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Final Report:

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## COMMUNITY SURVEY 2006

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Prepared for:

**City of Ryde**

December 2006

TRP 2233

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## 1. Executive Summary

This report summarises the findings from two customer satisfaction surveys with residents of the City of Ryde local council area. Surveys were conducted in October and November 2006 and consisted of:

- 452 random telephone interviews with residents
- 2109 returned self-completion questionnaires distributed with rates notices and at other public venues.

A summary of the results for each survey follows:

### 1.1. Telephone Survey Findings

- One in four (25%) residents had contacted the Council in the last six months, primarily by phone (70%) and visiting Council offices (24%). Other methods of contact included mail, email or fax (16%), via Council's website (4%) and via Mayor or Councillors (2%).
- The main reasons for residents to contact Council were planning or development (23%), garbage or recycling (18%), trees (10%) or animals (9%).
- In term of the ease in contacting the Council:
  - 89% of those using the phone said their call was answered in a reasonable time
  - 51% had their enquiry dealt with on the first contact and 81% had their enquiry dealt with in three contacts or less
  - 78% of those contacting the Council reported that it was very easy or quite easy to find out what they needed to know from Council
  - 47% spoke with just one person and 30% spoke with two people about their enquiry.
- Residents gave the following average rating (1 to 10 with 10 being highest) for aspects of the Council's management and leadership skills
  - 6.0 – City of Ryde's performance in its role of seeking community opinion and feedback on important issues.
  - 6.3 – Performance of the City of Ryde, not just on one or two issues but overall across all areas of responsibility.
  - 5.9 – How well the City of Ryde represented, lobbied and advocated on behalf of the community with other levels of government and private organisations on key issues.

- The average ratings (1 to 4, 4 being highest) given for the importance of, and satisfaction with, Council interactions were as follows:

	<b>Importance</b>	<b>Satisfaction</b>
Courtesy of service	3.6	3.2
How quickly we respond to your query	3.6	2.9
Care and attention to your enquiry	3.6	3.0
How we provide information	3.5	3.0
Understanding language needs	3.2	3.2
General Reception	3.2	3.1

- Most residents would prefer Council to communicate with them via newsletters (68%), followed by website (38%), survey (24%) and focus groups or resident panels (16%). Nine in ten residents (86%) read local newspapers and 78% of residents have regular access to the internet.
- When asked the three key community issues for Council's attention residents give a wide range of answers with the most common being, infrastructure (19%) (i.e. parks, footpaths, drains, etc.), parking space or meters (10%) and leisure and recreation facilities (10%).
- The following tables show the average ratings (1 out 4, 4 being highest) residents gave to the importance of, and satisfaction with the various **general services provided by Council:**

<b>Infrastructure</b>	<b>Importance</b>	<b>Satisfaction</b>
Road maintenance & repair	3.7	2.7
Footpaths maintenance	3.6	2.8
Drain maintenance & repair	3.6	3.0
Building conservation issues	3.2	2.8

<b>Public Facilities</b>	<b>Importance</b>	<b>Satisfaction</b>
Lighting of public areas	3.7	2.9
Pedestrian access	3.6	3.0
Park maintenance	3.6	3.1
Playground maintenance	3.4	3.0
Availability of bus shelters	3.3	3.0
Traffic parking enforcement	3.0	2.8

<b>Environmental Issues</b>	<b>Importance</b>	<b>Satisfaction</b>
Protection of natural bushland and bush regeneration	3.6	2.9
Food, health and noise enforcement	3.5	2.9
Trees along roads	3.3	2.9
Weed control management	3.2	2.8
Animal management	3.1	2.9

<b>Waste Management</b>	<b>Importance</b>	<b>Satisfaction</b>
Regular garbage and recycling collection	3.8	3.5
Litter collection in public areas	3.7	2.9
Maintenance & cleaning of shopping areas	3.6	2.9
Street sweeping	3.2	3.0

<b>Local Media</b>	<b>Importance</b>	<b>Satisfaction</b>
Council info in local newspapers	3.2	3.0
Ryde News	2.9	2.9
Council's website	2.9	2.9

- The following tables show the average ratings (1 to 4, 4 being highest) residents gave to the importance of, and satisfaction with the various **community services provided by Council:**

<b>Schools and Education</b>	<b>Importance</b>	<b>Satisfaction</b>
School holiday programs	3.0	3.0
Pre-schools	3.3	3.0
Childcare	3.3	2.9

<b>Leisure and Recreation</b>	<b>Importance</b>	<b>Satisfaction</b>
Sports ovals / Parks	3.4	3.1
Ryde Aquatic Leisure Centre	3.2	3.1
Events and festivals	3.0	3.0

<b>Community Wellbeing</b>	<b>Importance</b>	<b>Satisfaction</b>
Kerbside rubbish collection	3.7	3.2
Public toilets	3.5	2.6
Facilities and services for people with a disability	3.5	2.9
Services and facilities for older people	3.5	2.9
Footpaths and bikepaths	3.4	2.9
Planning / Building permit processing	3.3	2.7
Youth services	3.2	2.9

<b>Other Services</b>	<b>Importance</b>	<b>Satisfaction</b>
Support for local business	3.4	3.0
Immunisation programs	3.4	3.3
Stormwater / Drainage infrastructure	3.5	3.0
Library services	3.5	3.2

- Four in five residents describe Council services as 'excellent' (9%), good (47%) or fair (25%).

- Half of residents (53%) could not suggest any existing services or facilities that Council should spend more time or money on. The main suggestions made included roads (22%), parks (18%) and libraries/books (18%). 59% of residents said they would be willing to pay more if assets were maintained better and there were more and better services.
- Four in five residents (78%) could not suggest any new services or facilities. The main suggestions were for youth (15%) and leisure/entertainment (13%) facilities/entertainment. 70% of those suggesting new services or facilities residents are willing to pay more in Council rates fund them.

## 1.2. Self-completion Survey Findings

- More than half of residents returning self-completion surveys (56%) had contacted the Council in the last six months, primarily by phone (73%) and visiting Council offices (21%). Other methods of contact included mail, email or fax (21%), via Council's website (12%) and via Mayor or Councillors (5%).
- The main reasons for residents to contact Council were planning or development (22%), garbage or recycling (20%), trees (16%) or environmental matters (8%), rates (7%), footpaths or nature strips (7%), cars or parking (7%), or animals (7%).
- In term of the ease in contacting the Council:
  - 88% of those using the phone said their call was answered in a reasonable time
  - 51% had their enquiry dealt with on the first contact and 87% had their enquiry dealt with in three contacts or less
  - 74% of those contacting the Council reported that it was very easy or quite easy to find out what they needed to know from Council
  - 48% spoke with just one person and 34% spoke with two people about their enquiry.
- Residents gave the following average rating (1 to 10 with 10 being highest) for aspects of the Council's management and leadership skills
  - 5.6 –City of Ryde's performance in its role of seeking community opinion and feedback on important issues.
  - 6.0 – Performance of the City of Ryde, not just on one or two issues but overall across all areas of responsibility.
  - 5.5 – How well the City of Ryde represented, lobbied and advocated on behalf of the community with other levels of government and private organisations on key issues.

- The average ratings (1 to 4, 4 being highest) given for the importance of, and satisfaction with, Council interactions were as follows:

	<b>Importance</b>	<b>Satisfaction</b>
Courtesy of service	3.6	3.1
How quickly we respond to your query	3.6	3.1
Care and attention to your enquiry	3.7	2.9
How we provide information	3.5	2.9
Understanding language needs	3.0	3.2
General Reception	3.1	3.0

- Most self-completion respondents prefer Council to communicate with them via newsletters (62%) or survey (42%) followed by website (25%) and focus groups or resident panels (20%). Nine in ten respondents (91%) read local newspapers and 75% have regular access to the internet.
- When asked the three key community issues for Council's attention respondents give a wide range of answers with the most common being, infrastructure (34%) (i.e. parks, footpaths, drains, etc.), urban form (20%), parking space or meters (19%), traffic control (17%) and leisure and recreation facilities (17%).
- The following tables show the average ratings (1 out 4, 4 being highest) respondents gave to the importance of, and satisfaction with the various **general services provided by Council**:

<b>Infrastructure</b>	<b>Importance</b>	<b>Satisfaction</b>
Road maintenance & repair	3.7	2.6
Footpaths maintenance	3.5	2.4
Drain maintenance & repair	3.6	2.7
Building conservation issues	3.0	2.6

<b>Public Facilities</b>	<b>Importance</b>	<b>Satisfaction</b>
Lighting of public areas	3.6	2.6
Pedestrian access	3.5	2.8
Park maintenance	3.4	2.9
Playground maintenance	3.3	2.8
Availability of bus shelters	3.1	2.7
Traffic parking enforcement	2.8	2.6

<b>Environmental Issues</b>	<b>Importance</b>	<b>Satisfaction</b>
Protection of natural bushland and bush regeneration	3.4	2.8
Food, health and noise enforcement	3.4	2.6
Trees along roads	3.2	2.6
Weed control management	3.2	2.5
Animal management	3.0	2.8

<b>Waste Management</b>	<b>Importance</b>	<b>Satisfaction</b>
Regular garbage and recycling collection	3.8	3.3
Litter collection in public areas	3.6	2.6
Maintenance & cleaning of shopping areas	3.4	2.7
Street sweeping	3.1	2.8

<b>Local Media</b>	<b>Importance</b>	<b>Satisfaction</b>
Council info in local newspapers	3.1	3.0
Ryde News	2.9	2.9
Council's website	2.9	2.9

- The following tables show the average ratings (1 to 4, 4 being highest) self-completion respondents gave to the importance of, and satisfaction with the various **community services provided by Council**:

<b>Schools and Education</b>	<b>Importance</b>	<b>Satisfaction</b>
School holiday programs	2.4	2.8
Pre-schools	2.6	2.6
Childcare	2.6	2.7

<b>Leisure and Recreation</b>	<b>Importance</b>	<b>Satisfaction</b>
Sports ovals / Parks	3.3	2.9
Ryde Aquatic Leisure Centre	2.8	3.0
Events and festivals	2.7	3.0

<b>Community Wellbeing</b>	<b>Importance</b>	<b>Satisfaction</b>
Kerbside rubbish collection	3.6	3.1
Public toilets	3.3	2.4
Facilities and services for people with a disability	3.1	2.6
Services and facilities for older people	3.1	2.7
Footpaths and bikepaths	3.4	2.5
Planning / Building permit processing	3.2	2.3
Youth services	3.0	2.6

<b>Other Services</b>	<b>Importance</b>	<b>Satisfaction</b>
Support for local business	3.1	2.7
Immunisation programs	3.0	3.2
Stormwater / Drainage infrastructure	3.5	2.7
Library services	3.3	3.2

- Four in five residents describe Council services as 'excellent' (6%), good (59%) or fair (26%).

- 715 of the 2,100 self-completion respondents (34%) suggested one or more existing services or facilities that Council should spend more time or money on. The main suggestions made included footpaths (162 mentions), parks or dog areas in parks (113 mentions), roads (71 mentions), libraries and cycling or walking tracks (71 mentions each). 701 residents (33% of all respondents) said they would be willing to pay more if assets were maintained better and there were more and better services.
- One in five (22% of self-completion respondent) made suggestions for new services or facilities. The main facilities suggested were cycling tracks (48 mentions), parking (33 mentions) and footpaths/walking tracks (28 mentions). 46% of those suggesting new services or facilities are willing to pay more in Council rates fund them however this equals 14% of those responding to the self-completion survey.

### 1.3. Optional Survey

- In terms of the community on their views about services provided by other levels of government the following table shows the percentage of telephone and web respondents<sup>1</sup> agreeing with each statement.

<b>Other Services</b>	<b>Percentage</b>
Support the City of Ryde Council's position against the State Government's refusal to filter the Lane Cove Tunnel	76%
Believe the City of Ryde has adequate public transport	69%
Support the Minister for Planning in approving development at West Ryde Railway Station at 2, 2F, 1/2F and 2/2F Ryedale Road, West Ryde, being the strip of land located on the western side at Ryedale Road, adjacent to the main northern rail line at West Ryde Railway Station	52%
Believe traffic management on major arterial roads (ie. not residential roads) in Ryde is satisfactory	48%
Believe the Minister for Planning should have the right to determine the density of housing development in opposition to the residents of Ryde	28%

<sup>1</sup> The optional survey was not included in the paper version of the self-completion survey.

## 2. Background and Methodology

### 2.1. Objectives

To fulfil the ongoing commitment of customer service and satisfaction for the community, the **City of Ryde Council** undertook this research project with the following aims to:

- obtain comprehensive knowledge of the local community's perception of Council's overall performance including infrastructure, services and facilities provided by Council
- obtain a broad measure of the community's perception of performance of all services, programs and activities rather than individual services
- determine the community's perception of Council's management and leadership
- address key community issues that Council should prioritise in developing future programs.

Council will use findings from this study to assist with management planning processes, service reviews and development of future budget priorities.

In addition to the main survey, the community was also invited to participate in an Optional Survey which is designed to gather their views about services provided by other levels of government. Council will use findings from this Optional Survey to review the level of advocacy on the provision of these services.

The City of Ryde Council carried out the data collection for the web-based and mail-out surveys and Taverner Research Company was commissioned to conduct the telephone surveys along with data analysis for all web-based, mail-out and telephone surveys.

### 2.2. Sampling – Telephone surveys

Telephone interviews were conducted with a representative sample of 450 City of Ryde residents over 15 years of age (or 150 per Ward). Sixteen suburbs are grouped into three Wards, namely West, Central and East Ward. Detail of each ward is shown in Table 1. This is to allow for some sub-group analysis at the ward level. All fieldwork was conducted in line with the industry quality assurance using Computer Assisted Telephone Interview (CATI) that integrated with our Telephone Number Management System (TNMS). Participants were sampled from the latest electronic White Pages.

**Table 1: Grouping of Suburbs into Wards**

West Ward	Central Ward	East Ward
<ul style="list-style-type: none"> <li>▪ Marsfield</li> <li>▪ Eastwood</li> <li>▪ Melrose Park</li> <li>▪ Denistone</li> <li>▪ Denistone East</li> <li>▪ Denistone West</li> </ul>	<ul style="list-style-type: none"> <li>▪ Macquarie Park</li> <li>▪ West Ryde</li> <li>▪ Meadowbank</li> <li>▪ Ryde</li> </ul>	<ul style="list-style-type: none"> <li>▪ North Ryde</li> <li>▪ East Ryde</li> <li>▪ Gladesville</li> <li>▪ Chatswood West</li> <li>▪ Putney</li> <li>▪ Tennyson Point</li> </ul>

To validate the survey instrument, a pilot test of 23 interviews was conducted on 14<sup>th</sup> October 2006. Fieldwork for the main study took place from 15<sup>th</sup> to 31<sup>st</sup> October 2006. A total of 452 telephone interviews for the main and optional surveys were completed in this period.

In order to ensure that the findings are properly representative of the City of Ryde residential populations, the data was weighted by location, gender, age and language spoken at home to be in proportion to known population distributions in the Council area. The weightings and demographics of the final sample of the telephone survey are shown in Table 2:

**Table 2: Sample Demographics – Telephone Survey**

	Total		Weighted total	
	#	%	#	%
<b>Gender</b>				
Male	215	48	214	48
Female	237	52	236	52
<b>Age</b>				
15-19	25	6	28	6
20-24	38	8	46	10
25-34	85	19	90	20
35-44	96	21	89	20
45-54	74	16	72	16
55-64	51	11	47	10
65+	82	18	78	17
<b>Ward</b>				
West	150	33	n/a	n/a
Central	151	33	n/a	n/a
East	151	33	n/a	n/a
<b>Language spoken at home</b>				
English	312	69	297	66
Non-English	140	31	153	34
<b>Total</b>	<b>452</b>	<b>100</b>	<b>450</b>	<b>100</b>

**Note:** Totals may not equal the sum of components due to rounding.

Detailed findings from the telephone survey can be found in Sections 3 (main survey) and 4 (optional survey). Findings with significant differences at the 95% confidence limit are reported in these sections. The questionnaire for telephone survey is included in Appendix A of this report.

### 2.3. Sampling – Self-completion survey (mail-out and online survey)

The City of Ryde Council had invited the community to participate in this survey via the Council's rates notice to ratepayers and also the Council's website. A total of 27,780 questionnaires for the main survey were mailed out on 17<sup>th</sup> October 2006 and the due date for responses was 3<sup>rd</sup> November 2006. In addition, both surveys (i.e., main survey and optional survey) were also made available in Council's libraries (100 copies) as well as the Customer Service Locations (100 copies). Altogether 2,109 questionnaires (with 2,074 from the mail-out survey and 35 from web-based / online survey) were returned and coded by the Councillors and staff. Due to the small sample size for web-based survey, this sample (n = 35) are combined with the mail-out sample and is considered as 'self-completion' surveys. The demographics of the final sample for the mail-out and web-based questionnaires are shown below:

**Table 3: Sample Demographics – Self-completion (Mail-out and Web-based) Survey**

Total		
	#	%
<b>Gender</b>		
Male	923	45
Female	1133	55
<b>Total</b>	<b>2056</b>	<b>100</b>
<b>Age</b>		
15-19	7	0
20-24	21	1
25-34	217	10
35-44	450	21
45-54	447	21
55-64	378	18
65+	565	27
<b>Total</b>	<b>2085</b>	<b>100</b>
<b>Ward</b>		
West	712	34
Central	659	31
East	722	34
<b>Total</b>	<b>2093</b>	<b>100</b>

<b>Language spoken at home</b>		
English	1419	68
Non-English	354	17
<b>Total</b>	<b>1773</b>	<b>100</b>

**Note:** - Totals may not equal the sum of components due to rounding.  
 - Various totals due to some missing value in self-completion surveys.

Detailed findings from the self-completion (mail-out and web-based) surveys can be found in Section 5. The mail-out questionnaire is included in Appendix B of this report.

#### 2.4. Call analysis – Telephone survey

The table below provides a breakdown of the result of all attempted calls during the interview process.

**Table 4: Call Analysis**

<b>Contact result</b>	<b>Total</b>	
	<b>#</b>	<b>%</b>
Total interviews completed	452	8
Refused at introduction	1,487	27
Language barrier	238	4
Outstanding appoints / active	904	17
Wrong local government area	322	6
Unsuccessful after 5 attempts	381	7
Invalid number	1,522	28
Fax / Business number	159	3
<b>Total attempted</b>	<b>5,465</b>	<b>100</b>

The response rate for the telephone survey is 21%, this rate was calculated by the total interviews completed divided by the total of all contacts within the survey sample frame, or in other words, all residents we have spoken to, which includes total interviews completed, refused at introduction and language barrier.

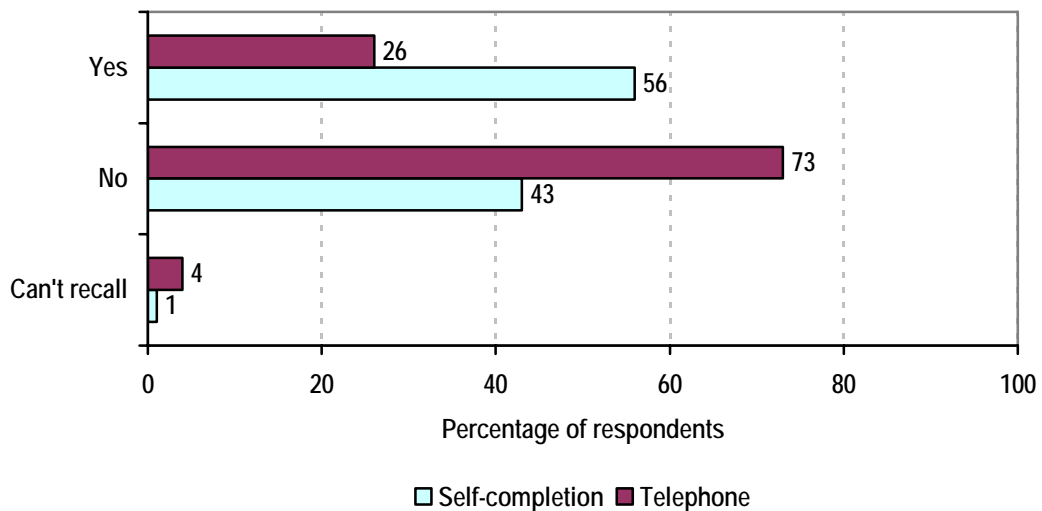
### 3. Comparison of Findings Across Various Survey Methods

This section illustrates the comparison of key findings between the telephone survey and self-completion (including mail survey and web-based survey).

#### 3.1. Customer contact

Figure 61 shows that more than half of the self-completion respondents (56%) contacted Council in the last six months. This indicates the residents completing the self-completion survey were motivated by past experience with the Council.

**Figure 1: Council Contact**

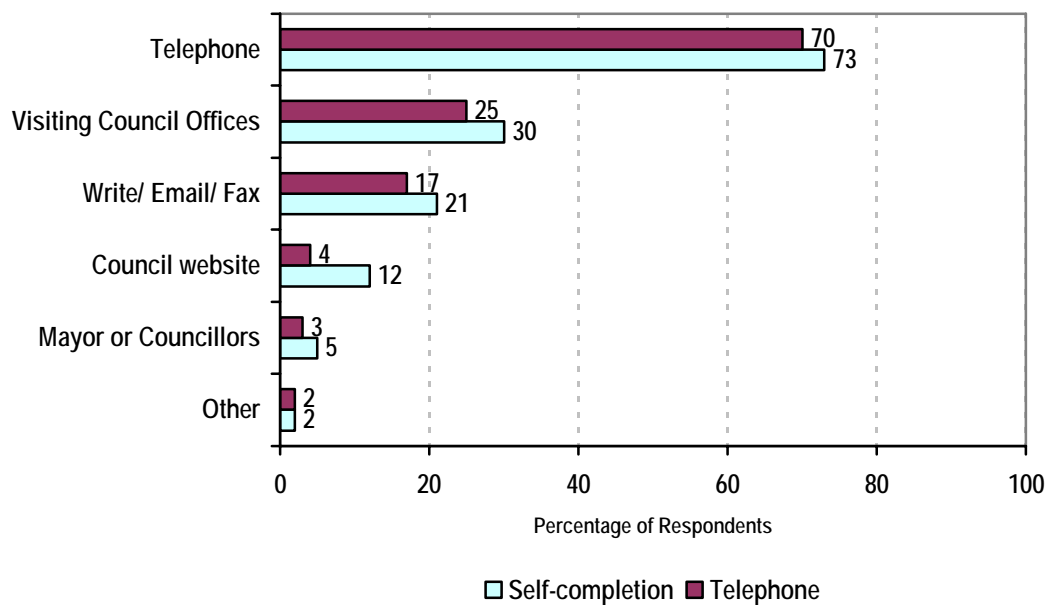


Base: Telephone respondents (n = 452); Self-completion respondents (n = 2066)

### 3.2. Mode of contact

Results in Figure 62 suggest that one in ten self-completion respondents contacted Council via its website (12% compared to 4% of telephone respondents) and slightly more self-completion respondents visited Council offices (30%) compared to telephone respondents (25%).

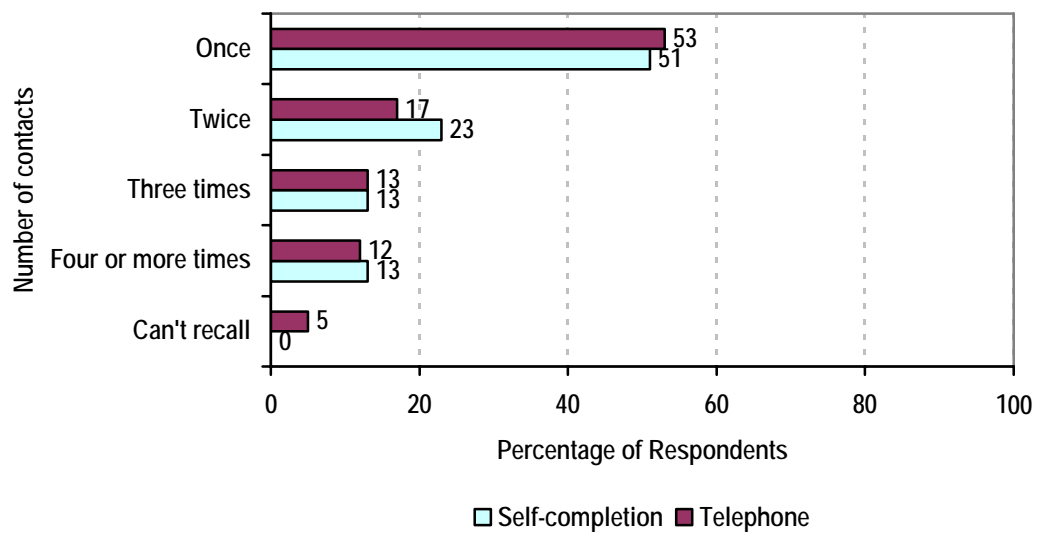
**Figure 2: Mode of Contacts**



Base: Respondents contacted Council and responded to Q2 - Telephone n = 116; Self-completion n = 1149

When asked the number of times that respondent visited or telephoned Council to have his/her enquiry dealt with, slightly more self-completion respondents reported that their enquiries were dealt with after their second visit or call (23% compared to 17% of the telephone respondents).

**Figure 3: Number of Times Visiting or Telephoning Council to Have Enquiry Resolved**



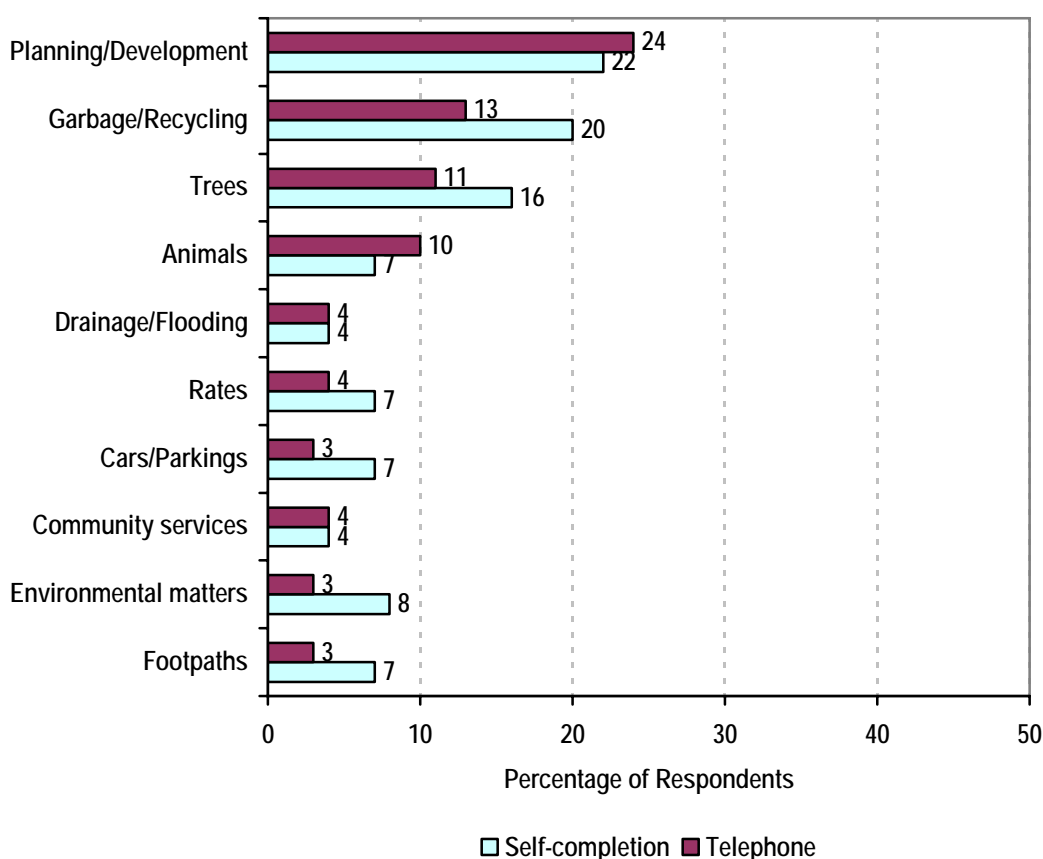
Base: Respondents responded to Q3 - Telephone n = 116; Self-completion n = 1061

### 3.3. Reasons of contacting Council

here is no significant difference between respondents doing the telephone or self-completion survey in regard to the reason for contacting the Council, with around one in four reporting that the main reason for them to contact Council was related to planning and development following by garbage or recycling issues.

However, more self-completion respondents were more likely to contact Council because of garbage or recycling issues (20% compared to 13%), trees (16% compared to 11%) and environmental matters (8% compared to 3%) while slightly more telephone respondents contacted Council due to animals management issues (10% compared to 7%). Figure 64 shows the top 10 reasons leading to contacting Council.

**Figure 4: Reasons of Contacts**

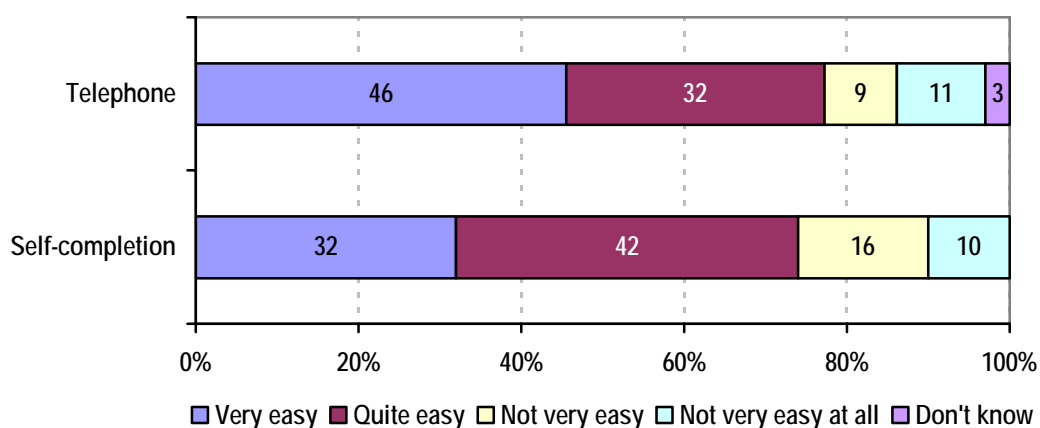


Base: Respondents responded to Q4 - Telephone n = 116; Self-completion n = 1153

### 3.4. Information accessibility

When asked how easy it was to find out information they needed to know, one in two (46%) telephone respondents reported that it was very easy whereas 32% of self-completion respondents reported that it was very easy with 26% saying it was not easy (Figure 65).

**Figure 5: Information Accessibility**

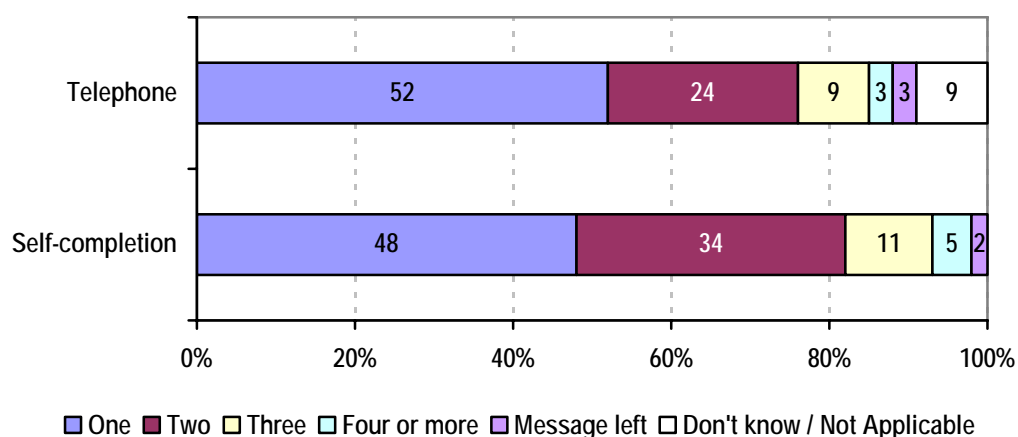


Base: Respondents responded to Q5 - Telephone n = 116; Self-completion n = 1138

**Note:** Totals may not equal 100% due to rounding.

Respondents were then asked the number of people they spoke to in order to receive the information required (Figure 66). More self-completion respondents are likely to have to speak to two people to get the information they needed (34% compared to 24% of telephone respondents).

**Figure 6: Number of People Speak to for Enquiry**

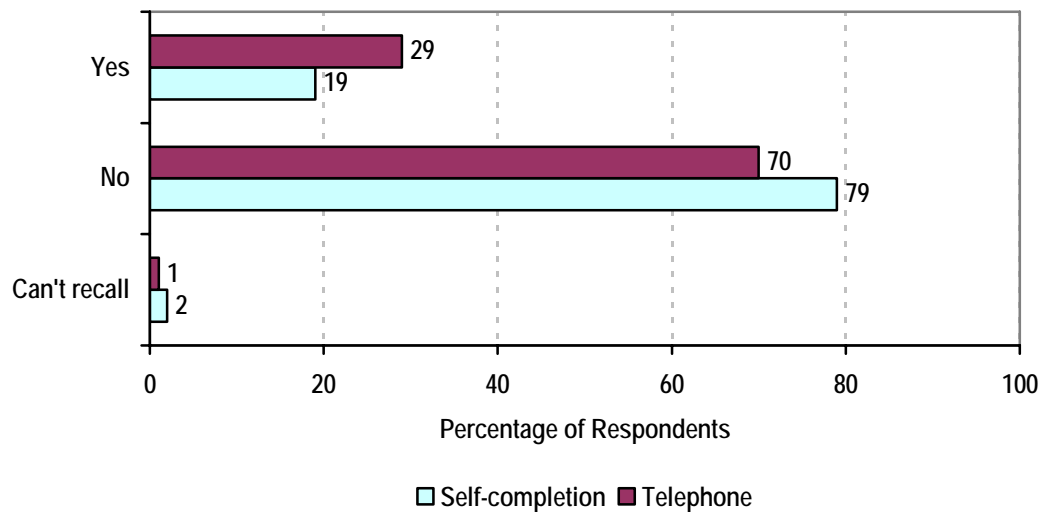


Base: Respondents responded to Q6 - Telephone n = 116; Self-completion n = 1098

**Note:** Totals may not equal 100% due to rounding.

When asked if respondents needed to go to Council offices in order to complete their enquiry, telephone respondents are more likely to answer 'yes' (29%) while self-completion respondents are more likely to say 'no' (79%).

**Figure 7: Council Office Visit to Complete Enquiry**

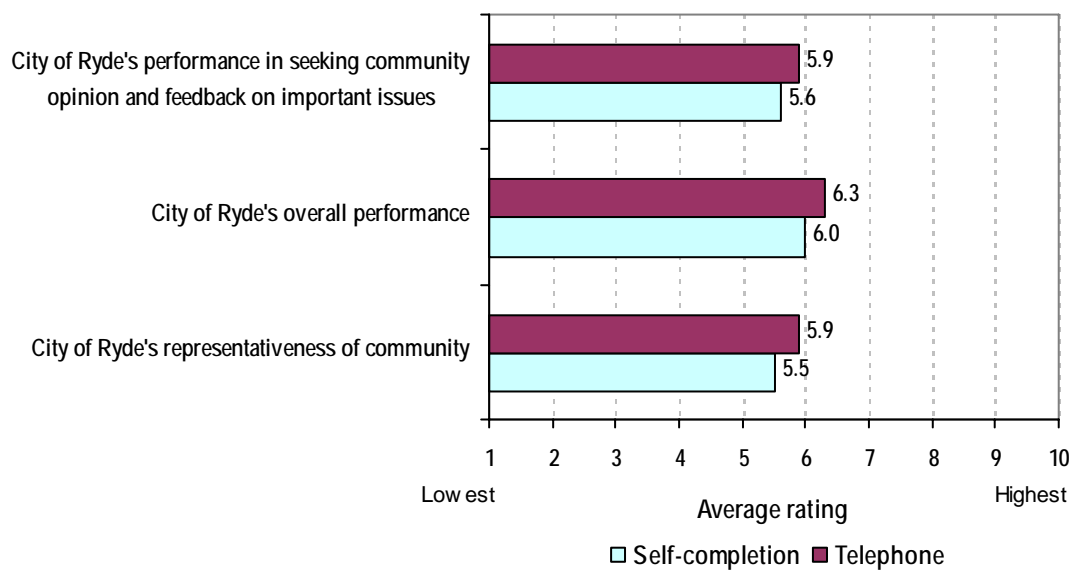


Base: Respondents responded to Q8 - Telephone n = 116; Self-completion n = 1092

### 3.5. Management and leadership

Overall, telephone respondents tend to give higher rating across all management and leadership aspects (Figure 68). Among the three aspects, respondents are likely to rate City of Ryde's overall performance across all areas of responsibility slightly higher than the other two aspects (average 6.3 for telephone respondents and 6.0 for self-completion respondents).

**Figure 8: Rating of Management and Leadership**

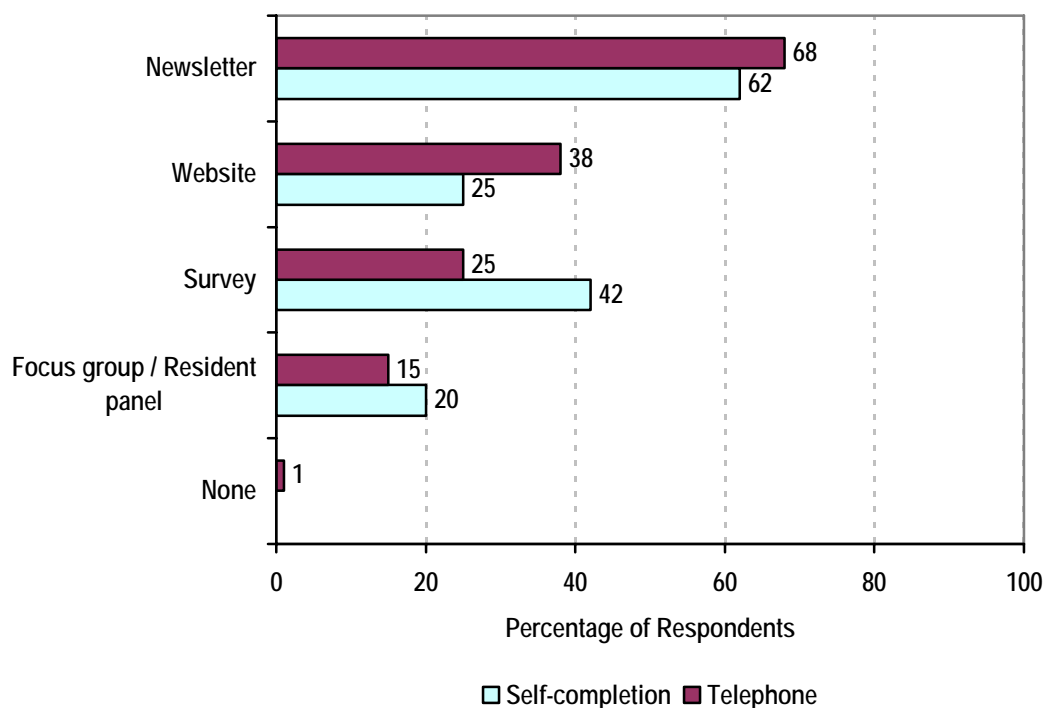


Base: Respondents responded to Q11, Q12, Q13 - Telephone n = 452; Self-completion n = 1842 to 1975

### 3.6. Media regularly used by residents of Ryde

Respondents were asked their preferred communication methods by Council, results in Figure 69 indicate that telephone respondents are more likely to nominate newsletters (68% compared to 62% of self-completion respondents) and website (38% compared to 25%) whereas self-completion respondents are more likely to nominate surveys (42% compared to 25% of telephone respondents) and focus groups or resident panels (20% compared to 15%).

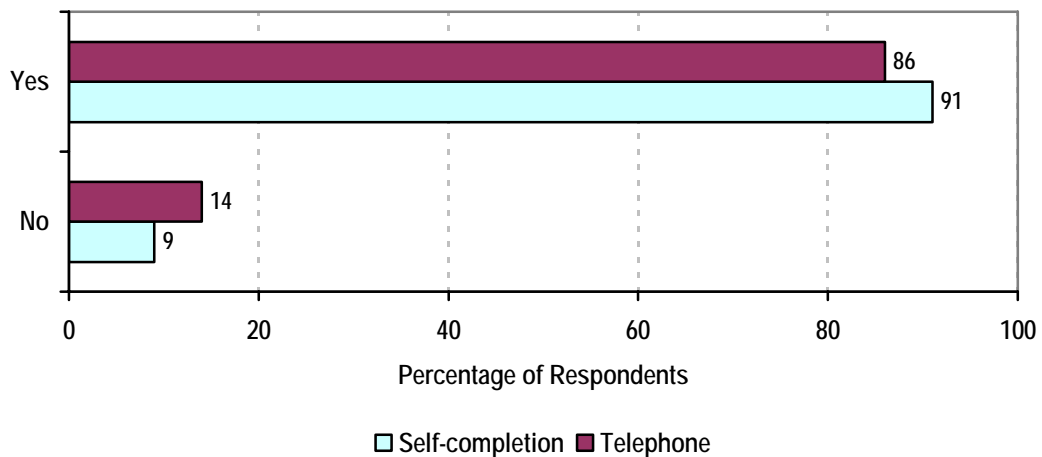
**Figure 9: Communication Methods**



Base: Respondents responded to Q11(b) - Telephone n = 452; Self-completion n = 1988

Respondents were also asked if they read local newspaper, and Figure 70 shows that self-completion respondents are more likely to read local newspaper (91% compared to 86% for telephone respondents).

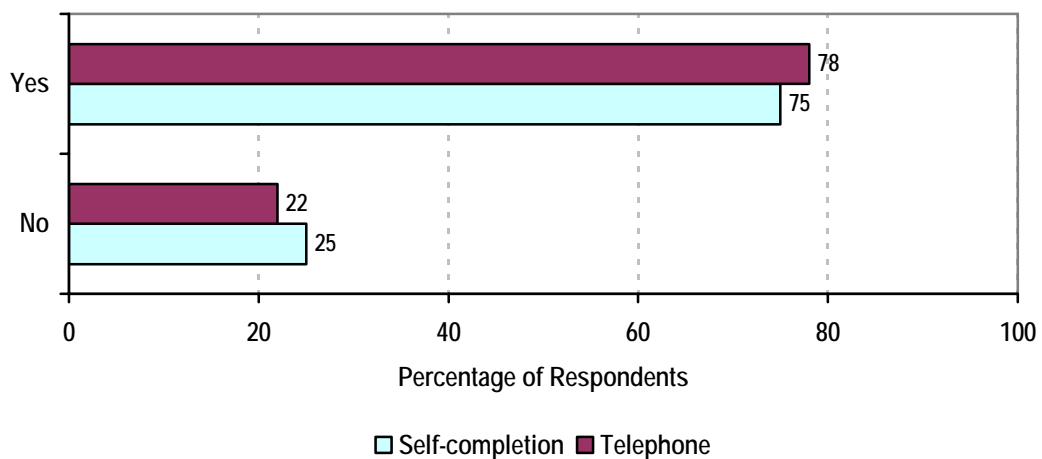
**Figure 10: Local Newspaper Readers**



Base: Respondents responded to Q17 - Telephone n = 452; Self-completion n = 2055

In terms of internet access, there is no significant difference between respondents in responding to this question as three in four reported that they have regular internet access (Figure 71).

**Figure 11: Regular Internet Access**

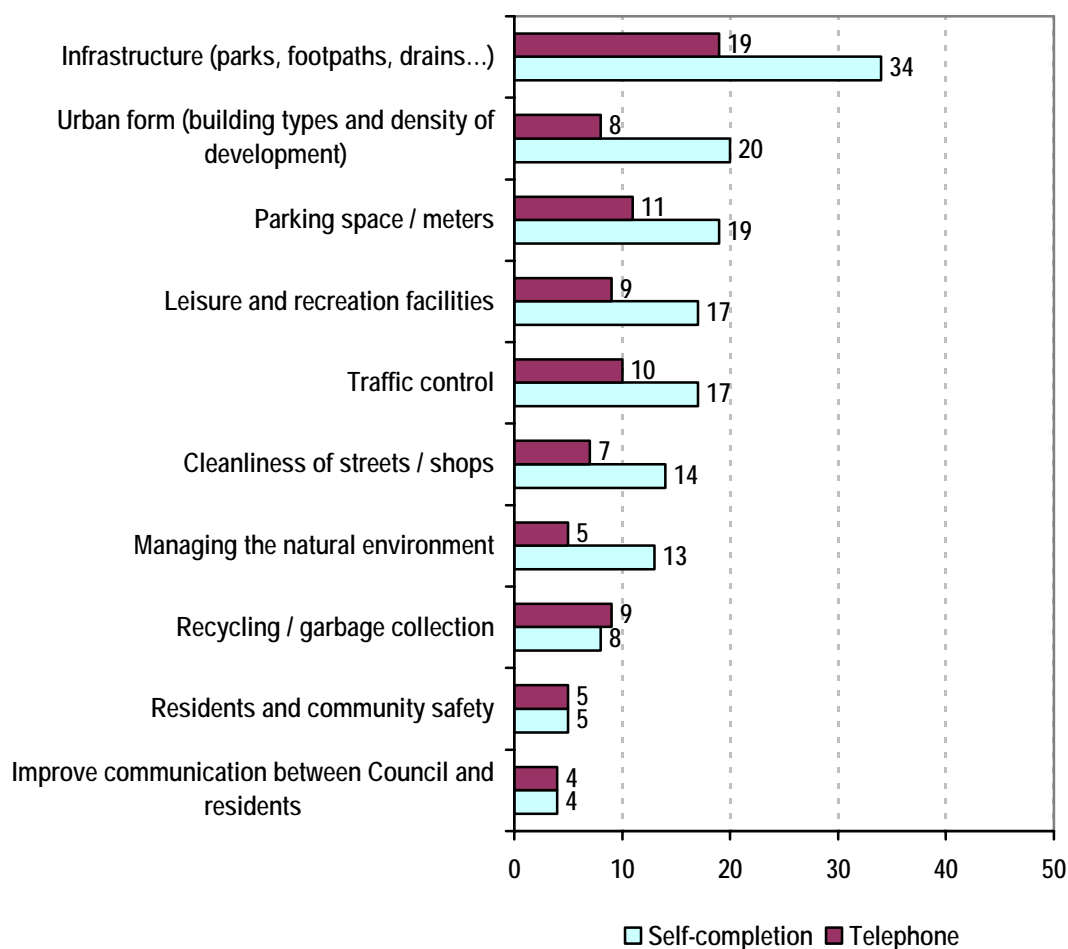


Base: Respondents responded to Q18 - Telephone n = 452; Self-completion n = 2050

### 3.7. Issues for Council's Attention

Figure 72 shows the top 10 issues that respondents nominated for Council's attention. In general, self-completion respondents are more likely to nominate infrastructure (34% compared to 19%), urban form (20% compared to 8%), parking space and meters (19% compared to 11%), leisure and recreation facilities (17% compared to 9%) and traffic control (17% compared to 10%).

**Figure 12: Key Issues for Council's Attention**



Base: Respondents responded to Q15 - Telephone n = 452; Self-completion n = 1676

### 3.8. Importance and satisfaction regarding interaction with Council

Table 13 shows the average rating on a four-point scale for both importance and satisfaction levels. Overall, respondents from both the telephone and self-completion surveys are likely to give rate importance higher than satisfaction except for understanding of language in which self-completion respondents gave an average of 3.2 for satisfaction and 3.0 for importance.

**Table 5: Average Rating of Importance and Satisfaction Regarding Interaction with Council**

Issues related to interaction with Council	Telephone respondents		Self-completion respondents	
	Importance	Satisfaction	Importance	Satisfaction
General reception	3.2	3.1	3.1	3.0
Care and attention to enquiry	3.6	3.0	3.7	2.9
How Council provides info	3.5	3.0	3.5	2.9
How quickly Council responds to query	3.6	2.9	3.6	2.8
Courtesy of service	3.6	3.2	3.6	3.1
Understanding of language	3.2	3.2	3.0	3.2

Base: Respondents responded to Q9 - Telephone n = 452; Self-completion n = range from 1544 to 1722

As shown in Table 14, more self-completion respondents rated all six issues as more important than telephone respondents, especially for 'care and attention to enquiry', 'how quickly Council responds to query' and 'courtesy of service' with more than 95% of people responding to this question rating these issues are important.

**Table 6: Percentage of Rating on Importance and Satisfaction Regarding Interaction with Council**

Issues related to interaction with Council		Telephone respondents (%)	Self-completion respondents (%)
General reception	Importance	63	82
	Satisfaction	45	65
Care and attention to enquiry	Importance	87	96
	Satisfaction	51	66
How Council provides info	Importance	86	95
	Satisfaction	63	68
How quickly Council responds to query	Importance	84	96
	Satisfaction	46	61
Courtesy of service	Importance	88	97
	Satisfaction	60	73
Understanding of language	Importance	65	70
	Satisfaction	45	55

Base: Respondents responded to Q9 - Telephone n = 452; Self-completion n = range from 1544 to 1722

**Note:** Figures reported in Table 14 for importance = 'very' + 'quite' important and for satisfaction = 'very' + 'quite' satisfied.

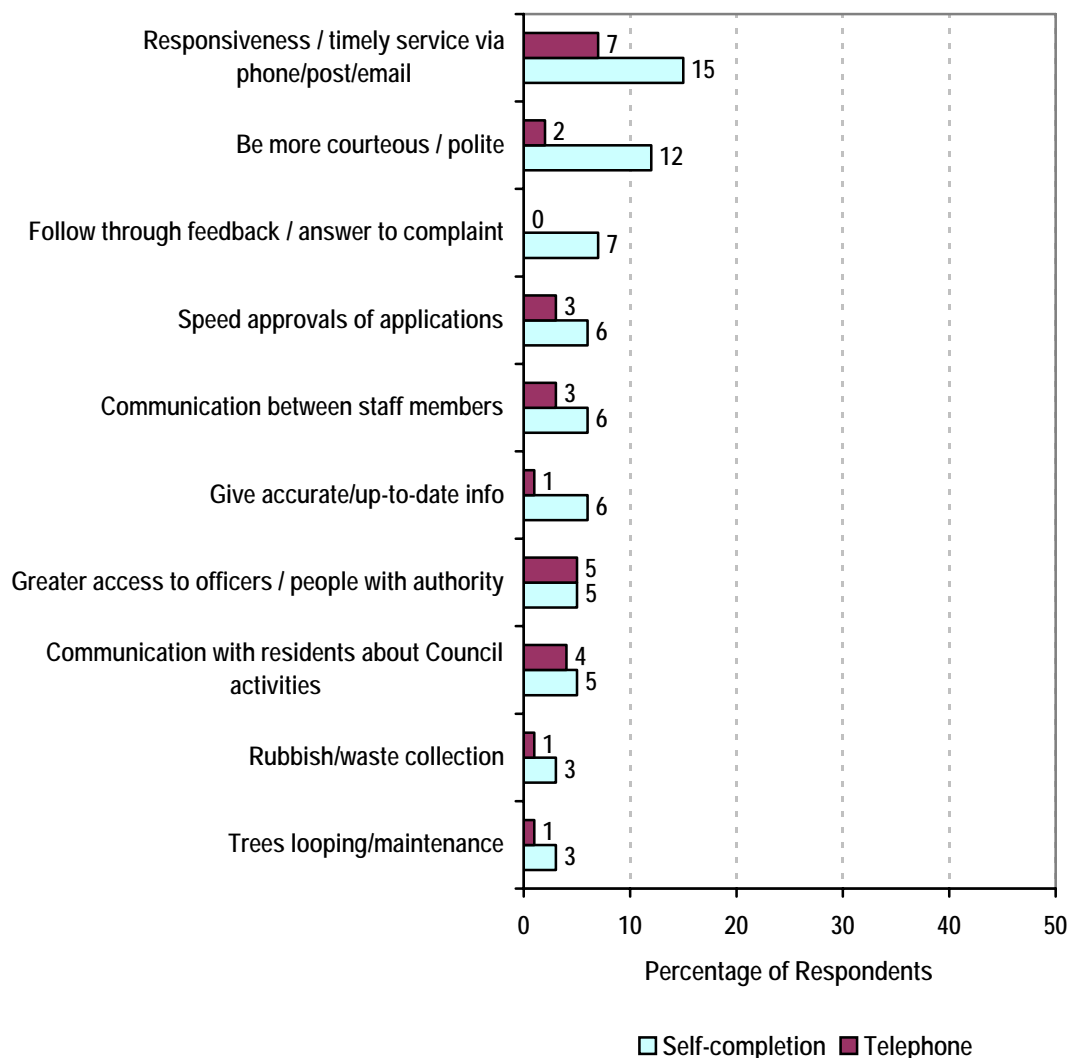
In terms of satisfaction rating, self-completion respondents are more likely to say they are satisfied with all aspects compared to telephone respondents except for issue of 'how Council provides information' in which there is little significant difference between telephone and self-completion respondents (63% and 68% respectively).

### 3.9. Areas for improvement

Figure 73 shows the top 10 areas respondents say need to be improved. Self-completion respondents are more likely to nominate the following issues:

- responsiveness or timely service via phone, post or email (15% compared to 7% of the telephone respondents)
- Council staff should be more courteous or polite (12% compared to 2%)
- feedback or answer to complaint (7% compared to 0%)
- giving accurate or up-to-date information (6% compared to 1%).

**Figure 13: Areas For Improvement**



Base: Respondents responded to Q10 - Telephone n = 452; Self-completion n = 754

### 3.10. Importance and satisfaction on general services

The following tables show the proportion of respondents from each survey rating various aspects of general Council services as important (very important plus important) and being satisfied (very satisfied plus satisfied).

**Table 7: Percentage of Rating on Importance and Satisfaction on Infrastructure**

Issues related to general services		Telephone respondents (%)	Self-completion respondents (%)
Road maintenance and repair	Importance	98	96
	Satisfaction	64	60
Drain maintenance and repair	Importance	93	97
	Satisfaction	71	68
Footpaths maintenance	Importance	94	94
	Satisfaction	65	49
Building conservation issues	Importance	77	73
	Satisfaction	52	52

Base: Respondents responded to Q16 - Telephone n = 452; Self-completion n = range from 1866 to 2011

**Note:** Importance = 'very' + 'quite' important and for satisfaction = 'very' + 'quite' satisfied.

**Table 8: Percentage of Rating on Importance and Satisfaction on Public Facilities**

Issues related to general services		Telephone respondents (%)	Self-completion respondents (%)
Lighting of public areas	Importance	96	95
	Satisfaction	71	62
Pedestrian access	Importance	96	94
	Satisfaction	79	73
Park maintenance	Importance	93	93
	Satisfaction	81	75
Playground maintenance	Importance	86	85
	Satisfaction	67	68
Availability of bus shelters	Importance	81	78
	Satisfaction	67	64
Traffic parking enforcement	Importance	69	61
	Satisfaction	59	56

Base: Respondents responded to Q16 - Telephone n = 452; Self-completion n = range from 1873 to 1996

**Note:** Importance = 'very' + 'quite' important and for satisfaction = 'very' + 'quite' satisfied.

**Table 9: Percentage of Rating on Importance and Satisfaction on Environmental Issues**

Issues related to general services		Telephone respondents (%)	Self-completion respondents (%)
Protection of natural bushland and bush regeneration	Importance	93	91
	Satisfaction	69	66
Food, health and noise enforcement	Importance	91	89
	Satisfaction	66	56
Trees along roads	Importance	84	81
	Satisfaction	73	58
Weed control management	Importance	79	85
	Satisfaction	58	48
Animal management	Importance	76	73
	Satisfaction	61	58

Base: Respondents responded to Q16 - Telephone n = 452; Self-completion n = range from 1880 to 1999

**Note:** Importance = 'very' + 'quite' important and for satisfaction = 'very' + 'quite' satisfied.

**Table 10: Percentage of Rating on Importance and Satisfaction on Waste Management**

Issues related to general services		Telephone respondents (%)	Self-completion respondents (%)
Regular garbage and recycling collection	Importance	99	98
	Satisfaction	93	89
Litter collection in public areas	Importance	96	96
	Satisfaction	74	62
Maintenance and cleaning of shopping areas	Importance	94	91
	Satisfaction	73	65
Street sweeping	Importance	84	77
	Satisfaction	75	71

Base: Respondents responded to Q16 - Telephone n = 452; Self-completion n = range from 1900 to 2017

**Note:** Importance = 'very' + 'quite' important and for satisfaction = 'very' + 'quite' satisfied.

**Table 11: Percentage of Rating on Importance and Satisfaction on Local Media**

Issues related to general services		Telephone respondents (%)	Self-completion respondents (%)
Council info in local newspaper	Importance	81	80
	Satisfaction	74	77
Council's website	Importance	58	71
	Satisfaction	44	60
Ryde's News	Importance	67	69
	Satisfaction	66	77

Base: Respondents responded to Q16 - Telephone n = 452; Self-completion n = range from 1751 to 1983

**Note:** Figures reported in Table 24 for importance = 'very' + 'quite' important and for satisfaction = 'very' + 'quite' satisfied.

### 3.11. Importance and satisfaction regarding community services

The following tables show the proportion of respondents from each survey rating various aspects of community services as important (very important plus important) and being satisfied (very satisfied plus satisfied).

**Table 12: Percentage of Rating on Importance and Satisfaction on Schools and Education**

Issues related to community services		Telephone respondents (%)	Self-completion respondents (%)
Childcare	Importance	69	55
	Satisfaction	35	30
Pre-schools	Importance	68	57
	Satisfaction	36	29
School holiday programs	Importance	62	51
	Satisfaction	35	30

Base: Respondents responded to Q16 - Telephone n = 452; Self-completion n = range from 1722 to 1851

**Note:** Figures reported in Table 26 for importance = 'very' + 'quite' important and for satisfaction = 'very' + 'quite' satisfied.

**Table 13: Percentage of Rating on Importance and Satisfaction on Leisure and Recreation**

Issues related to community services		Telephone respondents (%)	Self-completion respondents (%)
Sports ovals / parks	Importance	88	89
	Satisfaction	80	73
Ryde Aquatic Leisure Centre	Importance	73	67
	Satisfaction	63	59
Events and festivals	Importance	70	58
	Satisfaction	69	72

Base: Respondents responded to Q16 - Telephone n = 452; Self-completion n = range from 1793 to 1947

**Note:** Figures reported in Table 28 for importance = 'very' + 'quite' important and for satisfaction = 'very' + 'quite' satisfied.

**Table 14: Percentage of Rating on Importance and Satisfaction on Community Wellbeing**

Issues related to community services		Telephone respondents (%)	Self-completion respondents (%)
Kerbside rubbish collection	Importance	96	97
	Satisfaction	87	84
Services and facilities for old people	Importance	84	80
	Satisfaction	45	35
Facilities and services for people with a disability	Importance	83	78
	Satisfaction	41	40
Public toilets	Importance	86	87
	Satisfaction	45	39
Foot and bike paths	Importance	88	92
	Satisfaction	71	52
Planning / building permit processing	Importance	74	81
	Satisfaction	36	32
Youth services	Importance	69	74
	Satisfaction	33	27

Base: Respondents responded to Q16 - Telephone n = 452; Self-completion n = range from 1755 to 1999

**Note:** Figures reported in Table 30 for importance = 'very' + 'quite' important and for satisfaction = 'very' + 'quite' satisfied.

**Figure 14: Percentage of Rating on Importance and Satisfaction on Other Issues**

Issues related to interaction with Council		Telephone respondents (%)	Self-completion respondents (%)
Library services	Importance	89	86
	Satisfaction	77	77
Stormwater / drainage infrastructure	Importance	89	94
	Satisfaction	65	58
Immunisation programs	Importance	77	71
	Satisfaction	47	48
Support for local business	Importance	81	79
	Satisfaction	46	41

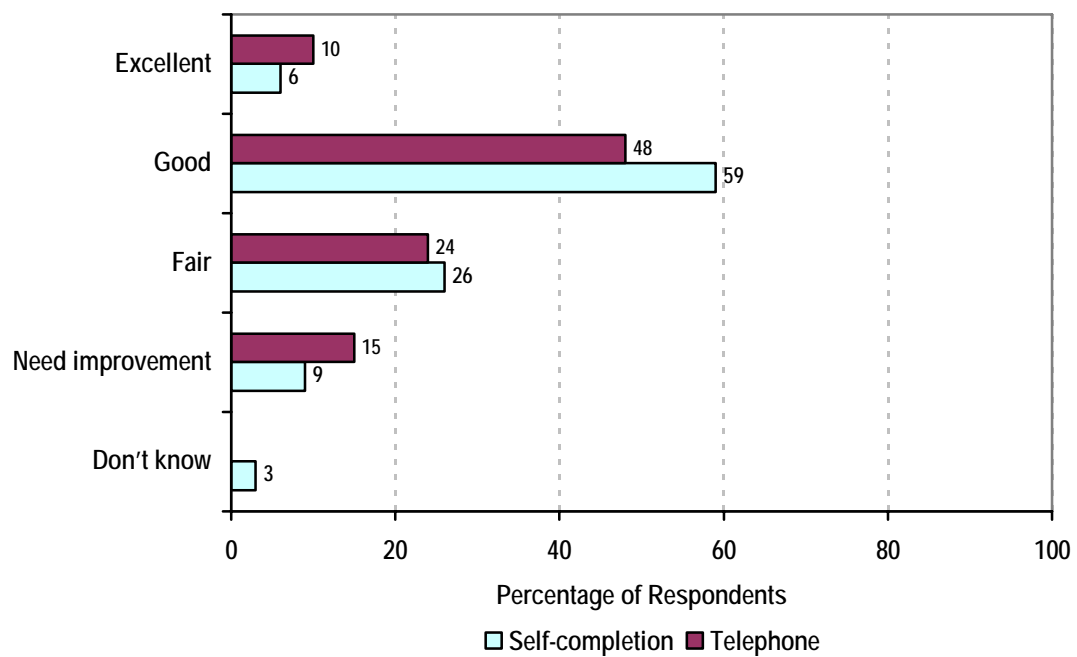
Base: Respondents responded to Q16 - Telephone n = 452; Self-completion n = range from 1751 to 1974

**Note:** Figures reported in Table 32 for importance = 'very' + 'quite' important and for satisfaction = 'very' + 'quite' satisfied.

### 3.12. How residents use and describe Council's facilities

When asked to rate Council's facilities, telephone respondents were more critical with fewer rating them as excellent or good (58% compared to 65%) and more saying they need improvement (15% compared to 9%).

**Figure 15: Rating of Council's Facilities**



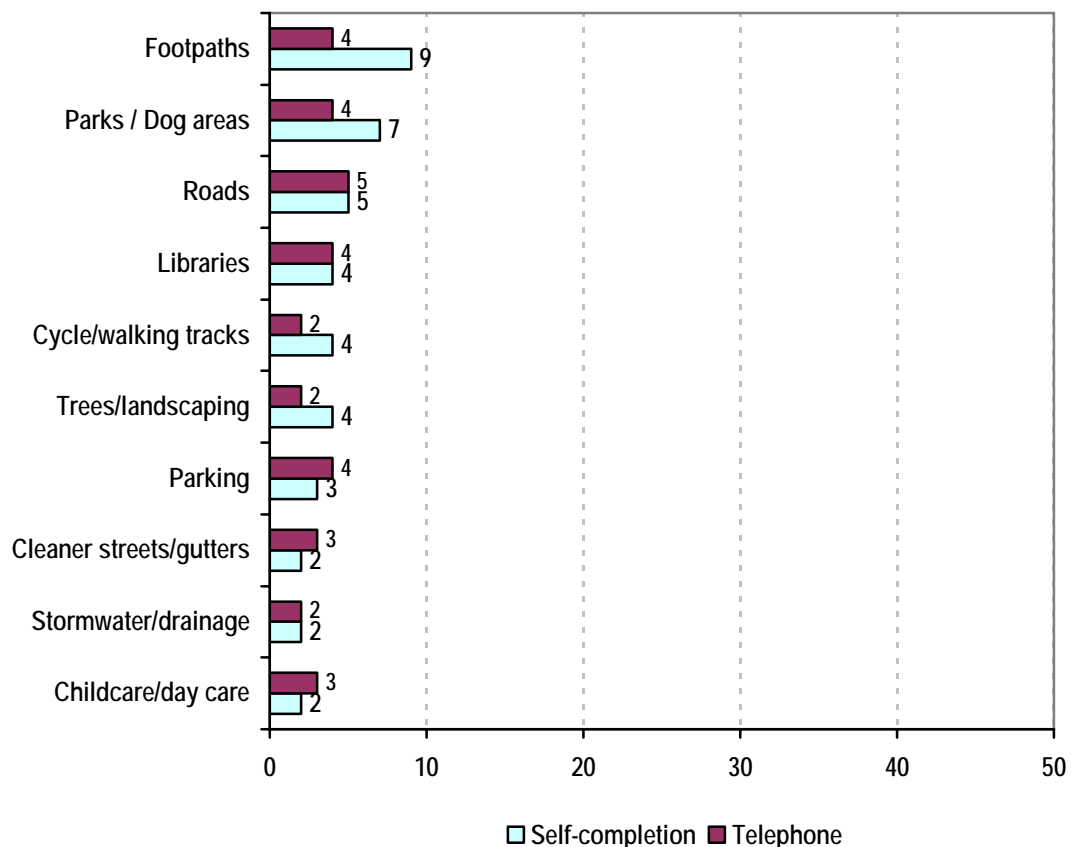
Base: Respondents responded to Q20, Telephone n = 452; Self-completion n = 2021

### 3.13. Suggestions on existing and new assets, services and facilities

- Existing assets, services and facilities

Figure 76 shows the top most nominated existing assets, services or facilities and there are not much significant differences between items nominated by telephone and self-completion respondents. In general respondents to both surveys nominated the same items for improvement.

**Figure 16: Existing Assets, Services or Facilities that City of Ryde Should Spend More Time and Money on**



Base: Respondents responded to Q22 - Telephone n = 452; Self-completion n = 1725

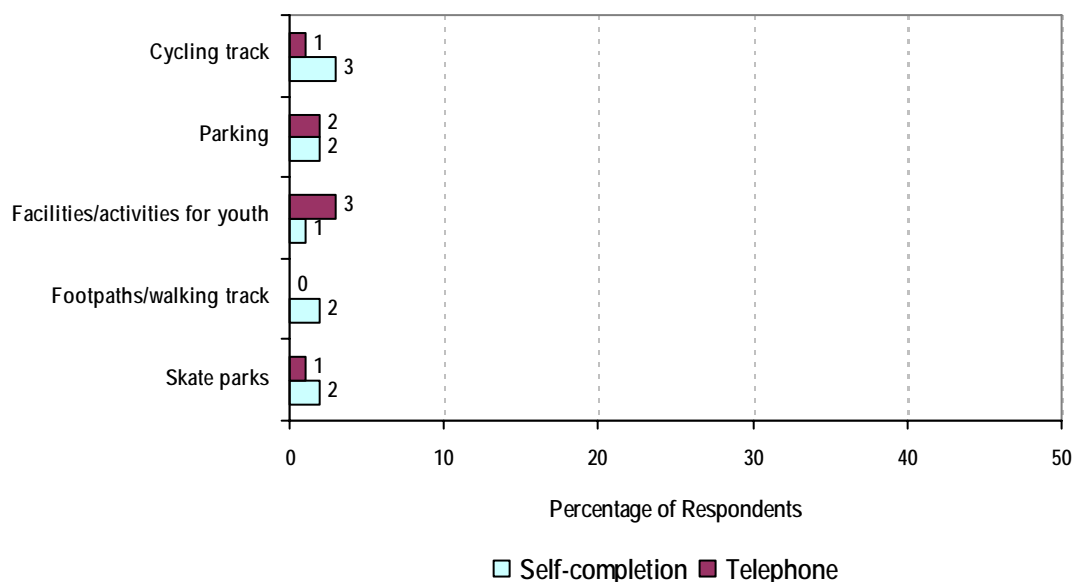
Respondents were then asked if they are willing to pay more for better services, results show that telephone respondents are more likely to say 'yes' (57% compared to 39% of self-completion respondents answering the question). However, for those who answered 'no' for this question, telephone respondents are more likely to say 'we pay enough' or 'we should not pay more' (8% compared to 3% self-completion).

When asked what services should be reduced, telephone respondents are more likely to say 'none or nothing' (6% compared to 2%) or 'don't know' (9% compared to none from the self-completion respondents).

- **New assets, services and facilities**

For those responding to this question, almost eight in ten (79%) telephone respondents (n = 452) said that there is no new services or facilities City of Ryde should fund compared to 70% of self-completion respondents (n = 1543) who were in the same mind. For those with suggestions, Figure 77 shows the top five items nominated by at least 2% of the respondents. There is little difference between telephone and self-completion respondents.

**Figure 17: New Assets, Services or Facilities that City of Ryde Should Spend More Time and Money on**



Base: Respondents responded to Q24 - Telephone n = 452; Self-completion n = 1543

Respondents were then asked if they are willing to pay more for these new services or facilities, 67% of the telephone respondents agree while only 46% of self-completion respondents agree.

**Appendix A**  
**Telephone Questionnaire**

**City of Ryde**  
**2006 Community Survey**

"Good (.....). My name is (.....) I am calling on behalf of the Ryde City Council and I am from Taverner Research.

Your household has been selected to take part in the survey and it would be of great value to the City of Ryde if you could answer some questions. This comprehensive survey is to ask you to provide feedback on Council services, programs and activities. The aim of the survey is to gauge community satisfaction and to provide an opportunity for you to comment on future programs and priorities. It will provide information that will be useful in developing future budget priorities for the City of Ryde.

If you have time now we would like to include you in the study. The survey will take 15 to 20 minutes.

**S1.** Firstly, can I confirm which suburb you live in?

**West Ward (Quota 150)**

1. Marsfield
2. Eastwood
3. Melrose Park
4. Denistone
5. Denistone East
6. Denistone West

**Central Ward (Quota 150)**

7. Macquarie Park
8. West Ryde
9. Meadowbank
10. Ryde

**East Ward (Quota 150)**

11. North Ryde
12. East Ryde
13. Gladesville
14. Chatswood West
15. Putney
16. Tennyson Point
17. None of the above – **Terminate**

**CUSTOMER CONTACT**

**Q1.** Firstly, have you contacted City of Ryde Council in the last 6 months?

1. Yes
2. No (Skip to Question 9)
3. Can't recall (Skip to Question 9)

Q2a. How did you contact the Council? (Check that code numbering matches self-completion)

1. visit Council Offices
2. write, email or fax
3. Mayor or Councillors
4. Other (Specify) \_\_\_\_\_
5. Can't Recall
6. telephone
7. Council's website

If telephone(code 6) in Q2a ask Q2b, else skip to Q3

Q2b. If phoned, was your call answered in a reasonable time?

1. Yes
2. No
3. Can't recall

Q3. How many times did you visit or telephone the Council to have your enquiry dealt with?

1. Once
2. Twice
3. Three times
4. Four or more times

Q4. When you last contacted City of Ryde Council, what was it generally about? (Check that code numbering matches self-completion)

1. Animals
2. Environmental Matters
3. Community Halls/Centres
4. Footpaths
5. Payment (other than rates)
6. Community Services
7. Garbage/Recycling
8. Rates
9. Roads
10. Other (Specify)
11. Planning/Development
12. Parks/Gardens
13. Trees
14. Library
15. Drainage/Flooding
16. Cars/parking
17. Traffic
18. Sports Facilities

Q5. How easy was it to find out what you needed to know? Was it (READ OUT)

1. Very easy
2. Quite easy
3. Not very easy
4. Not very easy at all
5. (Don't know/ Not Applicable)

Q6. How many people did you speak to in order to receive the information required?

1. One
2. Two
3. Three
4. Four or more
5. Message left
6. (Don't know/ Not Applicable)

If code 5(Left message in Q6 ask Q7a&b else skip to Q8)

Q7. If you left a message, was your call returned within a reasonable time?

1. Yes – Skip to Q8
2. No
3. Can't recall s – Skip to Q8

Q7a. How long did it take to receive a call?

1. Other (specify)
2. Don't know

Q8 Did you need to go to the Council offices to complete your enquiry?

1. Yes
2. No
3. Can't recall

READ OUT TO EVERYONE

Now I'm going to ask you to rate the importance of some aspects of council services and tell me how satisfied you are with the current level of service for each. If you have not experienced some of the services personally you can say don't know for the level of satisfaction.

Q9a. Firstly how important is (READ OUT STATEMENT), is it (READ OUT CODE)

1. Very important
2. Quite important
3. Not very important
4. Not at all important
5. (Don't know)

Q9b. And how satisfied are you with (READ OUT STATEMENT), is it (READ OUT CODE)

1. Very satisfied
2. Quite satisfied
3. Not very satisfied
4. Not at all satisfied
5. (Don't know)

(ROTATE STATEMENTS)

- a) General Reception (foyer & front counter)
- b) Care and attention to your enquiry
- c) How the Council provides information
- d) How quickly the Council responds to your query
- e) Courtesy of service
- f) Understanding language needs

Q10. In your opinion, what areas of customer service need to be improved in the City of Ryde?

1. Other (specify)
2. Don't know

## **MANAGEMENT and LEADERSHIP**

READ OUT TO EVERYONE

Thinking about Council management and leadership, on a scale of 1-10, 1 being the lowest and 10 the highest how would you rate the following:

(ROTATE STATEMENTS)

Codes 1-10

11. (Don't know)

- Q11. The City of Ryde's performance in its role of seeking community opinion and feedback on important issues.
- Q13. The performance of the City of Ryde, not just on one or two issues but overall across all areas of responsibility.
- Q14. How well the City of Ryde represented, lobbied and advocated on behalf of the community with other levels of government and private organisations on key issues.

**(DP: Question numbers out of order to match self-completion)**

Q12. How would you like Council to consult or communicate with you?

Would you favour (READ OUT - ACCEPT MULTIPLES)

1. Surveys
2. Focus Groups or Resident Panels
3. Website
4. Newsletters

## **ISSUES for COUNCIL**

Q15. What are the 3 key community issues that you would like your Council to address?

1. Specify issue 1
2. Specify issue 2
3. Specify issue 3
4. Don't know

## **SERVICES PROVIDED**

### READ OUT TO EVERYONE

I'm going to now ask you to rate the importance of some general council services which benefit all residents and tell me how satisfied you are with the current level of service for each. If you have not experienced some of the services personally you can say don't know for the level of satisfaction.

Q16a. Firstly how important is to you personally to be able to access and use (READ OUT STATEMENT), is it (READ OUT CODE)

1. Very important
2. Quite important
3. Not very important
4. Not at all important
5. (Don't know)

Q16b. And how satisfied are you with (READ OUT STATEMENT), is it (READ OUT CODE)

1. Very satisfied
2. Quite satisfied
3. Not very satisfied
4. Not at all satisfied
5. (Don't know)

### (ROTATE STATEMENTS)

- a) Road maintenance & repair
- b) Drains maintenance & repair
- c) Street sweeping
- d) Pedestrian access generally around shopping centres and community facilities
- e) Footpaths maintenance
- f) Availability of bus shelters
- g) Lighting of public areas
- h) Park maintenance
- i) Playground maintenance
- j) Maintenance & cleaning of shopping areas
- k) Trees along roads
- l) Litter collection in public areas
- m) Regular garbage and recycling collection

- n) Traffic parking enforcement
- o) Food, health and noise enforcement
- p) Animal management
- q) Building conservation issues
- r) Protection of natural bushland and bush regeneration
- s) Weed control management
- t) Ryde News
- u) Council information in local newspapers
- v) Council's Website

Q17. Do you read local newspapers?

- 1. Yes
- 2. No

Q18. Do you have regular access to the internet?

- 1. Yes
- 2. No

Q19. Do you use your local neighbourhood park? If yes, do you generally walk or drive to the park?

- 3. No, do not use local park
- 1. Walk
- 2. Drive
- 4. Other (specify)

Q20. How would you describe the Council's facilities, would you say they are (READ OUT)

- 1. Excellent
- 2. Good
- 3. Fair, or
- 4. Need improvement
- 5. (Don't know)

Now I'm going to ask you to rate the importance of some other council service which residents can use at their discretion and tell me how satisfied you are with the current level of service for each. Again, if you have not experienced some of the services personally you can say don't know for the level of satisfaction.

Q21a. Firstly how important is it to you personally to be able to access and use (READ OUT STATEMENT), is it (READ OUT CODE)

1. Very important
2. Quite important
3. Not very important
4. Not at all important
5. (Don't know)

Q21b. And how satisfied are you with (READ OUT STATEMENT), is it (READ OUT CODE)

1. Very satisfied
2. Quite satisfied
3. Not very satisfied
4. Not at all satisfied
5. (Don't know)

(ROTATE STATEMENTS)

- a) Childcare (community based)
- b) Pre-schools (community based)
- c) Events and festivals
- d) Foot and bike paths
- e) Facilities and services for people with a disability
- f) Immunisation programs
- g) Kerbside rubbish collection
- h) Library services
- i) Planning / Building permit processing
- j) Public toilets
- k) Ryde Aquatic Leisure Centre
- l) School Holiday programs (Vacation Care)
- m) Services and facilities for older people
- n) Sports ovals and parks
- o) Stormwater and drainage infrastructure
- p) Support for local businesses
- q) Youth Services

**Having an understanding of what services Council provides:**

Q22. Are there any **existing** services or facilities you think the City of Ryde should spend more time and money on?

1. Yes (specify services or facilities)
2. No

Q23. Would you be willing to pay more if this meant assets were maintained better and there were more and better services ?

1. Yes
2. No, (ask what services could be reduced)

Q24. Are there any **new** services or facilities you think the City of Ryde should fund?

1. Yes (specify services or facilities)
2. No

Q25. Would you be willing to pay more in Council rates for this new service or facility?

1. Yes
2. No

## **Part B**

### **OPTIONAL SURVEY**

Now I have a few questions regarding your views about services provided by other level of government. This will help Council in the role of providing community advocacy on the provision of these services.

Q1op. Do you believe traffic management on major arterial roads (ie. not residential roads) is satisfactory?

1. Yes – Skip to Q2op
2. No
3. Do know – Skip to Q2op

Q1Aop. What do you think are the main traffic management issues?

1. Other (specify)
2. Don't know

Q2op. Do you believe the City of Ryde has adequate public transport?

1. Yes – Skip to Q3op
2. No
3. Do know – Skip to Q3op

Q2Aop. What do you think are the main public transport issues?

1. Other (specify)
2. Don't know

Q3op. Would you support the State Minister for Planning in approving development at West Ryde Railway Station at Number 2, 2F, 1/2F and 2/2F Ryedale Road, West Ryde, being the strip of land located on the western side at Ryedale Road, adjacent to the main northern rail line at West Ryde Railway Station?

1. Yes
2. No
3. Don't know

Q4op. Do you believe the State Minister for Planning should have the right to determine the density of housing development in opposition to the residents of Ryde?

1. Yes
2. No
3. Don't know

Q5op. Do you support the City of Ryde Council's position against the State Government's refusal to filter the Lane Cove Tunnel?

1. Yes
2. No
3. Don't know

And finally, I just have a few questions about you to ensure we are speaking to a representative cross section of people.

D2. Which of the following age groups do you fall into? (READ OUT)

1. 15-19
2. 20-24
3. 25-34
4. 35-44
5. 45-54
6. 55-64
7. 65+

D3. Record gender

1. Male
2. Female

D4. Do you speak another language other than English at home?

1. **NOT USED**
2. No, English only

PRE CODES

3. Arabic
4. Armenian
5. Cantonese
6. Greek
7. Italian
8. Korean
9. Lebanese
10. Mandarin

Thank you for taking the time to respond to this questionnaire. Information relating to the results of the survey will be available on Council's website in the near future.

Q26 Would you like us to provide your details to the Council so they can contact you to be involved in future consultation programs?

1. No – Skip to close
2. Yes

Q26a. May I have your name (specify)

Q26b. And your address (specify)

Standard close – if 'no' in Q26 stress information will not be provided to Council.

**Appendix B**  
**Self-Completion Questionnaire**

RETURN BY 10 NOVEMBER 2006

## City of Ryde 2006 Community Survey

This comprehensive survey is to ask you to provide feedback on Council services, programs and activities. The aim of the survey is to gauge community satisfaction and to provide an opportunity for you to comment on future programs and priorities. It will provide information that will be useful in developing future budget priorities.

Firstly, just a few questions about yourself to ensure we gather information from a good cross-section of people.

D1. Can you confirm which suburb you live in? (please circle)

Marsfield	Denistone	Macquarie Park	North Ryde	Ryde
Eastwood	Denistone East	West Ryde	East Ryde	Putney
Melrose Park	Denistone West	Meadowbank Ryde	Gladesville Chatswood West	Tennyson Point

D2. Which of the following age groups do you fall into? (please tick ✓)

- |                                |                                |
|--------------------------------|--------------------------------|
| <input type="checkbox"/> 15-19 | <input type="checkbox"/> 45-54 |
| <input type="checkbox"/> 20-24 | <input type="checkbox"/> 55-64 |
| <input type="checkbox"/> 25-34 | <input type="checkbox"/> 65+   |
| <input type="checkbox"/> 35-44 |                                |

D3. Sex (please tick ✓)

- Male  
 Female

D4. Do you speak another language other than English at home? (please tick ✓)

- Yes, if so what? \_\_\_\_\_  
 No

### CUSTOMER CONTACT

We are asking you to respond to your experience in contacting the City of Ryde Council

Q1 Have you contacted City of Ryde Council in the last 6 months?

- Yes  
 No (Skip to Question 9)  
 Can't recall (Skip to Question 9)

Q2 How did you contact Council?

- telephone  
 write, email or fax  
 Mayor or Councillors  
 Other (Specify) \_\_\_\_\_  
 Can't Recall

- visit Council Offices  
 Council's website

If phoned, was your call answered in a reasonable time?

- Yes     No     Can't recall

Q3 How many times did you visit or telephone Council to have your enquiry dealt with?

- Once     Twice     Three times  
 Four or more times

Q4 When you last contacted City of Ryde Council, what was it generally about?

- |   |  |   |  |
|---|--|---|--|
| <input type="checkbox"/> Animals<br>Drainage/Flooding | <input type="checkbox"/> Community Services    | <input type="checkbox"/> Planning/Development | <input type="checkbox"/>                   |
| <input type="checkbox"/> Environmental Matters        | <input type="checkbox"/> Garbage/Recycling     | <input type="checkbox"/> Parks/Gardens        | <input type="checkbox"/> Cars/parking      |
| <input type="checkbox"/> Community Halls/Centres      | <input type="checkbox"/> Rates                 | <input type="checkbox"/> Trees                | <input type="checkbox"/> Traffic           |
| <input type="checkbox"/> Footpaths                    | <input type="checkbox"/> Roads                 | <input type="checkbox"/> Library              | <input type="checkbox"/> Sports Facilities |
| <input type="checkbox"/> Payment                      | <input type="checkbox"/> Other (Specify) _____ |   |  |

Q5 How easy was it to find out what you needed to know?

- Very easy     Quite easy  
 Not very easy     Not very easy at all

- Q6 How many people did you speak to in order to receive the information required?  One  Two  Three  
 Four or more  Message left
- Q7 If you left a message, was your call returned within a reasonable time?  Yes  No  Can't recall  N/A  
 If no, how long did it take to receive a call?  
 \_\_\_\_\_
- Q8 Did you need to come into Council to complete your enquiry?  Yes  No  Can't recall

Q9

<b>Please rate the level of importance and satisfaction regarding interaction with Council</b>	<b>A) Importance</b>				<b>B) Satisfaction with current level of service</b>				
	Very imp	Quite imp	Not very imp	Not at all imp	Very sat	Quite sat	Not very sat	Not at all sat	Don't know
<b>General Reception (foyer &amp; front counter)</b>	1	2	3	4	1	2	3	4	5
<b>Care and attention to your enquiry</b>	1	2	3	4	1	2	3	4	5
<b>How we provide information</b>	1	2	3	4	1	2	3	4	5
<b>How quickly we respond to your query</b>	1	2	3	4	1	2	3	4	5
<b>Courtesy of service</b>	1	2	3	4	1	2	3	4	5
<b>Understanding language needs</b>	1	2	3	4	1	2	3	4	5

Q10 In your opinion, what areas of customer service need to be improved in the City of Ryde?

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## MANAGEMENT and LEADERSHIP

Q11. On a scale of 0-10, 0 being the lowest and 10 the highest, how would you rate the City of Ryde's performance in its role of seeking community opinion and feedback on important issues.

1	2	3	4	5	6	7	8	9	10
---	---	---	---	---	---	---	---	---	----

How would you like Council to consult or communicate with you? (please circle)

- Survey  Focus Group or Resident Panel  Website  Newsletter

Q12. On a scale of 0-10, 0 being the lowest and 10 the highest, how would you rate the performance of the City of Ryde, not just on one or two issues but overall across all areas of responsibility.

1	2	3	4	5	6	7	8	9	10
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Q13. On a scale of 0-10, 0 being the lowest and 10 the highest, how well has the City of Ryde represented, lobbied and advocated on behalf of the community with other levels of government and private organisations on key issues.

1	2	3	4	5	6	7	8	9	10
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## ISSUES for COUNCIL

Q14. What are the 3 key community issues that you would like your Council to address?

1. \_\_\_\_\_
2. \_\_\_\_\_
3. \_\_\_\_\_

In completing this form you will be prompted to supply information that is personal information for the purposes of the Privacy and Personal Information Protection Act 1998. The supply of this information is voluntary. If you cannot provide, or do not wish to provide the information sought, the Council may be unable to process your request.

Council is required under the Act to inform you about how your personal information is being collected and used. If you require further information please contact Council's Customer Service Centre on 9952 8222 and ask for an information sheet to be forwarded to you.

## SERVICES PROVIDED

Q15. **GENERAL SERVICES** (Services that are provided free of charge and range from road maintenance to Council's website). Please rate the service:

A) How **important** is it to you personally to be able to access and use these types of services within the City of Ryde?

B) How **satisfied** are you with the current level of service?

On each line, please circle ONE box in Column A and ONE box in Column B	A) Importance				B) Satisfaction with current level of service				
	Very imp	Quite imp	Not very imp	Not at all imp	Very sat	Quite sat	Not very sat	Not at all sat	Don't know
Road Maintenance & Repair	1	2	3	4	1	2	3	4	5
Drains maintenance & repair	1	2	3	4	1	2	3	4	5
Street Sweeping	1	2	3	4	1	2	3	4	5
Pedestrian access generally around shopping centres and community facilities	1	2	3	4	1	2	3	4	5
Footpaths maintenance	1	2	3	4	1	2	3	4	5
Availability of bus shelters	1	2	3	4	1	2	3	4	5
Lighting of public areas	1	2	3	4	1	2	3	4	5
Park maintenance	1	2	3	4	1	2	3	4	5
Playground maintenance	1	2	3	4	1	2	3	4	5
Maintenance & cleaning of shopping areas	1	2	3	4	1	2	3	4	5
Trees along roads	1	2	3	4	1	2	3	4	5
Litter collection in public areas	1	2	3	4	1	2	3	4	5

Regular garbage and recycling collection	1	2	3	4	1	2	3	4	5
Traffic parking enforcement	1	2	3	4	1	2	3	4	5
Food, health and noise enforcement	1	2	3	4	1	2	3	4	5
Animal management	1	2	3	4	1	2	3	4	5
Building conservation issues	1	2	3	4	1	2	3	4	5
Protection of natural bushland and bush regeneration	1	2	3	4	1	2	3	4	5
Weed control management	1	2	3	4	1	2	3	4	5
Ryde News	1	2	3	4	1	2	3	4	5
Council information in local newspapers Do you read local newspapers? <input type="checkbox"/> Yes <input type="checkbox"/> No	1	2	3	4	1	2	3	4	5
Council's Website Do you have access to the internet? <input type="checkbox"/> Yes <input type="checkbox"/> No	1	2	3	4	1	2	3	4	5

Q16. **SERVICES** (Services clients can opt-in to use at their discretion). Please rate the service:

A) How **important** is it to you personally to be able to access and use these types of services within the City of Ryde?

B) How **satisfied** are you with the current level of service?

On each line, please circle ONE box in Column A and ONE box in Column B	A) Importance				B) Satisfaction with current level of service				
	Very impt	Quite impt	Not very impt	Not at all impt	Very sat	Quite sat	Not very sat	Not at all sat	Don't know
Library services	1	2	3	4	1	2	3	4	5
Ryde Aquatic Leisure Centre	1	2	3	4	1	2	3	4	5
Sports ovals	1	2	3	4	1	2	3	4	5
Public toilets	1	2	3	4	1	2	3	4	5
Accessing information	1	2	3	4	1	2	3	4	5
Childcare (community based)	1	2	3	4	1	2	3	4	5
Pre-schools (community based)	1	2	3	4	1	2	3	4	5
School Holiday Programs (Vacation Care)	1	2	3	4	1	2	3	4	5
Immunisation programs	1	2	3	4	1	2	3	4	5
Maternal and Child Health Services	1	2	3	4	1	2	3	4	5
Youth Services	1	2	3	4	1	2	3	4	5
Facilities and services for people with a disability	1	2	3	4	1	2	3	4	5
Services and facilities for older people	1	2	3	4	1	2	3	4	5
Support for local businesses	1	2	3	4	1	2	3	4	5

<b>Planning / Building permit processing</b>	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>
<b>Events and festivals</b>	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>

**Having an understanding of what services Council provides:**

Q17 (a) Are there any **existing** services or facilities you think the City of Ryde should spend more time and money on?

Yes      No    If yes, what services or facilities:

\_\_\_\_\_

Q17 (b) Would you be willing to pay more if this meant more services or better services could be provided?

Yes      No

If no, what services could be reduced?

\_\_\_\_\_

Q18 (a) Are there any **new** services or facilities you think the City of Ryde should fund?

Yes      No    If yes, what services or facilities:

\_\_\_\_\_

Q18 (b) Would you be willing to pay more in Council rates for this new service or facility?

Yes      No

Thank you for taking the time to respond to this questionnaire. Information relating to the results of the survey will be available on Councils website in the near future. We do not require your name and address, however if you would like to provide this information for involvement in future consultation programs please complete below:

<b>SURVEY RETURNS DUE BY 10 NOVEMBER 2006</b>
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Optional: Please provide your contact details

Name: \_\_\_\_\_

We are surveying the community on their views about services provided by other levels of government. This will help Council in the role of providing community advocacy on the provision of these services.

## Part B OPTIONAL SURVEY

1. Do you believe traffic management on major arterial roads (ie. not residential roads) in Ryde is satisfactory?

Yes      No

If no, what are the issues.

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2. Would you support the Minister for Planning in approving development at West Ryde Railway Station at 2, 2F, 1/2F and 2/2F Ryedale Road, West Ryde, being the strip of land located on the western side at Ryedale Road, adjacent to the main northern rail line at West Ryde Railway Station?

Yes      No

3. Do you support the City of Ryde Council's position against the State Government's refusal to filter the Lane Cove Tunnel?

Yes      No

4. Do you believe the City of Ryde has adequate public transport?

Yes      No

If no, what enhancement/s can you suggest?

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5. Do you believe the Minister for Planning should have the right to determine the density of housing development in opposition to the residents of Ryde?

Yes      No