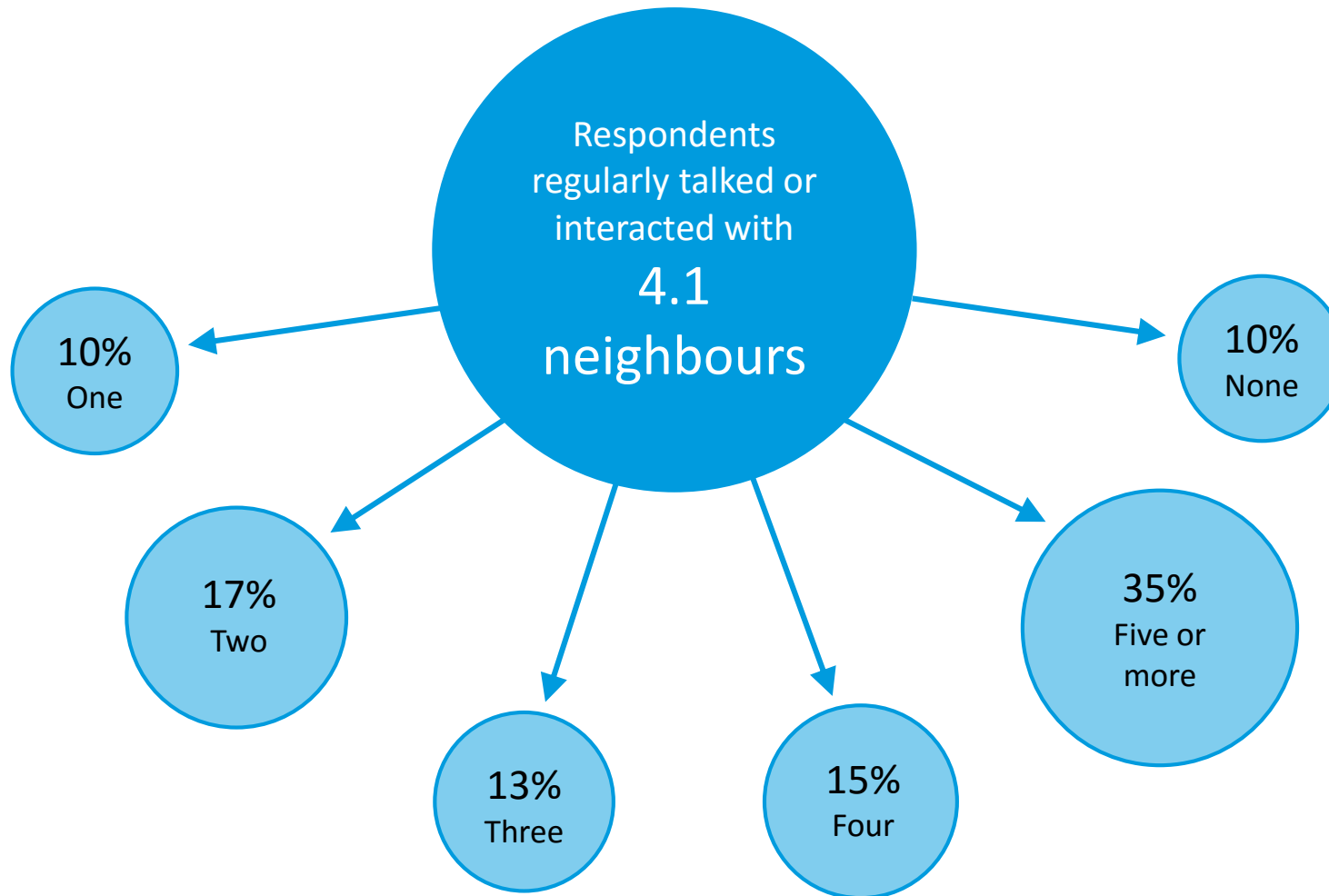
Use of technology (www.prospect.sa.gov.au) to access Council services has increased significantly over the past seven years, demonstrating a demand for the Council to continue to provide a multi-functional website with accessible and up to date information.

KEY PERFORMANCE INDICATORS





Interacting with neighbours



Satisfaction with Places

Mixed to high levels of satisfaction were recorded in relation to a number statements relating to places.

High

- Prospect Council's maintenance of the city's reserves, parks, gardens and ovals
4.1, 78% satisfied

This has remained steady since 2010.
2015, 78% : 2010, 80%

KPI – 2.2.1

Moderate

- The range of local attraction, local history, character, heritage and stories within the City of Prospect
3.7, 57% satisfied

KPI – 2.1.1

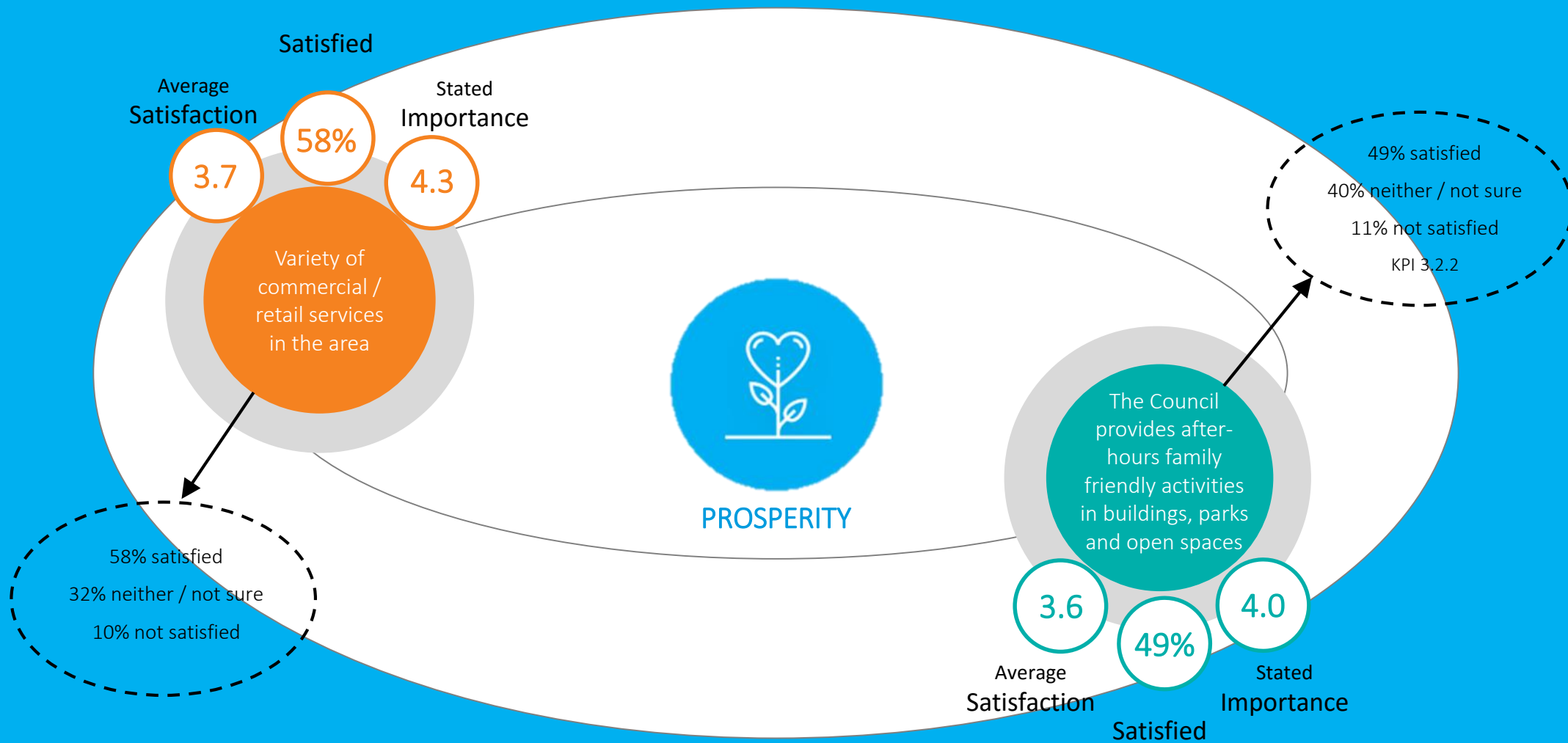
Mixed

- The amount and type of development occurring within the City of Prospect
3.0, 38% satisfied

This has remained steady since 2010.
2015, 45% : 2010, 38%

- The quality and interesting building design within the City of Prospect
3.0, 37% satisfied

KPI – 2.1.2/2 & 2.1.2/1



Satisfaction with Services

Mixed to high levels of satisfaction were recorded in the relation to a number of statements relating to Council services.

High

- Waste collection and recycling services
4.2, 80% satisfied

KPI – 4.3.1

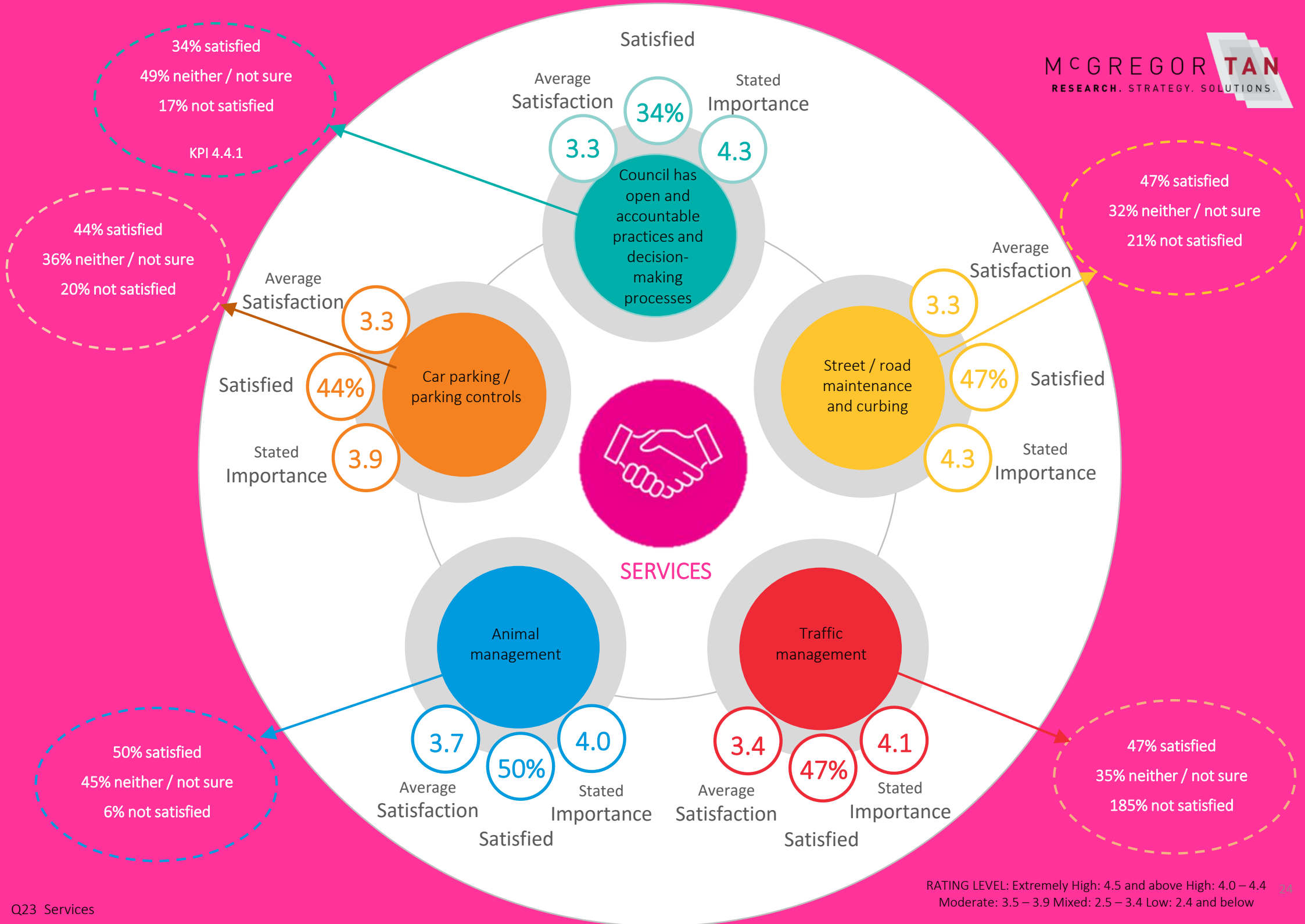
Moderate

- The Council takes care of the Council's Assets (infrastructure)
3.6, 53% satisfied

KPI – 4.1.1

Mixed

- The standard of local streets in the City of Prospect
3.4, 54% satisfied
Results were lower than 2015 results, but similar to those in 2010.
- The standard of footpaths in the City of Prospect
3.2, 45% satisfied
Results were unchanged from 2015, however higher than those in 2010.



RESIDENTIAL BENCHMARKING AND NET PROMOTOR SCORE (‘NPS’)



Residential Council Benchmarking










When comparing the overall satisfaction rating of the City of Prospect Council (3.7 out of 5) to that of other councils (an average mean of 3.4), the City of Prospect Council outperformed other councils.

	PROSPECT	AVERAGE MEAN OF COUNCILS A-E	COUNCIL A	COUNCIL B	COUNCIL C	COUNCIL D	COUNCIL E
	Mean		Mean	Mean	Mean	Mean	Mean
Overall satisfaction	3.7	3.4	3.3	3.3	3.3	3.8	3.5

Residential Council Benchmarking (cont.)



Overall the City of Prospect performed better than most other councils in the “Satisfaction of Services” category. The highest satisfaction rating compared to other councils was achieved for the following services: community consultation, community events, street scaping, preserving older heritage buildings and traffic management, maintenance of parks, reserves, playgrounds and the variety of commercial / retail services in the area. The City of Prospect Council did not record the lowest score in any category of services when compared to other councils.

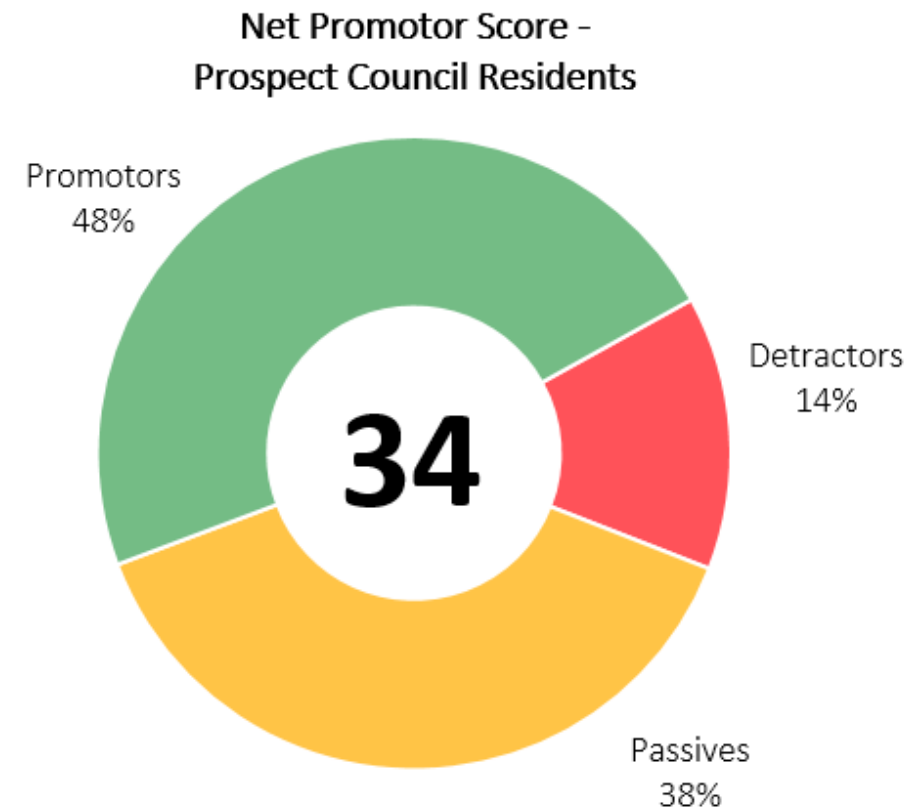
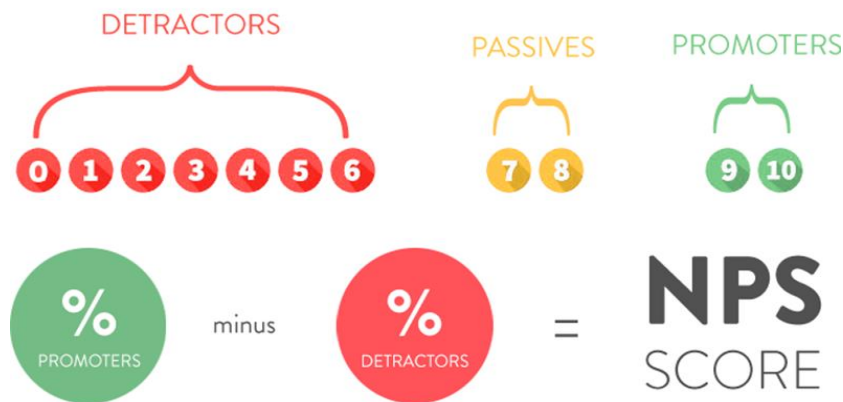
SATISFACTION WITH SERVICES	PROSPECT	COUNCIL A	COUNCIL B	COUNCIL C	COUNCIL D	COUNCIL E
	Mean	Mean	Mean	Mean	Mean	Mean
Animal control and education	3.7	3.5	3.1	3.3		3.7
Arts and cultural programs	3.8	3.9	3.4			3.4
Bike paths / cycle-ways	3.3			3.0		3.4
Car parking / parking controls	3.3			3.4		3.3
Community consultation	 3.5		2.5	3.0		3.4
Community events	 4.0		3.5			3.7
Street scaping - tree planting and landscaping	 3.7				3.4	3.6
Maintenance of parks, reserves, playgrounds	 4.1					
Management of council facilities (such as Council owned buildings)	3.6	3.6				
Parks / reserves / gardens	4.1	3.8		3.8	3.8	4.1
Preserving older heritage style buildings	 3.4					3.3
Road maintenance	3.3	2.9	3.4	2.8	3.4	3.5
Traffic management (i.e. placement of roundabouts, lights, traffic calming devices etc.)	 3.4					3.3
Variety of commercial / retail services in the area	 3.7					
Waste and recycling collection	4.2	3.3		4.1	4.4	4.3

Net Promoter Score

Prospect Council achieved a Net Promoter Score ('NPS') of **34**.

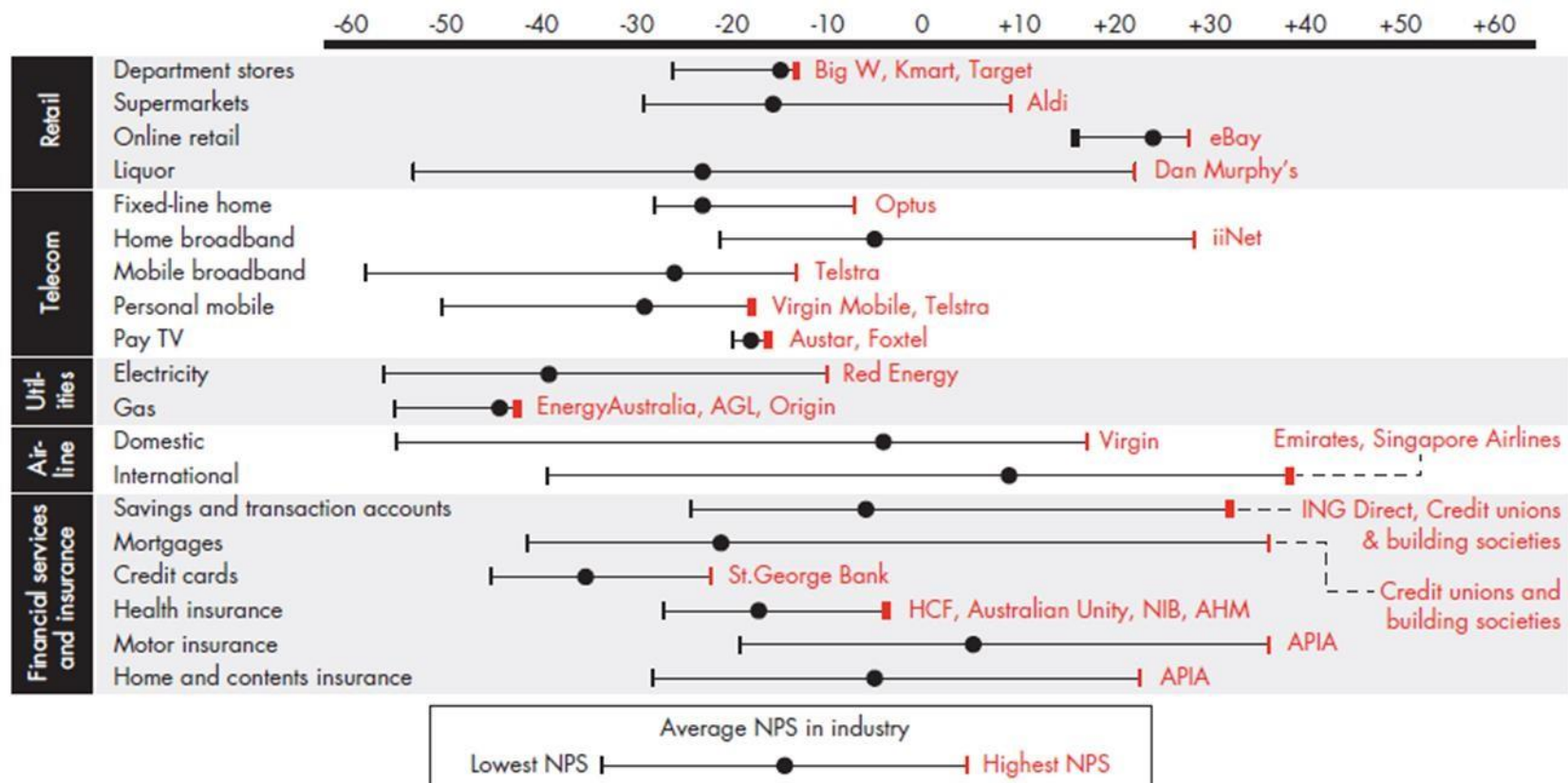
The NPS measures loyalty rather than satisfaction. The more people are out there recommending the Prospect Council to family and friends (promoters) the better and the higher the NPS will be. On the other hand, the more 'detractors' there are i.e. those that spread bad word of mouth, the lower the NPS will be.

Approximately half (48%) indicated that they are highly likely to recommend the City of Prospect. These respondents are defined as "promoters" and can be classified as "super fans" of the council area, compared to just 14% who are classified as "detractors" and would not recommend the City of Prospect to others.



Net Promoter Score Benchmarking

Figure 1: Most industries show a wide range of Net Promoter scores across competing brands



Note: Excludes brands with fewer than 100 respondents. Some industries have more than one leader, because differences in NPS scores are within the margin of error.
Source: Bain & Company NPS Consumer survey, December 2012

ANALYSIS

Time Living in the City of Prospect

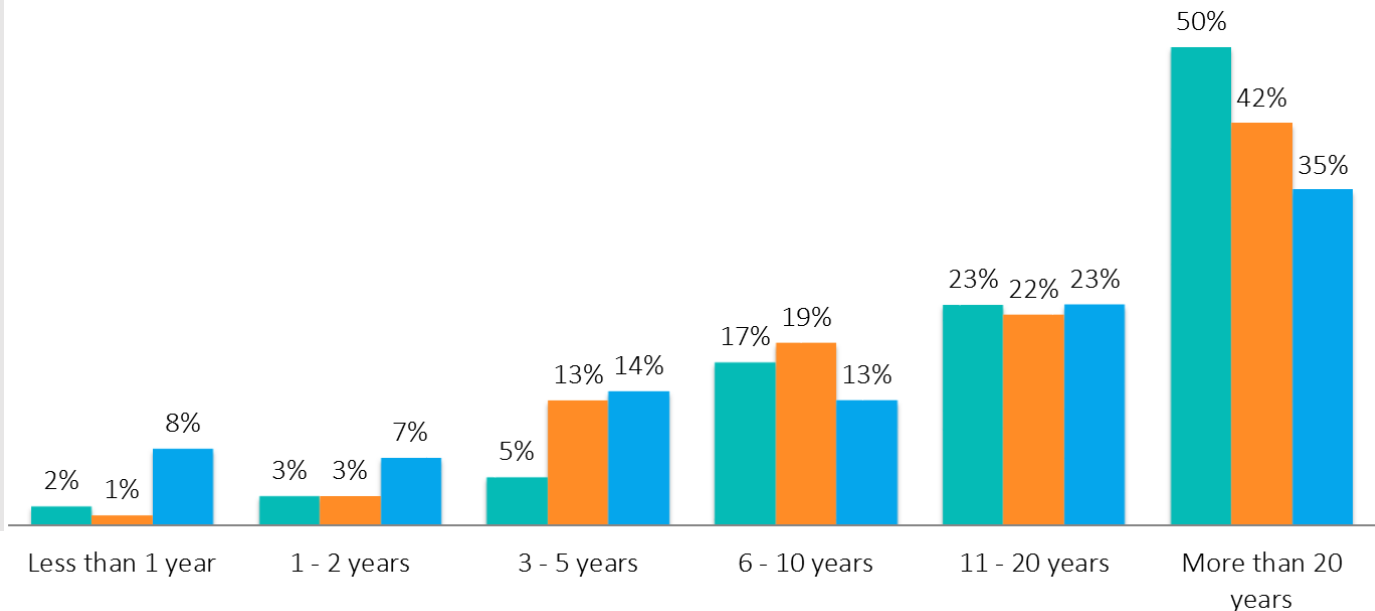


Older respondents (aged 55+) were more likely to have lived in the City of Prospect area for more than 20 years, while the younger demographic (aged under 30) had a higher incidence of living in the City of Prospect for 5 years or less.

■ 2010 ■ 2015 ■ 2017

More than a third (35%) of residents indicated that they had lived in the City of Prospect for more than 20 years. The Eastern Ward proved more popular than other wards with 60% of Eastern Ward respondents indicating that they have lived in the City of Prospect for more than 20 years.

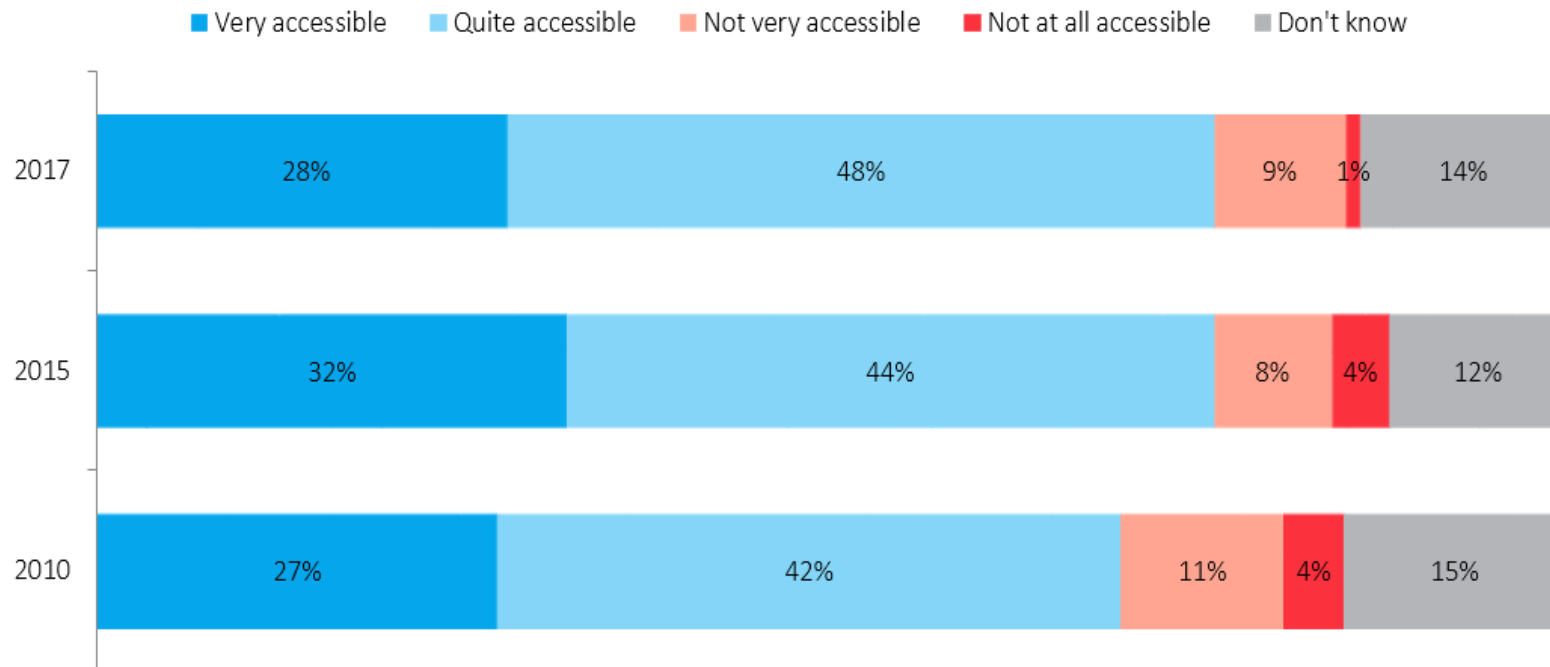
Two thirds (67%) of the younger respondents (aged 30 years and younger) indicated that they had lived in the City of Prospect for 5 years or less.



Accessibility to the Council



Three quarters (76%) of residents and ratepayers consider the Prospect Council to be accessible to them, which is consistent with the rating achieved in 2015 and an increase of 6% from 2010 (70%).



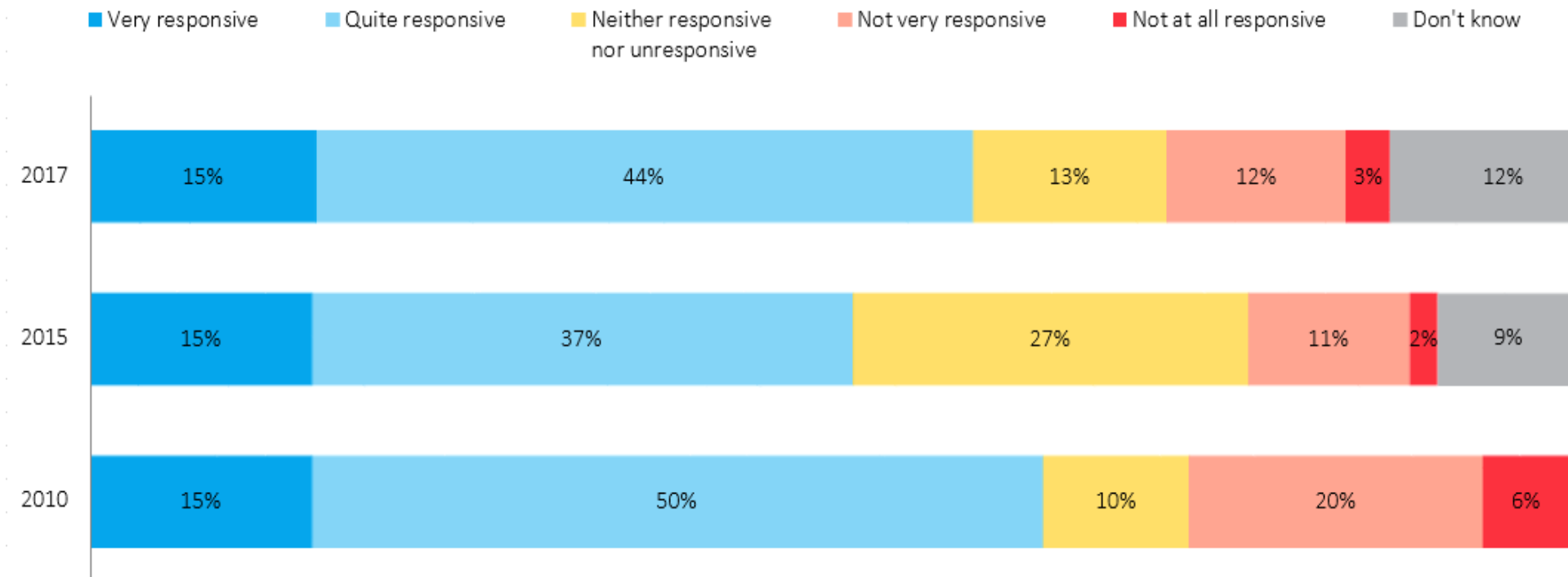
Responsiveness to Community Needs



The City of Prospect achieved a moderate rating of 3.6 out of 5 when respondents were asked about the Council's responsiveness to community needs.

The responsiveness of the Council has improved since 2015, with 59% of respondents indicating that the Council is responsive to community needs, compared to 51% in 2015.

15% of respondents indicated that the Council is very responsive, which is comparable to the results achieved in 2015 and 2010.

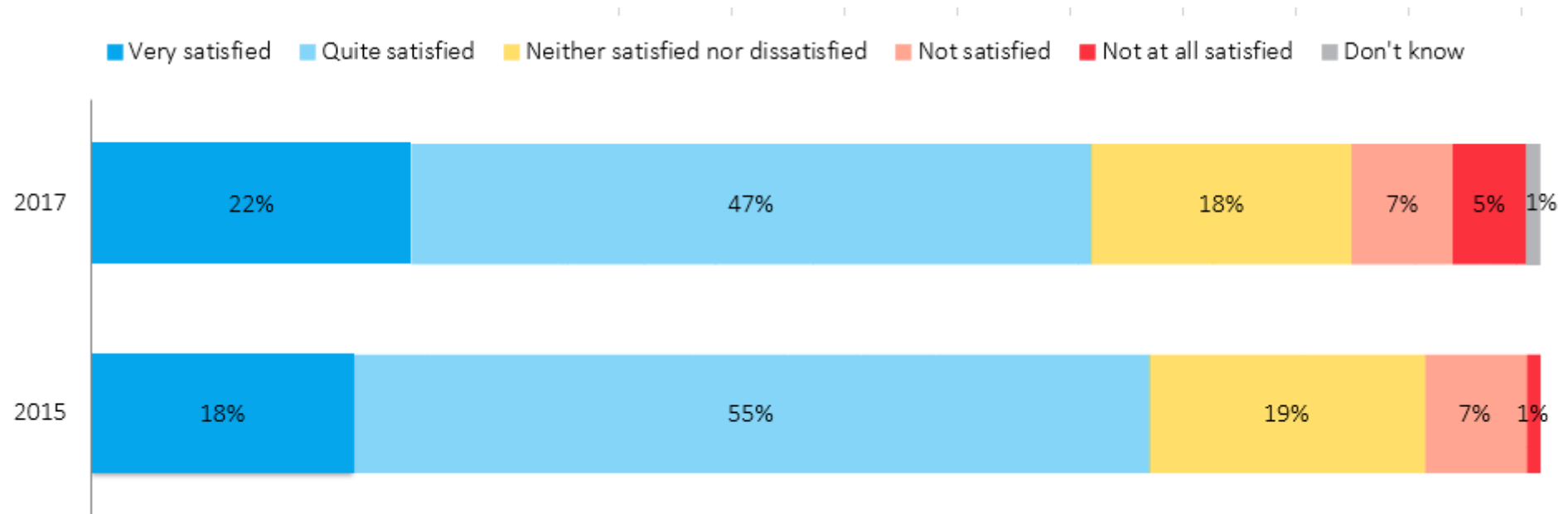


Satisfaction with the City of Prospect



Respondents were moderately satisfied with the City of Prospect, giving an overall satisfaction rating of 3.7 out of 5.0.

More than two thirds (68%) of respondents indicated that they are satisfied with the City of Prospect, which is a decline of 6% from the 73% recorded in 2015. Those that indicated they are very satisfied with the City of Prospect, however improved by 4% (18%, 2015) to 22% (2017).



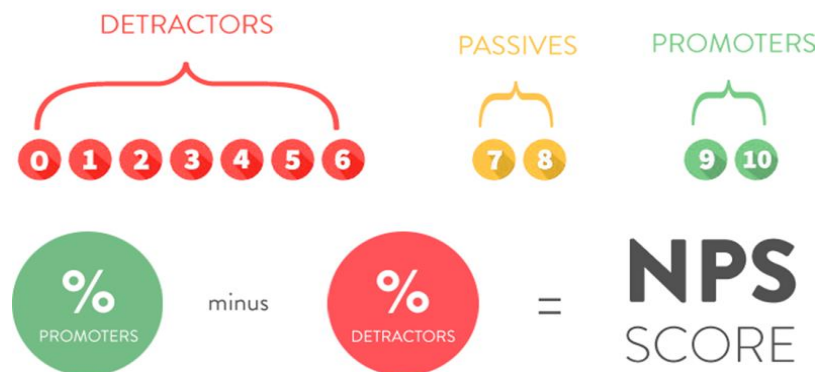
Net Promoter Score

Net Promoter Score®, or NPS®, measures customer experience and loyalty and predicts business growth.

The NPS calculation is based on the answer to a key question, such as: 'using a 0-10 scale, how likely is it that you would recommend [brand] to a friend or colleague?'

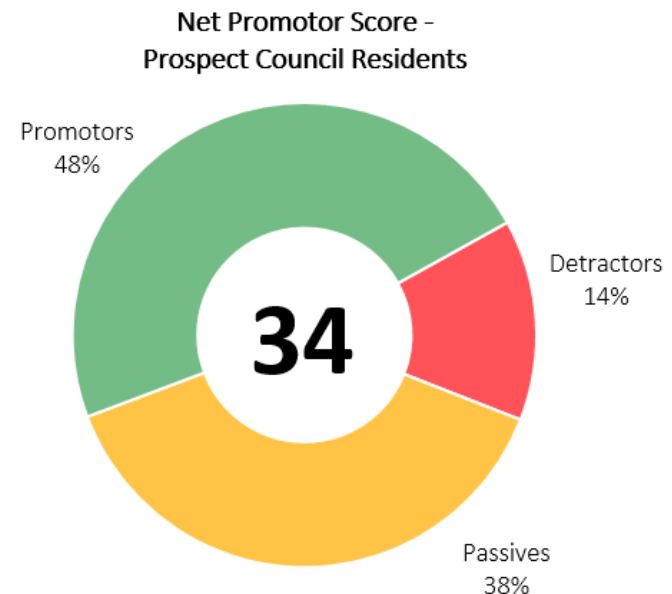
Respondents are grouped as follows:

- **Promoters** (score 9-10) are loyal enthusiasts, or 'super fans', who will keep buying and refer others, fuelling growth.
- **Passives** (score 7-8) are satisfied but unenthusiastic customers who are vulnerable to competitive offerings.
- **Detractors** (score 0-6) are unhappy customers who can damage your brand and impede growth through negative word-of-mouth.



An average rating of 8.1 out of 10 was recorded when residents were asked how likely they would be to recommend living in the City of Prospect to others, which indicates that, on average, respondents are very likely to recommend living in the City of Prospect to others.

Approximately half (48%) indicated that they are highly likely to recommend the City if Prospect. These respondents are defined as "promoters" and can be classified as "super fans" of the council area compared to just 14% who are classified as 'detractors' and would not recommend the City of Prospect to others.



Satisfaction with Delivery of Strategic Plan Directions

Respondents indicated that they are only moderately satisfied with the Council's delivery of its Strategic Plan Directions.

The highest level of satisfaction was achieved for the "Services" Statement, with 62% of respondents satisfied with this statement.

'People' Statement:

- Three out of five (60%) respondents indicated they are satisfied with the 'People' statement, reporting a moderate satisfaction score of 3.7.
- Those aged 40-54 showed a higher incidence of being satisfied (70%).
- The younger demographic (those aged 24 and below) had a higher incidence of being Neutral on this topic (45%)
- All respondents who indicated they were dissatisfied with the 'People' Statement are ratepayers

'Services' Statement:

- Approximately two thirds (62%) of respondents indicated they are satisfied with the 'Services' statement and reported a moderate satisfaction score of 3.7.

'Prosperity' Statement:

- More than half (56%) of respondents indicated they are satisfied with the 'Prosperity' Statement, reporting a moderate satisfaction score of 3.6.
- More than a third of the Eastern Ward (32%) and males (29%) reported a Neutral rating for this Statement.

'Places' Statement:

- Three out of five (60%) respondents indicated they are satisfied with the 'Places' statement, reporting a moderate a satisfaction score of 3.6.
- There was a higher incidence of those who have lived in the City of Prospect for 5 or less years (74%) and those aged 55 to 64 (32%) indicating they were satisfied with the 'Places' statement.
- Just less than a third of the Eastern Ward (29%) and males (26%) reported a Neutral rating for this Statement

Average Satisfaction Score

3.7

People: The Council knows, empowers, celebrates, educates and activates our community

3.7

Services: The Council provides efficient, responsive and accessible services

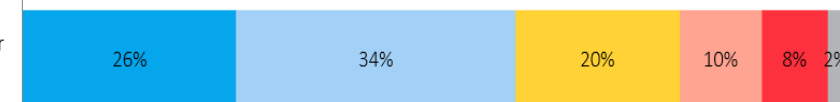
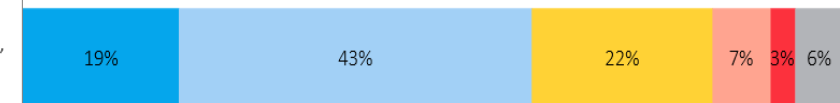
3.6

Prosperity: The Council encourages development to increase local employment, investment, activities and more vibrancy across the local area

3.6

Places: Prospect Council respects and looks after our heritage, leafy streets and fabulous places

Very satisfied Quite satisfied Neutral Quite dissatisfied Very dissatisfied Don't know



Multiple Regression

Key Drivers of Satisfaction and Derived Importance

OVERALL



It is likely satisfaction in the People, Places and Services factors would increase respondents overall satisfaction with the City of Prospect.

Respondents were asked firstly to provide their **overall** satisfaction, followed by the question of how satisfied they were with the Councils Strategic Plan to 2020.

The People, Places and Services factors accounted for 49% of variability existing in respondents' overall satisfaction.

The derived importance of each factor is listed below, in order of derived importance:

- People – 36%
- Services – 25%
- Places – 22%
- Prosperity - 6%

It is likely satisfaction in the People, Places and Services factors would increase respondents overall satisfaction with the City of Prospect, while improvements with prosperity would have a lesser impact.



PEOPLE



Providing Feedback on Significant Issues

More than two thirds (41%) of respondents indicated that they have had appropriate opportunity to provide feedback to the council, while 39% did not know that they could provide feedback.

Those aged 40 to 54 (52%) were more likely to indicate they had the opportunity to provide feedback.

The younger demographic (those aged 30 and below) on the other hand, were least likely to indicate they had the opportunity to provide feedback. 22% of this age group indicated that they have had an opportunity to provide feedback, the remainder either didn't know (59%) or believed they weren't given the opportunity to provide feedback (19%).

Non-ratepayers (56%) and those respondents that have lived in the City of Prospect for 5 years or less (51%) were more likely not to know about the opportunity to provide feedback.

One in four ratepayers (25%) indicated that they didn't receive the opportunity to provide feedback. Respondents indicated that the main reasons for not having the appropriate opportunity to provide feedback are that more consultation is needed, they were not given enough time to put in feedback or they believe their feedback is ignored.

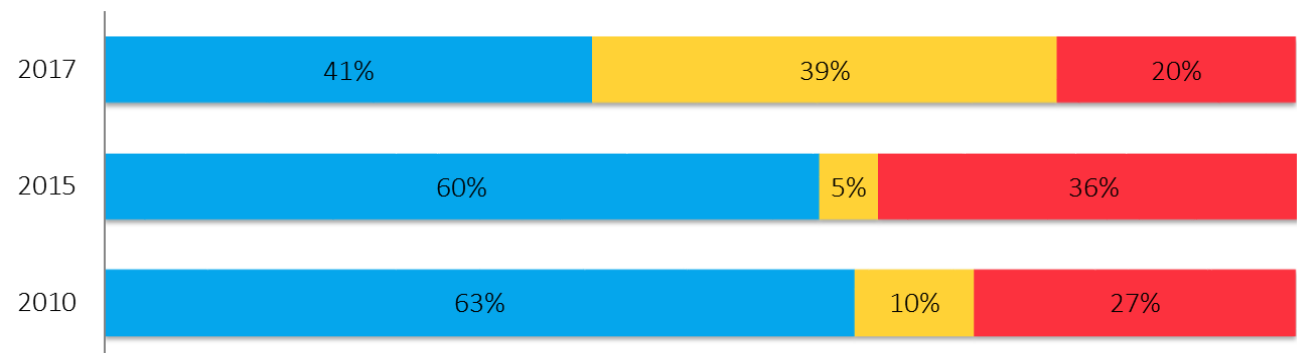


Two in five (41%) respondents indicated that they have had appropriate opportunity to provide feedback to the council, a reduction of 19 percentile points from 2015, while those that indicated that they have not had an opportunity to provide feedback reduced by 16 percentile points from 36% (2015) to 20% (2017).

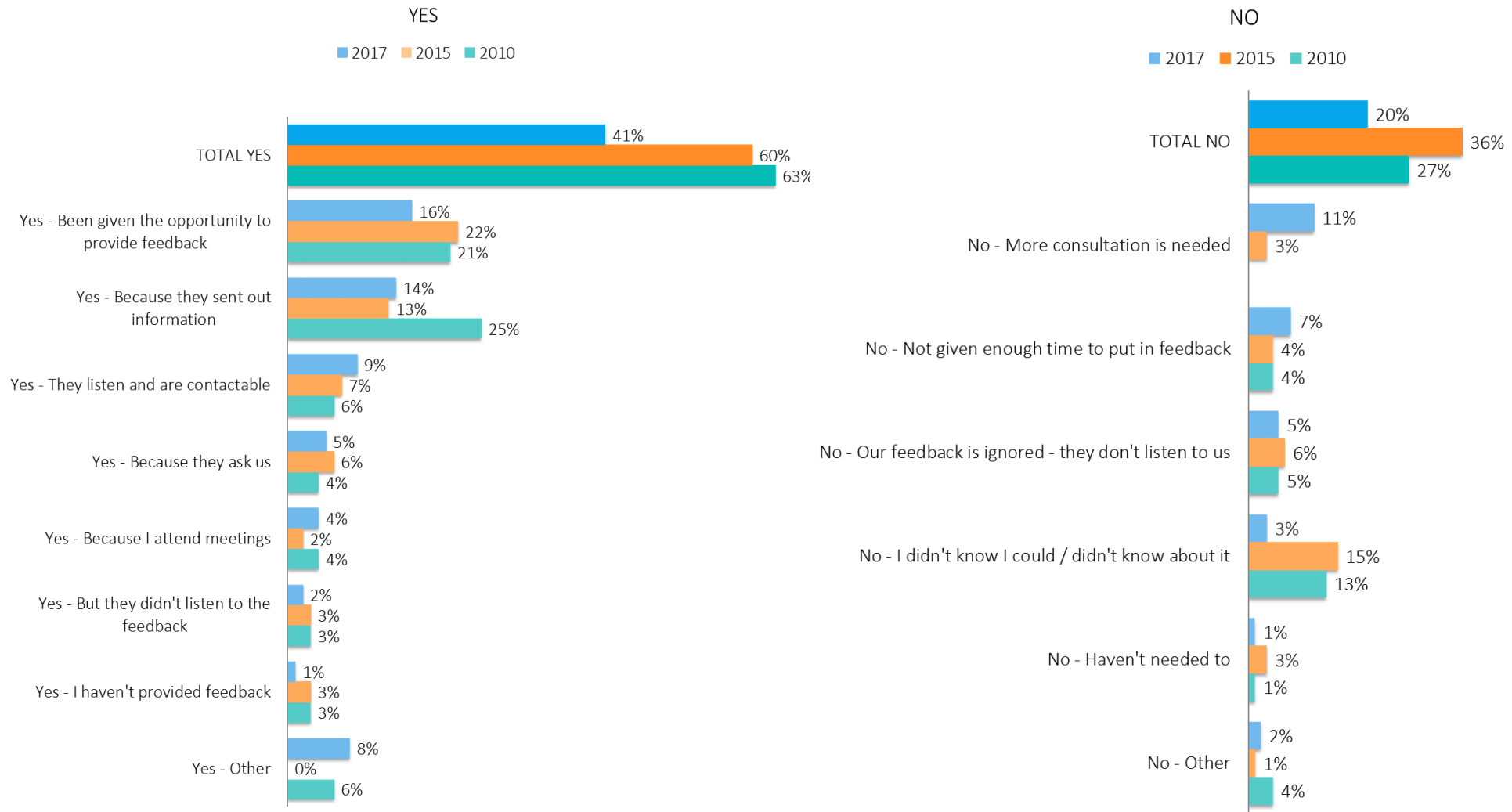
From the research it would appear that more respondents are indicating that they don't know about the opportunity to provide feedback to the council, demonstrated by the increase in the "don't know/ not sure" category from 5% (2015) to 39% (2017). The younger demographic (30 years and under), non-ratepayers and those that have lived in the City of Prospect for 5 years or less appear have higher incidences of not knowing about their opportunity to provide feedback.

	2017	2015	2010	Trend over 3 surveys
Opportunity to provide feedback to Council	41%	60%	63%	↓

■ Yes ■ Don't know / not sure ■ No



Providing Feedback on Significant Issues (cont.)



Information Required but Not Receiving Now



3 in 5 respondents indicated that they would like to receive more information than they are currently receiving.

From the research it appears the top two topics respondents would like to receive more information on are:

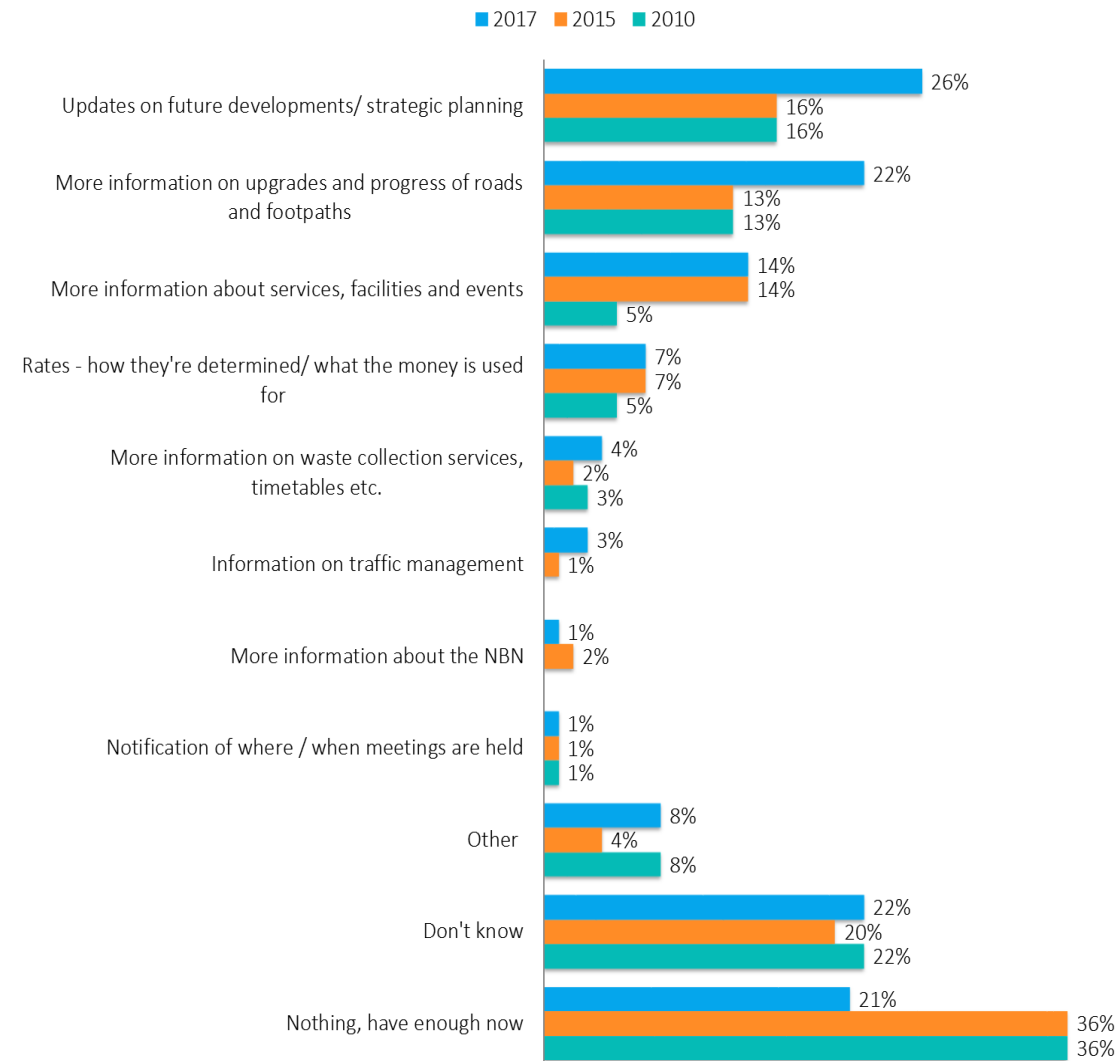
- Updates on future developments and strategic planning, and
- Upgrades and progress of roads and footpaths.

When asked what information respondents thought Prospect Council should provide that they are not receiving now the top two responses were:

- Updates on future development and strategic planning (26%), and
- More information on upgrades and progress of roads and footpaths (22%). Those living in the Northern ward were more likely to indicate that they need this information (35%).

One in five respondents indicated they have enough information (21%) or don't appear to know what information they want (22%).

Those aged 65+ (40%) had a higher incidence of indicating they have enough information compared to those aged 25 to 30 (7%). Out of the four wards, the Eastern Ward was more likely to indicate that they have enough information (28%).



Contact with Council and Description of Contact



More than half (57%) of those surveyed indicated that they have had contact with the council in the last 12 months, mainly in relation to a request for services or assistance (57%) and enquiries (25%).

Those aged 31 to 39, ratepayers and females appeared have had higher incidences of contacting the council.

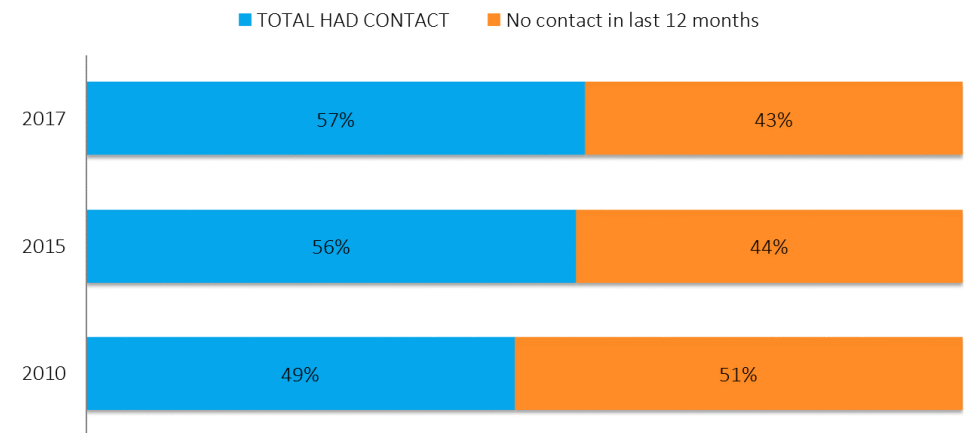
More than half of all respondents (57%) indicated they have had contact with the Council in the last 12 months, slightly up from 56% in 2015.

Respondents aged 31 to 39 (76%) and ratepayers (64%) had a higher incidence of contacting the Council in the last 12 months, while those aged 18 to 24 (73%) and non-ratepayers (60%) were more likely to have not had any contact.

Females respondents are more likely to have had contact with the council (64%) than their male counterparts (50%).

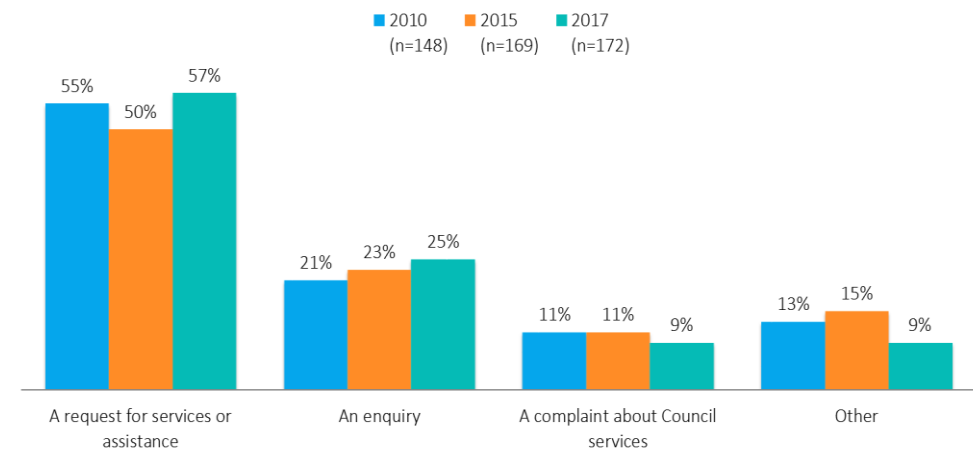
More than half of those respondents who indicated that they have had contact the council in the last 12 months (n=172) contacted the council in relation to a request for services or assistance (57%), while 25% related to an enquiry.

Q9. Contact with the Council



Q10. Type of Contact

BASE: Had contact in the last 12 months



Satisfaction With: WAY THE CONTACT WAS HANDLED



The way the contact was handled achieved a moderate satisfaction rating of 3.9 out of 5.

The overall satisfaction in this category declined slightly from 76% in 2015 to 72% in 2017. Non-ratepayers appeared more likely to be very satisfied with the way the contact was handle.

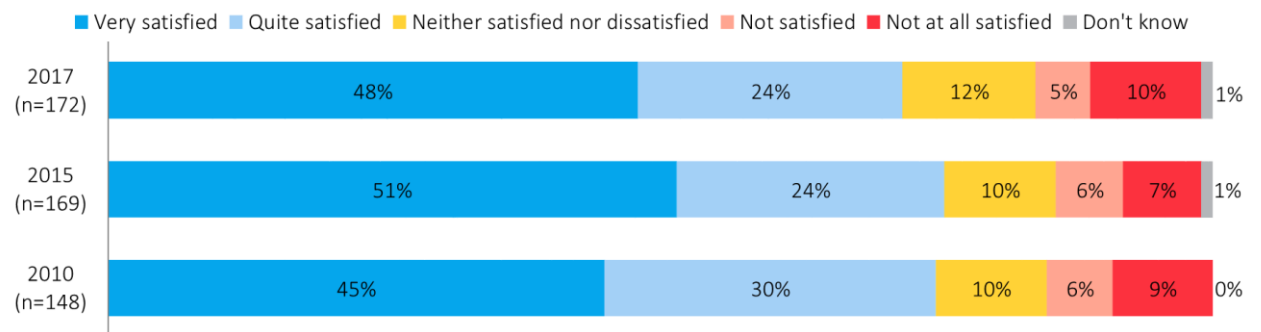
Overall satisfaction with the way the contact was handled appears to have declined slightly from 76% in 2015 to 72% in 2017.

Just under half (48%) of those surveyed indicated they were very satisfied with the way the contact was handled. Non-ratepayers were more likely to indicate they were satisfied (90%) compared to 68% of ratepayers.

Only 1 in 10 (10%) respondents indicated that they were very dissatisfied with the way the contact was handled, all of whom were ratepayers.

RESEARCH AREA	OVERALL SATISFACTION (%) n=172	SATISFACTION RATING MEAN n=172
WAY THE CONTACT WAS HANDLED	72%↓ 2015: 76% 2010: 74%	3.9

BASE: Had contact in the last 12 months



Satisfaction With: COURTESY AND POLITENESS



Respondents indicated they have a high level of satisfaction with the courtesy and politeness of the person with whom they dealt with at the council, recording an average rating of 4.2 out of 5.

While the overall satisfaction in this category has remained consistent when compared to 2015 (80%), there has, however, been a slight shift (8%) in the level of satisfaction, with those indicating that they are 'very satisfied' declining by 8% compared to 2015, while those indicating that they are 'quite satisfied' increasing by 8%.

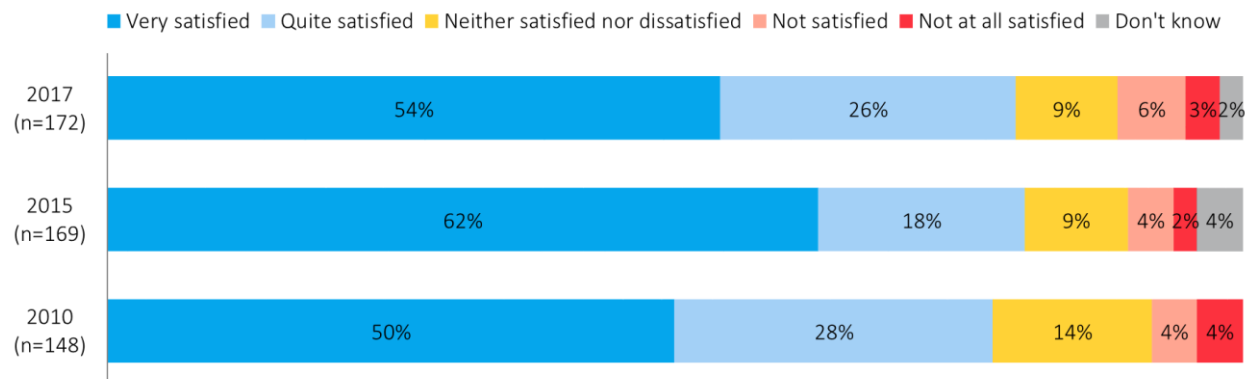
Overall, satisfaction has remained consistent at 80% when compared to 2015.

More than half (54%) of respondents indicated that they were very satisfied with the courtesy and politeness of the person they dealt with.

There does however appear to have been a shift in the level of satisfaction, from 62% of respondents being 'very satisfied' in 2015, compared to 54% in 2017, while the level of 'quite satisfied' has increased from 18% in 2015 to 26% in 2017.

RESEARCH AREA	OVERALL SATISFACTION (%) n=172	SATISFACTION RATING MEAN n=172
COURTESY AND POLITENESS	80% ↔ 2015: 80% 2010: 78%	4.2

BASE: Had contact in the last 12 months



Satisfaction With: KNOWLEDGE OF THE PERSON YOU DEALT WITH



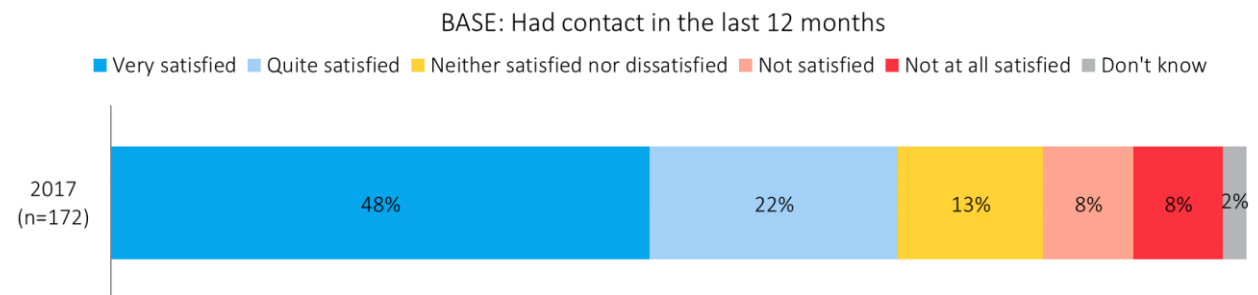
On average, respondents have indicated that they have a high level of satisfaction with the knowledge of the person with whom they dealt with at the council, giving a rating of 4.0 out of 5.

More than two thirds (70%) of respondents were satisfied with the knowledge of the person they dealt with at the council.

Non-ratepayers were more likely to indicate they were satisfied (87%) with the knowledge of the person they dealt with, compared to 66% of ratepayers.

Approximately half (48%) of respondents indicated that they were very satisfied with the knowledge of the person they dealt with while less than 1 in 10 (8%) respondents indicated that they were very dissatisfied.

RESEARCH AREA	OVERALL SATISFACTION (%) n=172	SATISFACTION RATING MEAN n=172
KNOWLEDGE OF THE PERSON YOU DEALT WITH	70%	4.0



Contact with Elected Members



Approximately half (48%) of those who have had contact with the council in the past 12 months (n=172) indicated they have had contact with Elected Members (n=83). Of this group 60% stated they were satisfied with their contact with Elected Members, a decrease of 14 percentile points from 2015 (74%). An average rating of 3.5 out of 5 was achieved.

More than half (52%) of those who have had contact with the council in the past 12 months were unable to give a rating, however of those who did rate the Elected Members (n=83), 60% indicated they were satisfied and an average rating of 3.5 out of 5 was recorded.

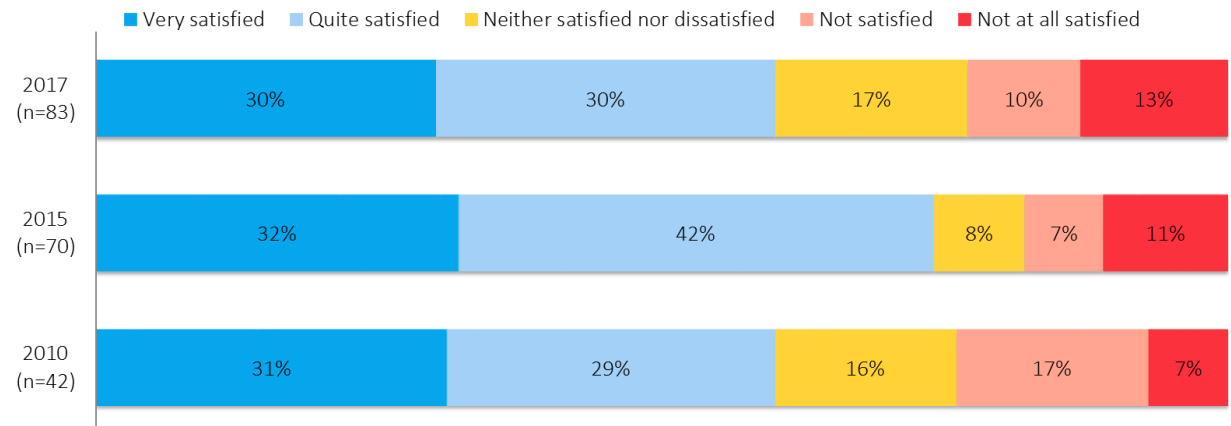
Satisfaction with Elected Member contact declined by 14 percentile points from 74% (2015) to 60% (2017).

Interestingly, there has been very little change in the percentage of respondents who are very satisfied, changing by 2 percentile points from 2015 (32%) to 2017 (30%).

However, those recording quite satisfied declined significantly from 42% in 2015 to 30% in 2017, this would imply that respondents who were 'quite satisfied' in 2015 have since become either dissatisfied with the contact or do not rate it one way or another (neutral) causing an increase in the neutral and dissatisfaction categories and a decline in the satisfaction category.

RESEARCH AREA	OVERALL SATISFACTION (%) n=83	SATISFACTION RATING MEAN n=83
CONTACT WITH ELECTED MEMBERS	60%↓ 2015: 74% 2010: 60%	3.5

BASE: Had contact with Elected Members in the last 12 months



Contact with Council Staff



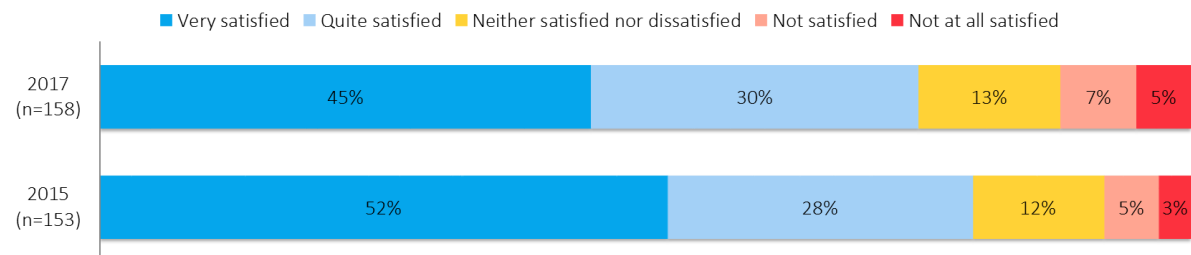
More than 9 in 10 (92%) of those who have had contact with the council in the past 12 months (n=172) indicated they have had contact with Council Staff (n=158). 75% of this group indicated they were satisfied with the council staff contact they had, a slight decline of 5 percentile points from 2015 (80%). A high satisfaction rating of 4.0 out of 5 was achieved.

RESEARCH AREA	OVERALL SATISFACTION (%) n=158	SATISFACTION RATING MEAN n=158
CONTACT WITH COUNCIL STAFF	75%↓ 2015: 80%	4.0












Less than 1 in 10 (8%) of those who have had contact with the council in the past 12 months were unable to give a rating. Those who did rate Council Staff (n=158), 75% indicated they were satisfied and an average rating of 4.0 out of 5 was recorded.

Satisfaction with Council Staff contact declined by 5 percentile points from 80% (2015) to 75% (2017). All respondents who indicated they were dissatisfied with council staff contact were ratepayers.

BASE: Had contact with Council Staff in the last 12 months



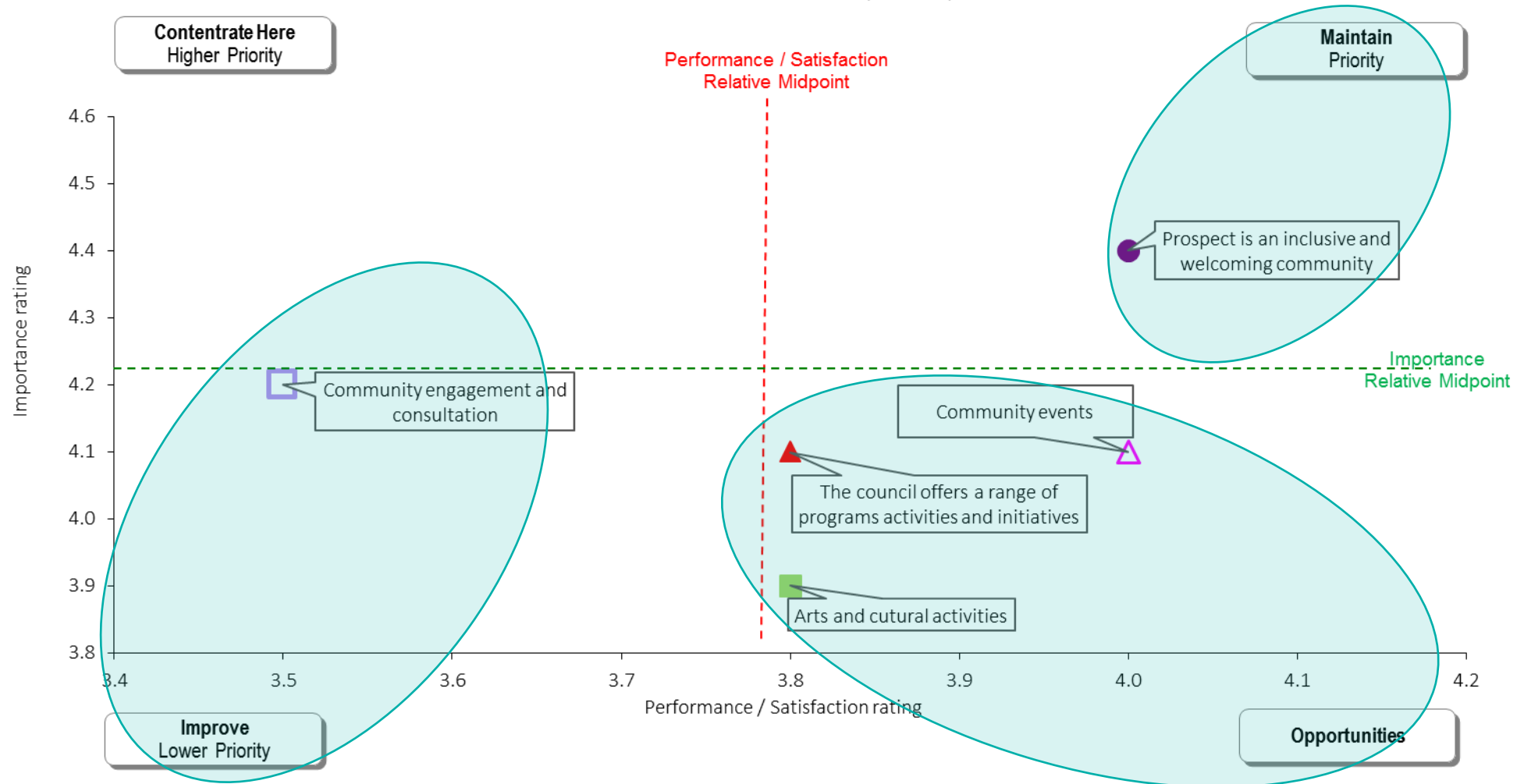
Importance vs Satisfaction Analysis: PEOPLE

Area	Importance 2017	Mean 2017	Satisfaction 2017	Mean 2017	Action	 Commentary
Prospect is an inclusive and welcoming community		4.4		4.0	Maintain - Priority	More than 4 in 5 respondents (82%) indicated that Prospect, being an inclusive and welcoming community is important, reporting an high importance rating of 4.4 out of 5. Respondents also indicated that they are highly satisfied with this area. Females were more likely to indicate that this is an area of importance (89%) as well as the Western Ward (89%).
Community engagement and consultation		4.2 ↔ 2015: 4.2		3.5 ↑ 2010: 3.3	Improve - Lower Priority	Three quarters (74%) of respondents indicated that community engagement and consultation is important, reporting a high importance rating of 4.2 out of 5. When compared to the other factors listed, this factor is the second most important yet received the lowest satisfaction score at 3.5 out of 5. Females were more likely to indicate that this is an area of importance (81%) compared to males (66%). Although this factor did not achieve a high satisfaction rating, less than 17% respondents were totally dissatisfied, while more than 2 in 5 respondents (26%) provided a neutral rating, indicating a possible opportunity for conversion of these respondents from neutral ratings to satisfied ratings. Satisfaction has increased from 3.3 out of 5 in 2010 to 3.5 in 2017.
The council offers a range of programs, activities and initiatives		4.1		3.8	Opportunity	Three quarters (74%) of respondents indicated that offering a range of programs, activities and initiatives are important, a high important rating of 4.1 out of 5 was achieved. 3 in 5 (60%) respondents indicated they are satisfied with this area, recording a moderate satisfaction rating of 3.8 out of 5. Females (82%) were more likely to indicate that this in an area of importance
Community events		4.1 ↑ 2015: 3.9		4.0 ↑ 2015: 3.8 2010: 3.9	Opportunity	Again, three quarters (74%) of respondents indicated that community events are highly important giving a rating of 4.1 out of 5. Respondents appear to be highly satisfied with community events, providing a rating of 4.0 out of 5, an improvement from the 3.8 rating received in 2015. Females (83%), those aged 40 to 54 (84%) and the Central Ward (83%) were more likely to indicate that this is an area of importance, while the Eastern Ward were more likely to indicate a neutral rating (29%).
Arts and cultural activities		3.9 ↑ 2015: 3.5		3.8 ↑ 2015: 3.5 2010: 3.5	Opportunity	Approximately two thirds (65%) of respondents indicated that arts and cultural activities are important. This area achieved both moderate importance and satisfaction ratings (importance, 3.9 out of 5; satisfaction 3.8 out of 5). This is an improvement from the 3.5 satisfaction rating received in 2015. Females (75%) were more likely to indicate that this is an area of importance than males (53%). Out of the 4 Wards, the Eastern Ward (19%) were less likely to indicate that Arts and Cultural activities are important. The Western Ward were more likely to indicate they are satisfied with arts and cultural activities (71%).

Key: * not mentioned previously; ↑ increasing trend; ↓ decreasing trend; ↔ flat;

Importance vs Satisfaction – PEOPLE

2017 - RELATIVE IMPORTANCE AND RELATIVE SATISFACTION
- WITH CITY OF PROSPECT (PEOPLE) -



Services or Facilities for the Aged



Respondents named **Social activities (20%)** as the top service or facility they considered Prospect Council should be providing for aged people (over 60) in the area. This was closely followed by **Community transport (19%)**.

More than 1 in 5 respondents (27%) aged 65+ indicated that there are no services or facilities that should be provided.

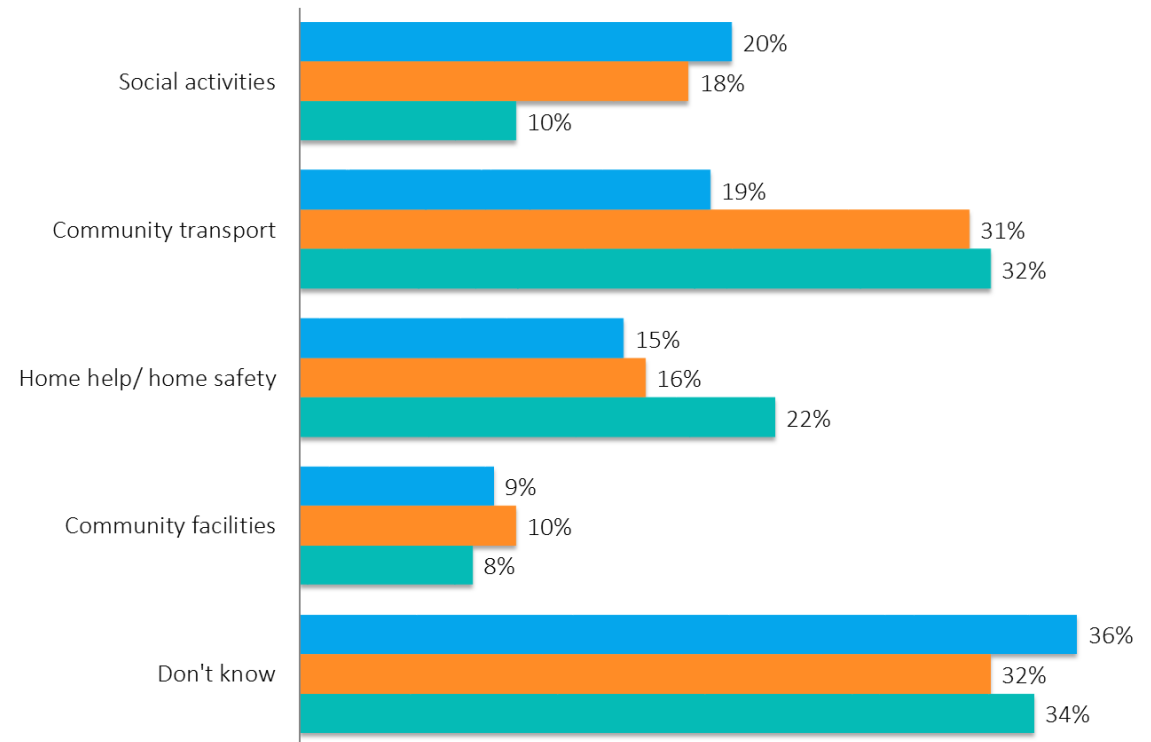
Females were more likely to state that the Council should provide Social activities (27%) and Community transport (19%) for people aged over 60 in the area.

Interestingly, those over 65 (27%) and residents of more than 20 years (18%) indicated there were no services or facilities that council should provide for the aged.

Over a third (36%) of those surveyed did not know what services or facilities should be provided.

TOP RESPONSES

■ 2017 ■ 2015 ■ 2010



Services or Facilities for Younger People



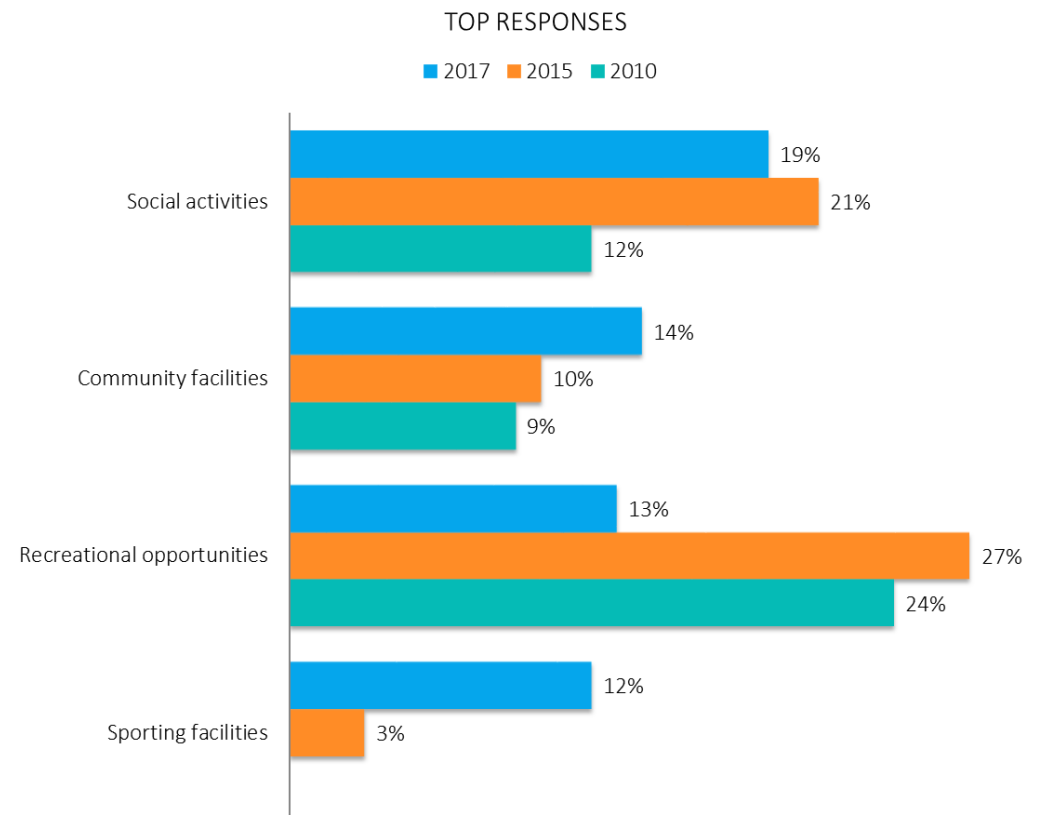
Respondents named **Social activities (19%)** as the top service or facility they considered Prospect Council should be providing for the younger people in the area, followed by **Community facilities (14%)**.

Social activities (19%) was nominated as the top service or facility respondents considered Prospect Council should be providing for younger people (aged 12 to 26) of the area. This was followed by **Community facilities (14%)**. A third (33%) of respondents aged 25 to 30 indicated that they would like to see the council provide more social activities for younger people in the area.

Over a quarter (28%) of those surveyed did not know what services or facilities should be provided.

The following subgroups had a higher incidence of identifying recreational activities as a service or facility that the Council should provide for younger people:

- Respondents who live in the Eastern ward (24%)
- Residents who have lived in the area for 20 years or more (21%),
- Ratepayers (17%), and
- Those aged 65 plus (24%)



Interacting with neighbours



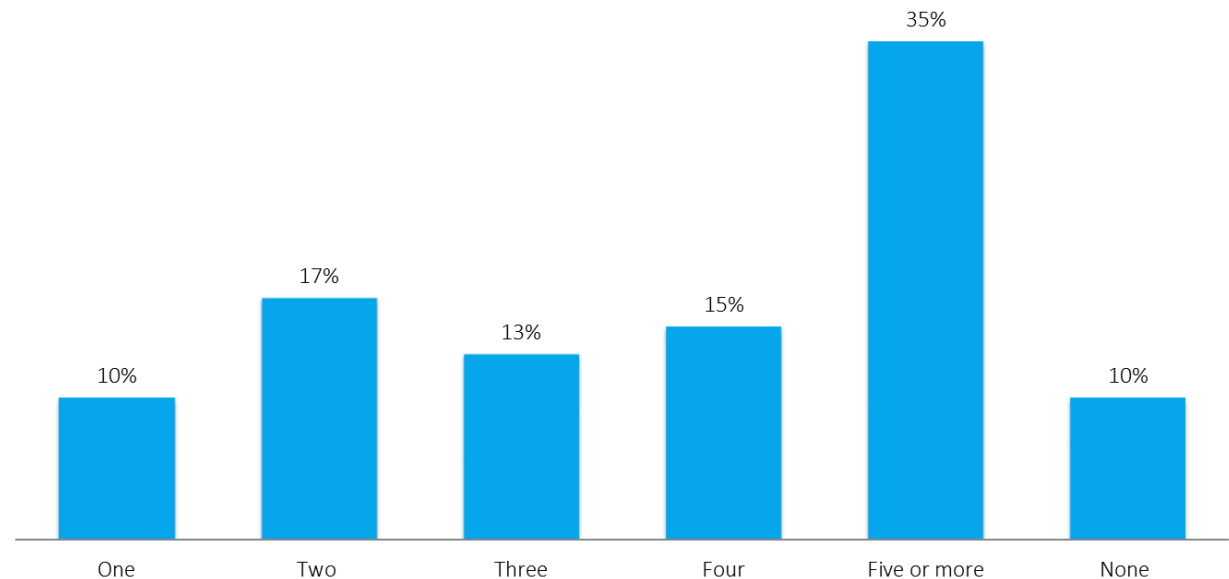
Respondents indicated that, on average, they interact with 4.1 neighbouring households on a regular basis.

The Eastern Ward, those aged 65+, those who had lived in the area for 20+ years and ratepayers appeared to be the most neighbourly, showing a higher incidence of interacting with neighbouring households on a regular basis, while those aged 18 to 24, those who had lived in the area for 5 years or less and non-ratepayers were found to be less interactive.

Based on the research results it would appear that residents talked or interacted with, on average, 4.1 neighbouring households on a regular basis, with over a third (35%) indicating they interacted with 5 or more neighbouring households on a regular basis.

The Eastern Ward appears to be the most neighbourly when compared to other Wards, with 48% of respondents interacting with neighbouring households on a regular basis. Respondents aged over 65 (62%), those who had lived in the area for more than 20 years (50%) and ratepayers (44%) also appear to have higher incidences of interacting with 5 or more neighbouring households on a regular basis.

On the other hand, those aged 18 to 24 (30%), those who had lived in the area for 5 years or less (18%) and non-ratepayers (22%) had high incidences of not talking or interacting with their neighbours on a regular basis.



Multiple Regression Key Drivers of Satisfaction and Derived Importance **PEOPLE**



Improvement in the satisfaction of the range of programs, making Prospect inclusive and welcoming and community events are likely to improve satisfaction with 'People' in the City of Prospect.

Those surveyed were asked their overall satisfaction with 'People' and then asked how satisfied they were with a number of statements relating to People.

Together community events, community engagement and consultation, Prospect being an inclusive and welcoming community and the Council offering a range of programs, activities and initiatives accounted for 48% of variability existing in respondents overall satisfaction.

The derived importance of each factor is listed below, in order of derived importance:

- The council offers a range of programs, activities and initiatives (22%)
- Community engagement and consultation (19%)
- Community events (18%)
- Prospect is an inclusive and welcoming community (16%)
- Arts and cultural activities (3%)


Improvement in the satisfaction of the range of programs, making Prospect inclusive and welcoming and community events are likely to improve satisfaction with 'People' in the City of Prospect, while improvement with Arts and cultural activities would have a lesser impact.



PLACES










Satisfaction Statements: PLACES

Service Area	Level of Satisfaction 2017	Mean 2017	 Commentary
Prospect Council's maintenance of the city's reserves, parks, gardens and ovals	78% ↔ 2015: 78% 2010: 80%	4.1	More than seven in ten (78%) respondents were satisfied with the Council's maintenance of the city's reserves, parks, gardens and ovals, reporting a high satisfaction rating of 4.1 out of 5. Respondents aged 65+ were most likely to be satisfied with the maintenance services (89%).
The range of local attraction, local history, character, heritage and stories within the City of Prospect	57%	3.7	More than half (57%) of those surveyed are satisfied with the range of local attraction, local history, character, heritage and stories within the City of Prospect, reporting a moderate satisfaction rating of 3.7 out of 5. Those aged 31 to 39 appear to have the highest incidence of satisfaction, with 71% of respondents in this age demographic indicating that they are totally satisfied with these services.
The amount and type of development occurring within the City of Prospect	38% ↓ 2015: 45% 2010: 38%	3.0	More than a third (38%) of respondents indicated that they are satisfied with the amount of development occurring in the City of Prospect, a decrease of 7 percentile points when compared to 2015 (45%). A mixed satisfaction rating of 3.0 out of 5 was reported. Those aged 55 to 64 appear to be least likely to be satisfied with 52% of respondents in this age group indicating that they are dissatisfied with the amount and type of development occurring in the City of Prospect. Those aged 18 to 30 however are most likely to be satisfied with 56% of this age demographic indicating that they are totally satisfied.
The quality and interesting building design within the City of Prospect	37%	3.0	More than a third (37%) indicated that they are satisfied with the quality and interesting building design within the City of Prospect. A mixed satisfaction rating of 3.0 out of 5 was reported. Ratepayers (37%), those aged 55 to 64 (45%) and those who have lived in the City of Prospect for more than 20 years (40%) showed higher incidences of being dissatisfied with these services.






Key: * not mentioned previously; ↑ increasing trend; ↓ decreasing trend; ↔ flat;

Importance vs Satisfaction Analysis: PLACES

Area	Importance 2017	Mean 2017	Satisfaction 2017	Mean 2017	Action	 Commentary
Parks/ Reserves/ Gardens	 92%	4.6↑ 2015: 4.5	 78%	4.1↑ 2015: 3.8 2015: 4.0	Maintain - Priority	<p>Most respondents (92%) indicated that parks, reserves and gardens are important, recording an extremely high importance rating of 4.6 out of 5. More than 3 in 5 respondents (78%) indicated that they are satisfied with parks, reserves and gardens with a high satisfaction rating of 4.1 out of 5.0 being achieved. Females (96%) and those aged 65+ (98%) were more likely to indicate this area is important while those aged 65+ (89%) had a higher incidence of being satisfied. This area had an extremely high level of importance and a high level of satisfaction which positioned them in the “Maintain - Priority quadrant”.</p>
Street Scaping - Tree Planting And Landscaping	 85%	4.4↑ 2015: 4.1	 62%	3.7↑ 2015: 3.4 2010: 3.5	Opportunity	<p>85% of survey participants indicated that street scaping is important, recording a high importance rating of 4.4 out of 5. 62% of respondents indicated that they are satisfied with street scaping, reporting a moderate satisfaction rating of 3.7 out of 5, which is a slight improvement from the 3.4 rating achieved in 2015. This area had high levels of importance with moderate levels of satisfaction thus providing the council with an opportunity to promote the success of these measures and ultimately place them in the “Maintain - Priority quadrant”.</p>
Prospect Council Promotes And Supports Environmenta lly Sustainable Practices	 80%	4.3	 53%	3.7	Opportunity	<p>4 in 5 respondents (80%) indicated that promoting and supporting environmentally sustainable practices is important, reporting a high importance rating of 4.3 out of 5. More than half (53%) indicated that they satisfied in this area, reporting a moderate satisfaction rating of 3.7 out of 5. Females showed a higher incidence of placing importance on this area, with 87% of females indicating this as an area of importance. Those aged 65+ (67%) and those who have lived in the City of Prospect for 20+ years (61%) showed a higher incidence of being satisfied with the promotion and support by the council of environmentally sustainable practices. This area had high levels of importance with moderate levels of satisfaction thus providing the council with an opportunity to promote the success of these measures and ultimately place them in the “Maintain - Priority quadrant”.</p>

Key: * not mentioned previously; ↑ increasing trend; ↓ decreasing trend; ↔ flat;

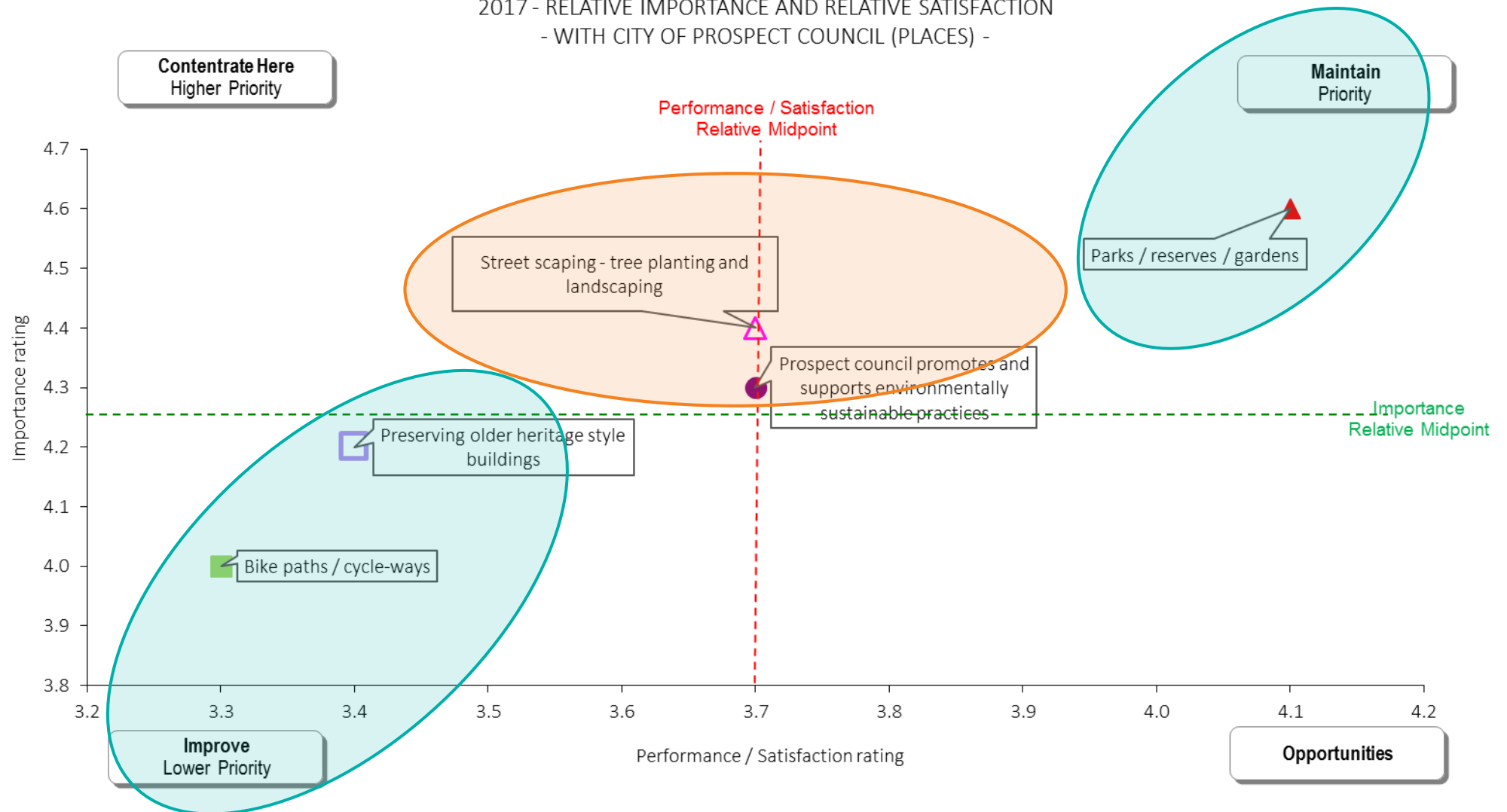
Importance vs Satisfaction Analysis: PLACES

Area	Importance 2017	Mean 2017	Satisfaction 2017	Mean 2017	Action	 Commentary
Preserving Older Heritage Style Buildings	 78%	4.2 ↑ 2015: 4.0	 45%	3.4 ↔ 2015: 3.4 2010: 3.5	Improve - Lower Priority	<p>More than three quarters of respondents (78%) indicated that preserving older heritage style buildings is important, recording a high importance score of 4.2 out of 5, however only 45% of respondents indicated that they are satisfied with the preservation of older heritage style buildings (average rating of 3.4). Those aged 55 to 64 (34%), ratepayers (26%) and those that have lived in the City of Prospect for 20+ years (29%) had a high incidence of being totally dissatisfied. Having a high level of importance with mixed levels of satisfaction, this area falls in the “Improve – lower priority quadrant”.</p>
Bike Paths / Cycle-ways	 71%	4.0 ↑ 2015: 3.7	 39%	3.3 ↔ 2015: 3.3	Improve - Lower Priority	<p>Almost three quarters (71%) indicated that bike paths/ cycle ways are important, recording a high importance rating of 4.0 out of 5, while less than 39% indicated that they are satisfied (mixed satisfaction rating of 3.3). Those aged 25 to 30 (37%) and those who have lived in the City of Prospect for less than 5 years (29%) had a higher incidence of being dissatisfied with bike paths/ cycle ways. Having a high level of importance with mixed levels of satisfaction, this area falls in the “Improve – lower priority quadrant”.</p>

Key: * not mentioned previously; ↑ increasing trend; ↓ decreasing trend; ↔ flat;

Importance vs Satisfaction Analysis: PLACES

2017 - RELATIVE IMPORTANCE AND RELATIVE SATISFACTION
- WITH CITY OF PROSPECT COUNCIL (PLACES) -



Multiple Regression Key Drivers of Satisfaction and Derived Importance **PLACES**



Improvement in the satisfaction of development, local attractions and maintenance of reserves are likely to improve satisfaction with 'Places' in the City of Prospect

Respondents were first asked to provide their overall satisfaction with 'Places' and then asked how satisfied they were with number of statements relating to Places.

Together Prospect council's maintenance of the city's reserves, parks, gardens and ovals, the amount and type of development occurring within the city of Prospect and the range of local attractions, local history, character, heritage and stories within the city of Prospect accounted for 38% of variability existing in respondents overall satisfaction.

The derived importance of each factor is listed below, in order of derived importance:

- The amount and type of development occurring within the City of Prospect (30%)
- The range of local attractions, local history, character, heritage and stories within the City of Prospect (29%)
- Prospect Council's maintenance of the city's reserves, parks, gardens and ovals (26%)
- The quality and interesting building design within the City of Prospect (6%)

Improvement in the satisfaction of development, local attractions and maintenance of reserves are likely to improve satisfaction with 'Places' in the City of Prospect, while improvement with quality and interesting building designs would have a lesser impact.







PROSPERITY



Importance vs Satisfaction Analysis: PROSPERITY

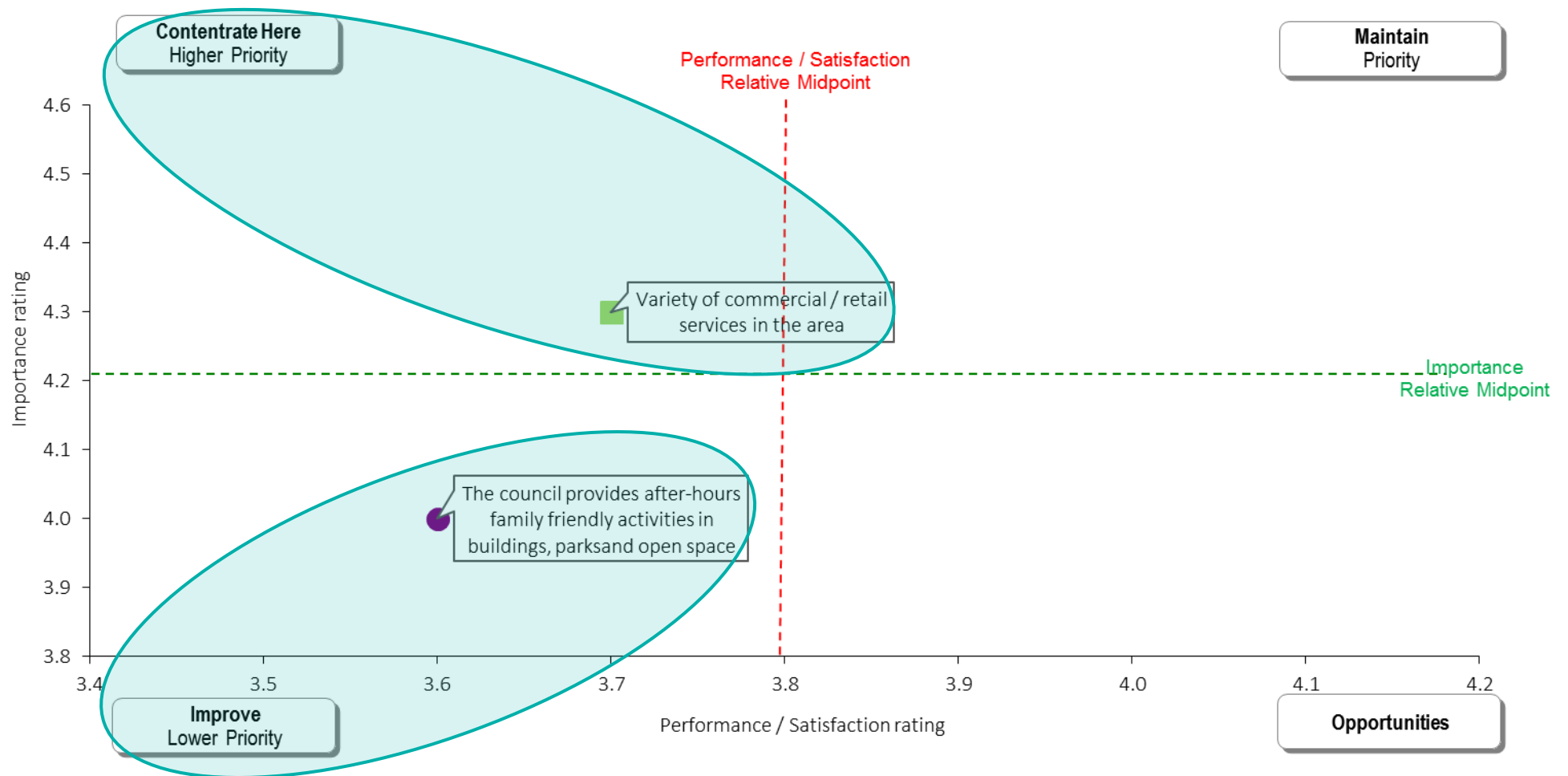


Area	Importance 2017	Mean 2017	Satisfaction 2017	Mean 2017	Action	Commentary
Variety of commercial / retail services in the area		4.3 ↑ 2015: 4.2		3.7 ↓ 2015: 3.8 2010: 3.9	Concentrate Here – High Priority	4 in 5 respondents (80%) indicated that variety of commercial / retail services in the area is important, reporting a high importance rating of 4.3 out of 5. More than half (58%) of those surveyed indicated that they were satisfied with this area. A moderate level of satisfaction of 3.7 out of 5 was reported, a slight decrease from the rating achieved in 2015. Those aged 31 to 39 (91%) had a higher incidence of indicating that this is an area of importance while those aged 65+ showed a higher incidence of satisfaction (75%). Variety of commercial / retail services in the area had a high level of importance and moderate level of satisfaction which positioned them in the “Improve – higher priority quadrant” (concentrate here section).
The Council provides after-hours family friendly activities in buildings, parks and open spaces		4.0		3.6	Improve - Lower Priority	Approximately two thirds (65%) of respondents indicated that providing after-hours family friendly activities in buildings, parks and open spaces is important. This area of prosperity achieved a high importance rating of 4.0 out of 5. The level of satisfaction is however moderate, with just under half the survey participants (49%) indicating they are satisfied in this area (average rating of 3.6 out of 5). The council provides after-hours family friendly activities in buildings, parks and open space had a high level of importance and moderate level of satisfaction placing them in the “Improve - lower priority quadrant”.

Key: * not mentioned previously; ↑ increasing trend; ↓ decreasing trend; ↔ flat;

Importance vs Satisfaction: PROSPERITY

2017 - RELATIVE IMPORTANCE AND RELATIVE SATISFACTION
- WITH CITY OF PROSPECT (PROSPERITY) -





SERVICES



Online Services

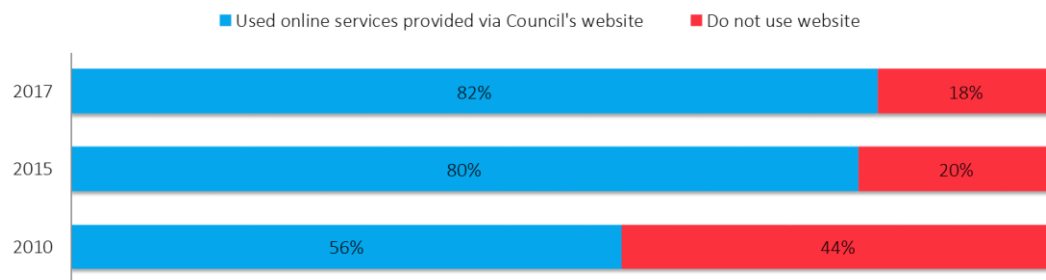


More than four in five (82%) respondents indicated they had used at least one online service provided by the Council's website.

The most popular online service was General Information with 59% of respondents accessing this information online, while accessing council meeting agendas is the least popular with only 6% of respondents accessing this online.

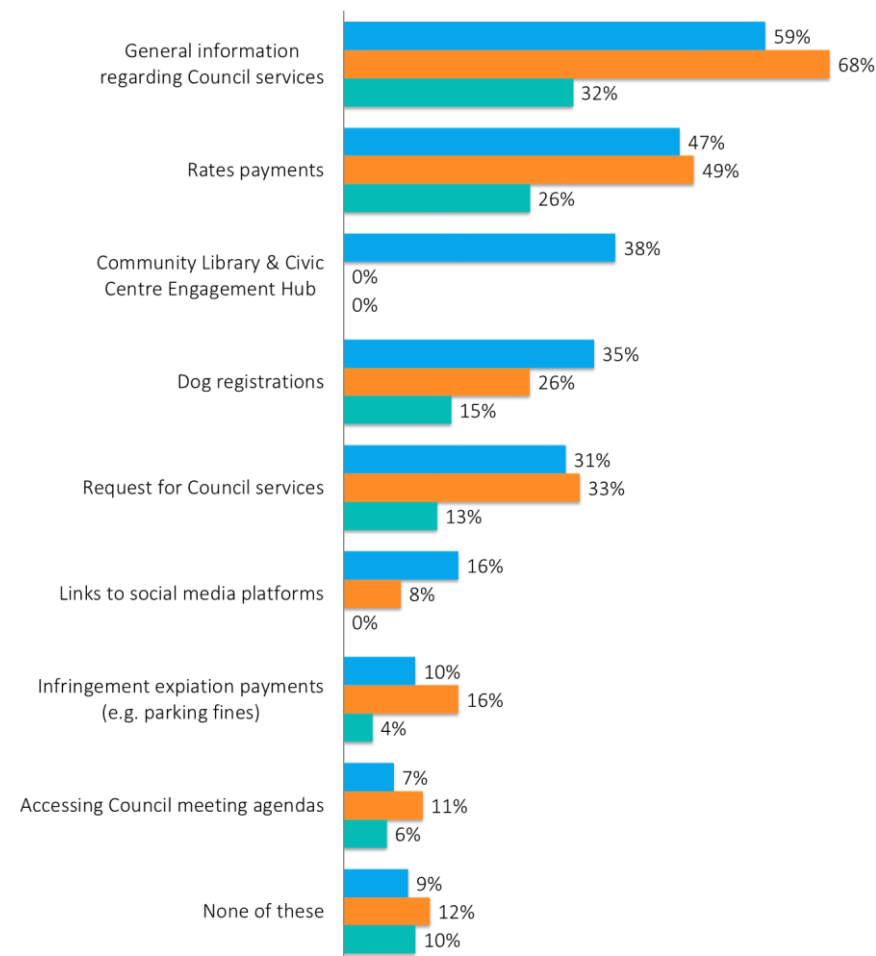
Residents in the Western Ward (91%) and females (90%) had a higher incidence of using online services provided via Council's website while approximately a third of those aged 65+ (36%), those residing in the Eastern Ward (32%) and males (27%) had a higher incidence of not making use of these online services.

Ratepayers were more likely to obtain general information regarding Council services (53%), while those aged 40 to 54 (52%) and ratepayers (50%) had a higher incidence of making rate payments online. More than half (51%) of those aged 31 to 39 use the Community Library & Civic Centre Engagement Hub.



BASE: Used online services provided via Council's website

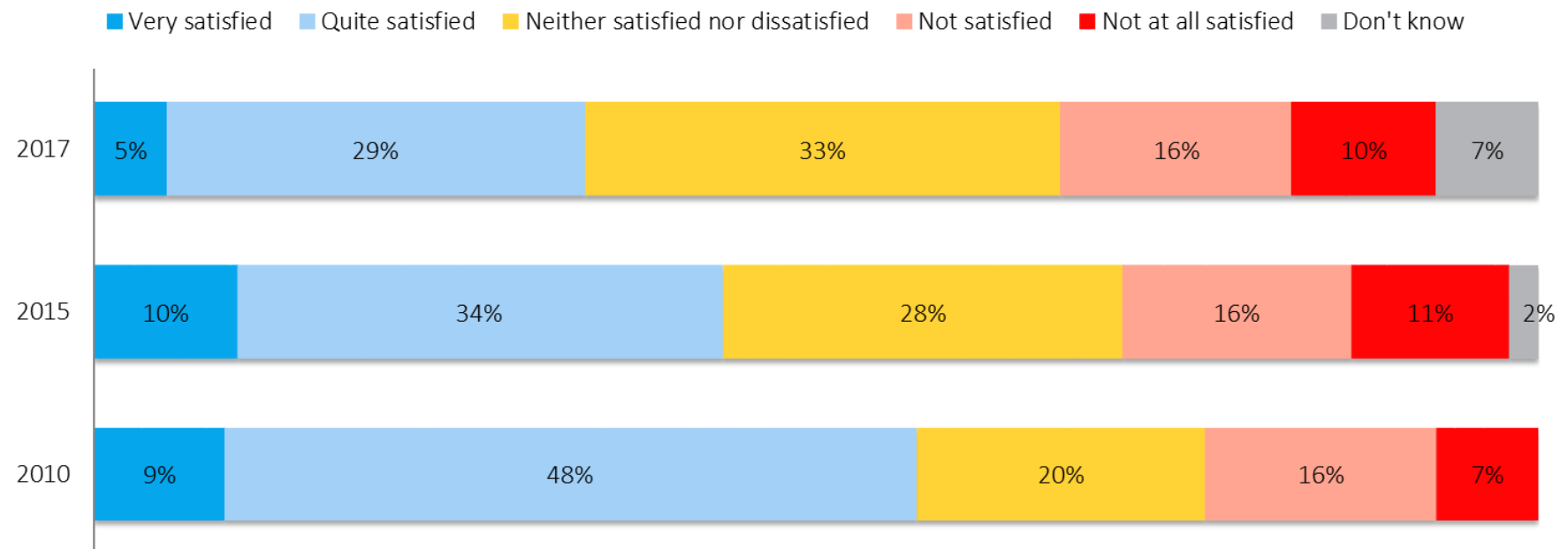
■ 2017 (n=247) ■ 2015 (n=239) ■ 2010 (n=167)



Satisfaction with Parking Control



When respondents were read a description about the implementation of parking control throughout the area to improve traffic flow and safety and to provide permits for residents, 34% indicated they were satisfied with the provision and enforcement of these parking controls. A mixed satisfaction rating of 3.0 out of 5 was recorded. As can be seen from the graph below the level of satisfaction has slowly reduced over the years, declining by 10 percentile points from 2015 (44%) to 2017 (34%).



Satisfaction with Council Services

Waste Collection:

- 4 in 5 (80%) respondents indicated they were satisfied with these services with a high satisfaction rating of 4.0 out of 5 being achieved.
- Those aged 65+ (91%) and ratepayers (84%) were more likely to be satisfied with waste collection and recycling services.

Taking care of Council Assets:

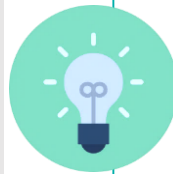
- More than half (53%) of respondents indicated they were satisfied with the Council taking care of assets. A moderate satisfaction rating of 3.6 out of 5 was recorded.
- Those aged 31 to 39 (73%) had the highest incidence of being satisfied with this service.

Standard of local streets:

- More than half (54%) of respondents indicated they were satisfied with the standard of local streets in the City of Prospect, a decline of 9% compared to 2015. A mixed satisfaction rating of 3.4 out of 5 was reported.
- The Western Ward (65%) and those aged 31 to 39 (71%) reported a higher incidence of being satisfied with the standard of local streets, while the Northern Ward showed a higher incidence of being neutral on the topic (41%).

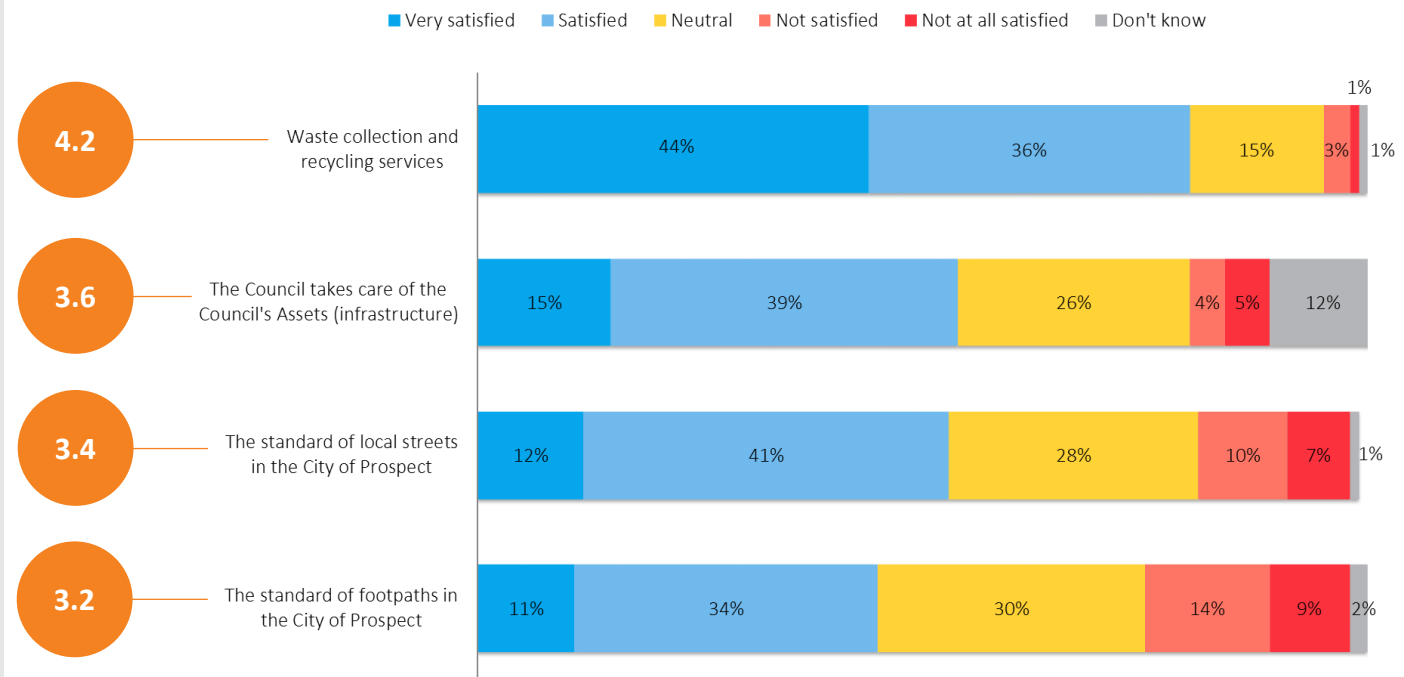
Standard of footpaths:

- Less than half (45%) of those surveyed indicated they were satisfied with the standard of footpaths, which is consistent with the findings in 2015. A mixed satisfaction rating of 3.2 out of 5 was recorded.
- The Northern Ward (32%) were more likely to be dissatisfied with the standard of footpaths, while the Central Ward (53%) had showed a higher incidence of being satisfied.



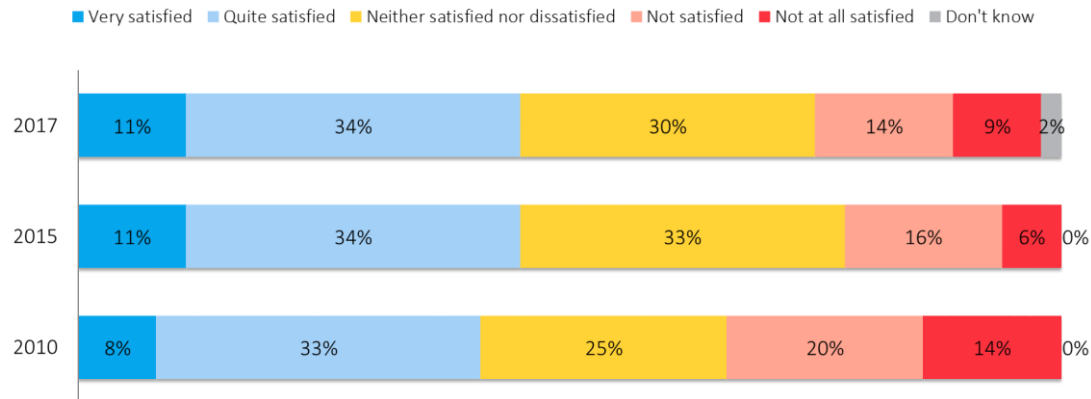
Respondents appeared to be the most satisfied with Waste Collection and recycling services, recording a high satisfaction rating of 4.2 out of 5, while the standard of footpaths in the City of Prospect attracted the least satisfaction (3.2 out of 5).

The Northern Ward appeared to be the least satisfied with the standard of local streets and footpaths.

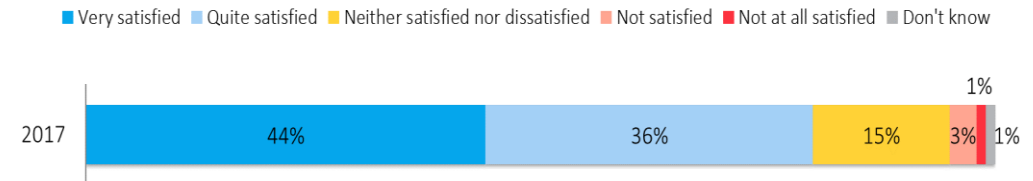


Satisfaction with Council Services – Annual Comparison

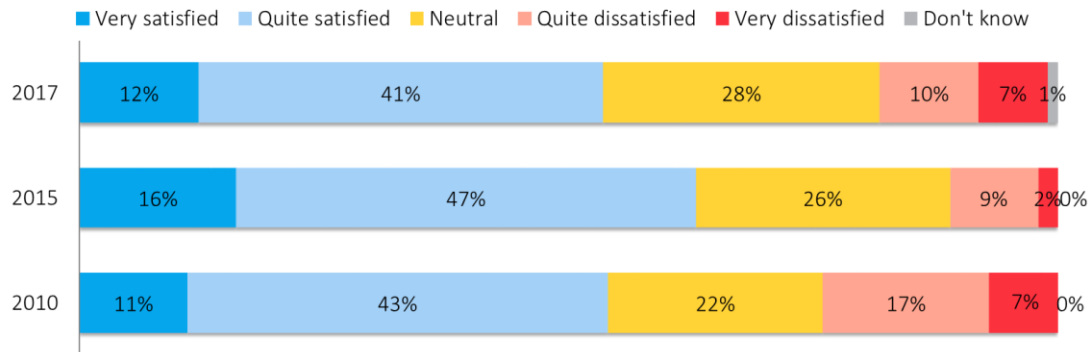
22. The standard of footpaths in the City of Prospect



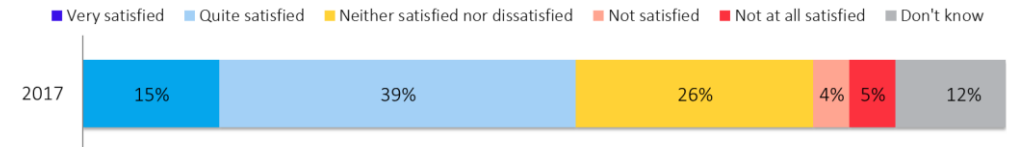
22. Waste collection and recycling services










22 The standard of local streets in the City of Prospect



22. The council takes care of the Council's Assets (Infrastructure)







Importance vs Satisfaction Analysis: SERVICES

Area	Importance 2017	Mean 2017	Satisfaction 2017	Mean 2017	Action	 Commentary
Street / road maintenance and curbing		4.3 ↓ 2015: 4.5		3.3 ↑ 2015: 3.2	High Priority - Concentrate	4 in 5 respondents (81%) indicated that Street/road maintenance and curbing is important. This service area attracted high importance rating of 4.3 out of 5. Less than half (47%) of respondents were satisfied with this service. Although some improvement in satisfaction since 2015 is evident, the satisfaction level is still at a mixed satisfaction rating of 3.3 out of 5. More than 2 in 5 (43%) of those aged 25 to 30 indicated they are dissatisfied with street/road maintenance and curbing, while 62% of those aged 65+ showed a higher incidence of being satisfied (62%). Street/ road maintenance and curbing recorded high levels of importance but mixed levels of satisfaction placing them in the “High priority – concentrate here quadrant”.
Traffic management		4.1 ↓ 2015: 4.2		3.4 ↑ 2015: 3.2	High Priority - Concentrate	Three quarters (74%) of respondents indicated that traffic management is important. While this service area received a high importance rating of 4.1 out of 5, satisfaction ratings were mixed (3.4 out of 5), although this is a slight improvement from the 3.2 rating achieved in 2015. The Eastern Ward had a higher incidence of being dissatisfied (28%) with this area. Traffic management placed between the higher priority and the lower priority quadrants.
Council has open and accountable practices and decision-making processes		4.3		3.3	High Priority - Concentrate	7 in 10 respondents (72%) indicated that open and accountable practices and decision making by the council is important. This service area received a high importance rating of 4.3 out of 5 while satisfaction ratings were mixed at 3.3 out of 5 (34% indicated they are satisfied). It would appear that respondents are perhaps not aware of the council’s practices and decision making processes as a quarter (25%) of respondents indicated that they ‘don’t know’, while another quarter (25%) indicated that they are neutral on the topic. Those aged 55 to 64 (30%) had a higher incidence of dissatisfaction. Having open and accountable practices and decision making processes had high levels of importance but mixed levels of satisfaction placing them in the “High Priority – concentrate here quadrant”.

Key: * not mentioned previously; ↑ increasing trend; ↓ decreasing trend; ↔ flat;

Importance vs Satisfaction Analysis: **SERVICES** (cont.)

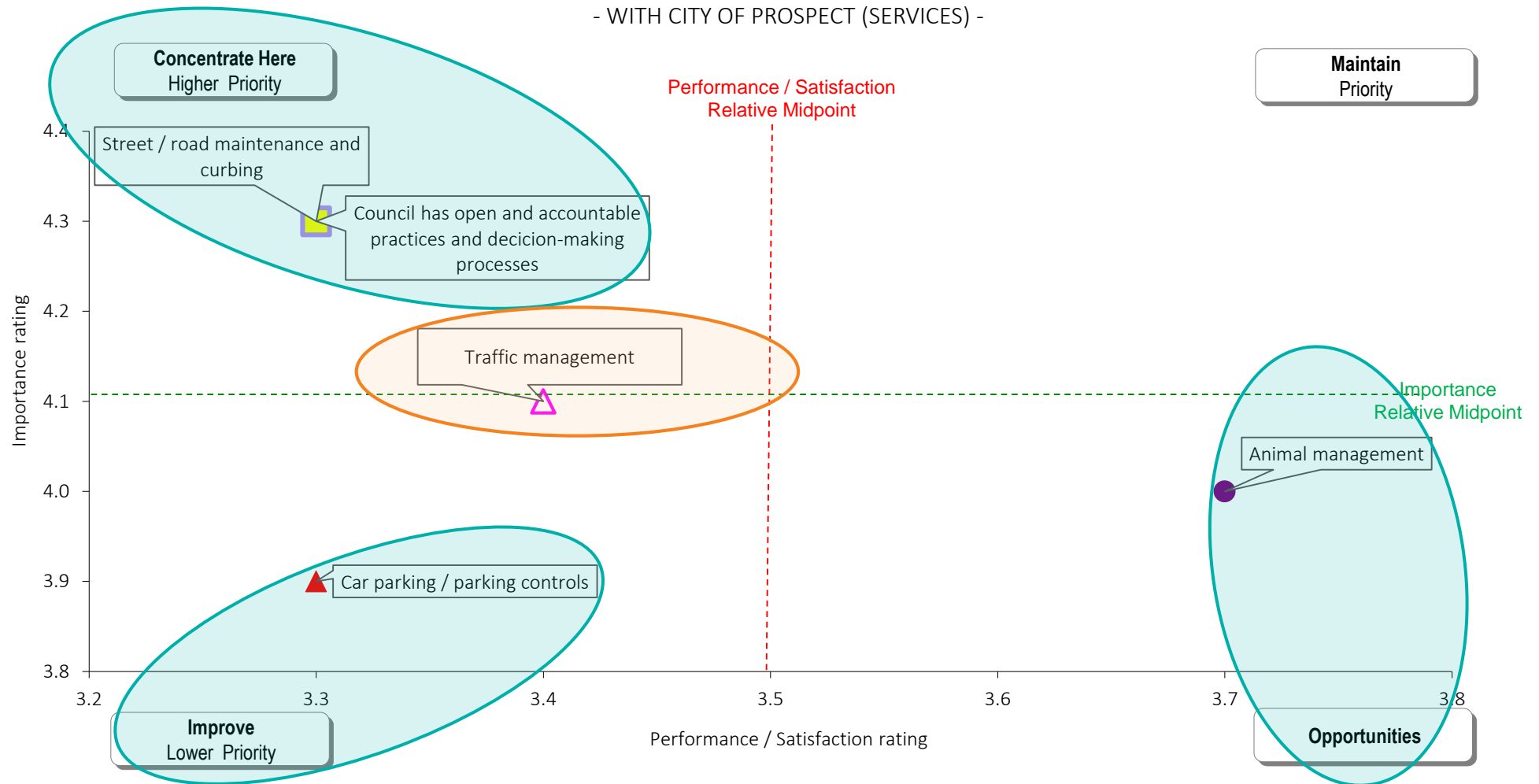


Area	Importance 2017	Mean 2017	Satisfaction 2017	Mean 2017	Action	Commentary
Car parking / parking controls		3.9 ↔ 2015: 3.9		3.3 ↑ 2015: 3.1	Improve - Lower Priority	Approximately two thirds (67%) of those surveyed indicated that car parking and parking control is important. This service area received a moderate importance rating at 3.9 out of 5 and a mixed satisfaction rating of 3.3 out of 5 placing it in the “Lower priority – improve quadrant”.
Animal Management		4.0 ↔ 2015: 4.0		3.7 ↔ 2015: 3.7	Opportunity	Two thirds (65%) of respondents indicated that animal management services are important. This service area received a high importance rating of 4.0 out of 5, but attracted a moderate satisfaction rating of 3.7 out of 5. Ratepayers (69%) had a higher incidence of indicating this is an important service. Animal management received a high level of importance and a moderate level of satisfaction placing it in the “Opportunity quadrant”.

Key: * not mentioned previously; ↑ increasing trend; ↓ decreasing trend; ↔ flat;

Importance vs Satisfaction Analysis: SERVICES

2017 - RELATIVE IMPORTANCE AND RELATIVE SATISFACTION
- WITH CITY OF PROSPECT (SERVICES) -



Multiple Regression Key Drivers of Satisfaction and Derived Importance **SERVICES**



Improvement in the satisfaction of Council taking care of Council assets and waste collection are likely to improve satisfaction with 'Services' in the City of Prospect

Respondents were first asked to provide their overall satisfaction with 'Services' and then asked how satisfied they were with number of statements relating to Services.

Together the standard of local streets in the City of Prospect, the Council taking care of the Council's Assets (infrastructure) and waste collection and recycling service accounted for 33% of variability existing in respondents overall satisfaction.

The derived importance of each factor is listed below, in order of derived importance:

- The Council takes care of the Council's Assets (infrastructure) (27%)
- Waste collection and recycling services (25%)
- The standard of local streets in the City of Prospect (13%)
- The standard of footpaths in the City of Prospect (9%)

Improvement in the satisfaction of Council taking care of Council assets and waste collection are likely to improve satisfaction with 'Services' in the City of Prospect, while improvement with the standard of local streets and footpaths would have a lesser impact.

Additional Comments

Finally, respondents were asked if there were any additional comments they would like to make about their Council.

Most comments centred around:

- Doing a good job / happy with what the council is doing
- Unhappy with the construction projects
- Heritage being compromised
- Better maintenance of roads, streets, playgrounds etc.
- Problems with parking and traffic
- Issues with green bin / recycling bin and rubbish collection
- Dissatisfied with how my complaint was handled
- More entertainment facilities and activities, and
- No comment

A sample of verbatim is provided opposite and a full list can be found in Appendix 2.

Doing a good job / happy with what the council is doing

Happy in general with the Prospect Council.

At this stage, they look after everything in a reasonably good manner.

Generally, very happy with area and decisions made by council. A family friendly and vibrant area that continues to develop.

I am really happy living in Prospect. It's the only place I've ever lived but it's been amazing and makes me want to buy my own place in the area when I move out.

Great parks for families and shops are great.

Unhappy with the construction projects

Not happy with all the high rise. It is boring. All the building designs are awful makes array look tacky. It must stop soon before we ruin the suburbs uniqueness.

Don't extend multi level apartment buildings beyond Churchill Road.

I am very appreciative of the small business development opportunities including the NBN training. My main concern living in this area is the knocking down of 32 buildings and replacing them with big grey boxes down Prospect Road and Churchill Road.

The ugly, low cost apartment buildings on Churchill Road are not in keeping with the local area. The increased traffic on Churchill Road has made it very difficult to enter the road.

Listen to the residents about their issues with neighbours and building/ construction.

Stop the development, it's ruining Prospect.

Additional Comments (cont.)

Heritage being compromised

Council should be preserving the older style homes and not allow battle axing of properties in side streets.

Prospect is getting busier and busier with the sub development to date. The lure of Prospect with its traditional homes on large blocks is being taken over by many subdivisions and low-quality apartment complexes that I feel will cheapen the heritage feel of the suburb.

I am concerned that Prospect will lose many of its beautiful heritage houses and this saddens me. I think more should be done to assist residents to renovate rather than demolish.

More information about how much high-rise development along Prospect Road as it is losing its heritage.

Better maintenance of roads, streets, playgrounds etc.

Council needs to improve side streets with pot holes, damage bitumen and curbs.

I am disappointed that the playground on Percy Street is not well maintained and is often used by those who are homeless. As a result I do not feel safe taking my daughter to play there, which is a waste of that space. I am aware that my neighbours who have young children feel the same way.

Flooding due to street drainage problems. Street sweeping and foot paths need cleaning and repairs.

Footpaths have not been maintained and there is a hole in the footpath near my house. Very dangerous for older people.

Council need to drive down each street to maintain kerbside plants, planted by the council. Residents shouldn't need to advise maintenance.

Problems with parking and traffic

Main north road is a problem. Insufficient access ability of getting in and getting out.

Parking on street, opposite driveways. Blocking street by parking both side, even though one side has parking times.

I just wish they would do more traffic control, e.g. inspecting parking to make sure people are not parking over the time limits.

After hours number for help e.g. cars parked across drive way is always unanswered which is not good enough.

Braun Road should only have car parking allowed on one side of the street - not both. The street is not wide enough!

More information on traffic calming is needed with the new cinema opening.

Issues with green bin / recycling bin and rubbish collection

I would like to see a free (or discounted) green waste depot as provided by other councils. If Prospect is unable to support this service within their boundaries maybe they could work with another neighbouring council that already provides this service to their rate payers / residents (Adelaide City Council or Enfield Port Adelaide).

We need better recycling opportunities. The approval of the Coles building was disgusting. The car park is dangerous.

I would love to see the recycling collection days increased to weekly. We recycle so much that we have 4 recycle bins worth of recyclable materials sitting in our front yard waiting for pick up, but unfortunately it will more than likely go to land fill because we cannot store it without an ugly sight.

There should be a dumping site for residents and ratepayers of City of Prospect, not everything fits in a green bin.

Additional Comments (cont.)

Dissatisfied with how my complaint was handled

I called back again and made a complaint but I was only told that that person was having a bad day.

I have made a complaint with council about a neighbouring property and it seems the counsellor involved is not able to do his job. He seems powerless to stop something he agrees is not legal. What kind of example does this set for the rest of the community?

I once called to ask for my late fee of council rates to be reconsidered as I had to leave the country under short notice for a family funeral. My request was rudely replied with a "you should have known better and paid for your rates before you left".

More entertainment facilities and activities

Encourage the development of more pubs/bars :)

I would like to see more activities for babies and children.

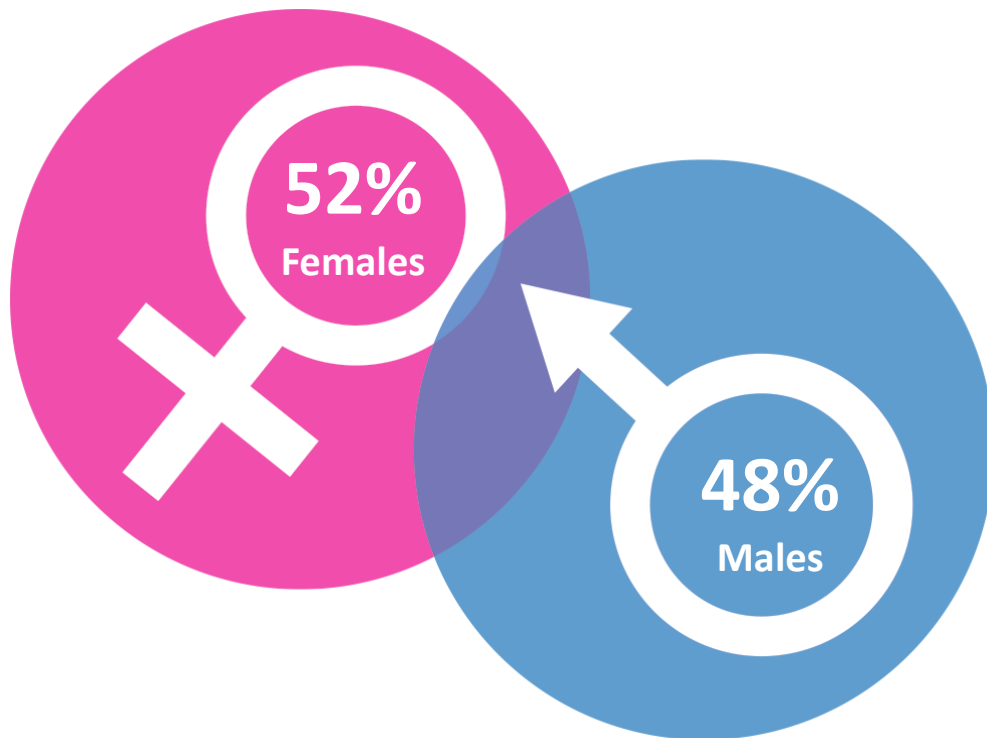
I would like to see more places open later at night along Prospect Road - this would encourage more activity in the street. Maybe small wine bars and more restaurants.

I'd love to see a family-friendly pub in the area. I think it would be wonderful way to bring community together, support live music, keep money in the area (currently we always leave Prospect for dinners or pub catch ups).

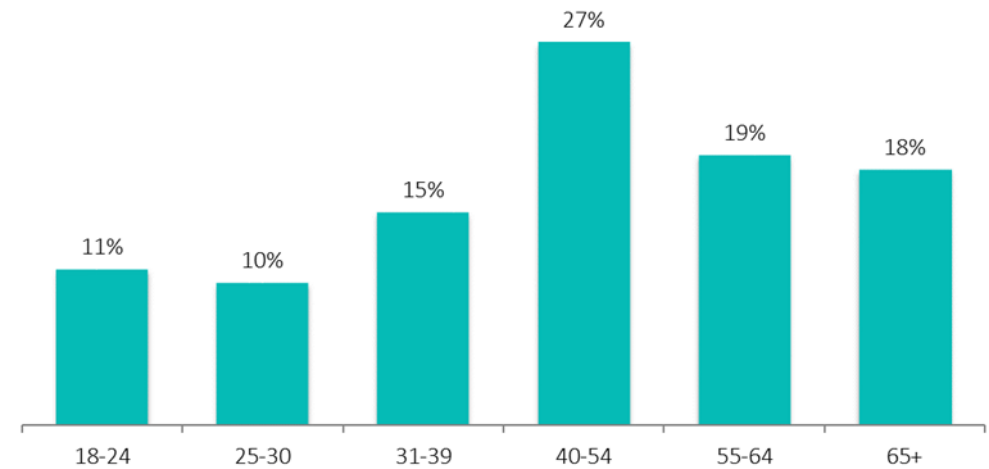
APPENDIX 1: RESPONDENT PROFILE



Respondent profile (cont.)



26. In which of these age groups do you fall?



Respondent profile (cont.)

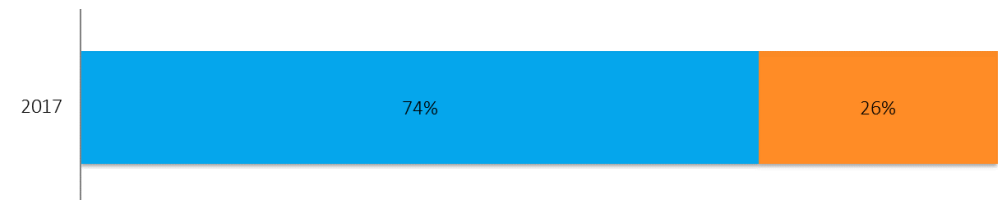
27. Is anyone in your household under the age of 25 years of age?

■ Yes ■ No ■ Refused



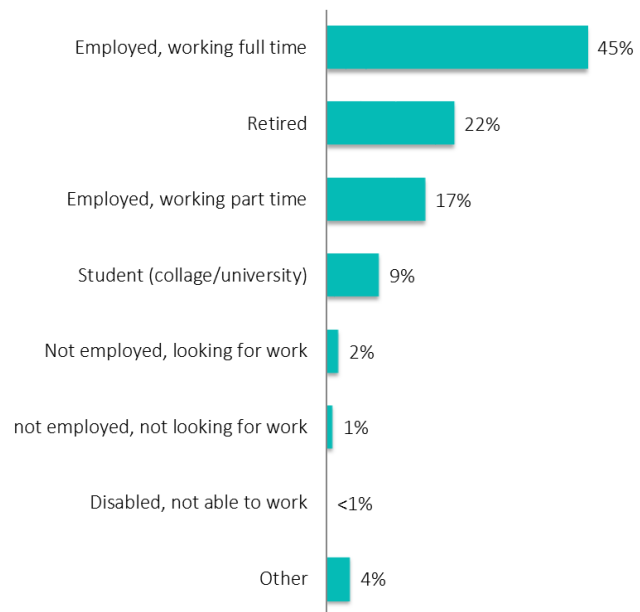
28. Do you or does someone in your household pay Council rates to the City of Prospect?

■ Ratepayer ■ Resident

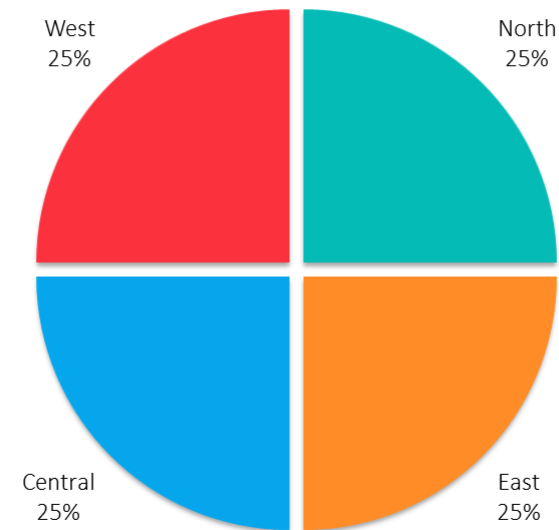


Respondent profile (cont.)

29. Which of the following categories best describes your employment status?



31. Ward





APPENDIX 2: ADDITIONAL COMMENTS

Additional comments

This section lists a selection of responses, made by individual interviewees, which did not fit within the coded responses.

These comments are included for completeness, but always remember they are minor responses, negligible in relation to the main, coded data. In other words, remember that these are generally isolated comments, providing flavour but not constituting the main ingredients.

To retain the colour and authenticity of the verbatim comments, they have been left largely unedited except for minimal spell checking.

CITY OF PROSPECT - 2017 RESIDENTS SURVEY.

7. DO YOU BELIEVE YOU HAVE HAD APPROPRIATE OPPORTUNITY TO PROVIDE FEEDBACK TO COUNCIL ON THESE SIGNIFICANT ISSUES?

YES – OTHER.

YES.	YES.	YES, I DO.
YES.	NO IDEA.	ABSOLUTELY YES.
YES, BUT ONLY BECAUSE I KNOW WHERE TO LOOK AND WHO TO SPEAK TO.	YES :)	YES.
YES.	YES, IRISH HARP PARK NEEDS UPGRADE.	LOCAL AREA TRAFFIC MANAGEMENT.
YES.	YES.	NOT APPLICABLE.
YES.	WE.	IF AFFECTS MY SITUATION WHERE I AM LOCATED AND THEY PROBABLY IT AFFECTS ME.
NO COMMENT.	YES.	
YES.	I AM KEEN TO KNOW WHEN THE BROADVIEW OVAL DEVELOPMENT WILL BEGIN - IT HAS BEEN TALKED ABOUT FOR QUITE A WHILE.	
YES.		

7. NO - OTHER.

NO NOT AT ALL.	NO.
WAGES ARE OUT OF CONTROL.	NO.

8. WHAT INFORMATION DO YOU THINK PROSPECT COUNCIL SHOULD GIVE TO YOU THAT YOU ARE NOT CURRENTLY RECEIVING? OTHER.

I THINK THE ONLY THING PROSPECT LACKS/NEEDS IS A STYLISH PUB OR BAR. THE OLD BANK (?) BUILDING ON THE MAIN STREET THAT USED TO BE A HAIRDRESSING SALON WOULD BE A PERFECT SITE FOR ONE BUT I NOTICED ON THE SIGN IT INVITES INTEREST FROM CAFES AND FLORISTS. A FANTASTIC CLASSY PUB WUTH EXCELLENT FOOD AND A GREAT WINE LIST, ELEGANT COCKTAILS AND CRAFT BEERS WOULD BRING SO MUCH MORE ENERGY AND PEOPLE (AND MONEY) TO THE AREA ESPECIALLY ONCE THE CINEMA OPENS.

MAIL OUTS.

THE COUNCIL SENDS OUT MAGAZINES BUT I DON'T HAVE TIME TO SIT AND READ A MAGAZINE. DOT POINTS OF IMPORTANT INFORMATION WOULD BE GOOD.

INFORMATION SHOULD BE PROVIDED IN SIMPLE CLEAR FORM. NOT HIDDEN IN RELEASES AND WEBSITES THAT NEED TO BE TRAWLED THROUGH TO GET THE FACTS. MAIL OUTS GET TO EVERYONE.

IF I'M NOT RECEIVING IT HOW DO I KNOW IF I NEED IT!

OPPORTUNITY FOR INPUT.

MAYBE MORE FOR GROUPS THAT KIDS COULD UTILIZE.

OPPORTUNITIES TO HAVE MY SAY.

MORE YOUNG PEOPLE A CHANCE TO GET INTO THE COUNCIL.

INFORMATION ABOUT UPCOMING DEVELOPMENTS IN THE COUNCIL OF PROSPECT AREA.

INFORMATION ON HOW AND WHERE TO RECYCLE ELECTRONIC WASTE.

EMAIL MAGAZINE INSTEAD OF SNAILMAIL.

I DON'T THINK IT WOULD MAKE A DIFFERENCE THEY ARE COMMITTED TO DEVELOPMENT AND NOT INTERESTED IN AVERAGE RATE PAYERS OPINIONS.

OPPORTUNITY TO VOTE BEFORE DECISIONS ARE MADE.

I THINK WE ALL NEED MORE DETAILED INFO ON WASTE AND RECYCLING HOUSEHOLD ITEMS. I'VE DONE SOME LOOKING ONLINE FOR INFO ON WHICH BIN TO PUT CERTAIN ITEMS IN (EG PIZZA BOXES, COFFEE CUPS - BOTH 'BIO DEGRADABLE' AND NOT, USED TISSUES/PAPER TOWEL ETC) BUT HAVEN'T HAD MUCH LUCK. THE REGULATIONS DIFFER FROM COUNCIL TO COUNCIL AND IT'S REALLY CONFUSING! I'D LOVE TO BE PROVIDED WITH A DETAILED LIST SO THAT THE COMMUNITY AS A WHOLE CAN BE MORE THOUGHTFUL WITH WASTE DISPOSAL AND RECYCLING.

RELATED TO THAT POINT, I'D MUCH PREFER TO RECEIVE THE PROSPECT NEWSLETTER VIA EMAIL THAN IN HARD COPY, WRAPPED IN PLASTIC. IS IT POSSIBLE TO OFFER THE NEWSLETTER TO ALL PROSPECT RESIDENTS IN EMAIL FORM INSTEAD AS ALL PHYSICAL COPIES?

MORE INFORMATION AROUND RECYCLING PROGRAMS IF THINGS THAT AREN'T CURRENTLY COLLECTED BY NORMAL REFUSE COLLECTION OR HARD REFUSE COLLECTIONS.

AM NOT RECEIVING RESPONSES FROM COUNSELLORS ABOUT GENUINE CONCERNS. I AM RECEIVING SILENCE AND THEY ARE NOT ANSWERING MY QUESTIONS.

A COMPARISON OF PERFORMANCE WITH OTHER LGAS TO IDENTIFY AREAS OF IMPROVEMENT FOR RATEPAYERS.

IMPENDING DEVELOPMENT OF NEIGHBOURING PROPERTIES AND THE OPPORTUNITY TO VOICE CONCERNS AND THE ABILITY TO CONTROL HOW THE STRUCTURE IMPEDES ON MY PROPERTY.

HOW TO ACCESS THE PEOPLE IN THE COUNCIL YARD, LIKE WE USED TO, WE CAN NOT EVEN RING THEM WITHOUT GOING THRU THE COUNCIL OFFICE, WHICH IS USELESS IF ITS OUT OF HOURS.

PROBABLY IMPROVE UPON THEIR OUTREACH TO THE RESIDENTS.

FREE SPONSORING FOR LOCAL RENOVATIONS.

MY WARD MEMBER TO RESPOND TO ME. REPLY TO MY EMAIL.

DIGITAKL NEWLETTER TO PEOPLE WHO WANT IT.

WHICH COUNCELLORS HAVE VOTED FOR AND AGAINST ISSUES PUT UP TO VOTE ON COUNCIL.

10. WOULD YOU DESCRIBE YOUR LAST CONTACT WITH THE COUNCIL AS... BASE: HAD CONTACT IN LAST 12 MONTHS OTHER.

STRENGTH FOR LIFE.

OCCASIONAL CHATS WITH LOCAL COUNCILLOR (ALAN)

FELT MEETING ATTENDED THAT COUNCIL WAS "PLAYING" THE LISTENING GAME BUT THE DECISION WAS MADE AND WOULD NOT BE OVERTURNED OR MODIFIED.

THE LAST CONTACT WITH THE COUNCIL WAS THEM REACHING OUT ABOUT PROPERTY AND OTHER THINGS SO IT WAS POLITE AND PLEASANT.

WORK.

BUSINESS EMAIL FROM THEM.

AT THE STREET PARTY.

A TOTAL WASTE OF MY TIME!

14. WHAT SERVICES OR FACILITIES DO YOU CONSIDER PROSPECT COUNCIL SHOULD BE PROVIDING FOR THE AGED PEOPLE (AGED OVER 60) OF THE AREA? OTHER.

ACCESS TO MAY PROGRAMMES IS RESTRICTED TO THOSE WHO ARE ENTITLED TO AGE CARE/SUPPORT SUBSIDIES. PERHAPS OPEN UP ACCESS TO OTHERS, WITH A HIGHER FINANCIAL CONTRIBUTION FROM RESIDENT IF NECESSARY.

EASY PARKING.

IT WOULD BE ADVANTAGEOUS TO RESIDENTS LIVING IN THE EAT WING IF THE COUNCIL FOCUSED ON ALLOWING LICENSES AND PROMOTING A FEW MORE LICENSED PREMISES TO OPEN IN THE AREA.

IT WOULD ALSO BE OF GREAT BENEFIT IF THE CEMETERY ON DERLANGER AVE NAILSWORTH HAD ITS HERITAGE LISTED FENCE REPAIRED. IT IS EXTREMELY UNSIGHTLY.

THERAPY DOG PROGRAMS.

FURTHER EDUCATION OPPORTUNITIES OR BRAIN TRAINING.

REGULAR INTERACTIONS WITH SCHOOL AGED SCHOOL AGED CHILDREN.

DRIVING LESSONS.

CHEAPER RATES.

MANY OF OUR NEIGHBOURS ARE 60+ THEY WON'T BE DOING THIS SURVEY BECAUSE THEY WON'T KNOW HOW TO ACCESS IT OR PERHAPS UNDERSTAND THE LANGUAGE- THEY ARE IGNORED & OTHER THAN PAYING RATES GET NOTHING.

PENSIONERS DISCOUNT ON RATES.

BETTER SAFER FOOTPATHS AND STREET LIGHTING.

IT SHOULDN'T.

IT SHOULD FOCUS ON THE YOUTH BECAUSE I BELIEVE THE ELDERS ARE ALREADY RECEIVING MORE BENEFITS.

DISCOUNTS FOR RATES AND SERVICES. ACCESS TO HEALTHY AGEING PROGRAMS.

A DISCOUNT IN RATES.

AGED CARE FACILITIES.

MORE SERVICES IN GENERAL IN AREAS OUTSIDE OF PROSPECT ROAD, I.E, MORE SERVICES ACROSS THE BOARD IN THE NAILSWORTH AREA.

15. WHAT SERVICES OR FACILITIES DO YOU CONSIDER PROSPECT COUNCIL SHOULD BE PROVIDING FOR THE YOUNGER PEOPLE (AGED 12-26) OF THE AREA? OTHER.

BETTER NIGHTLIFE.

FREE PARTIES.

HAVE LEGAL SPRAY PAINT WALLS, TO DETER VANDALISM OF OTHER AREAS. WORKED IN MELBOURNE.

GRAFFITI WALL.

I LIKE THE COMPUTER AND GAMING SERVICE.

MORE.

UNIFORM SPEED LIMITS SIDE STREETS SHOULD ALL BE 50. MAIN ROADS SHOULD BE 60.

MUCH THE SAME AS FOR THOSE AGED OVER 60 IN RELATION TO TAPPING IN TO THEIR INTERESTS. CONDUCT SURVEYS - MEANINGFULLY, NOT TOKENISATION, AND FIND OUT.

DISCOS MAYBE? INSTEAD OF JUST JAZZ BANDS.

STREET PARTIES.

NIGHT MARKETS WITH FOOD AND DRINK.

PROSPECT ROAD STREET PARTIES.

PERHAPS MORE AND LARGER MARKETS.

MORE OOSH STUFF.

CREATE LARGER SCHOOL ZONES FOR PROSPECT PRIMARY, KEEPING YOUNG PEOPLE IN PROSPECT WHEN THEY HAVE FAMILIES.

SOME MORE SHOPPING STORES.

ORGANISE SPORTING COMPETITIONS AGAINST OTHER SUBURBS.

ART WORKSHOPS OR CONCERTS.

SOME SORT OF PLAZA WHERE SHOPS DON'T CLOSE AT 5PM!

CHEAPER RENT.

SAFEHOUSES.

EDUCATION PROGRAMS SUCH UNDERSTANDING CULTURES.

EDUCATIONAL WORKSHOPS.

BETTER STREET LIGHTING FOR YOUNG PEOPLE RETURNING HOME FROM UNI.

20. WHICH OF THE FOLLOWING ONLINE SERVICES PROVIDED VIA THE COUNCIL'S WEBSITE www.prospect.sa.gov.au DO YOU USE? OTHER.

BUILDING & PLANNING.

24. ARE THERE ANY OTHER COMMENTS YOU WOULD LIKE TO MAKE ABOUT YOUR COUNCIL? OTHER.

NO.

ENCOURAGE BETTER DESIGN OF NEW APARTMENT.

GENERALLY SATISFIED WITH THE FACILITIES PROVIDED BY THE COUNCIL AND HAVE NO ISSUES WHEN DEALING WITH THEM ON A ONE ON ONE BASIS.

THERE ARE TRAFFIC ISSUES WITH RESPECT TO THE BLACKFRIARS SCHOOL AND THE BLOCKING OF SIDE STREETS WHICH I WOULD LOVE TO HAVE THE COUNCIL ADDRESS. THE SCHOOL, ALTHOUGH SYMPATHETIC HAS FAILED TO STOP PARENTS BLOCKING SIDE STREETS AND PARKING ILLEGALLY DURING THE SCHOOL PICK UP / DROP OFF TIME.

PROSPECT ROAD NEAR THE COUNCIL CHAMBERS HAS BEEN UPGRADED REALLY WELL AND IS FANTASTIC TO SEE AND BE A PART OF. IT WOULD BE NICE TO SEE SIMILAR EFFORTS PUT INTO THE MAIN NORTH ROAD SIDE OF PROSPECT AS WELL AND ALSO FURTHER UP AND DOWN PROSPECT ROAD AS WELL. NORTHPARK AND SEFTON PLAZA ARE ALSO SUFFERING FROM LACK OF INVESTMENT, NOT SURE WHAT CAN BE DONE BUT.....

NO.

NO.

NO.

TOO MUCH EMPHASIS ON PROSPECT RD BUSINESSES. NEED TO CONSIDER RESIDENT.

IN EASTERN AREA. WHY SHOULD ALL EMPHASIS BE ON BUSINESS SECTOR?

NO.

INFORMATION IS AVAILABLE ON THE WEBSITE BUT YOU NEED TO HUNT TO FIND IT.

THINK THAT THERE SHOULD BE MORE TRANSPARENCY IN PUBLIC CONSULTATION SO RESIDENTS ARE AWARE WHEN THINGS ARE OPEN FOR DISCUSSION.

NO.

THE CHARACTER OF PROSPECT IS CHANGING & NOT FOR THE BETTER. OBVIOUSLY, CHANGE IS TO BE EXPECTED, HOWEVER THE EXPLOSION OF UGLY, LOW STANDARD UNIT/APARTMENT DEVELOPMENTS ON PROSPECT & CHURCHILL ROADS IS APPALLING. PARKING IS AN IN-CREASING PROBLEM, BOTH FOR RESIDENTS & VISITORS. ONE UNIT DEVELOPMENT ON PROSPECT & REGENCY ROADS HAS 29 CAR PARKING SPACES FOR 24 UNITS. EVEN TIGHTER STREET PARKING FOR CURRENT RESIDENTS IN THAT AREA.

PROSPECT COUNCIL APPEARS TO HAVE BEEN TRUMPED BY STATE GOVT. REGARDING DEVELOPMENTS- EVEN WHEN DEVELOPMENT DOES NOT ADHERE TO COUNCIL REGULATIONS.

STATE GOVT. OVER RULES ANY DECISIONS. NOT GOOD ENOUGH.

NONE AT THE MOMENT.

NO.

DISAPPOINTED WITH LIBRARY MOVE AND THE POOR RELATION STATUS OF THOSE EAST OF MAIN NORTH ROAD.

NO THANKS.

I'M VERY HAPPY WITH MY LOVE TO PROSPECT. HOWEVER, I WISH THERE WERE MORE CAFE/DINING OPTIONS AND MORE ENTERTAINMENT PRECINCTS.

NO THANKS.

I WOULD LOVE TO SEE THE RECYCLING COLLECTION DAYS INCREASED TO WEEKLY, WE RECYCLE SO MUCH THAT WE HAVE 4 RECYCLE BINS WORTH OF RECYCLABLE MATERIALS SITTING IN OUR FRONT YARD WAITING FOR PICK UP, BUT UNFORTUNATELY IT WILL MORE THAN LIKELY GO TO LAND FILL BECAUSE WE CANNOT STORE IT WITHOUT AN UGLY SIGHT IFR SMALL.

NO.

NO.

SEEM TO BE DOING WELL.

LONGER HOURS FOR JP SERVICES WOULD BE USEFUL :)

RESIDENTS SHOULD BE MORE INCLUDED IN DECISION MAKING.

I REALLY LIKE LIVING HERE & HOPE TO REMAIN IN THE AREA INDEFINITELY.

TRAFFIC MANAGEMENT TO REDUCE SPEEDS SHOULD BE CONSIDERED NEAR PARKS.

THERE ARE VERY FEW SERVICES AND ACTIVITIES FOR FAMILIES WITH YOUNG CHILDREN, APART FROM LIBRARY AND VACCINATION CLINIC.

I AM VERY CONCERNED THAT THERE IS NOT ENOUGH PROVISION FOR OPEN SPACE OR COMMUNITY RECREATIONAL FACILITIES IN NEW DEVELOPMENTS, OR DEMANDS MADE ON DEVELOPERS FOR SUCH, PARTICULARLY IN THE AREA ON THE SOUTH-WESTERN CORNER OF CHURCHILL AND REGENCY ROADS.

IT WOULD GREAT TO SEE COUNCIL GET BEHIND A REUSABLE COFFEE CUP SCHEME (DISCOUNTS/SUBSIDIES??) FOR LOCAL CAFES TO REDUCE THE AMOUNT OF WASTE PRODUCED AND OFTEN DISCARDED INAPPROPRIATELY, ESPECIALLY AROUND THE PLAZA AREA.

STOP THE DEVELOPMENT ITS RUINING PROSPECT.

NO.

NO.

NOT YET.

HAPPY IN GENERAL WITH THEPROSPECT COUNCIL.

NO.

NO.

HAVE LIVED IN PROSPECT FOR 35 YEARS AND HAVE LOVED IT. I THINK THE SMALLER COUNCIL SUCH AS OURS ENABLES A STRONG CONNECTION WITH COMMUNITY.

ENCOURAGE THE DEVELOPMENT OF MORE PUBS/BARS :)

PARKING ON STREET, OPPOSITE DRIVEWAYS. BLOCKING STREET BY PARKING BOTH SIDE, EVEN THOUGH ONE SIDE HAS PARKING TIMES.

REQUESTED THAT A CONTINUOUS YELLOW LINE BE PLACED ON A PARTICULAR STREET IN MY AREA.

IT IS UNREASONABLE THAT AN ASSESSMENT OF THIS TAKES 2 YEARS. I AM STILL WAITING FOR A DECISION.

NO.

THE COUNCIL DOES A REALLY GOOD JOB! I'M LOOKING FORWARD TO THE NEW CINEMA COMPLEX & HOPEFULLY SOME AFTER.

DARK PLACES TO GATHER WITH FRIENDS.

NOPE!

IT IS A SHAME THAT MUCH OF THE REVITALISATION OF PROSPECT IS NOW THREATENED BY DECISIONS THAT HAVE DESTROYED WHY PEOPLE WERE COMING TO PROSPECT FOR IE THE HERITAGE/OLDER NEW BUILD MIX IS NOW BECOMING BORDERLINE SO ONE MAY AS WELL HAVE BROUGHT IN LIGHT'S VIEW ET AL WHERE THE FULL DESIGN IS FOR A MODERN SUBURB.

HOW DID THE NEW CINEMA APPROVAL NOT HAVE TO HAVE SUFFICIENT OFF-STREET PARKING?

COUNCIL, ELECTED AND EMPLOYED MEMBERS NEED TO VISIT AREAS THAT HAVE ENRICHED THEIR SUBURBS AND VALUE ADDED BUT IT IS NOW PROBABLY TOO LATE.

TOO MANY ROADWORKS/COUNCIL WORKS CONSTANTLY OCCURRING IN THE AREA, I DON'T THINK THE ROADS NEED UPGRADING THAT OFTEN, THEY'RE FINE AND IT'S A WASTE OF MONEY.

I AM DISAPPOINTED THAT THE PLAYGROUND ON PERCY STREET IS NOT WELL MAINTAINED AND IS OFTEN USED BY THOSE WHO ARE HOMELESS. AS A RESULT, I DO NOT FEEL SAFE TAKING MY DAUGHTER TO PLAY THERE, WHICH IS A WASTE OF THAT SPACE. I AM AWARE THAT MY NEIGHBOURS WHO HAVE YOUNG CHILDREN FEEL THE SAME WAY.

NO.

BRAUN RD SHOULD ONLY HAVE CAR PARKING ALLOWED ON ONE SIDE OF THE STREET - NOT BOTH. THE STREET IS NOT WIDE ENOUGH!

NO.

NO.

NO.

WE ENJOY BEING ABLE TO WALK TO MANY GREAT CAFES AND RESTAURANTS. THE VIBE OF THE AREA CONTINUES TO BE ACTIVE AND VIBRANT.

NIL COMMENT.

NO.

FIX SIDE STREETS TO STOP SPEEDING MOTORIST.

NO, I THINK I'VE HAD MY SAY IN EARLIER PARTS OF THIS SURVEY.

THEY NEED TO ENFORCE THE KISS & DROP AT PPS MORNINGS AND AFTERNOONS.

LAST YEAR THE COUNCIL REPLACED ALL THE DRIVEWAYS IN OUR STREET. IT TOOK 3 MONTHS MORE THAN IT MEANT TO AND NOW THE DRIVEWAY IS WORSE THAN BEFORE.

OTHERWISE, WE VERY MUCH LIKE PROSPECT COUNCIL.

NO.

IMPROVE RESPONSIBLE CAT OWNERSHIP RULES AND ENFORCEMENT. I AM SICK OF OUR NEIGHBOUR'S CAT STALKING BIRDS IN OUR GARDEN.

WHEN ARE GREEN BINS COLLECTED ON PROSPECT RD? IT SEEMS ONLY RED AND YELLOW BINS ARE COLLECTED.

ALSO, BIKE LANE TIMES SHOULD BE EXTENDED PAST PEAK HOUR ALONG PROSPECT RD, BOTH DIRECTIONS.

NO.

NO.

PART OF OUR RATES GO TOWARDS PUBLIC SAFETY, BUT APPARENTLY MAKING SURE THAT THE TREES ON THE NATURE STRIPS AREN'T OVERGROWN AND TOO CLOSE TO POWER LINES DOESN'T SEEM TO BE OF GREAT IMPORTANCE. IF WE DON'T COMPLAIN OR MAKE THEM AWARE OF TREES NEEDING TRIMMING THEY DON'T TAKE RESPONSIBILITY FOR DAMAGES. THEY'RE THE COUNCILS TREES AND THEY NEED TO MONITOR THEM. OUR RATES AREN'T EXACTLY CHEAP SO WHERE ELSE DOES ALL THE MONEY GO.

BRAUND RD NEEDS FURTHER ASSESSMENT IN REGARDS TO PARKING ON THE STREET IN EFFECT TO TRAFFIC FLOW. THERE SHOULD BE NO PARKING ALONG BRAUND PARTICULARLY AROUND PROSPECT PRIMARY SCHOOL.

NO.

RATES TOOOO EXPENSIVE.

SEEM TO BE UNAWARE OF THE INCONVENIENCE THEY CAN CAUSE BY DOING SOME OF THEIR ROADWORKS AND ROAD CLOSURES IN PEAK HOUR IN MORNING AND AFTERNOON. NOT COMMUNICATING WITH RESIDENTS WHEN THEY ARE BLOCKING THEIR PROPERTIES.

I WOULD LIKE TO SEE MORE ACTIVITIES FOR BABIES AND CHILDREN.

I REALLY DON'T LIKE THE NEW APARTMENTS THAT ARE BEING BUILD AROUND PROSPECT AT THE MOMENT.

I AM NOT AGAINST OF BUILDING NEW APARTMENTS I JUST THINK THE ONES HAS BEEN BUILD SO FAR, THEY ARE REALLY UGLY AND HAVE NO STYLE. DESTROY THE BEAUTIFUL HERITAGE OF THE CITY.

COUNCIL SHOULD BE PRESERVING THE OLDER STYLE HOMES AND NOT ALLOW BATTLE AXING OF PROPERTIES IN SIDE STREETS.

NO.

COUNCIL NEEDS TO IMPROVE SIDE STREETS WITH POT HOLES, DAMAGE BITUMEN AND CURBS.

ALSO FLOODING DUE TO STREET DRAINAGE PROBLEMS. STREET SWEEPING AND FOOT PATHS NEEDING CLEANING AND REPAIRS.

NO.

THE LIBRARY IS WONDERFUL - THANKS LIBRARIANS - KEEP UP THE GREAT WORK! :)

NO.

NO.

PAY HIGH RATE ONLY TO HAVE THE WALK PATHS RIPPED UP AGAIN!

I ALWAYS STRUGGLE TO GET MY STREET LOOKED AFTER. NO STREET SWEAPERS OR GREEN MAINTENANCE DONE UNLESS I CALL THE COUNCIL AND ASK IT TO BE DONE. I THINK MY STREET IS THE FORGOTTEN STREET!

ALSO, THAT PARKING GUY NEEDS TO LAY OFF A BIT.

THE CURBS/HITTERS NEED TO BE MAINTAINED MORE REGULARLY. WE ARE STILL WAITING FOR THIS YEARS GREEN COMPOST BAGS, DESPITE CALLING THE COUNCIL SEVERAL TIMES.

PLEASE MAKE MORE INFO AVAILABLE TO DEAF RESIDENTS AUSLAN.

NOT APPLICABLE.

NO THANKS.

PLEASE PROVIDE A SAFER BIKE LANE FROM PROSPECT ROAD TO NORTH ADELAIDE, AS IT IS CURRENTLY VERY UNSAFE.

OPTIONAL COMMENTS QUESTIONS SHOULD NOT BE COMPULSORY!

NONE AT THIS TIME.

CUT THE WAGES TO SLOBS THAT DON'T DESERVE.

I WOULD LIKE TO RECEIVE GREEN BAGS FOR THE GREEN BIN MORE OFTEN.

LEAVES CLEANED UP MORE OFTEN.

TREE IN A HOUSE ON BRAINS RD COVERS THE WHOLE ROAD SHOULD BE REMOVED.

NO.

NO.

GENERALLY HAPPY WITH THEM, BUT ANNOYED THAT YOU GET NO RESPONSE TO ISSUES THAT ARE RISKING SAFETY OF RESIDENTS. LACK OF MAINTENANCE TO THE FOOTPATHS AND CLEAN UP OF CEDAR TREE LEAVES AND BERRIES IS VERY TAXING ON THE RESIDENTS.

IF YOU WANT TO LIVE IN PROSPECT YOU NEED TO SPEND AT LEAST ONE DAY OF YOUR WEEKEND CLEANING UP AND DISPOSING OF DEBRIS. DOING WHAT THE COUNCIL SHOULD BE DOING!

NO.

NO.

I WOULD LIKE TO SEE MORE PLACES OPEN LATER AT NIGHT ALONG PROSPECT ROAD - THIS WOULD ENCOURAGE MORE ACTIVITY IN THE STREET. MAYBE SMALL WINE BARS AND MORE RESTAURANTS.

I WOULD ALSO LIKE TO SEE ANY INITIATIVES THAT PROMOTE NEIGHBORHOOD ENGAGEMENT AND INTERACTIONS, I.E. STREETS TO FLOW FOR LONG DINNERS!

FINALLY, LESS URBAN DEVELOPMENT. THERE ARE SOME BEAUTIFUL OLD HOMES ALONG PROSPECT ROAD THAT ARE CONTINUALLY BEING TURNED INTO APARTMENTS. THIS WILL ULTIMATELY RUIN PROSPECT.

NO NOT REALLY.

NO.

YES, THE TREES IN FRONT OF OUR HOUSE DROPS A LOT OF BERRIES ON CARS AND DAMAGES THE PAINT WORK ON THE CARS. THESE TREES SHOULD BE REPLACED.

NOT APPLICABLE.

NO.

NO.

THANK YOU FOR ALLOWING ME TO MAKE A SMALL INPUT VIA THIS SURVEY.

NO.

NO - GENERALLY HAPPY.

GENERALLY, VERY HAPPY WITH AREA AND DECISIONS MADE BY COUNCIL. A FAMILY FRIENDLY AND VIBRANT AREA THAT CONTINUES TO DEVELOP.

NOT AT THIS TIME.

I AM REALLY HAPPY LIVING IN PROSPECT. IT'S THE ONLY PLACE I'VE EVER LIVED BUT IT'S BEEN AMAZING AND MAKES ME WANT TO BUY MY OWN PLACE IN THE AREA WHEN I MOVE OUT.

I'VE FOUND THE CLOSER TO TOWN YOU LIVE THE BETTER THE AREA. I WOULD LIKE TO SEE IMPROVEMENT TO THE AREAS FURTHER AWAY FROM TOWN I.E NEXT TO REGENCY ROAD. SOME OF THE ROADS AREN'T IN GREAT CONDITION, INCLUDING THE END OF PROSPECT ROAD TOWARDS REGENCY ROAD AND CAN BE DANGEROUS FOR CYCLISTS.

NOT APPLICABLE.

NOPE.

KEEP UP ALL THE GREAT WORK.

PARKING IS A MAJOR ISSUE ON KINTORE AVENUE. PEOPLE PARKING OVER DRIVEWAYS SO HARD FOR US TO TURN IN (OR LEVEL OF CARS SO HARD TO SEE OR GET OUT), PARKING ALL DAY IN ONE HOUR ZONES AT TOP OF THE STREET NEAR MAIN NORTH ROAD OR PARKING NEAR BASILICO CAFE. THE NUMBER OF TIMES SOMEONE IS PARKED OR TWO CARS ARE PARKED OUTSIDE BASILICO, TWO CARS ARE WAITING TO TURN LEFT ONTO MAIN NORTH ROAD AND I COME AROUND THE CORNER AND CAN'T TURN OFF INTO KINTORE. SOMEONE WILL GET HURT OR INJURED BECAUSE OF CARS UNABLE TO TURN INTO KINTORE IN THIS SITUATION. PARTICULARLY DIFFICULT IF ANY OF THE PARKED CARS OR WAITING TO TURN ONES IS S DELIVERY VAN SO TAKING UP MORE WIDTH OF THE ROAD.

THERE APPEARS TO BE NO PARKING INSPECTORS AND WHEN YOU CALL THEY DON'T SEEM CONCERNED. WHY WOULD YOU KEEP RINGING IF YOU DON'T SEE INSPECTORS COMING REGULARLY OR AT ALL AFTER YOU RING!

NO.

THE EASTERN SIDE OF PROSPECT (MAINLY NEAR THE FOOTBALL CLUB) CAN BE INCREDIBLY DANGEROUS TO DRIVE NEAR ON THE WEEKEND AS THERE ARE NOT MANY PARKING RESTRICTIONS, WHICH MEANS PEOPLE ARE CONSTANTLY PARKING ON SHOULDERS (MAKING BLIND CORNERS,) PARKING DOWN BOTH SIDES OF THE STREET SO IT BECOMES A ONE-WAY STREET. ESSENTIALLY A 4 BLOCK RADIUS BECOMES LIKE THIS EVERY WEEKEND. AFTER LIVING IN SYDNEY, I AM VERY CONFUSED AS TO HOW SUCH DANGEROUS DRIVING CONDITIONS ARE ALLOWED.

DURING AUTUMN, I WAS INCREDIBLY IMPRESSED WITH THE FREQUENCY OF THE STREET SWEEPERS CLEANING UP LEAVES.

REALLY LOVE PROSPECT. IT IS BEAUTIFUL. YOU GUYS SHOULD BE PROUD. YOU HAVE AN INCREDIBLE SUBURB.

NO THANKS.

IN GENERAL, I THINK THEY DO A VERY GOOD JOB. CONCERNS ABOUT THE DIRECTION IN WHICH IT IS ALL HEADING - SAD TO SEE LOVELY HOUSES KNOCKED DOWN AND VERY UGLY HOUSES REPLACE THEM. ONE OR TWO BIG PLAYGROUND REDEVELOPMENTS BUT THERE ARE A LOT OF PEOPLE NOT WITHIN WALKING DISTANCE OF THOSE. PERSONALLY, NOT HAPPY WITH CHOICE OF THE LIBRARY SITE AS DO FEEL THINGS ARE VERY FOCUSED ON PROSPECT RD, TO THE DETRIMENT OF OTHER RESIDENTS.

NIL.

NONE.

WE NEED BETTER RECYCLING OPPORTUNITIES. THE APPROVAL OF THE COLES BUILDING WAS DISGUSTING. THE CAR PARK IS DANGEROUS AND IT IS AN EYESORE.

GREAT PARKS FOR FAMILIES AND SHOPS ARE GREAT.

WE NEED A PUB. THIS CAN'T BE THAT HARD SURELY.

THOSE STUPID BALL THINGS WITH COLOURED TIPS LOOK SHIT AND ARE A WASTE OF MONEY. THE WAY PROSPECT ROAD CHANGES TO 40 IN THE MIDDLE FOR ABOUT 200M IS FUCKED. ITS A MAIN ROAD AND SHOULD BE 60 THE WHOLE WAY. PUTTING A SPEED CAMERA ON A MAIN ROAD SCHOOL CROSSING THAT SHOULD BE 60 ANYWAY IS A JOKE MUCH LIKE MOST OF THE SPEED LIMITS IN THIS SUBURB.

NO.

WE NEED A CAT MANAGEMENT PROGRAM, IE CATS TO BE KEPT IN THEIR OWN YARDS.

VACANT BLOCKS NEED TO BE TIDIED. 3 PHONE CALLS. STILL AWAITING CLEAN UP.

COUNCIL NEED TO DRIVE DOWN EACH STREET TO MAINTAIN KERBSIDE PLANTS, PLANTED BY THE COUNCIL. RESIDENTS SHOULDN'T NEED TO ADVISE MAINTENANCE.

WE LIVE IN GLADSTONE ROAD AND THE SCHOOL TRAFFIC AT DROP OFF AND PICK UP IS NOT VERY RESPECTFUL TO THE RESIDENTS IN THE STREET. I WOULD LIKE TO SEE MORE TRAFFIC CONTROLLERS OPERATING AT THESE BUSY TIMES.

NO.

NO.

I FEEL THAT THOSE AREAS ON THE FRINGE OF THE COUNCIL AREA GET LESS ATTENTION TO STREET SHAPES, FOOTPATHS AND OTHER BASIC INFRASTRUCTURE, WE PAY RATES TOO.

NO.

AS PREVIOUSLY STATED THE COUNCIL DOESN'T APPEAR TO BE INTERESTED IN MAINTAINING FOOTPATHS AND SAFE PEDESTRIAN BIKE MANAGEMENT. I KNOW OF PEOPLE WHO HAVE TAKEN PHOTOS MADE COMPLAINTS AND NOTHING CHANGES. I HAVE ALSO COMPLAINED BUT AM YET TO SEE ANY CHANGE.

THERE ARE TOO MANY SMALLER APARTMENT BUILDINGS BEING BUILT WHICH IS RISKING THE INTEGRITY AND ALLURE OF LIVING IN A SUBURB LIKE PROSPECT. IF WE WANTED CONGESTED LIVING, WE WOULD LIVE IN BOWDEN.

I AM CONCERNED THAT PROSPECT WILL LOSE MANY OF IT'S BEAUTIFUL HERITAGE HOUSES AND THIS SADDENS ME. I THINK MORE SHOULD BE DONE TO ASSIST RESIDENTS TO RENOVATE RATHER THAN DEMOLISH.

OVERALL VERY SATISFIED. IT IS VERY PLEASING TO SEE PROSPECT ROAD BECOMING A VIBRANT HUB OF SHOPS AND EATING VENUES. IT BRINGS THE AREA ALIVE AND SURELY ATTRACTS YOUNG PEOPLE TO THE AREA.

NOT RIGHT NOW THANKS.

NO.

NO.

MORE INFORMATION ABOUT HOW MUCH HIGH-RISE DEVELOPMENT ALONG PROSPECT ROAD AS IT LOSING IT HERITAGE.

MORE INFORMATION ON TRAFFIC CALMING IS NEEDED WITH THE NEW CINEMA OPENING.

INFORMATION OF MORE PARKING AND ROAD SURFACE MAINTAINCE, PROSPECT ROAD SURFACE IS HORRIBLE ALSO SIDE STREETS, EG LABRINA ROAD SURFACE IS HORRIBLE.

MORE THOUGHT PROCESS AND INFORMATION ON ONSTREET PARKING ON CORNER MYRLTE STREET AND CHURCHILL ROAD WITH NEW DEVELOPMENT HAPPEN ON CHURCHILL ROAD CARS ARE BEING PARK CLOSE TO THE CORNER THEREFORE TURNING OFF OR ONTO CHURCHILL IS VERY DANGEROUS.

NO.

NO.

NO - ALTHOUGH I DON'T HAVE CLEAR VISIBILITY OF WHAT IT DOES OR WHAT IT IS RESPONSIBLE FOR.

NO.

PLEASE DON'T MERGE WITH PAE. PLEASE GET RID OF PARKING ON MAIN ROADS, ESPECIALLY NEAR APPROACHES TO INTERSECTIONS AND IN THE VILLAGE HEART. INDENTED PARKING IS FINE BUT WHAT'S LEFT IS CHAOS AND NOT GOOD. MAKING THE BIKELANES RUN MORNING AND NIGHT WOULD BE A START. IT'S MAD SEEING PROSPECT ROAD CHOKED UP THANKS TO A HANDFUL OF MOTORCARS PARKING FOR FREE. PLEASE REALISE THAT THE VILLAGE HEART EXTENDS FROM BP THROUGH TO GLADSTONE, YET FOR SOME REASON THE 40KPH DOES NOT REACH TO EITHER END WHERE IT IS OFTEN MOST NEEDED. WOULD BE NICE TO SEE A RETURN TO THE DAYS WHEN SUBDIVIDING BLOCKS WAS ONLY ALLOWED ON CORNERS ACROSS THE WHOLE DISTRICT ON SIDESTREETS. I AM PLEASED WITH THE HIGHRISE GOING IN ON MAIN ROADS, BUT I DO WISH THERE COULD BE HIGHER ARCHITECTURAL STANDARDS MAINTAINED. OVERALL, I LIKE PROSPECT COUNCIL. COMPARED TO OTHERS WE SEEM TO GET MORE BANG FOR OUR BUCK.

NO.

PROSPECT IS A VERY NICE PLACE TO LIVE.

NO.

NO.

NO.

CONCERNED THAT THEY DON'T HAVE AN ENVIRONMENTAL OFFICER / TEAMS LIKE OTHER COUNCILS DO EG CITY OF MARION / ONKAPARINGA.

NOT DOING ENOUGH FOR ENVIRONMENTAL SUSTAINABILITY.

I CYCLE AND LIVE IN THE EASTERN SIDE OF MAIN NORTH ROAD. A LOT OF OUR STREETS HAVE POTHOLES THAT TAKE A LONG TIME TO BE REPAIRED. IT WOULD BE GREAT IF WE HAD A MARKED BIKE ROUTE ALONG HOWARD STREET.

PERHAPS SOME OF THE ADDITIONAL INCOME FROM CURRENT RAPID BUILDING DEVELOPMENT, ETC COULD BE PUT ASIDE FOR THE LESS FORTUNATE. EG PROVISION OF AN OCCASIONAL SOUP KITCHEN OR DONATION TO SIMILAR CAUSES.

PARKING AROUND SCHOOLS AT DROP OFF AND ESPECIALLY PICK UP TIMES TIMES MAKES GETTING OUT N AND OUT OF DRIVEWAY VERY DIFFICULT AND ACCESSING MAIN ROADS DIFFICULT. E.G. KOONGA AVE, Highbury St AND THORNBURY ST.

I'D LOVE TO SEE A FAMILY-FRIENDLY PUB IN THE AREA. I THINK IT WOULD BE WONDERFUL WAY TO BRING COMMUNITY TOGETHER, SUPPORT LIVE MUSIC, KEEP MONEY IN THE AREA (CURRENTLY WE ALWAYS LEAVE PROSPECT FOR DINNERS OR PUB CATCH UPS).

BETTER ADVERTISEMENT OF EVENTS OR SERVICES FOR CHILDREN.

NA.

NOT REALLY.

PLAYGROUNDS IN PROSPECT NEED UPDATING! THE SMALLER PLAYGROUNDS ARE IS WITH LIMITED EQUIPMENT, EG IN PERCY ST. THE NEW PLAYGROUND BY THE NORTH ADELAIDE FOOTBALL CLUB- IS NOT APPROPRIATE FOR 12MONTHS TO 6 YEARS OLDS. PLEASE GO ON A SUNDAY MORNING AND SIT AND WATCH THE CHILDREN USE CENTRE PIECE- THEY CLIMB UP ON THE PLATFORM AND THEN NEED PARENTS HELP TO GET THEM OFF- THEIR IS NOTHING FOR THESE LITTLE PEOPLE TO DO OTHER THAT PLAY IN THE SAND PIT OR GO ON A SWING. IT IS PLANNED POORLY! THE BIG SLIDE IS GREAT FOR OLDER CHILDREN- BUT THEY HAVE PLAYGROUNDS AT SCHOOL TO PLAY WITH- WHERE THE 12MONTH TO 5 YEAR OLDS DON'T AND THEY HAVE NOT MUCH TO DO NOW! SUCH POOR PLANNING IN THIS NEW DEVELOPMENT! NEEDS UPGRADING SO BADLY ALREADY TO ACTUALLY HAVE BETTER EQUIPMENT!

THE ACTUAL ROAD ON PROSPECT ROAD LOOK DISGUSTING! NO LEADY TREES OR REPAIRR OF HERITAGE BUILDINGS ARE GOING TO IMPROVE THE PRESENTATION OF PROSPECT WITH THE MAIN ROAD LOOKING LIKE A DOGS BREAKFAST WITH RANSOMS PATCHWORK, PACERS RIPPED UP AND REPLACED WITH CONCRETE.

THE BIKE LANES ARE NEVER MONITORED TO FINE CARS PARKED INCORRECTLY. JUST SIT IN FRONT IF VINO ON A WEEKDAY MRI ING AND SEE HOW MANY CARS PARK ON THE EASTERN SIDE IN THE BIKE LANE!

PARKING ISSUES IN TOTNESS AVENUE PROSPECT.

NIL.

NOT THAT I CAN THINK OF RIGHT NOW.

OUR LETTERBOX HAS "NO JUNK" MAIL ON IT BUT WE STILL GET THE OCCASIONAL JUNK MAIL. IS THIS SOMETHING COUNCIL CAN GOVERN?

SEEMS TO BE AN INORDINATE AMOUNT OF HIGH RISE BUILDING OCCURRING???

NO THANKS.

NO GENERALLY ARE EASY TO SPEAK TO IF I HAVE A PROBLEM.

PROSPECT IS GETTING BUSIER AND BUSIER WITH THE SUB DEVELOPMENT TO DATE. THE LURE OF PROSPECT WITH ITS TRADITIONAL HOMES ON LARGE BLOCKS IS BEING TAKEN OVER BY MANY SUBDIVISIONS AND LOW-QUALITY APARTMENT COMPLEXES THAT I FEEL WILL CHEAPEN THE HERITAGE FEEL OF THE SUBURB.

NEED TO DO MORE TO SUPPORT LOCAL SMALL BUSINESS. PEOPLE MANAGING NETWORK PROSPECT ARE BIAS AND UNRECEPTIVE CONTINUOUSLY PROMOTE SAME FEW EATERIES RATHER THAN THE DIVERSE RANGE OF BUSINESS ALONG PROSPECT ROAD. FEEL THERE COULD BE MUCH MORE DONE AND INCENTIVES GIVEN TO CREATE A BETTER SHOPPING STRIP/HUB. LOTS OF EMPTY BUILDINGS, LANDLORDS NEED TO MANAGED BY COUNCIL AND FORCED TO LOWER RATES AND IMPROVE BUILDINGS IF SITTING VACANT FOR EXTENDED TIME PERIODS.

NOT APPLICABLE.

OVERALL, I AM SATISFIED BY THE QUALITY OF LIFE IN PROSPECT.

PLEASE FIX THE ROADS, AND SOME OF THE FOOTPATHS ARE GETTING REALLY DANGEROUS TOO.

I DO LOVE THE PARKS. VERY WELL MAINTAINED AND BEAUTIFUL.

ELECTED MEMBERS AND COUNCIL STAFF DEFER ACTIONS ANNUALLY THAT SEEM TOO DIFFICULT TO IMPLEMENT EG STREET PARKING CONCERNS OF RESIDENTS.

NONE.

NO THANK YOU.

NO.

I WOULD MOVE IF WE COULD AFFORD TO.

PROSPECT IS FULL OF THOSE WHO ARE LOOKED AFTER & THOSE WHO ARE NOT.

AN ART DECO THEATRE (EVEN THO THERE IS ONE 5 MINUTES UP THE ROAD) TO APPEASE THOSE WITH PRETENTIOUS ASPIRATIONS & AN UGLY TOWER OF APARTMENTS AT THE END OF THE MOST NEGLECTED STREET - WELCOME TO THE JUNKET!

THE AMOUNT OF ROADWORKS IS CRAZY! I FULLY REGRET BUYING MY 2 HOUSES IN PROSPECT, THE ONLY REDEEMING QUALITY IS THE PRICE BOOM FOR THE FACT WE'RE CLOSE TO THE CITY. ALSO PROSPECT PRIMARY SCHOOL ZONE NEEDS TO BE EXPANDED. ALL OTHER PUBLIC ZONED SCHOOLS ARE A DISGRACE. I SHOULD KNOW I'M A HIGH SCHOOL TEACHER AND HAVE LOOKED AT EACH SCHOOLS DATA. MAKING A GOOD PUBLIC SCHOOL LIKE PROSPECT PRIMARY GROW AND EXPAND WILL ENTICE PEOPLE TO STAY IN PROSPECT. WE KNOW MANY PEOPLE IN THIS SUBURB AND A LOT ARE EITHER MOVING TO BE IN A BETTER SCHOOL ZONE AS THEY JUST SLIGHTLY MISS PROSPECT PRIMARY OR ARE HAVING TO SEND TO PRIVATE SCHOOLS.

NO.

THE COUNCIL HAS BEEN PRETTY GOOD WITH ALL ASPECTS OF SERVICES. HOWEVER, THERE ARE ALWAYS ROADWORKS HAPPENING THAT AT TIMES SEEM A BIT UNNECESSARY AS ONCE A ROAD IS FINISHED, FOR SOME REASON A FEW MONTHS LATER THEY ARE REDONE AGAIN.

NIL.

WHEN I CONTACTED THEM ABOUT A BLOCKED DRAIN OUTSIDE MY HOUSE THEY WERE THERE IMMEDIATELY.

I WOULD LIKE TO SEE A FREE (OR DISCOUNTED) GREEN WASTE DEPOT AS PROVIDED BY OTHER COUNCILS. IF PROSPECT ARE UNABLE TO SUPPORT THIS SERVICE WITHIN THEIR BOUNDARIES MAYBE THEY COULD WORK WITH ANOTHER NEIGHBOURING COUNCIL THAT ALREADY PROVIDES THIS SERVICE TO THEIR RATE PAYERS / RESIDENTS (ADELAIDE CITY COUNCIL OR ENFIELD PORT ADELAIDE).

PROSPECT COUNCIL SHOULD BE CONCENTRATING ON HIGH QUALITY, ADEQUATE BUILDING AND PLANNING CONTROLS.

THEY DO NOT NEED TO CONCENTRATE ON ENVIRONMENTAL MANAGEMENT/ SUSTAINABILITY CONTROLS AND ART/ FAMILY EVENTS.

THEY NEED TO UPDATE PERCY STREET PARK WHICH HAS NOT BEEN LOOKED AT SINCE THE 1990'S. PERCY STREET HAS SO MANY UNITS AND MANY FAMILIES LIVE IN THEM WITH NO BACK YARD. THIS PARK NEEDS ATTENTION. THERE IS A LOT OF HEAVY TRAFFIC WHICH INCLUDE BUSES AND LARGE TRUCKS USING THIS STREET, THE CHILDREN CANNOT PLAY OUT THE FRONT OF THEIR UNITS, IT IS TOO BIG A RISK. IN ADDITION, THERE IS A METHADONE CLINIC ON MAIN NORTH ROAD (BRAD JACKSON DISPENSARY) WHERE JUNKIES ARE USING THIS PLACE AND THEN WALKING OVER TO PERCY STREET PARK AND LEAVING NEEDLES ALL AROUND US. THERE NEEDS TO BE A BRIGHTER LIGHT PUT IN THE PARK TO DETRACT JUNKIES FROM HANGING AROUND AND SLEEPING THERE.

THEY NEED TO STOP INCREASING RATES SO DRAMATICALLY. OUR RATES HAVE JUMPED 13% IN THE YEAR AND THERE HAS NOT BEEN ANY OTHER CHANGE TO THE SERVICES WE RECEIVE FROM COUNCIL. THIS IS A BILL SHOCK, AND NOT SUSTAINABLE TO THE FAMILIES WHO LIVE HERE.

I HAVE MADE A COMPLAINT WITH COUNCIL ABOUT A NEIGHBOURING PROPERTY AND IT SEEMS THE COUNSELLOR INVOLVED IS NOT ABLE TO DO HIS JOB. HE SEEMS POWERLESS TO STOP SOMETHING HE AGREES IS NOT LEGAL. WHAT KIND OF EXAMPLE DOES THIS SET FOR THE REST OF THE COMMUNITY?

NOT HAPPY WITH ALL THE HIGH-RISE IT IS BORING ALL THE BUILDING FEZIGNS ARE AWFUL MAKES ARRA LOOK TACKT. IT MUST STOP SOON BEFORE WE RUIN THE SUBURBS UNIQUENESS.

NO.

I ONCE CALLED TO ASK FOR MY LATE FEE OF COUNCIL RATE TO BE RECONSIDERED AS I HAD TO LEAVE THE COUNTRY UNDER SHORT NOTICE FOR A FAMILY FUNERAL. MY REQUEST WAS RUDELY REPLIED WITH A "YOU SHOULD HAVE KNOWN BETTER AND PAID FOR YOUR RATES BEFORE YOU LEFT.

I CALLED BACK AGAIN AND MADE A COMPLAINT BUT I WAS ONLY TOLD THAT THAT PERSON WAS HAVING A BAD DAY.

MY POINT IS, SOMETIME CONSIDERATION SHOULD BE TAKEN INDIVIDUALLY TO EACH CALL, ACTUALLY ASK "WHAT WAS THE REASON" MORE PASSION AND NOT JUST ASSUME I'M TRYING TO GET AWAY WITH IT SINCE I ALWAYS HAVE PAID MY RATES ON TIME.

N'A.

NO.

HOURLY PARKING ON GUILFORD AVENUE CHURCHILL RD END.

NO.

LIKE THE GREEN WASTE BIO-DEGRADABLE BAG COMPOST BINS AND RECYCLING INITIATIVES.

SOME PROPOSALS DO NOT REFLECT THE REQUIREMENTS OF THE RATEPAYERS INCLUDING THE POSSIBILITY OF A TRAM UP PROSPECT ROAD. APART FROM THE NEED FOR OVERHEAD WIRES AND ASSOCIATED POLES WHICH NEGATES THE REMOVAL OF SAME AT CONSIDERABLE TIME AND COST. REQUIRES THE INSTALLATION OF RAILS WHICH ARE A HAZARD TO CYCLISTS THE REMOVAL OF ISLANDS, TREES, ETC. TRAMS ARE NOT AN EFFICIENT US OF ENERGY AND IMPACT ON TRAFFIC MOVEMENT. ESPECIALLY IN ONE OF THE MANY BROWNOUTS IN THE AREA.

NEED MORE EXITING BUSINESSES OPENING UP ON PROSPECT ROAD TO MAKE IT THE PLACE TO BE.

THE COUNCIL AND PARTICULARLY THE MAYOR HAS BECOME ARROGANT MORE INTERESTED IN HAVING A PHOTO AND WASTING MONEY NO PRACTICALITY NO COMMON SENSE.

NO.

NOT REALLY.

NO. THANKS FOR THE OPPORTUNITY TO COMMENT.

NO.

NO.

I AM SUPPORTIVE OF INCREASING THE DENSITY BUT IT REALLY NEEDS TO COMPLEMENT THE HERITAGE OF THE COUNCIL AREA - PLEASE ONLY APPROVE DEVELOPMENTS THAT COMPLEMENTARY AND AESTHETIC.

ONE OF THE DEVELOPMENTS ON PROSPECT RD IS UNFORTUNATELY NEITHER ARCHITECTURALLY INTERESTING NOR COMPLEMENTARY TO THE AREA WHICH IS VERY DISAPPOINTING. I AM HOPING THAT WITH THE LATEST REVIEW, COUNCIL WILL BE MUCH STRICTER WITH APPROVALS TO ENSURE OUR AREA REMAINS A UNIQUE HERITAGE COMMUNITY. TERRACE STYLE HOMES WOULD BE GREAT.

THE BIKE TOUR IN JANUARY MAKES PROSPECT COME ALIVE AND MANY PEOPLE FROM OTHER SUBURBS COME AS WELL, SO MAYBE ORGANISE SOME OTHER BIG EVENT MID-YEAR SO THAT BUSINESSES GET TO BENEFIT TWICE A YEAR AND ALSO THE COMMUNITY COMES TOGETHER.

WE NEED MORE PARKS FOR DOGS.

NO.

NO.

THE UGLY, LOW COST APARTMENT BUILDINGS ON CHURCHILL RD ARE NOT IN KEEPING WITH THE LOCAL AREA. THE INCREASED TRAFFIC ON CHURCHILL ROAD HAS MADE IT VERY DIFFICULT TO ENTER THE ROAD.

DUE TO THE INCREASED HOUSING DENSITY, THE PROSPECT AREA HAS LOST ITS QUIET RESIDENTIAL FEEL.

OVERALL, I AM VERY SATISFIED WITH THE COUNCIL. IMPROVEMENTS CAN BE MADE IN REGARDS TO THE STATE OF PROSPECT ROAD BITUMENT, AND GREATER PUBLIC CONSULTANT OF THE DEVELOPEMT PLAN IN RELATION TO APARTMENTS BEING BUILT ON PROSPECT ROAD.

I AM VERY APPRECIATIVE OF THE SMALL BUSINESS DEVELOPMENT OPPORTUNITIES INCLUDING THE NBN TRAINING. MY MAIN CONCERN LIVING IN THIS AREA IS THE KNOCKING DOWN OF 32 BUILDINGS AND REPLACING THEM WITH BIG GREY BOXES DOWN PROSPECT ROAD AND CHURCHILL ROAD.

NO.

NIL.

NO.

COUNCIL IS PRO-ACTIVE AND CONTEMPORARY.

HAS WORN BAD PRESS DUE TO A/SOME PROBLEM COUNCILLORS IN THE PAST.

HAS SUPPORTED THE CLIFTON STREET XMAS PARTY FOR OVER 25 YEARS AND SHOULD PROMOTE THIS TYPE OF COMMUNITY EVENT MORE. IT FOSTERS A HEALTHY SPIRIT AMONGST NEIGHBOURS.

NO.

NO. VERY HAPPY WITH MOST THINGS. THEY ARE ACCESSIBLE SHOULD I EVER NEED THEM.

WE HAVE BEEN LIVING IN PROSPECT FOR OVER 20 YEARS AND CAN SEE GREAT THINGS HAPPENING IN THE COMMUNITY. THIS IS DRIVEN BY A PROACTIVE COUNCIL WITH VISION FOR A CHANGE PROCESS THAT RESPECTS THE HERITAGE AND HISTORY.

BE BOLD AND DECISIVE AND LOOK TO THE FUTURE WHILE MAINTAINING THE BEST PARTS OF THE BUILT ENVIRONMENT FROM THE PAST. DON'T APPROVE CRAPPY DOG-BOX UNITS THAT ARE UGLY, HAVE TO GREEN SPACE OR SET BACK AND WILL DELIVER A POOR QUALITY OF LIFE FOR RESIDENTS. LARGER, HIGHER QUALITY DEVELOPMENTS WITH BETTER AMENITIES FOR RESIDENTS, FEWER DRIVE WAYS AND MORE SET BACK FROM THE STREET WOULD BE PREFERABLE TO A PROLIFERATION OF CHEAP AND NASTY SQUARE BLOCKS PAINTED IN UGLY COLORS AND WITH NO SIGNIFICANT SCREENING VEGETATION. REALISE THAT PEOPLE WILL WHINGE IN THE COURSE OF POSITIVE CHANGE (LIKE BANNING TRUCKS FROM PROSPECT RD AND PUTTING A TRAIN IN, BUT ONCE CHANGES ARE MADE PEOPLE WILL LIKE THEM. ALSO - BUILD A POOL. IT'S ALMOST IMPOSSIBLE TO FIND TIME AND SPACE TO SWIM LAPS AT NORTH ADELAIDE.

NO.

I WOULD LIKE TO SEE PARKING ONLY ON ONE SIDE IN SOME OF THE NARROWER STREETS.

RECENT HIGH-DENSITY DEVELOPMENT IN OUR SUBURB HAS CREATED MAJOR PARKING ISSUES, AS PREDICTED. COUNCIL NEEDS TO PROVIDE RESOURCES TO MANAGE THE TRAFFIC PROBLEMS THEY HAVE CREATED. WE OFTEN CAN'T TRAVEL DOWN OUR STREET, ACCESS TO DRIVEWAYS IS DIFFICULT. COUNCIL STAFF NEED TO REGULARLY PATROL AND EXPIATE CARS BLOCKING STREETS. DEVELOPERS MUST BE MADE TO REMEDIATE BROKEN GUTTERS AND STORM WATER COVERS THAT THEY DAMAGE DURING CONSTRUCTION. OUR STREET STILL HAS MISSING STORM WATER COVERS, AND WITCHES HATS, 9 MONTHS AFTER CONSTRUCTION WAS COMPLETED. AND FINALLY, IF COUNCIL CAN'T FUND BASIC SERVICES SUCH AS STREET SWEEPING, TREE PRUNING, FOOTPATH REPAIRS ETC, THEN DON'T FUND STREET PARTIES.

NO.

OVERALL, THEY DO A GOOD JOB I FEEL, IT WOULD BE GREAT IF THERE WAS SOME MORE 'LINEAR TRAILS FOR RUNNING AND CYCLING OR WALKING DOGS WITHOUT HAVING TO WALK AND CROSS A STREET EVERY 50 METERS.

NO.

I WOULD LIKE TO BELIEVE THEY WILL BE OPEN TO CHANGES TO PARKING CONTROLS IN LABRINA AVE AND SORT OUT SOMETHING TO STOP CARS DRIVING OUT THE WRONG WAY OF THE ONE-WAY ENTRY FROM LABRINA AVE ON TO PROSPECT RD, SOMEONE WILL GET KILLED OR BADLY HURT IN A HEAD ON ACCIDENT.

THANK YOU.

NO.

I LIKE THE GREEN INITIATIVES AND THE ARTS FUNDING AND INITIATIVES.

I WOULD LIKE TO SEE A FOCUS ON REDUCING OUR RATES INSTEAD OF WASTING OUR MONEY ON STREET ART AND SOCIAL EVENTS.

THEY'RE ALRIGHT.

NONE.

NO - I DON'T REGULARLY TRY TO BEAT MY HEAD AGAINST A BRICK WALL.

THEY ARE HELL BENT ON DESTROYING THE HISTORY OF THE AREA. MANY YEARS AGO, EXPERTS FROM THE UNITED KINGDOM AND THE UNITED STATES OF AMERICA WERE VERY IMPRESSED WITH THE STREETSCAPES OF PROSPECT, NORWOOD, ST PETERS AND OTHER "LEAFY" SUBURBS AND STRESSED THEY SHOULD BE MAINTAINED. NOT SO IN PARTS OF PROSPECT AS REGULAR DEMOLITION OF OLDER HOUSES MAKE WAY FOR "JERRY BUILT" RUBBISH THAT WILL FALL DOWN IN 20 YEARS AND WILL ENCOURAGE LOW RENT HOUSING.

THE DEVELOPMENT ON CHURCHILL RD AND PARTS OF PROSPECT RD HAS BEEN DONE AS CHEAPLY AS POSSIBLE AND WHO KNOWS THE QUALITY OF THE MATERIALS USED.

YOU COULD PLAY BILLIARDS ON HAMPSTEAD ROAD, AFTER RESURFACING. SAME WITH CORNER OF STEPHENS TCE AND NE ROAD. HOWEVER, WHEN JELICOE ST RESURFACED IT IS GRAVELLY, AND VERY, VERY BUMPY. WHY DID YOU WASTE MONEY ON A SECOND (THIRD) RATE JOB?

NO THANKS.

NO.

NO.

GENERALLY OK.

WOULD LIKE TO SEE MORE COMMITMENT ON IMPROVING STREET TREE UPGRADES NOT JUST INFILL PLANTING.

AFTER HOURS NUMBER FOR HELP EG CARS PARKED ACROSS DRIVE WAY IS ALWAYS UNANSWERED WHICH IS NOT GOOD ENOUGH.

YES.

RATES ARE INCREASING BUT DIFFICULT IN THIS ENVIRONMENT OF AGING FACILITIES ALSO MEDIUM DENSITY DEVELOPMENT IS CONTESTING STREETS ESPECIALLY FOR TRAFFIC ACCESS AND AMENITY AND SMALL HOUSE BLOCKS ARE HELPING TO PROMOTE CHILD INACTIVITY AS THERE IS NO BACKYARD TO PLAY. VERY LITTLE PROGRAMS FOR AGED ESPECIALLY COMPARED TO SALISBURY COUNCIL.

NO.

NO.

NONE.

I THINK THEY CHARGE TOO MUCH FOR RATES, ALL THE EXTRA HOUSES BUILT ON BLOCKS, PREVIOUSLY OCCUPIED BY ONLY ONE HOUSE, SHOULD BRING EXTRA REVENUE.

NOTHING.

AT THIS STAGE THEY LOOK AFTER EVERYTHING IN A REASONABLY GOOD MANNER.

NOT APPLICABLE.

I WAS REALLY DISAPPOINTED ABOUT THE LIBRARY BEING MOVED TO PROSPECT ROAD, COULD HAVE BEEN MOVED TO ST JOHNS DEPOT.

I'M QUITE SATISFIED WITH COUNCIL.

THEY SPEND TOO MUCH MONEY ON ARTS AROUND THE SUBURBS. IE. SIGN SAYING ENTERING CITY OF PROSPECT TOO LARGE AND UNREADABLE.

BICYCLE LANE PUT IN WITHOUT WARNING, FINED WITHOUT WARNING.

THEY ARE DOING QUITE A GOOD JOB.

NO.

THEY ARE A VERY GOOD COUNCIL.

NO.

LISTEN TO THE RESIDENTS ABOUT THEIR ISSUES WITH NEIGHBOURS AND BUILDING/ CONSTRUCTION.

IS THE COUNCIL GOING TO TAKE ON FUNCTIONS THAT THE STATE AND FEDERAL GOVTS? ASK THEM TO DO THESE GOVTS SHOULD PAY THE COSTS OF THESE DUTIES.

SHOULDN'T BE ONE BECAUSE IT IS A SMALL COUNCIL - SHOULD BE PART OF PORT ADL COUNCIL BECAUSE WASTING MONEY.

FOOTPATHS HAVE BEEN NOT MAINTAINED AND THERE IS A HOLE IN THE FOOTPATH NEAR MY HOUSE VERY DANGEROUS FOR OLDER PEOPLE.

I AM VERY DISAPPOINTED IN MY ELECTED WARD COUNCILLOR.

MAIN NORTH ROAD IS A PROBLEM. INSUFFICIENT ACCESS ABILITY OF GETTING IN AND GETTING OUT.

DISGUSTED WITH THE NUMBER OF HIGH RISES ON CHURCHILL AND PROSPECT ROAD.

LACK OF PARKING.

HARD TO COMMUTE INTO THE CITY ALONG CHURCHILL ROAD.

WE ARE VERY LUCKY TO LIVE HERE AND ALL FACILITIES ARE AVAILABLE AND CLOSE TO TOWN.

MONEY WASTED ON TOWN DOWN UNDER, DEVELOPMENTS: INAPPROPRIATE FOR AREA, HIGH RISES ON MAIN ROADS ARE NOT ATTRACTIVE AND DETRACT FROM HERITAGE BUILDINGS.

I AM VERY HAPPY WITH THE COUNCIL AND WHAT THEY DO.

NO, THEY ARE EXCELLENT. HAPPY RE NEW CINEMA.

NO.

DEVELOPMENTS: HIGH RISE ON CHURCHILL ROAD.

TRAIN CROSSING ON PIM STREET IS DANGEROUS, CARS QUEUE, RIGHT TURNING IS DANGEROUS.

THERE SHOULD BE A DUMPING SITE FOR RESIDENTS AND RATEPAYERS OF CITY OF PROSPECT, NOT EVERYTHING FITS IN A GREEN BIN.

LOCAL CLUBS ARE DISADVANTAGED BECAUSE THEY ARE IN A SMALLER COUNCIL WITH LESS MONEY.

NONE.

NOT APPLICABLE.

NOTHING.

THE DESIGN OF PROSPECT ROAD, THE WAY LITTLE PARKING BAYS HAVE SET UP WITH CONCRETE BLOCKS AROUND THEM TURNS PROSPECT ROAD INTO A SINGLE LANE HIGHWAY, IN THE RUSH HOUR IT WOULD BE IMPOSSIBLE TO GET A FIRE BRIGADE OR AMBULANCE THROUGH, NO THOUGHT HAS BEEN GIVEN TO THE EMERGENCY TRAFFIC FLOW.

I APPRECIATE ABOUT THE ARE ALL SERVICES WORK. LIBRARY AND ART GALLERY ARE VERY IMPORTANT AND I HAVE ENJOYED THE PROSPECT FAIR AND MUSIC IN THE PARK AND TDU.

THERE SEEM 4 OR 5 HIGH RISE BUILDINGS ON CHURCHILL AND PROSPECT RD, WHICH MAY AFFECT AMBIENCE AND BETTER USE OF THE AREA AND COULD PUT A STRAIN IN THE AREA IN WASTE MANAGEMENT AND GENERAL SERVICES AND PARKING.

I DONT THINK WE NEED A COUNCIL, NOT IN FAVOUR OF 3 LAYERS OF GOVT. WE COULD HAVE ONE COMBINED COUNCIL RATHER THAN ALL THE ONES WE HAVE, THEY ARE VERY EXPENSIVE.

NOT APPLICABLE.

A LOT OF THE TIME THEY ARE NOT DOING JOB CORRECTLY. NEW BUILDING ARE BEING BUILT WITHOUT CONSUTATION WITH RESIDENTS.

NO.

NOT APPLICABLE.

WE THINK THEY SHOULD BE EXTREMELY CAREFUL PUTTING HIGH RISE BUILDINGS ON SMALL BLOCKS OF LAND, NOT GOOD FOR NEIGHBOURS, PARKING IS A PROBLEM NOW.

DON'T PUT TRAM DOWN PROSPECT RD, NOT BIG/WIDE ENOUGH.

I JUST WISH THEY WOULD DO MORE TRAFFIC CONTROL, E.G., INSPECTING PARKING TO MAKE SURE PEOPLE ARE NOT PARKING OVER THE TIME LIMITS.

I'M PRETTY SATISFIED WITH HOW THEY ARE RUNNING THE COUNCIL.

FOOTPATHS THE GUTTERING IS BELOW FOOTPATHS WE LIVE IN FIRST AVE FOOTPATHS ARE TERRIBLE ARE UNEVEN AND FOR PERSON OF MY AGE AND IM STABLE YOU DONT FEEL SAFE WALKING ON THEM//GUTTERING IS NOT UP TO STANDARD THEY FLOOD LEAVES BLOCK THEM SOMETIMES CONCRETE IS CHIPPED AWAY FROM THE GUTTERS.

LESS SERVICES. JUST STICK TO COUCIL SERVICES LIKE RUBBISH ETC.

I HAVE NO COMPLAINTS. BEST COUNCIL.

TAKE CARE OF STREETS AND ASSETS ON THE BOUNDARIES OF THE COUNCIL.

NO.

RATE PAYERS NOT LISTENED TO, HERITAGE BUILDINGS NEED MORE PROTECTION, NO LIBRARY PARKING IN LIBRARY MOVES TO PROSPECT RD.

SPEND MORE TIME EAST OF MAIN NORTH ROAD//MAINTENANCE OF KERBS, ACCESS DRIVEWAYS.

NOPE.

IM PRETTY HAPPY WITH THE WAY THEY OPERATE, I KNOW COUNCILLORS ARE ACCESSIBLE.

COUNCIL NEEDS TO PAY MORE ATTENTION TO THE COUNCIL AREAS TO THE EAST OF MAIN NORTH ROAD - THIS AREA TENDS TO BE SOMEWHAT OVERLOOKED IN TERMS OF SERVICES.

NO.

NO.

LEAF DEBRIS AFTER STORM LEFT STREETScape BLOCKED AND MORE REGULAR STREET SWEEPING AND PAVEMENT CLEANING SHOULD HAPPEN.

TOO MUCH MONEY ON DEVELOPMENTS AND DESTROYING HERITAGE BUILDINGS.

I DONT KNOW ENOUGH ABOUT THINGS IE. THE QUESTIONS IVE ANSWERED UNKNOWN TO.

MORE INFO RE RECYCLING AFTER \$ CORNERS PROGRAM. MORE FOLLOW-UP FOR BUILDING STANDARDS AFTER 12 MONTHS AFTER THE REDEVELOPMENT PLANS.

NOT APPLICABLE.

NO, WEVE COVERED.

NO, DEAL PRETTY WELL WITH US ALL. WE GOT PARKING STICKER AFTER I HAD HAD CHEMO PARKED IN HANDICAPPED PARKING WHILE IN PROCESS OF MY PERMIT COMING THROUGH BUT WIFE WROTE A LETTER TO THEM AND THEY CANCELLED MY FINE.

DONT EXTEND MULTI LEVEL APARTMENT BUILDINGS BEYOND CHURCHILL ROAD.

NOTHING.

THE STREETS AND FOOTPATHS ARE GENERALLY MAINTAINED TO A REASONABLE STANDARD THOUGH FOOTPATHS HEAVING THEY DO NOT KEEP UP VERY WELLL WITH THE HEAVING OF THE PATHS.

THE COUNCIL IS FANTASTIC AND LOOK AFTER TEH COMMUNITY.

29. WHICH OF THE FOLLOWING CATEGORIES BEST DESCRIBES YOUR EMPLOYMENT STATUS? OTHER.

JUST HAD A BABY ON MATERNITY LEAVE FROM FULL TIME WORK.

HOMEMAKER.

BUSINESS OWNER.

SELF EMPLOYED.

SELF EMPLOYED.

CASUAL.

SMALL BUSINESS.

SELF EMPLOYED.

SELF EMPLOYED.

RETIRED.

A VOLANTEER.

SELF EMPLOYED.

APPENDIX 3: GUIDE TO READING THE REPORT



Guide to reading the report

The core report is typically analysed in order of the questions asked in the survey. Relevant statistically significant findings as well as other observations of interest are analysed in this report.

Please note that, because of rounding, answers in single response questions will not always sum precisely to 100%.

In addition, as the base for percentages is the number of respondents answering a particular question (rather than the number of responses) multiple response questions sum to more than 100%.

The use of arrows may have been used in this report to show movement between surveys.

- ↑ The current year % is up from the previous survey
- ↓ The current year % is down from the previous survey
- ↔ The current year % is the same as the previous survey

Survey, participants may have been to rate a variety of aspects on a 1 to 5 scale for importance, satisfaction or agreement. 1 being the lowest rating and 5 being the highest rating possible.

Typically in studies of this nature, an average rating of:

- 4.5 or above represents an extremely high level of importance, satisfaction or agreement
- 4.0 to 4.4 a high level
- 3.5 to 3.9 a moderate level
- between 2.5 and 3.4 a mixed rating and
- 2.4 and below a low level of importance, satisfaction or agreement

RATING LEVEL				
Extremely High	High	Moderate	Mixed	Low
4.5 or above	4.0 to 4.4	3.5 to 3.9	2.5 to 3.4	2.4 or below

Disclaimer Statement

The material in this report is assembled in good faith and is based on the perceptions of respondents who may have been surveyed. It is made available on the understanding that any views, suggestions or recommendations expressed in this report does not constitute professional advice, and McGregor Tan Research accepts no liability for its use.

APPENDIX 4: SAMPLING TOLERANCE



Sampling tolerance

It should be borne in mind throughout this report that all data based on sample surveys are subject to a sampling tolerance.

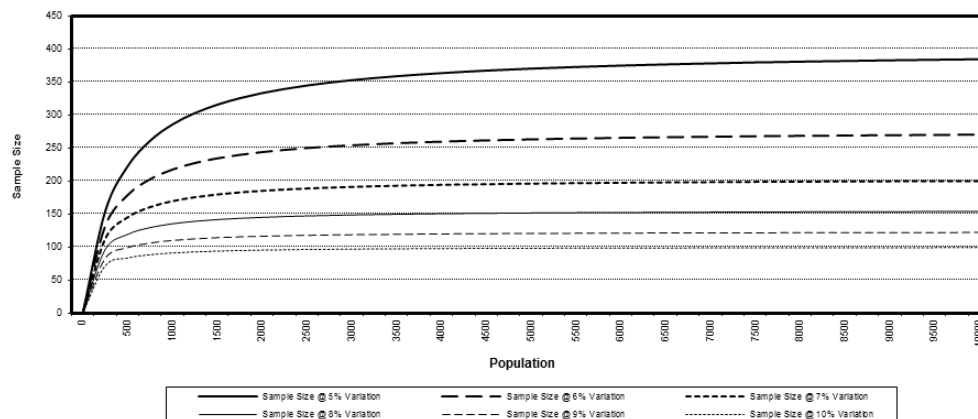
That is, where a sample is used to represent an entire population, the resulting figures should not be regarded as absolute values, but rather as the mid-point of a range plus or minus x% (see sampling tolerance table).

Only variations clearly designated as significantly different are statistically valid differences and these are clearly pointed out in the report.

Other divergences are within the normal range of fluctuation at a 95% confidence level; they should be viewed with some caution and not treated as statistically reliable changes.

MARGIN OF ERROR TABLE (95% confidence level)										
SAMPLE SIZE ↓	Percentages giving a particular answer									
	5% 95%	10% 90%	15% 85%	20% 80%	25% 75%	30% 70%	35% 65%	40% 60%	45% 55%	50% 50%
50	6	9	10	11	12	13	14	14	14	14
100	4	6	7	8	9	9	10	10	10	10
150	4	5	6	7	7	8	8	8	8	8
200	3	4	5	6	6	6	7	7	7	7
250	3	4	5	5	6	6	6	6	6	6
300	3	4	4	5	5	5	6	6	6	6
400	2	3	4	4	4	5	5	5	5	5
500	2	3	3	4	4	4	4	4	4	5
600	2	2	3	3	4	4	4	4	4	4
700	2	2	3	3	3	4	4	4	4	4
800	2	2	3	3	3	3	3	4	4	4
900	2	2	2	3	3	3	3	3	3	3
1000	1	2	2	3	3	3	3	3	3	3
1500	1	2	3	2	2	2	3	3	3	3
2000	1	1	2	2	2	2	2	2	2	2
3000	1	1	1	2	2	2	2	2	2	2

Optimum Sample Sizes to Ensure the Given Maximum Variation



A person with long hair, wearing a white long-sleeved shirt, is sitting at a wooden desk. Their hands are on a silver laptop, typing. In front of the laptop is a white pen and a spiral-bound notebook. The background is a blurred office setting with a window. A large red vertical bar is on the left side of the image, containing the title text.

APPENDIX 5: **SURVEY TOOLS**

Survey tool

Project No: 10852

City of Prospect – 2017 Residents’ Survey
COMMERCIAL IN CONFIDENCE

FINAL QUESTIONNAIRE

Online introduction:

McGregor Tan, as an independent social and market research company, is conducting a **survey** on behalf of the City of Prospect and would appreciate your opinions, we do not sell, promote or endorse any product or service. There are no right or wrong answers, it is just your opinion that we are after.

Participation in the survey voluntary. McGregor Tan complies with the Privacy Act and we can assure you that all information given will remain confidential. The answers from all survey participants will be gathered together and presented in a report to the Council, no individual answers are attributable to an individual participant.

CATI introduction:

Good my name is from McGregor Tan Research, the independent market research company. We are conducting a survey on behalf of the City of Prospect and would appreciate your opinions. We do not sell, promote or endorse any product or service. There are no right or wrong answers, it is just your opinion that we are after.

Before I begin We would just like to make you aware that this call may be recorded or monitored for quality assurance and/or training purposes and participation in the survey voluntary. McGregor Tan complies with the Privacy Act and we can assure you that all information given will remain confidential. The answers from all survey participants will be gathered together and presented in a report to the Council, no individual answers are attributable to an individual participant.

Survey tool

Screeners 1: Are you, or is anyone in your household, an elected member of Prospect Council or employed by Prospect Council?

1.	Yes Thank and terminate
2.	No continue

Screeners 2: Are you a resident or ratepayer in the City of Prospect Council area?

1.	Yes continue
2.	No Thank and terminate

GENERAL:

1. How long **in total** have you lived in the City of Prospect? **Read out, single response**

1.	Less than one year
2.	One or two years
3.	Three to five years
4.	Six to ten years
5.	Eleven to twenty years
6.	More than twenty years

2. How accessible do you consider Prospect Council is to its residents and rate payers? (i.e. how easy is it to contact or visit Council staff or Elected Members)

1.	Not at all accessible
2.	Not very accessible
3.	Quite accessible

Survey tool

4.	Very accessible
5.	Don't know

3. How responsive do you consider Prospect Council is to community needs?

1.	Not at all responsive
2.	Not very responsive
3.	Neither responsive nor unresponsive
4.	Quite responsive
5.	Very responsive
6.	Don't know

4. How do you rate your overall level of satisfaction with the City of Prospect, where 5 is very satisfied and 1 is not at all satisfied?

1.	Not at all satisfied
2.	Not satisfied
3.	Neither satisfied nor dissatisfied
4.	Quite satisfied
5.	Very satisfied
6.	Don't know

5. Using a score of 0 to 10 where 0 is not at all likely 10 is extremely likely, how likely are you to recommend living in the City of Prospect to others? (*Net Promotor Score*)

Survey tool

6. How satisfied or dissatisfied are you with Council's delivery on the following Strategic Plan Strategic Directions? **Read out (rotated)**

	1 Not at all satisfied		→		5 Very satisfied	Don't know
<u>People:</u> The Council knows, empowers, celebrates, educates and activates our community	1	2	3	4	5	6
<u>Places:</u> Prospect Council respects and looks after our heritage, leafy streets and fabulous places	1	2	3	4	5	6
<u>Prosperity:</u> The Council encourages development to increase local employment, investment, activities and more vibrancy across the local area	1	2	3	4	5	6
<u>Services:</u> The Council provides efficient, responsive and accessible services	1	2	3	4	5	6

Survey tool

PEOPLE:

The following questions are about the local community and contact with the Council.

7. Council is committed to obtaining community feedback on many important issues (such as Electoral Representation Review, Development Plan Review, Open Space Planning, Annual Business Plan and Budget, Local Area Traffic Management Reviews). Do you believe you have had appropriate opportunity to provide feedback to Council on these significant issues?

1.	Yes specify why
2.	Don't know / not sure
3.	No specify why not

8. What information do you think Prospect Council should give to you that you are not currently receiving? **Unprompted, multiple response**

1.	More information about services, facilities and events
2.	More information on upgrades and progress of roads and footpaths
3.	More information on waste collection services, timetables etc
4.	Rates - how they're determined / what the money is used for
5.	Updates on future developments / strategic planning
6.	Other specify
7.	Don't know
8.	Nothing, have enough now

Survey tool

9. Apart from the library service and paying or receiving your rates, have you had any contact with Prospect Council in the last 12 months?

1.	Yes
2.	No Go to Q13

10. **Had contact in the last 12 months (code 1 in Q9):** Would you describe your last contact with the Council as... **Read out, single response**

1.	An enquiry
2.	A complaint about Council services
3.	A request for services or assistance
4.	Other specify

11. **Had contact in the last 12 months (code 1 in Q9):** On a scale of 1 to 5 where, 5 is very satisfied and 1 is very dissatisfied, how satisfied were you with ...? **Read out each statement (rotated)**

	1 Not at all satisfied		→	5 Very satisfied		Don't know
The way that the contact was handled	1	2	3	4	5	6
The courtesy and politeness of the person you dealt with	1	2	3	4	5	6
The knowledge of the person you dealt with	1	2	3	4	5	6

Survey tool

12. **Had contact in the last 12 months (code 1 in Q9):** Using the same 1 to 5 scale, how satisfied or dissatisfied were you with any direct contact that you may have had with in the last 12 months? **Read out each statement (rotated)**

	1 Not at all satisfied →			5 Very satisfied		Don't know
Elected members of Council	1	2	3	4	5	6
Council staff	1	2	3	4	5	6

13. **ASK ALL:** We would like you to rate first, the importance and then, your level of satisfaction with each of the following, with 1 being not at all important or satisfied and 5 being the very important or satisfied. **Read out (rotated)**

	<u>Importance</u>						<u>Level of satisfaction</u>					
	Not at all		Very		Don't	know	Not at all		Very		Don't	know
	important		important				satisfied		satisfied			
	How important do you think ... is						And how satisfied are you with this?					
Arts and cultural activities	1	2	3	4	5	6	1	2	3	4	5	6
Community engagement and consultation (1.1.2/2) (1.3.4)	1	2	3	4	5	6	1	2	3	4	5	6
Community events	1	2	3	4	5	6	1	2	3	4	5	6
Prospect is an inclusive and welcoming community (1.4.2)	1	2	3	4	5	6	1	2	3	4	5	6
The council offers a range of programs, activities and initiatives (1.1.2/1)	1	2	3	4	5	6	1	2	3	4	5	6

Survey tool

14. What services or facilities do you consider Prospect Council should be providing for the aged people (aged over 60) of the area? **Unprompted, multiple response**

1.	Better footpaths
2.	Community facilities
3.	Community transport
4.	Counselling services
5.	Digital Hub
6.	Easier access to public places (more ramps/handles etc.)
7.	Health care services
8.	Home help / home safety
9.	Library services
10.	More advertising of services/facilities available
11.	Social activities
12.	Other specify
13.	Don't know
14.	None

15. What services or facilities do you consider Prospect Council should be providing for the younger people (aged 12-26) of the area? **Unprompted, multiple response**

1.	Community facilities
2.	Club5082
3.	Library services
4.	Recreational opportunities
5.	Social activities
6.	Youth advisory group

Survey tool

7.	Otherspecify
8.	Don't know
9.	None

16. How many of your neighbouring households (those on your street or very close by) do you regularly talk to or interact with? Enter 0 if none. (1.1.1)

Enter number:	
<i>Auto code (hidden)</i>	
1.	None
2.	One
3.	Two
4.	Three
5.	Four
6.	Five or more

PLACES:

The next few questions are about local heritage, buildings, parks and places.

17. On a scale of 1 to 5 where, 5 is very satisfied and 1 is very dissatisfied, how satisfied are you with ... **Read out each statement (rotated)**

	1 Not at all satisfied		→		5 Very satisfied	Don't know
Prospect Council's maintenance of the city's reserves, parks, gardens and ovals (2.2.1)	1	2	3	4	5	6

Survey tool

The amount and type of development occurring within the City of Prospect (2.1.2/2)	1	2	3	4	5	6
The range of local attractions, local history, character, heritage and stories within the City of Prospect (2.1.1)	1	2	3	4	5	6
The quality and interesting building design within the City of Prospect (2.1.2/1)	1	2	3	4	5	6

18. We would like you to rate first, the importance and then, your level of satisfaction with each of the following, with 1 being not at all important or satisfied and 5 being the very important or satisfied. **Read out (rotated)**

	<u>Importance</u>						<u>Level of satisfaction</u>					
	Not at all		Very		Don't		Not at all		Very		Don't	
	important		important		know		satisfied		satisfied		know	
	How important do you think ... is						And how satisfied are you with this?					
Bike paths / cycle-ways	1	2	3	4	5	6	1	2	3	4	5	6
Parks / reserves / gardens	1	2	3	4	5	6	1	2	3	4	5	6
Preserving older heritage style buildings	1	2	3	4	5	6	1	2	3	4	5	6
Street scaping - tree planting and landscaping	1	2	3	4	5	6	1	2	3	4	5	6

Survey tool

Prospect Council promotes and supports environmentally sustainable practices	1	2	3	4	5	6	1	2	3	4	5	6
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PROSPERITY:

The next couple of questions are about commercial/retail services and activities within the local area.

19. We would like you to rate first, the importance and then, your level of satisfaction with each of the following, with 1 being not at all important or satisfied and 5 being the very important or satisfied. **Read out (rotated)**

	<u>Importance</u>						<u>Level of satisfaction</u>					
	Not at all		Very		Don't		Not at all		Very		Don't	
	important		important		know		satisfied		satisfied		know	
	How important do you think ... is						And how satisfied are you with this?					
Variety of commercial / retail services in the area	1	2	3	4	5	6	1	2	3	4	5	6
The Council provides after-hours family friendly activities in buildings, parks and open spaces (3.2.2)	1	2	3	4	5	6	1	2	3	4	5	6

Survey tool

SERVICES:

The following questions are about the Council's services and initiatives.

20. Which of the following online services provided via the Council's website www.prospect.sa.gov.au do you use? **Read out, multiple response (rotated)**

1.	Accessing Council meeting agendas
2.	Community Library & Civic Centre Engagement Hub
3.	Dog registrations
4.	General information regarding Council services
5.	Infringement expiation payments (e.g. parking fines)
6.	Links to social media platforms
7.	Rates payments
8.	Request for Council services
9.	Other specify
10.	None of these
11.	Do not use website

21. Council is responsible for implementing parking control throughout the area to improve traffic flow and safety, provide permits for residents without adequate off-street parking facilities, permit areas for disabled persons, bicycle lanes, clearways, and to ensure turnover of parking spaces in busy shopping and commercial areas where there may be insufficient off-street parking.

How satisfied or dissatisfied are you with the provision and enforcement of these parking controls?

1.	Not at all satisfied
2.	Not very satisfied
3.	Neither satisfied nor dissatisfied

Survey tool

4.	Quite satisfied
5.	Very satisfied
6.	Don't know

22. On a scale of 1 to 5 where, 5 is very satisfied and 1 is very dissatisfied, how satisfied are you with ... **Read out each statement (rotated)**

	1 Not at all satisfied		→	5 Very satisfied		Don't know
The standard of local streets in the City of Prospect	1	2	3	4	5	6
The standard of footpaths in the City of Prospect	1	2	3	4	5	6
The Council takes care of the Council's Assets (infrastructure) (4.1.1)	1	2	3	4	5	6
Waste collection and recycling services (4.3.1)	1	2	3	4	5	6

Survey tool

23. We would like you to rate first, the importance and then, your level of satisfaction with each of the following, with 1 being not at all important or satisfied and 5 being the very important or satisfied. **Read out (rotated)**

	<u>12a Importance</u>						<u>12b Level of satisfaction</u>					
	Not at all		Very		Don't		Not at all		Very		Don't	
	important		important		know		satisfied		satisfied		know	
	How important do you think ... is						And how satisfied are you with this?					
Animal management (dogs / cats / pests)	1	2	3	4	5	6	1	2	3	4	5	6
Car parking / parking controls	1	2	3	4	5	6	1	2	3	4	5	6
Street / road maintenance and curbing	1	2	3	4	5	6	1	2	3	4	5	6
Traffic management (i.e. placement of roundabouts, lights, traffic calming devices etc.)	1	2	3	4	5	6	1	2	3	4	5	6
Council has open and accountable practices and decision-making processes (4.4.1)	1	2	3	4	5	6	1	2	3	4	5	6

24. Are there any other comments you would like to make about your Council? **Open ended** (*not coded, verbatim only provided*)

Survey tool

CLASSIFICATIONS:

25. Are you...

1.	Male
2.	Female
3.	Other

26. What year were you born?

Auto code (Age group – Hidden)	
1.	18 to 24
2.	25 to 30
3.	31 to 39
4.	40 to 54
5.	55 to 64
6.	65+

27. Is anyone in your household under the age of 25 years of age?

1.	Yes
2.	No
3.	Refused

28. Do you or does someone in your household pay Council rates to the City of Prospect?

1.	Yes (Ratepayer)
2.	No (Resident)

Survey tool

29. Which of the following categories best describes your employment status?

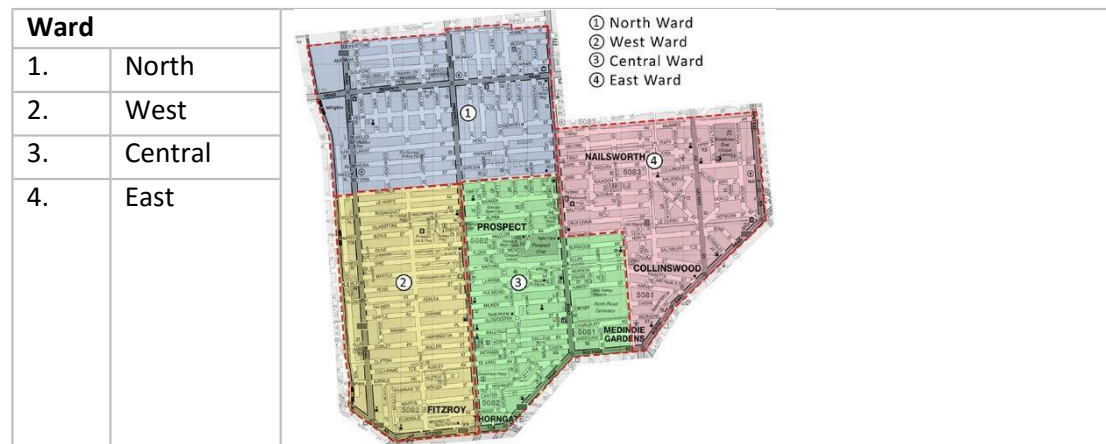
1.	Employed, working full time
2.	Employed, working part time
3.	Not employed, looking for work
4.	Not employed, NOT looking for work
5.	Student (high school)
6.	Student (college / university)
7.	Retired
8.	Disabled, not able to work
9.	Other specify

30. What is your postcode and suburb?

1.	5081	Collinswood
		Medindie Gardens
2.	5082	Fitzroy
		Prospect
		Ovingham
		Thorngate
3.	5083	Broadview
		Nailsworth
		Sefton Park

31. Please look at the map and tell us which ward you live in.

Survey tool



On behalf of the City of Prospect and McGregor Tan thank you for taking the time to complete this survey. *McGregor Tan complies with the Privacy Act and we can assure you that all information given will remain confidential. The answers from all survey participants will be gathered together and presented in a report, no individual answers are attributable to an individual participant.*

McGregor Tan is accredited to the highest professional industry standards (CIRQ ISO 20252) for the full scope of research and strategy services including customised research for consumer, social and commercial studies, as recognised by the Australian Market and Social Research Society.



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