

Results of the main Annual Community Survey 2007-08

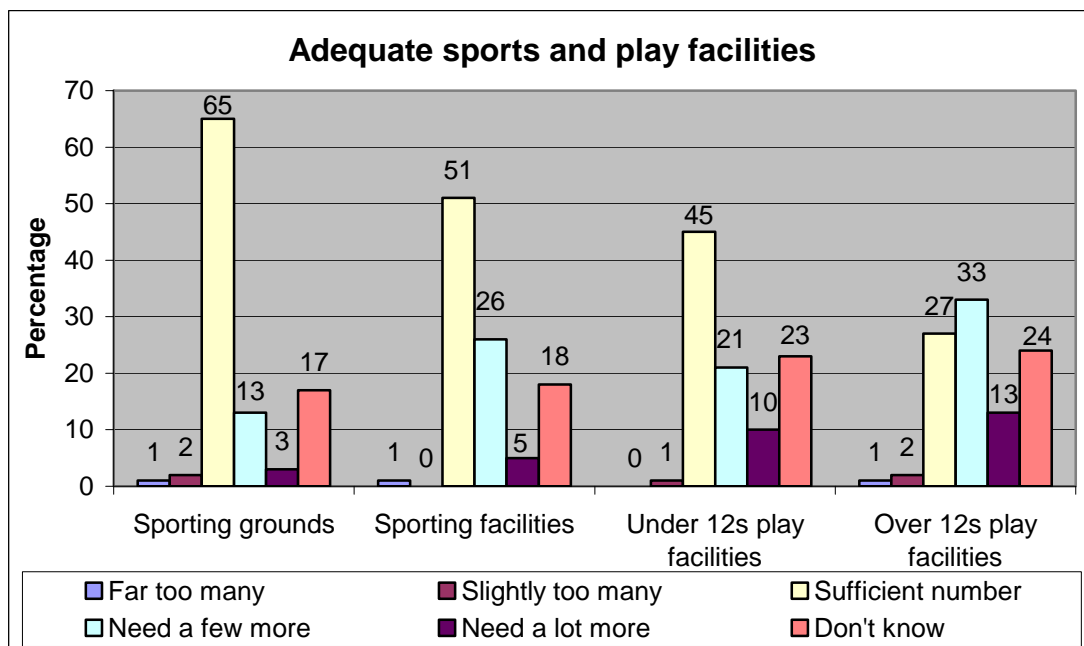
A total of 2000 surveys were sent to random households in Bayside during February 2008. Approximately 300 completed surveys were returned. The Annual Community Survey asked a series of questions on universal services provided by Council. Satisfaction with non-universal services (eg. Maternal and Child Health) was measured through separate surveys of service users.

The following report shows the findings of the 2007-08 Annual Community Survey.

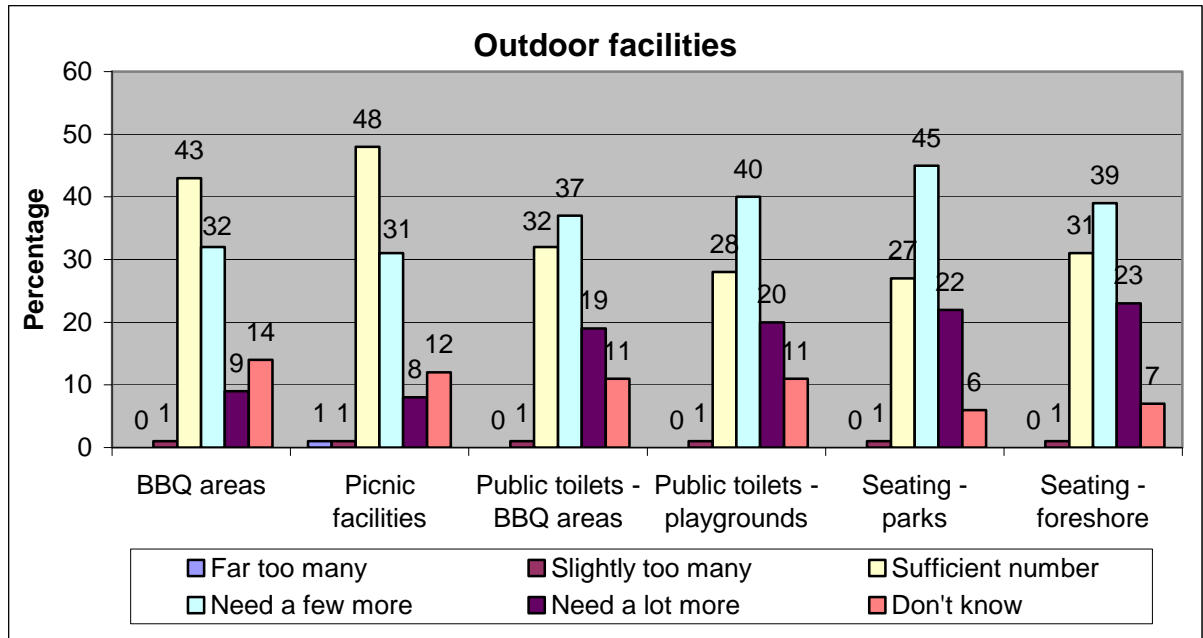
Outdoor Facilities

Respondents were asked a series of questions about their access to a range of outdoor facilities. The results show that over half of the survey participants thought there was a sufficient number of sporting grounds (65%) and facilities (51%). Whereas some felt there needed to be a few more sporting facilities (26%). Whereas some felt there needed to be a few more sporting facilities (26%).

Survey respondents had different views with regard to play facilities. Less than half felt there were sufficient numbers of play facilities for under 12s (45%) and over 12s (27%). A further 46% of respondents believed there needed to be more play facilities (either a few or a lot) for over 12s, such as BMX, skate ramps or basketball rings, and 31% felt there needed to be more play facilities for children under 12 years.

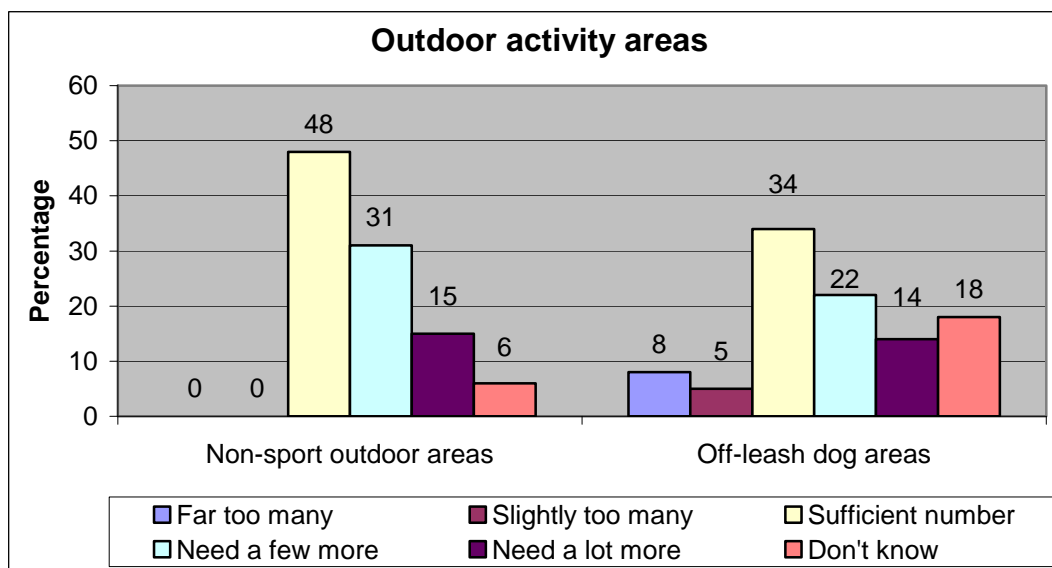


Many survey participants felt there was a sufficient number of BBQ areas (43%) and picnic facilities (48%). However, a significant number felt there needed to be more public toilets in BBQ areas (37%) and playgrounds (40%), and seating in parks (45%) and on the foreshore (39%).



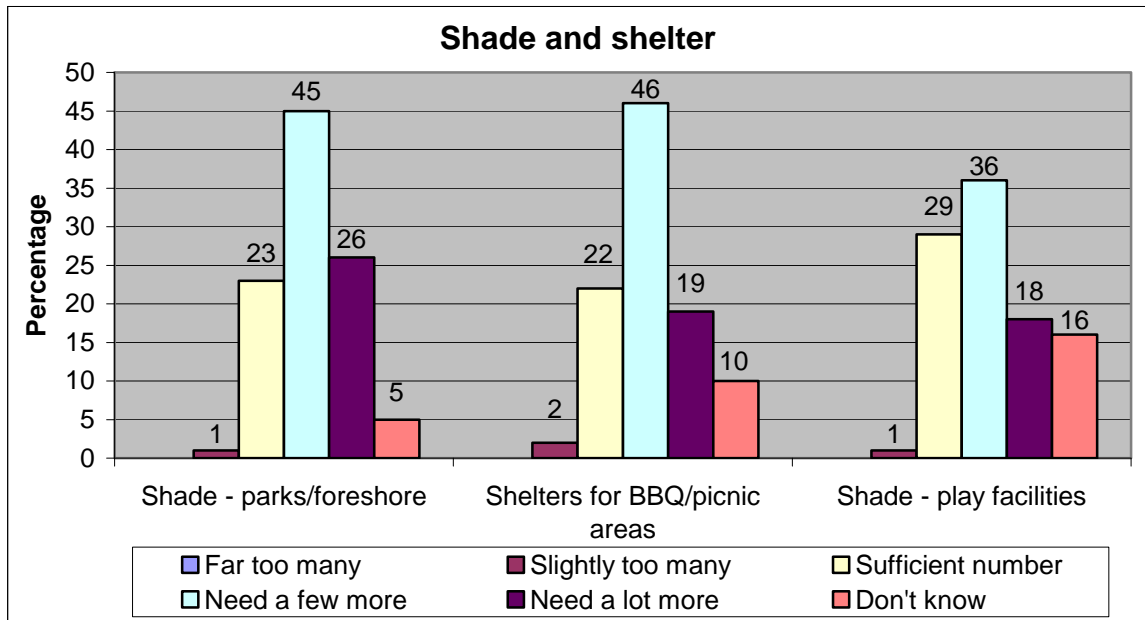
Approximately half of the respondents (48%) felt there were sufficient numbers of outdoor areas for non-sport activities, such as walking, sitting, or relaxing. However, almost the same number (47%) believed there needed to be more of these areas.

The issue surrounding dog off-leash areas was more divided. Approximately 13% of respondents believed there were too many dog off-leash areas, 34% said there was a sufficient number, and 36% believed there needed to be more of these areas.



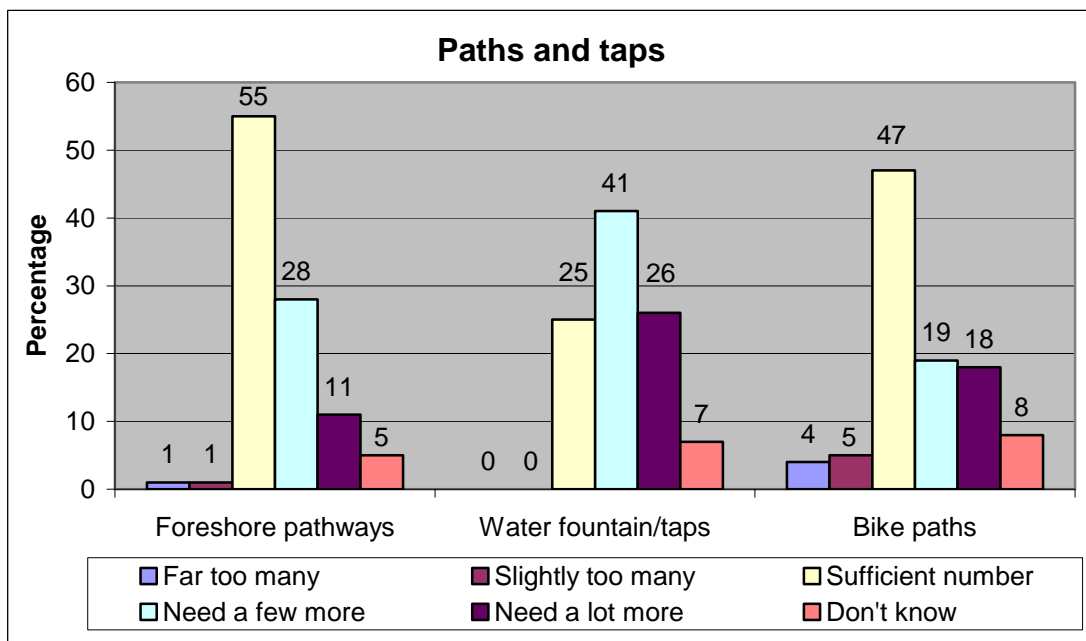
Shade and shelter

There was strong support for more shade and shelter in all outdoor areas, including parks and foreshore areas (71%), BBQ and picnic areas (65%), and at play facilities (52%).



Paths and taps

Approximately half of the respondents felt there were enough foreshore pathways (55%) and bike paths (47%). However most (67%) believed there were insufficient water fountain or taps.



Next, survey participants were asked to rate Council's performance in **maintaining** outdoor facilities on a five point scale. The scores range between 1 and 5 and can be interpreted as follows:

- 1 = Excellent
- 2 = Good
- 3 = Adequate
- 4 = Needs some improvement
- 5 = Needs a lot of improvement

The second column denotes the proportion of respondents who indicated scores of adequate, good or excellent for each item.

As can be seen from the table below, the main areas of concern were the maintenance of play facilities for children over 12 years and the maintenance of public toilets. More than half of the respondents felt that these areas needed improving, and they received average scores of 3.03 and 3.41 respectively.

	Average score out of 5	Adequate or better
Sporting grounds	2.80	63%
Sporting facilities (eg. football, life saving pavilions)	2.92	55%
Play facilities for children under 12 years	2.92	53%
Play facilities for children over 12 years (eg. BMX, skate ramps or basketball rings)	3.03	42%
Park furniture	3.17	56%
Public toilets	3.41	42%
Overall performance of Council in its provision and management of outdoor facilities (sporting grounds, play facilities, BBQs, etc) in Bayside	2.81	68%

Other areas that did not score well for maintenance were play facilities for under 12s (2.92), sporting facilities (2.92) and park furniture (3.17). Approximately half of the survey participants felt that the maintenance of these facilities was adequate or better.

Overall, 68% of respondents felt the provision and management of outdoor facilities by Council was adequate or better.

Playgrounds for under 5s

Approximately one third of survey participants (37%) indicated they use, or have recently used, a playground for children under the age of five either for their children or grandchildren. Almost all (84%) believed there was a playground for that age group within reasonable walking distance from their home, however approximately half (56%) felt there was insufficient seating at these playgrounds.

Community vegetable garden

When asked if there were a community vegetable garden in their suburb would they use it to grow their own vegetables, only 22% indicated they would.

Foreshore

Respondents were asked to rate Council's performance on a range of items relating to the foreshore on a five point scale. The scores range between 1 and 5 and can be interpreted as follows:

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The second column indicates the proportion of respondents who indicated scores of adequate, good or excellent for each item.

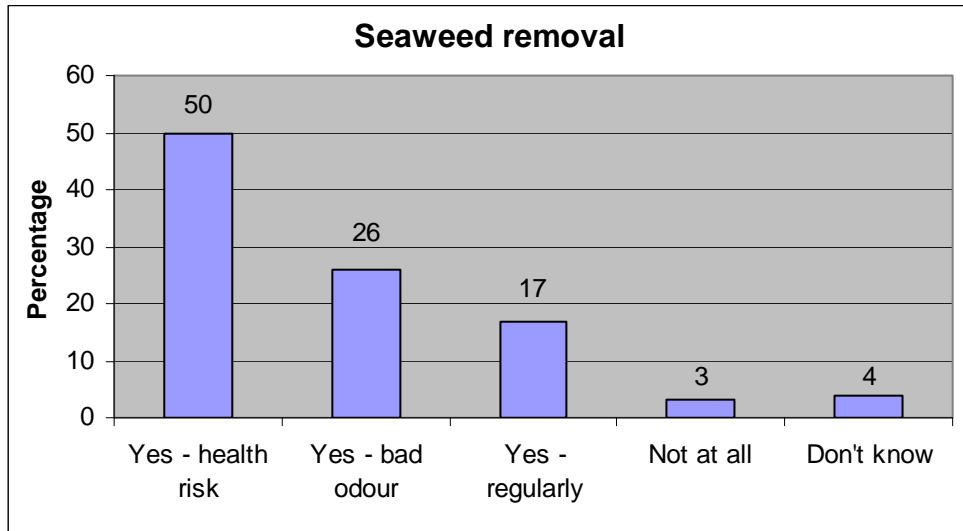
The table below shows that approximately half of the respondents felt that Council were not meeting their requirements with regard to the prompt removal of litter (45%) and the absence of dog droppings from pathways, nearby bushes (49%) and the sand areas of the foreshore (45%). However, approximately two thirds of survey participants (68%) found the general cleanliness of the beach (sand areas) to be adequate or better.

	Average score out of 5	Adequate or better
Prompt removal of litter from pathways and nearby bushes	3.13	55%
Prompt removal of litter from beaches (sand areas)	3.13	51%
Absence of dog droppings from pathways and nearby bushes	3.19	51%
Absence of dog droppings from beaches (sand areas)	3.03	55%
Cleanliness of beach (sand areas)	2.83	68%
Cleanliness of pathways and nearby bushes	3.06	58%
Overall performance of Council in its management of the foreshore	2.79	71%

Overall, almost three quarters of respondents (71%) believed the performance of Council in its management of the foreshore to be adequate or better, with a score of 2.79.

Removal of seaweed

Half of those surveyed (50%) felt that Council's current practice of removing seaweed only if there is a health risk to be the most appropriate. A further 26% believed Council should remove seaweed if there is a bad odour but not necessarily a health risk, 17% stated it should be removed regularly, and 3% did not think it should be removed at all.

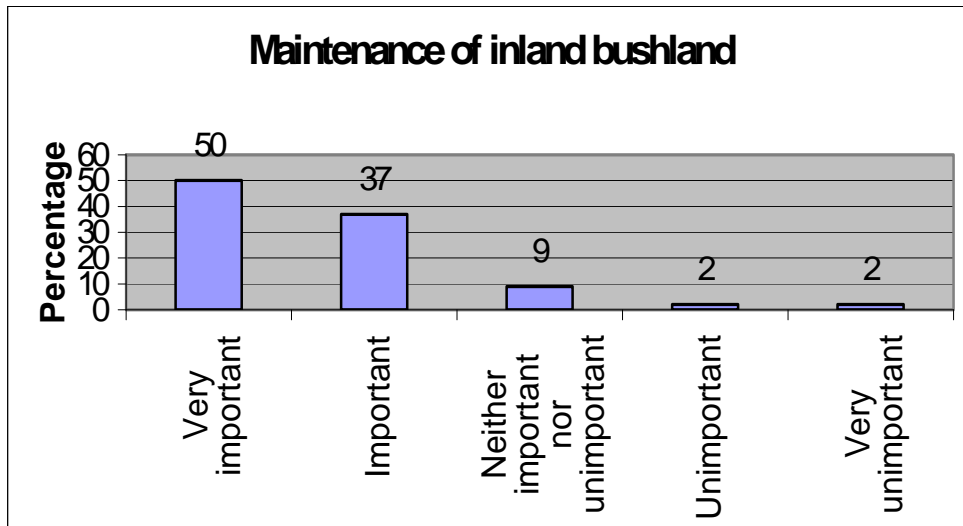


Bushland Reserves

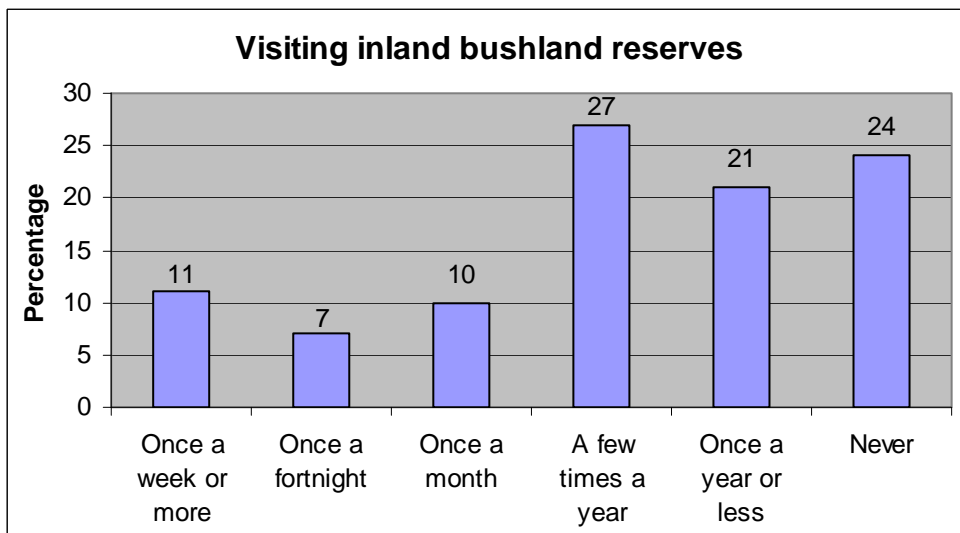
Survey respondents were asked to what degree they were aware of the main purpose of Bayside's seven bushland reserves, that is to preserve indigenous plants and animals. Almost half (48%) were quite aware, 31% were somewhat aware and 21% were not aware of the main purpose of the bushland reserves.

Participants were then asked how important it was that Council continue to manage and maintain the inland bushland areas in order to preserve indigenous plant and animal habitats.

The graph below shows that most (87%) believed it was important to very important that these bushland reserves be managed and maintained.



According to the graph below, almost half of the survey participants (48%) stated they visit the bushland reserves a few times a year or less, and 24% never visit these areas.



Next, respondents were asked to rate Council's performance on a range of items relating to the bushland reserves on a five point scale. The scores range between 1 and 5 and can be interpreted as follows:

- 1 = Excellent
- 2 = Good
- 3 = Adequate
- 4 = Needs some improvement
- 5 = Needs a lot of improvement

The second column indicates the proportion of respondents who indicated scores of adequate, good or excellent for each item.

As can be seen from the table below, less than half of those surveyed felt the cleanliness of the bushland reserves (prompt removal of litter and absence of dog droppings) was adequate or better. However, approximately one third of respondents answered *don't know/not applicable* for these questions – prompt removal of litter (36%), absence of dog droppings (38%), and overall performance (34%).

The percentage of respondents that believed these aspects of the inland bushland reserves needed some or a lot of improvement was relatively low – prompt removal of litter (20%), absence of dog droppings (22%), and overall performance (10%).

	Average score out of 5	Adequate or better
Prompt removal of litter from inland bushland reserves	2.98	44%
Absence of dog droppings in inland bushland reserves	2.86	41%
Overall performance of Council in its management of inland bushland reserves in Bayside	2.60	56%

The overall performance of Council in its management of the bushland reserves was rated slightly higher, with 56% of respondents indicating it was adequate or better (with an average score of 2.60).

Parks

Approximately 85% of those completing the survey felt there were enough parks and open space within walking distance from their home.

Respondents were then asked to rate Council's performance on a range of items relating to parks on a five point scale. The scores range between 1 and 5 and can be interpreted as follows:

- 1 = Excellent
- 2 = Good
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As can be seen in the table below, the absence of dog droppings was of some concern for survey participants, with 37% believing this was less than adequate.

	Average score out of 5	Adequate or better
Prompt removal of litter	2.86	72%
Absence of dog droppings	3.05	63%
Grass is mowed on a regular basis	2.51	86%
Garden beds are adequately weeded	2.68	75%
Overall performance of Council in its provision and management of parks in Bayside	2.56	84%

Other areas (removal of litter, weeding and mowing) rated better with approximately three quarters of respondents stating they were adequate or better.

With regard to the overall provision and management of parks in Bayside, most respondents (84%) felt Council rated adequate or better, with an average score of 2.56.

Overall Performance of Open Space Areas

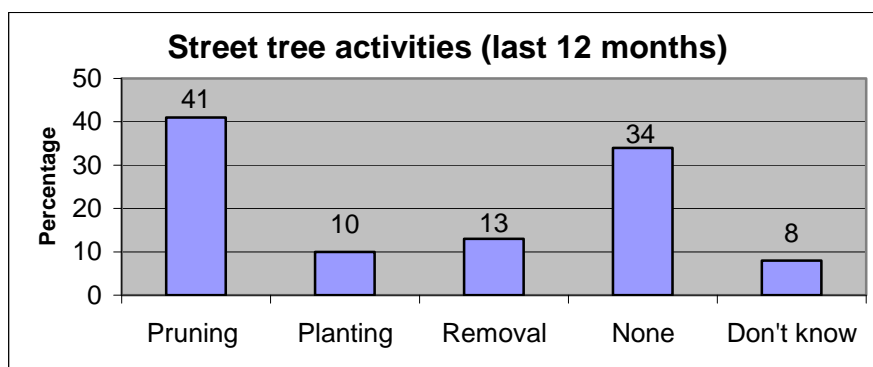
Survey participants were then asked to rate Council's overall performance in its provision and management of all open space in Bayside, including parks, the foreshore and inland reserves. Only 18% felt that Council's performance was less than adequate.

	Average score out of 5	Adequate or better
Overall performance of Council in its provision and management of open space in Bayside	2.64	82%

Street Tree Maintenance

Those completing the survey were then asked which street tree activities Council had conducted in their street over the past 12 months.

The graph below shows 41% of participants reported street tree pruning, 13% removal of street trees, and 10% had noticed planting of trees in their street. However, approximately one third of respondents (34%) reported no activity, and 8% did not know if there had been any street tree activity or not.



Respondents who had indicated there had been street tree activities in the last 12 months (pruning, planting or removal) were asked to rate Council on a five point scale.

The scores range between 1 and 5 and can be interpreted as follows:

- 1 = Excellent
- 2 = Good
- 3 = Adequate
- 4 = Needs some improvement
- 5 = Needs a lot of improvement

The second column indicates the proportion of respondents who indicated scores of adequate, good or excellent for each item.

Almost three quarters of survey participants (69%) felt that the activities conducted in their street were adequate or better.

	Average score out of 5	Adequate or better
Pruning, planting or tree removal	1.48	69%

Street Cleaning

Next, respondents were asked to rate Council's performance on a range of items relating to street cleaning on a five point scale. The scores range between 1 and 5 and can be interpreted as follows:

- 1 = Excellent
- 2 = Good
- 3 = Adequate
- 4 = Needs some improvement
- 5 = Needs a lot of improvement

The second column indicates the proportion of respondents who indicated scores of adequate, good or excellent for each item.

The two main areas of concern were the cleanliness of laneways and the prompt attention to blocked drains, flooded properties and streets, with slightly more than half of the respondents (54% and 52% respectively) rating these areas as less than adequate.

	Average score out of 5	Adequate or better
The cleanliness of my street (gutters, road surfaces, etc)	2.82	71%
The cleanliness of shopping areas	2.98	64%
The cleanliness of laneways	3.26	46%
The prompt attention to blocked drains, flooded properties and streets	3.14	48%

Electricity poles and street furniture free of posters	2.84	67%
Absence of weeds in gutters and pathways	3.07	63%
Frequency of cleaning meets seasonal requirements	3.02	62%
Overall performance of Council in its provision of street cleaning services	2.82	70%

However, the overall performance of Council in its provision of street cleaning services was rated as adequate or better by almost three quarters of the survey participants (70%) with an average score of 2.82.

Waste Management

Respondents were asked to rate Council's performance on a range of items relating to waste management on a five point scale. The scores range between 1 and 5 and can be interpreted as follows:

- 1 = Excellent
- 2 = Good
- 3 = Adequate
- 4 = Needs some improvement
- 5 = Needs a lot of improvement

The second column indicates the proportion of respondents who indicated scores of adequate, good or excellent for each item.

All aspects of waste management rated relatively well, with at least two thirds of all survey participants believing these services were adequate or better.

The top three features of waste management were:

- Garbage is always collected on the specified day
- Recyclable material is always collected on the specified day
- Recycling container is easy to use

Those that did not rate as well were:

- Spilled garbage is not left on the ground
- Spilled recyclable materials are not left on the ground
- Litter bins in shopping areas are emptied regularly

	Average score out of 5	Adequate or better
Litter bins in shopping areas are emptied regularly	2.77	72%
Garbage bins are left standing upright on the nature strip after garbage collection	2.61	74%
The garbage bin is of a suitable size	2.31	74%

Spilled garbage is not left on the ground	2.75	69%
Spilled recyclable materials are not left on the ground	2.74	70%
Your garbage is always collected on the specified day	1.68	98%
Your recyclable material is always collected on the specified day	1.68	99%
Recycling container is easy to use	1.76	96%
The recycling container is of a suitable size	1.81	95%
Information provided on Council's waste collection and recycling services is useful	2.01	93%
It is clear what types of materials can be recycled	2.12	89%
Frequency with which recyclable material is collected (once a fortnight)	2.00	95%
Frequency with which green waste is collected (once a fortnight)	1.97	88%
Frequency with which hard waste is collected (twice a year)	2.51	77%
Frequency with which bundled prunings are collected (twice a year)	2.36	81%
The Council's waste management services meet the environmental considerations of the community	2.24	89%
Overall performance of the Council in its provision of waste management services	2.09	93%

The overall performance of Council in its provision of waste management services was considered to be good to excellent by 70% of survey participants, and 93% rated its performance as adequate or better (with an average score of 2.09).

Construction and Maintenance of Roads and Footpaths

Respondents were then asked to rate Council's performance on a range of items relating to the construction and maintenance of roads and footpaths on a five point scale. The scores range between 1 and 5 and can be interpreted as follows:

- 1 = Excellent
- 2 = Good
- 3 = Adequate
- 4 = Needs some improvement
- 5 = Needs a lot of improvement

The second column indicates the proportion of respondents who indicated scores of adequate, good or excellent for each item.

As can be seen in the table below, the areas for concern with regard to the construction and maintenance of roads and footpaths were:

- Cycling tracks on Beach Road free from bumps and potholes
- Speed of repair to damaged roads, footpaths and signs
- Footpath safe for pedestrians to walk upon

Those areas that rated well were:

- Visibility of line marking on roads
- Road traffic signs free from damage
- Good riding conditions of the road surface on my street

	Average score out of 5	Adequate or better
Good riding conditions of the road surface on my street	2.60	75%
Footpath safe for pedestrians to walk upon	3.09	57%
Cycling tracks on Beach Road free from bumps and potholes	2.69	52%
Visibility of line marking on roads	2.51	86%
Speed of repair to damaged roads, footpaths and signs	3.17	54%
Kerbs and gutters not prone to flooding	3.15	58%
Road traffic signs free of damage	2.70	80%
Road traffic signs are visible	2.80	74%
Overall performance of Council in its construction and maintenance of roads	2.71	74%

The overall construction and maintenance of roads and footpaths in Bayside also rated well, with an average score of 2.71 and 74% of respondents rating it as adequate or better.

Traffic Management

Next, survey participants were asked to rate Council's performance on a range of items relating to traffic management on a five point scale. The scores range between 1 and 5 and can be interpreted as follows:

- 1 = Excellent
- 2 = Good
- 3 = Adequate
- 4 = Needs some improvement
- 5 = Needs a lot of improvement

The second column indicates the proportion of respondents who indicated scores of adequate, good or excellent for each item.

The scores for the different features of traffic management varied greatly. More than half of those surveyed rated some aspects as less than adequate – speedy process for issuing parking permits and ticket machines in beach car parks in working order (53% each).

However, school crossing supervisors rated well, with an average score of 2.41 and 87% believing they carried out their tasks safely and professionally.

	Average score out of 5	Adequate or better
Adequate parking in shopping areas	3.28	57%
Measures to control speed and volume (eg. speed humps, road signs, round-a-bouts) of traffic through the area where I live	2.93	67%
Communicate to me what special events will affect access to roads	2.82	66%
A speedy process for issuing parking permits	2.56	47%
Signage is clear and easy to understand	2.70	80%
Ticket machines in beach car parks are in working order	2.63	47%
School crossing supervisors carry out their task safely and professionally	1.93	87%
Overall performance of Council in its provision of traffic management	2.68	78%

Overall, 78% of survey participants felt that Council performed adequately or better in its provision of traffic management in Bayside.

Local Government Laws

Respondents were asked to rate Council's performance on a range of items relating to ease of access on footpaths and local government laws on a five point scale. The scores range between 1 and 5 and can be interpreted as follows:

- 1 = Excellent
- 2 = Good
- 3 = Adequate
- 4 = Needs some improvement
- 5 = Needs a lot of improvement

The second column indicates the proportion of respondents who indicated scores of adequate, good or excellent for each item.

Approximately 40% of survey participants believed that the ease of access on footpaths without hedges or overhanging branches blocking access was less than adequate. Whereas, approximately three quarters of respondents felt the ease of access on footpaths in shopping strips without tables chairs and signs blocking access was adequate or better.

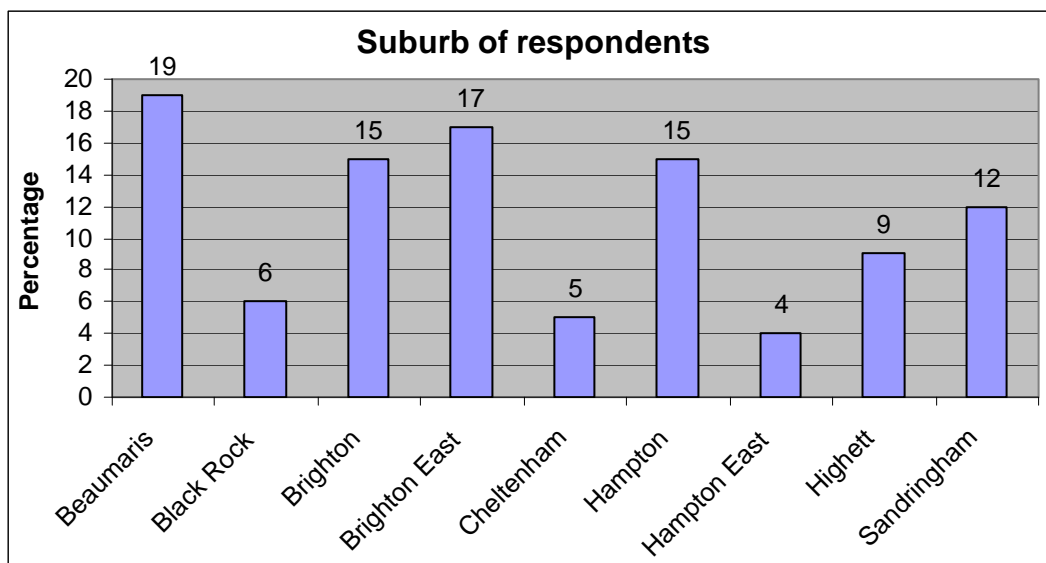
	Average score out of 5	Adequate or better
Ease of access on footpaths in shopping strips, without tables, chairs and signs blocking access	2.86	72%
Ease of access on footpaths, without hedges or overhanging branches blocking access	3.16	60%
Overall performance of Council in terms of local government laws	2.82	72%

Almost three quarters of those completing the survey (72%) felt Council performed its duty with regard to local government laws adequately or better.

Demographics

Suburb

Respondents were from a wide variety of suburbs across Bayside, with the majority being from Beaumaris (19%), Brighton East (17%), Brighton (15%), and Hampton (15%).

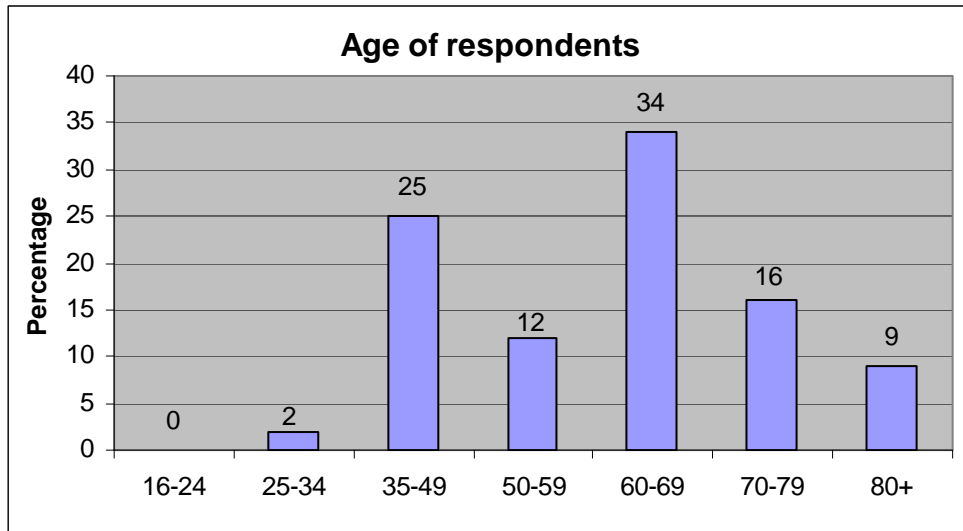


Gender

Female respondents only slightly outnumbered the males (54% to 44%).

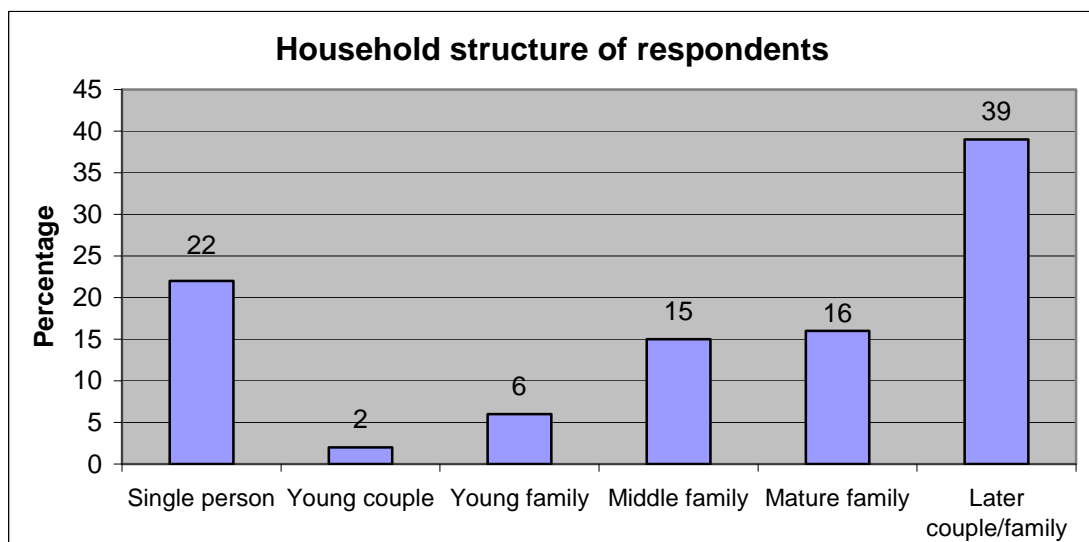
Age

Those under 35 years of age tended to be under-represented, with respondents aged 60 – 69 years (34%) and 35 – 49 years (25%) more likely to complete the survey.



Household structure

The majority of respondents were either part of a later couple or family, with no children living at home (39%), or a single person (22%).



Residence

Almost half of the survey participants (40%) stated they had lived in Bayside for 30 years or more.

