

CITY OF ADELAIDE DRAFT ANNUAL BUSINESS PLAN AND BUDGET 2022 – 2023

Attachment A - CONSULTATION SURVEY SUMMARY

Engagement on the City of Adelaide Draft Annual Business Plan and Budget (BP&B) 2022-2023 occurred between 13 May 2022 and 6 June 2022.

During the consultation period, the Draft Annual Business Plan and Budget 2022-2023 webpage on Your Say Adelaide had the following engagement:

- 975 people visited the webpage
- 328 people browsed supporting documents and FAQs, and
- 85 people submitted feedback through the Survey and/or Quick Poll

A total of 72 survey responses were received, along with 17 responses to a “Quick Poll”. We also received 20 written submissions, submitted via email. This paper provides a summary of the survey and “Quick Poll” responses.

Attachment A - Engagement Outcomes Summary

BUSINESS PLAN & BUDGET 2022-2023

SURVEY (72 responses) – Draft 2022-2023 Business Plan and Budget

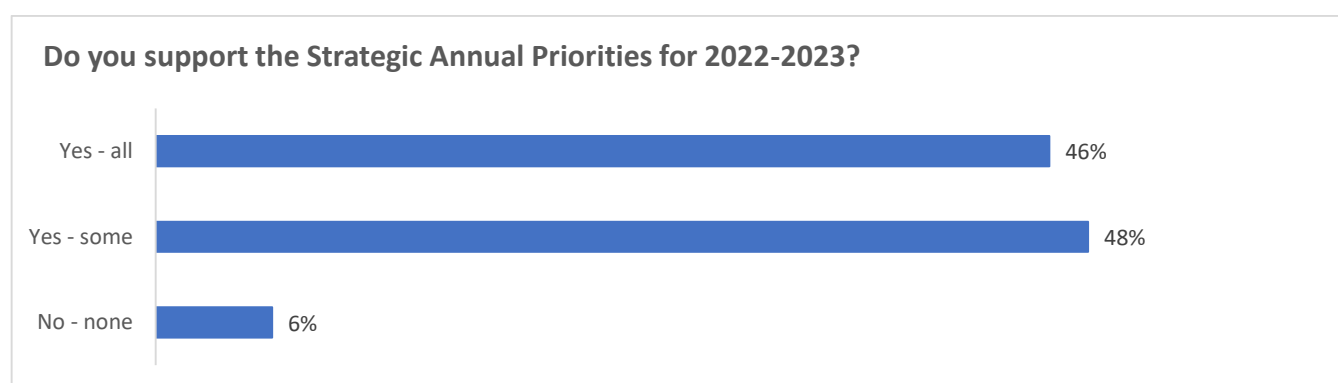
Who did we hear from?

- 67% of respondents (48 people) identified themselves as City of Adelaide ratepayers.
- 53% of respondents (38 people) were aged over 50 years, and 47% (34 people) aged under 50 years.
- Leisure and recreation, and shopping were the predominant ways that respondents participate in city life.

Strategic Annual Priorities

Survey results

There was a high level of support for the proposed Strategic Annual Priorities with 46% of respondents agreeing with all of them and a further 48% agreeing with some of them.



Themes from comments

45 additional comments were received regarding the Strategic Annual Priorities. The comments spanned a variety of categories ranging from Park Lands, transport, and events, to car parking and safety.

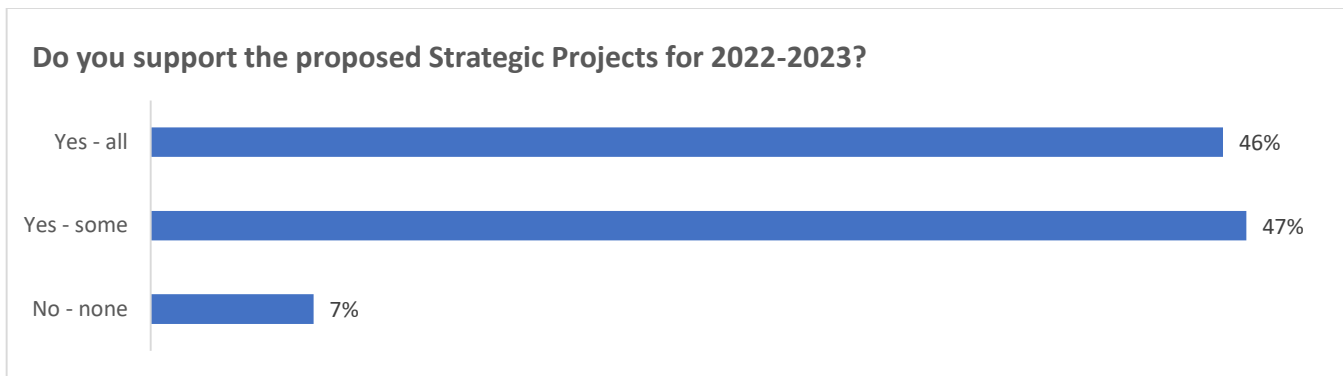
- Mobility, in terms of active transport such as walking, cycling and e-scooters, were the topics mentioned most often. Several of these comments highlighted the importance of prioritising the safety of pedestrians and cyclists by restricting car access to smaller and narrower streets. It was mentioned that reducing vehicular traffic in the city will help to decrease infrastructure and health costs and make for a more enjoyable environment.
- Vehicles and public transport emerged as another key theme. Comments were made supporting the improvement of public transport, for example by extending the tram and greater promotion of public transport in general, as well as the links to improved climate and environmental sustainability.
- The Park Lands were another key area of interest for respondents, with the comments primarily relating to concerns about their protection. Comments mentioned specific improvements such as the

protection and enhancement of the south-west Park Lands, and planting perennial plants in Veale Gardens to support native birds. Other feedback received in relation to the Park Lands included developing Parks 20 and 21W as priorities and reviewing and streamlining the Park Lands Community Management Plans to help activate these spaces.

Strategic Projects for 2022-2023

Survey results

There was a high level of support for the proposed Strategic Projects with 46% of respondents agreeing with all of them and a further 47% agreeing with some of them.



Themes from comments

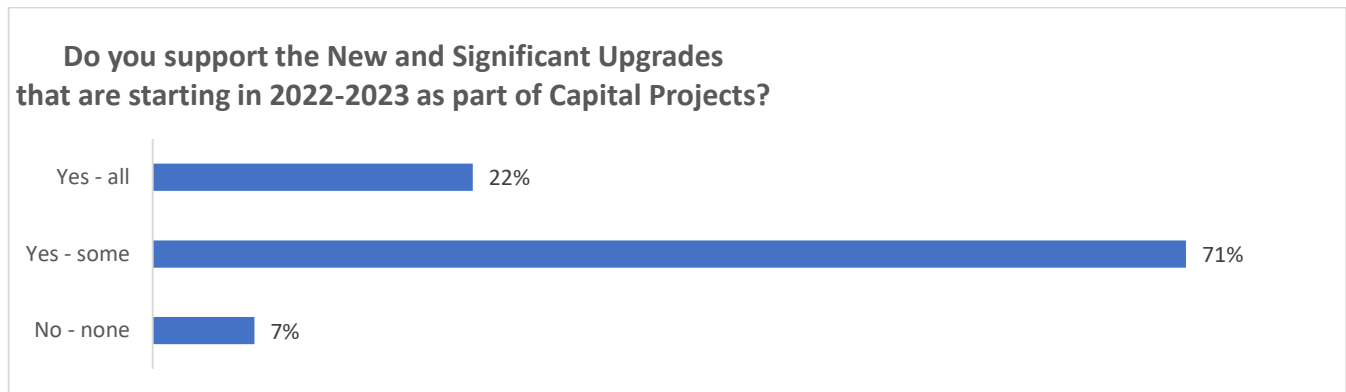
42 additional comments were received relating to the Strategic Projects for 2022-23. Themes that emerged from comments on the Strategic Projects included transport, events, arts and culture, safety, and parking.

- Comments about transport continue to be prevalent. Several comments were made in relation to cycling, in particular, allocating more money to cycle ways. Suggestions were also made to improve public transport in line with other capital cities such as Sydney and Melbourne by reducing carparking in the city and advocating to the State Government to better integrate and promote public transport.
- Social issues such as homelessness and safety were also highlighted, with mixed views as to Council's role in managing this. For example, there were suggestions for more funding to alleviate rough sleeping and long-term homelessness through the Adelaide Zero Project but also comments stating this is a responsibility of State and Federal Governments.
- Other comments mentioned the Central Market Arcade Redevelopment and its impact on the local community and businesses, including concerns about sufficient demand for tenancies in the redevelopment.

New and Significant Upgrades

Survey results

Respondents tended to agree with some of the proposed New and Significant Upgrades: 71% agreed with some, and a further 22% agreed with all.



Themes from comments

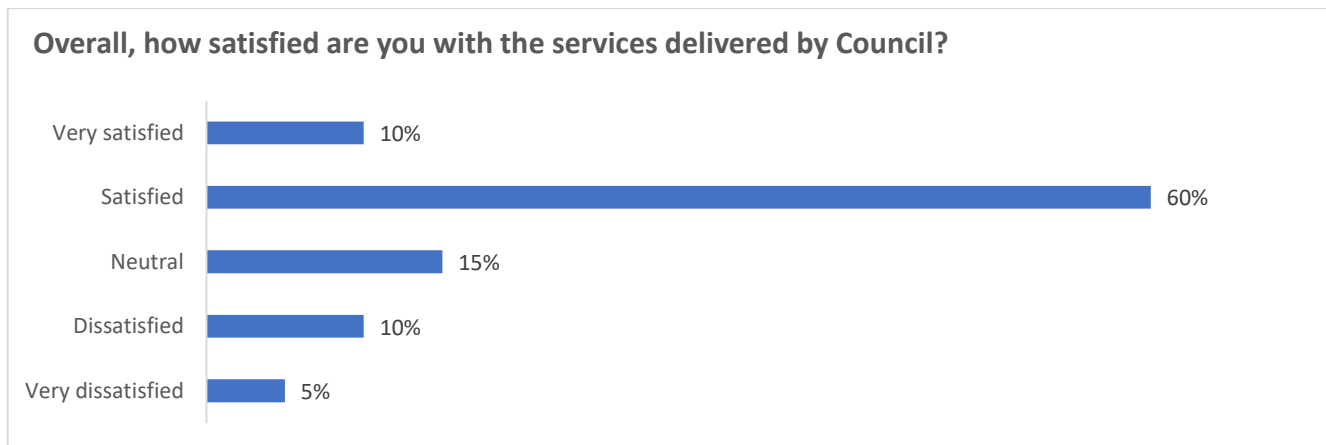
49 additional comments were received relating to New and Significant Upgrades. These covered topics such as Park Lands, funding, community, and sports and recreation.

- A significant number of comments mentioned the Park Lands. The comments were mixed as some believed too much money was being allocated while others thought that the Park Lands should see more investment. Some comments also mentioned that the facilities in Park 21 West (Golden Wattle Park / Mirnu Wirra) are in need of an upgrade. Other comments identified that more money should be invested in Whitmore Square and the south-west community centre.
- There were several comments concerned with the amount of money that Council was considering expending on certain projects including roads and streets, and mini golf.
- Similar to previous themes identified, there were several comments around the need for investment in cycle ways, in particular the completion of the East-West separated bikeway. There were also comments on improving electric vehicle infrastructure as well as bike infrastructure.
- Some comments also mentioned sport and recreation facilities such as the beach volleyball facilities, mini golf and the need to upgrade other sports and recreation facilities in the Park Lands.

Satisfaction with Council's Services

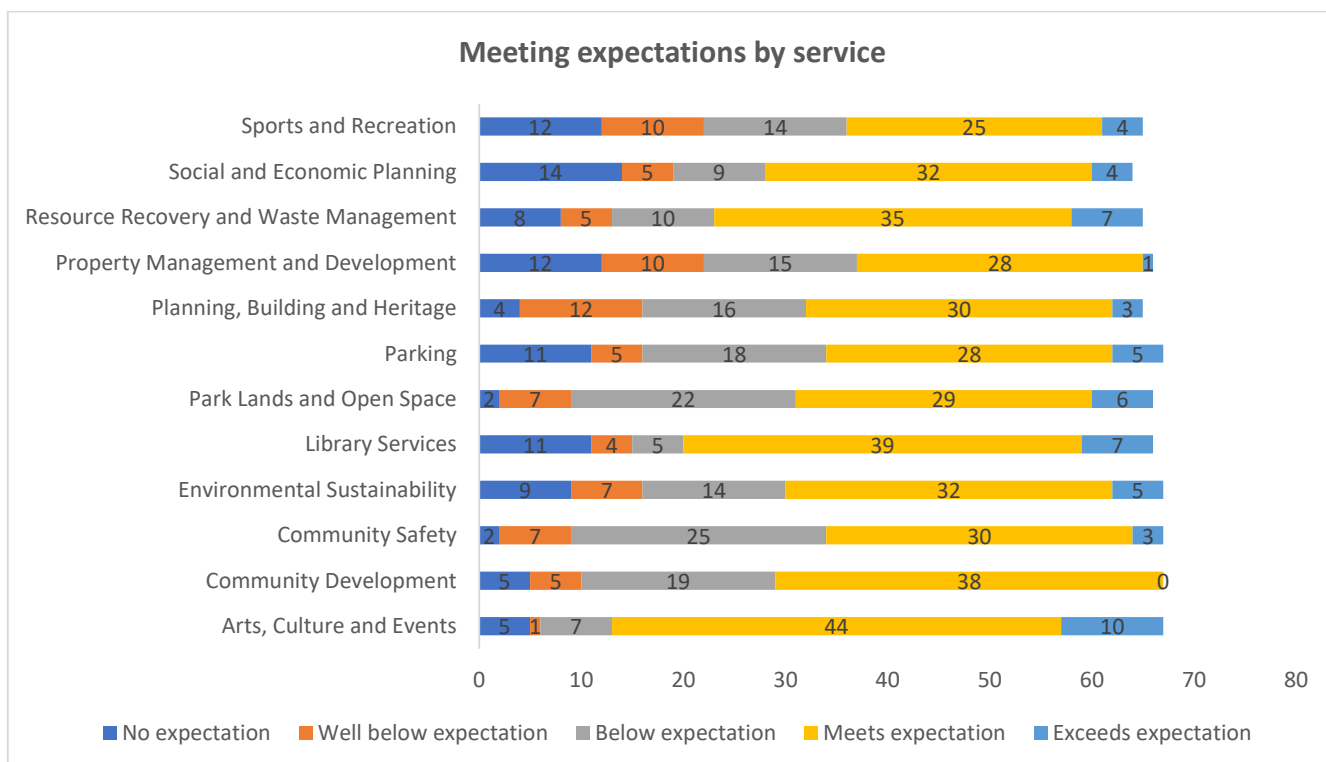
Survey results

Most respondents were satisfied with the services delivered by Council, with 70% reporting as satisfied or very satisfied overall. 15% were dissatisfied or very dissatisfied, and 15% were neutral.



Overall satisfaction with Council's services was also measured via consultation on the 2021-2022 Business Plan and Budget. In 2021-2022, 58% of respondents were satisfied overall with Council's service delivery, 14% were dissatisfied, and the remaining 28% were neutral. The shift in perception from one year to another from 'neutral' to 'satisfied' may reflect better service provision or increased awareness of the services that are provided by Council.

Respondents were asked to indicate the extent to which each of the thirteen community services delivered by Council meet their expectations. The 'no expectations' option was provided for people not familiar enough with the service to comment. The services with the highest ratings are: Arts, Culture and Events; Library Services; and Resource Recovery and Waste Management.



Project Opportunities

Survey results

Respondents provided their thoughts on the Contribution of the Project Opportunities towards Council's Strategic Plan Outcomes. These are unfunded projects that Council may consider should funding or other opportunities arise. Comments received raised concerns about the scope and necessity of some projects and reinforced the need to ensure projects are balanced across all the council catchment. Other comments supported the plan and appreciated that the community had an opportunity to provide feedback to the process.

The need to deliver the Park 21 West (Golden Wattle Park / Mirnu Wirra) concept plan was mentioned several times with comments that the park is in a good location for a range of sports and recreation activities however, the facilities required additional investment and upgrade.

Holding rates

Survey results

For the ninth consecutive year, Council has held the Rate in the Dollar for all ratepayers in the city. Given current market conditions and the impact of COVID-19, the valuations used for rating purposes have also been held. The 2022-2023 rate in the dollar has been held to the same level it was in 2013-2014.

Respondents were asked for their thoughts on Council's approach to holding rates in 2022-2023.

Most (49) respondents supported this directly or indirectly. Seven contributors did not support the approach, with two suggesting rates should be reduced. Four respondents did not directly address the question, eight chose not to answer, and two said they would be prepared to pay more in rates if this was put to sustainability initiatives or public projects to improve amenity and liveability.

Additional comments

Respondents also had the opportunity to provide any further feedback on the Draft Annual Business Plan and Budget 2022-2023; a total of 30 comments were received. Although the subject matter was diverse, several themes emerged.

- Similarly, there were comments focused on improvements to public transport so the city could better attract visitors and comments requesting an increased focus on sustainable transport modes such as cycling. Suggestions were also made to have more one-way streets and closing streets to traffic on the weekends.
- The Park Lands were also a key theme in comments, with mentions of the benefits of the Park Lands and that they should be preserved and maintained.
- Other comments noted that cleanliness, particularly of footpaths, was key to making the city an attractive place to visitors.

QUICK POLL RESULTS (17 responses)

The "Quick Poll" tool was used to ask about satisfaction with the services delivered by Council. The Quick Poll was active from 30 May until 6 June. 17 responses were received in that time.

The Quick Poll showed that most respondents are satisfied or very satisfied with the services delivered by Council. The distribution of results from this poll were similar to the responses given to this question in the full survey.

