



Insight for
Business & Government

2012 Community Survey Management Report

Prepared for



City of
Wagga Wagga

Prepared by
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Table of Contents

Executive Summary	4
1. Introduction	10
1.1 Background	10
1.2 Study Objectives	10
1.3 Attitude Measurement	10
Survey Results	14
2. Overall Satisfaction	15
2.1 Council's overall performance	15
Graph 2.1.1: Overall satisfaction with Council's performance	15
Graph 2.1.2 Overall satisfaction with Council's performance – Benchmark	16
Table 2.1.1: Overall satisfaction by demographics	17
3. Role and Performance of Council	18
3.1 Importance	18
Table 3.1.1: Importance – Communication	18
Table 3.1.2: Importance – Environmental Management	19
Table 3.1.3: Importance – Infrastructure and traffic	20
Table 3.1.4: Importance – Parks and Recreation	21
Table 3.1.5: Importance – Community and Cultural Services	21
Table 3.1.6: Importance – Planning and Development	22
Table 3.1.7: Importance – Prosperous, Diverse and Growing Economy	22
Table 3.1.8: Importance – A Community with Health and Well-being	23
Table 3.1.9: Importance – A Sustainable Environment	23
Table 3.1.10: Importance – Our Education, learning and training industry makes a difference	24
3.2 Satisfaction scores	25
Table 3.2.1: Satisfaction – Communication	25
Table 3.2.2: Satisfaction – Environmental Management	25
Table 3.2.3: Satisfaction – Infrastructure and traffic	26
Table 3.2.4: Satisfaction – Parks and Recreation	27
Table 3.2.5: Satisfaction – Community and Cultural Services	28
Table 3.1.6: Satisfaction – Planning and Development	28
Table 3.2.7: Satisfaction – Prosperous, Diverse and Growing Economy	29
Table 3.2.8: Satisfaction – A Community with Health and Well-being	30
Table 3.2.9: Satisfaction – A Sustainable Environment	30
Table 3.2.10: Satisfaction – Our Education, learning and training industry makes a difference	31

4. Priorities and Performance of Council	32
4.1 Quadrant Analysis	32
Graph 4.1.1: Quadrant analysis for all 35 services and facilities	34
Table 4.1.1: Opportunities Matrix for Council Services and Facilities	35
4.2 Gap Analysis	37
Table 4.2.1 Performance gaps for Council services and facilities	38
Table 4.2.2 Quadrant, Gap analysis summary – (Entire LGA)	40
5. Council Engagement	42
5.1 Contact with Council Staff	42
Table 5.1.1: Contact with Council Staff by demographics	42
5.2 Satisfaction with Performance of Council Staff	43
Graph 5.2.1: Satisfaction with performance of Council staff	43
5.3 Dealings with elected Councillors	44
Graph 5.3.1: Dealings with elected Councillors	44
5.4 Satisfaction with Councillor Responsiveness	45
Graph 5.4.1: Satisfaction with Councillor Responsiveness	45
5.5 Council Communication	46
Graph 5.5.1: Preferred ways to find out what Council is doing	46
5.6 Council Consultation	47
Graph 5.6.1: Council Consultation	47
5.7 Most Important Local Issue	48
Graph 5.7.1: Most Important Local Issues	48
5.8 Any Other Issues	49
Graph 5.8.1: Other Important Local Issues	49
6. Community Strategic Plan	50
6.1 Agreement Scores	50
Table 6.1.1: Agreement – City of Wagga Wagga Council	50
Table 6.1.3: Agreement – Sense of Community	52
Table 6.1.4: Agreement – Cultural and Recreational Services and Facilities	53
Table 6.1.5: Agreement – Education	54
6.2 Means Comparison by Demographics	55
7. Appendix	57
7.1 Methodology	57
7.1.1 Sample Design	57
7.1.2 Data Collection	58
7.1.3 Response Performance	58
Table 7.1.3 Survey compliance rate	58
7.1.4 Survey Accuracy	58

7.2 Importance and Satisfaction of Services and Facilities by Demographics 59

Table 7.2.1 Importance of Services and Facilities by Demographics	59
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7.3 Benchmark Data 63

7.4 Verbatim Responses 78

7.4.1 Communication	78
7.4.2 Environmental Management	82
7.4.3 Infrastructure and traffic	86
7.4.4 Parks and Recreation	93
7.4.5 Community and Cultural Services	94
7.4.5 Planning and Development	97
7.4.6 Prosperous, Diverse and Growing Economy	99
7.4.7 A Community with Health and Well-Being	101
7.4.8 A Sustainable Environment	101
7.4.9 Our education, learning and training industry makes a Difference	101
7.4.10 most important issues	102
7.4.11 Council Communication	107
7.4.12 Overall Satisfaction	108

Executive Summary

This report presents the results of the City of Wagga Wagga Community Survey, 2012. IRIS Research was commissioned by Wagga Wagga Council to conduct a comprehensive telephone-based survey among the area's residents. The survey sought a range of resident attitudes and opinions as input to Council's strategic planning and quality improvement process.

The 2012 survey was conducted on the IRIS Computer-Assisted Telephone Interviewing (CATI) system during May and June. A total of 504 interviews were conducted with residents from the Wagga Wagga Local Government Area (LGA). To qualify for an interview, respondents had to have been a resident in the Council area for at least the last 6 months and aged 18 years or older. The survey achieved a completion rate of 66%, which is considered a good response for a telephone survey.

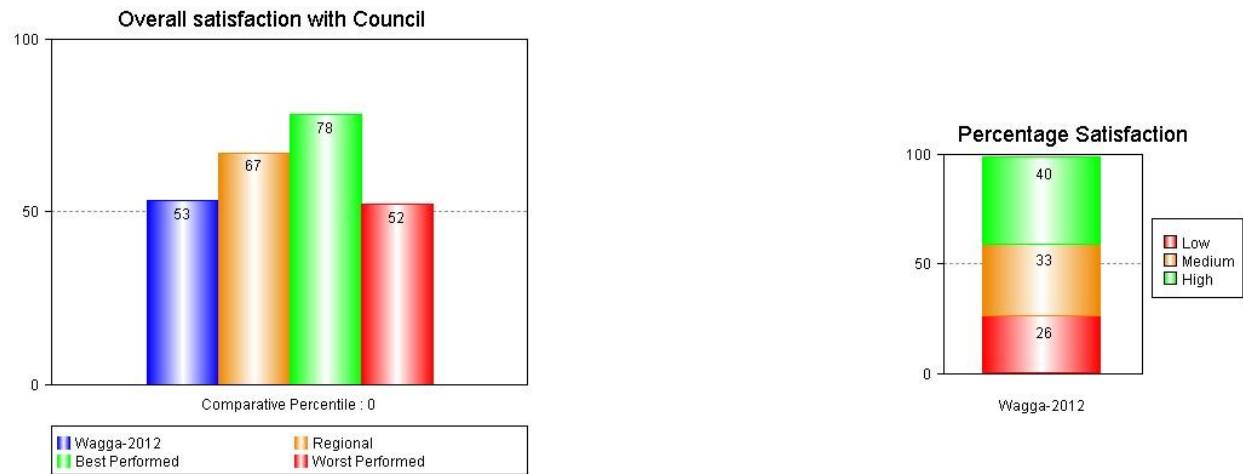
The main findings of the 2012 survey are summarised under the key report headings over the next few pages.

Overall Satisfaction

Results showed that around 2 in every 5 (41.6%) Wagga Wagga residents scored a 4 (36.8%) or a 5(4.8%) out of 5 for overall satisfaction with the City of Wagga Wagga Council's performance. 1 in every 4 (24.8%) residents were dissatisfied , scoring 1 (6.2%) or 2 (18.6%) out of 5. Overall satisfaction scored a medium classified mean satisfaction score of 3.15 out of 5.

Shown in graph E3, Wagga Wagga is performing significantly below the comparable Councils benchmark index and on par with the lowest performing council in IRIS's database.

Table E3 Overall satisfaction With Council - Benchmark



Satisfaction with Individual services

Out of the 35 Council services and facilities listed in the survey 74% of services and facilities received a high or medium satisfaction rating from the community.

Quadrant and gap analysis identified 6 services and facilities in which Council is performing extremely well relative to community expectations. The 'Council sporting grounds and facilities', 'garbage collection', 'Having options to educational and vocational courses', 'Presentation of parks and gardens', 'Protection of the natural environment' and 'Sewerage services' are 6 services that are considered to be of relatively high importance, while also having an above average level of satisfaction amongst residents towards their delivery.

Relative to community's expectations, 7 services and facilities were identified that should be given priority by Wagga Wagga Council including; 'Maintenance of sealed roads', 'Supporting and encouraging local industry and jobs', 'Maintenance of unsealed roads', 'Management of drainage and local flooding', 'Maintenance of footpaths', 'Car parking in the CBD', 'Promotion of the area to attract visitors'.

Contact with Council Staff

Overall, just under half of the residents (46.7%) indicated they have had contact with Wagga Wagga Council Staff over the past 12 months with male residents the ones more likely to have done so (49.4% for males versus 44.4% for females).

Residents aged 18 to 29 years and 65 years plus were significantly less likely to have had contact with Council, compared to those aged 30 to 64 years old.

Results showed that 74.4% of Wagga Wagga residents, who had contact with Council staff, were very satisfied with how their enquiry was handled. 1 in 8 residents (11.8%) were dissatisfied with how their enquiry was handled.

The overall performance of council staff received a medium mean satisfaction score of 3.98 out of 5.

Dealings with Elected Wagga Wagga Council Representatives

Results showed around 1 in every 7 (14.9%) residents have had dealings with their elected Councillors over the last year.

Of the residents who had dealings with a Wagga Wagga Councillor in the past 12 months, around 3 in every 5 (59%) scored a 4-5 out of 5 for their satisfaction with the overall responsiveness of the Councillor to their particular needs. This resulted in a medium mean satisfaction score of 3.67 out of 5.

Preferred Form of Contact and Consultation

The top three ways for residents to find out what Council is doing were 'Local radio' (76.2%), 'The Daily Advertiser' (74.9%) and 'Rates notices' (72.8%).

The least popular ways among Wagga Wagga residents included 'Displays at Council buildings' (48.8%), 'Social media' (46.5%) and/or 'Public Meetings' (45.9%).

The top two preferred forms of consultation were 'through a letter to affected/local households' (70.3%) and 'through a letter to all households' (64.4%).

The least popular way residents preferred to be consulted was 'In person through information/consultation sessions' (39.9%).

Most Important Local Issue

Results showed that the 'condition of roads, footpaths etc' was the most important local issue for the highest percentage of Wagga Wagga residents (27.4%). 'Safety and Security' was the second most important issue selected by 9.9% of Wagga Wagga residents.

Around 1 in every 4 (24.1%) Wagga Wagga residents selected 'other'. The main issues in this category included: street lighting, medical and health facilities and development applications.

When residents were asked to select any other important issues the 'condition of roads, footpaths etc,' again was selected by the most residents (11.2%). Just under half (46.5%) of Wagga Wagga residents did not select another important issue and 24.1% selected 'other'. The 'other' category included issues such as street lighting and drainage.

Community Strategic Plan

Out of the 21 agreement statements relating to Community Strategic Plan, 4 statements received a high agreement rating, 12 received a medium agreement rating and 5 statements received a low agreement rating.

Amongst the residents, a high level of agreement was shown toward the following 4 statements:

- "I am happy with my standard of living."
- "I feel safe in my home."
- "I can get help from friends, family and neighbours when I need it."
- "I feel proud to be a resident of my local community."

The 5 lowest agreement rating statements scored a low mean agreement score ranging from 2.3-2.9 out of 5. The statements were:

- "I have confidence in the elected council to make good decisions on behalf of the community."
- "I am aware of council's Delivery and Operational Plan (Documents outlining activities to be completed by council)."
- "I am aware of the Wagga Wagga Community Strategic Plan."
- "I regularly use the river and its surrounds."
- "The transport options available make it easy for me to move around the area"

There were significant differences between males and females in 5 out of the 21 agreement statements:

Females were significantly more likely to agree with the following statements:

- "The transport options available make it easy for me to move around the area"
- "I am able to participate in arts and cultural related activities"
- "Wagga Wagga is recognised as a major regional cultural centre"

-
- "I have confidence in the elected council to make good decisions on behalf of the community"

Males were significantly more likely to agree with the following statement:

- "I have access to Council documents and information"

65 plus year olds were significantly more likely than any other age group to agree with 9 out of the 21 statements in the questionnaire. These included:

- "Wagga Wagga is recognised as a major regional cultural centre"
- "Wagga Wagga has a good variety of retail options"
- "Wagga Wagga has a variety of entertainment options"
- "Wagga Wagga has a variety of leisure and recreation options"
- "Wagga Wagga is a centre of educational excellence"
- "I have access to health services addressing my needs"
- "I think Wagga Wagga is a respected regional leader"
- "I feel proud to be a resident of my local community"
- "The transport options available make it easy for me to move around the area"

1. Introduction

1.1 Background

This survey was commissioned by Wagga Wagga Council as way of providing an on-going community assessment of Council's performance in the delivery of key services and facilities. Overall, the survey aimed to provide Council with an understanding of the perceptions and needs of the local community with respect to both Council's services and facilities, and to customer service.

1.2 Study Objectives

The broad objectives for the community survey process were to:

- To measure the importance of and satisfaction with services and facilities provided by Council;
- Compare levels of satisfaction for Council's services, facilities and customer service with similar sized Councils;
- To measure the satisfaction with Council Staff and responsiveness of elected Councilors.
- To identify residents' opinions of the City of Wagga Wagga in relation to the Wagga Wagga Council Strategic Plan.
- To identify the most important local issues concerning Wagga Wagga residents.

1.3 Attitude Measurement

In the second section of the questionnaire, a series of 35 Council services and facilities were read out to respondents. For each, respondents were asked to give both an importance and satisfaction rating. Results from these ratings form the basis of much of the analysis in this report. The importance and satisfaction rating scales used in the survey are exhibited on the next page:

Importance scale

1 = Not at all important
2 ...
3 ...
4 ...
5 = Very important

Satisfaction scale

1 = Not at all satisfied
2 ...
3 ...
4 ...
5 = Very satisfied

For all rating scales, those respondents who could not provide a rating, either because the question did not apply to them or they had no opinion, were entered as a 'Can't say' or a rating of 6. Rating scale results have generally been presented in two basic forms. Firstly, the results have been presented in terms of the proportion (%) of respondents giving a particular rating for a specific service or facility. These results are presented in collapsed category tables, where proportions have been assigned to one of the following categories:

Table 1.3.1: Collapsed rating scores

	Can't say	Low importance / satisfaction	Medium importance / satisfaction	High importance / satisfaction
Rating score given	6	1 & 2	3	4 & 5

Secondly, the numeric values recorded for each attribute have been converted into an *overall mean score* out of five. To derive the mean score for an attribute, all respondents' answers are 'averaged' to produce an overall rating that conveniently expresses the result of scale items in a single numeric figure. This makes data interpretation considerably easier when comparing multiple services and facilities. The mean score excludes those respondents who could not give a valid rating (i.e. 'Can't Say').

Given that IRIS undertakes many community surveys such as this; we are able to benchmark mean scores. As such, mean importance and satisfaction scores can be further classified as being a low, medium or high score based on this experience. Table 1.3.2 Highlights the mean classifications.

Table 1.3.2: Classification of mean scores

Mean importance scores	
0 – 2.99	Low
3.00 – 3.99	Medium
4.00 – 5.00	High

Mean satisfaction scores	
0 – 2.99	Low
3.00 – 3.74	Medium
3.75 – 5.00	High

The importance and satisfaction of the services and facilities has been broken down by demographics of age and sex. Mean scores were compared using analysis of variance (ANOVA). This was the primary test used to investigate whether results were significantly different between the demographic groups. When the mean scores of age groups were being compared, post-hoc tests were applied. Post-hoc tests highlight exactly which groups have differing results where more than two groups are being compared. Mean scores which are seen to be significantly higher than another are highlighted dark blue or orange compared to mean scores which are found to be significantly lower are highlighted light blue or yellow. Results of these tests can be found in section '7.2 Importance and Satisfaction of Services and Facilities by Demographics'

1.4 Survey Response

A total of 504 completed interviews were collected from a random sample of residents from throughout City of Wagga Wagga Council area. Sampling procedures ensured that the selected respondent was 18 years and older and a key adult household decision maker or ratepayer. Target respondent quotas were set to ensure respondent characteristics mirror those of the adult population of the area. The data was weighted according to the age/sex distribution of the City of Wagga Wagga LGA and are shown in Table 1.4.1.

Table 1.4.1 Weights Applied to Final Data

Survey Unit	Population %		Sample %		Weighting factor	
	Male	Female	Male	Female	Male	Female
18 to 29	13.3	13.2	4.2	4.8	3.2	2.8
30 to 49	14.3	19.3	11.9	22.8	1.2	0.8
50 to 64	11.1	11.3	15.1	15.9	0.7	0.7
65 plus	7.4	10.0	11.1	14.3	0.7	0.7
Total	46.1	53.9	42.3	57.7		

* Weighting is based on 2006 census data

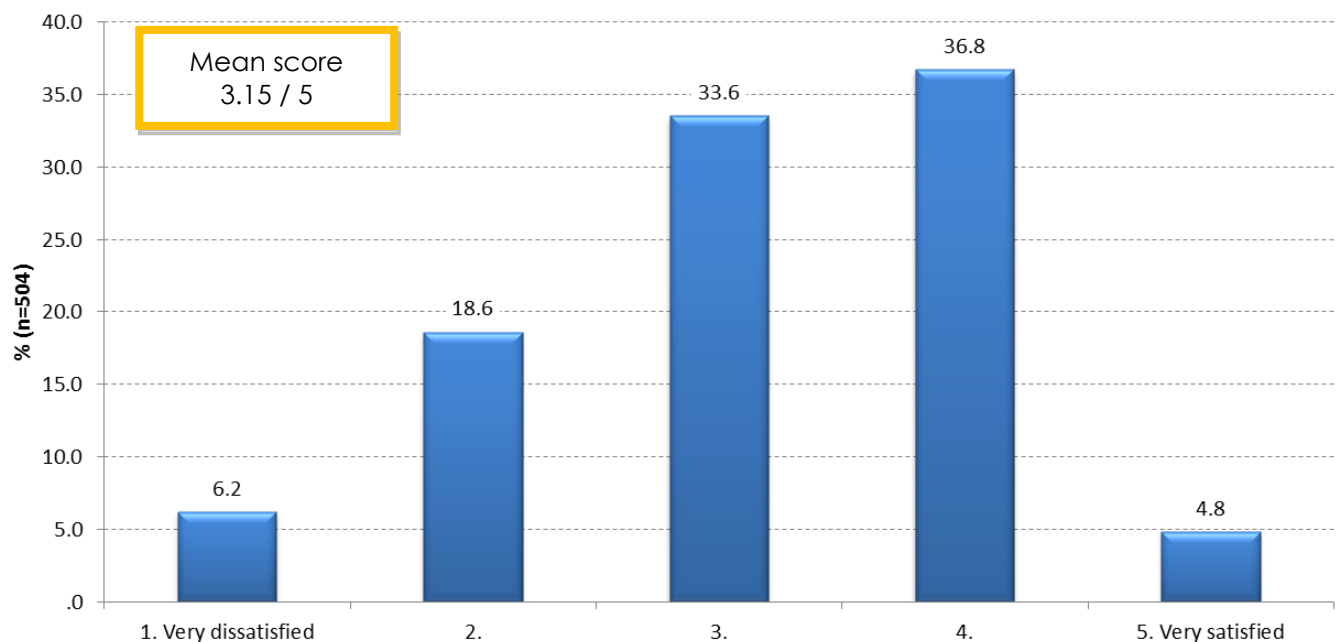
Survey Results

2. Overall Satisfaction

This section presents the level of satisfaction that residents have with the performance of the Wagga Wagga Council. Residents rated their level of satisfaction on a 5 point scale, where 1 meant they were very dissatisfied and 5 meant they were very satisfied.

2.1 Council's overall performance

Graph 2.1.1: Overall satisfaction with Council's performance

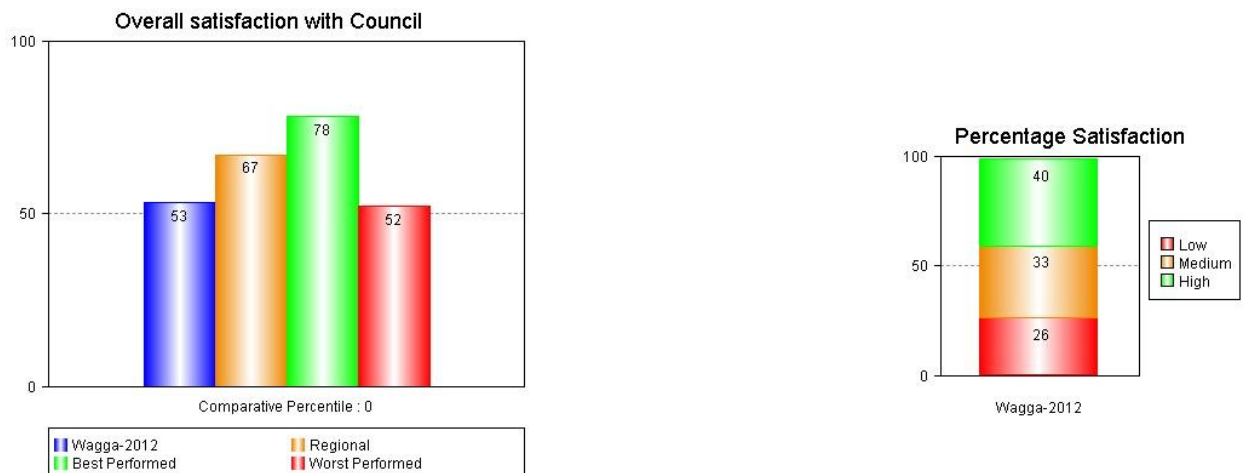


Key results:

- Overall, the Council's performance received a mean satisfaction score of 3.15 out of 5, giving it a 'medium' satisfaction classification.
- Results showed that around 1 in every 3 (33.6%) Wagga Wagga residents scored 3 out of 5 for their overall satisfaction with Council's performance, implying they were neither satisfied nor dissatisfied.

- Around 2 in every 5 (41.6%) Wagga Wagga residents scored a 4 (36.8%) or a 5 (4.8%) out of 5 for the overall performance of the Council.
- 24.8% of residents were dissatisfied, scoring a 1(6.2%) or 2(18.6%) out of 5, with Council as an organisation.
- The reasons for residents' ratings are shown under section '7.2.12 Overall Satisfaction'.

Graph 2.1.2 Overall satisfaction with Council's performance – Benchmark



Key results:

- Performing significantly below the comparable measure and on par with the lowest performing council in IRIS's database.

Table 2.1.1: Overall satisfaction by demographics

	Less than satisfied % ratings 1 to 2	Medium Satisfaction % rating 3	Satisfied % ratings 4 to 5
Age			
18 to 29 years	16.3	25.9	57.8
30 to 49 years	28.4	36.7	34.9
50 to 64 years	31.0	38.1	31.0
65 years plus	24.1	33.3	42.5
Total	25.0	33.5	41.5

Segment shaded ■ is significantly more likely to say this than segment shaded ■ within particular demographic

Further analysis:

- A significantly larger proportion of residents aged 18 to 29 years (57.8%) were satisfied with the overall performance of Council, compared to those aged 50 to 64 years (31.0%).




3. Role and Performance of Council

This section presents both the importance and satisfaction levels amongst residents towards 35 key services and facilities provided by Wagga Wagga Council. Residents were asked to rate the importance of each of the 35 Council services and facilities on a scale of 1 to 5, where 1 meant it was 'not at all important' and 5 meant it was 'very important'. Residents were also asked to provide their level of satisfaction with the provision of each of these services; this was again done on a scale of 1 to 5, where 1 was 'not at all satisfied' and 5 was 'very satisfied'.

3.1 Importance

Table 3.1.1: Importance – Communication

Communication	% (n=504)				Mean score out of 5
	Can't say	Low (1 to 2)	Medium (3)	High (4-5)	
Council responsiveness to community needs	1.1	9.1	13.8	76.1	4.2
Information on council services	0.9	6.3	13.0	79.7	4.2
Consultation with the Community	0.0	8.4	21.7	69.9	4.0
Opportunities to engage with Councillors	1.5	20.1	25.1	53.3	3.6




 High importance score
  Medium importance score
  Low importance score

Key results:

- 3 out of the 4 services and facilities measured under the key service area '**Communication**' were considered to be of high importance (green shading) to Wagga Wagga residents, with 'Council responsiveness to community needs' and 'Information on council services' (4.2) topping the list.
- 'Opportunities to engage with Councillors' received a medium mean importance classification of 3.6 out of 5. This was the lowest mean importance score out of the 35 services and facilities included in the questionnaire.

Table 3.1.2: Importance – Environmental Management

Environmental Management	% (n=504)				Mean score out of 5
	Can't say	Low (1 to 2)	Medium (3)	High (4-5)	
Garbage Collection	3.2	2.1	0.9	93.7	4.7
Management of drainage and local flooding	0.8	1.9	2.7	94.6	4.7
Sewerage services	4.8	3.2	3.1	88.9	4.7
Environmental programs and education	1.3	2.8	11.6	84.4	4.4
Monitoring land, water and air quality	1.1	4.8	11.8	82.3	4.4
Landfill operations	6.5	5.1	12.1	76.4	4.3
Leading and promoting environmental sustainability	1.8	4.7	12.6	80.9	4.3



 High importance score
  Medium importance score
  Low importance score

Key results:

- All of the 7 services and facilities measured under the key service area '**Environmental Management**', were considered to be of high importance (green shading)
- As expected the vast majority of residents (93.7%) scored a 4 - 5 out of 5 (High Importance) for 'Garbage Collection'.

Table 3.1.3: Importance – Infrastructure and traffic

Infrastructure and traffic	% (n=504)				Mean score out of 5
	Can't say	Low (1 to 2)	Medium (3)	High (4-5)	
Maintenance of sealed roads	0.0	0.4	3.7	95.9	4.7
Provision of street lighting	0.7	4.2	5.9	89.2	4.5
Car parking in the CBD	0.3	4.1	6.3	89.3	4.5
Maintenance of footpaths	1.1	2.8	9.7	86.3	4.4
Maintenance of unsealed roads	1.4	4.7	10.4	83.5	4.4
Provision of cycleways	2.1	14.6	17.1	66.2	3.9

 High importance score
  Medium importance score
  Low importance score

Key results:

- All services except one in the '**Infrastructure and traffic**' key service area were considered of high importance by Wagga Wagga residents.
- 'Provision of cycleways' fell under the medium importance classification with a mean importance score of 3.9 out of 5, being 0.1 under a high importance classification.

Table 3.1.4: Importance – Parks and Recreation

Parks and Recreation	% (n=504)				Mean score out of 5
	Can't say	Low (1 to 2)	Medium (3)	High (4-5)	
Council sporting grounds and facilities	0.9	5.7	7.6	85.8	4.4
Reserves and open spaces	1.7	4.0	11.9	82.4	4.3
Oasis Aquatic Centre	2.3	14.2	20.7	62.8	3.8



 High importance score
  Medium importance score
  Low importance score

Key results:

- 2 services and facilities measured under the key service area '**Parks and Recreation**', were considered to be of high importance (green shading) to Wagga Wagga residents.
- 'Council sporting grounds and facilities' topped the high importance list with a mean score of 4.4 out of 5.

Table 3.1.5: Importance – Community and Cultural Services

Community and Cultural Services	% (n=504)				Mean score out of 5
	Can't say	Low (1 to 2)	Medium (3)	High (4-5)	
Council run programs for people with a disability	5.6	8.0	7.9	78.5	4.3
Council run programs for older people	5.2	6.1	10.2	78.6	4.3
Local festivals and events	0.6	3.2	12.7	83.5	4.3
Youth Services facilities and programs	8.1	7.3	14.9	69.6	4.2
Council managed community buildings	3.4	4.0	17.0	75.6	4.1
Cultural facilities	2.4	9.1	18.8	69.6	3.9
Family Day Care services	14.1	17.8	7.8	60.2	3.9

 High importance score
  Medium importance score
  Low importance score




Key results:

- 5 out of the 7 services and facilities measured under the key service area '**Community and Cultural Services**' were considered to be of high importance (green shading) to Wagga Wagga residents.

- 'Family Day Care Services' and 'Cultural facilities' were the only services considered to be of medium importance (orange shading) to Wagga Wagga residents.

Table 3.1.6: Importance – Planning and Development

Planning and Development	% (n=504)				Mean score out of 5
	Can't say	Low (1 to 2)	Medium (3)	High (4-5)	
Assessment of building and development applications	6.1	7.6	10.2	76.0	4.3



 High importance score  Medium importance score  Low importance score

Key results:

- 'Assessment of building and development applications' was considered to be of high importance (green shading) to Wagga Wagga residents. The services scored a mean importance score of 4.3 out of 5.

Table 3.1.7: Importance – Prosperous, Diverse and Growing Economy

Prosperous, Diverse and Growing Economy	% (n=504)				Mean score out of 5
	Can't say	Low (1 to 2)	Medium (3)	High (4-5)	
Supporting and encouraging local industry and jobs	0.4	1.8	1.9	95.9	4.8
Promotion of the area to attract visitors	0.0	4.8	6.0	89.2	4.5

 High importance score  Medium importance score  Low importance score

Key results:

- Both services under "**Prosperous, Diverse and Growing Economy**" key service area were considered to be of high importance (green shading) by Wagga Wagga residents.
- 'Supporting and encouraging local industry and jobs' received the highest mean importance score, of 4.8 out of 5, out of the 35 services and facilities included in the questionnaire.

Table 3.1.8: Importance – A Community with Health and Well-being

A Community with Health and Well-being	% (n=504)				Mean score out of 5
	Can't say	Low (1 to 2)	Medium (3)	High (4-5)	
Presentation of parks and gardens	0.2	1.0	6.7	92.0	4.5
Presentation of public facilities	1.4	1.0	7.0	90.5	4.5




 High importance score
  Medium importance score
  Low importance score

Key results:

- Over 90% of residents scored a 4-5 out of 5 (high importance) for both services under “**A Community with Health and Well-being**’ key service area. Both services received a high important classification mean score.

Table 3.1.9: Importance – A Sustainable Environment

A Sustainable Environment	% (n=504)				Mean score out of 5
	Can't say	Low (1 to 2)	Medium (3)	High (4-5)	
Protection of the natural environment	0.2	1.1	8.6	90.0	4.5
Protection and enhancement of biodiversity	4.3	3.2	17.3	75.2	4.2




 High importance score
  Medium importance score
  Low importance score

Key results:

- Within ‘**A Sustainable Environment**’ key service area, 9 out of 10 (90.0%) residents scored a 4-5 out of 5 for the importance of the ‘Protection of the natural environment’
- Around 3 out of 4 (75.2%) residents scored a 4-5 out of 5 for the importance of the ‘Protection and enhancement of biodiversity’.

Table 3.1.10: Importance – Our Education, learning and training industry makes a difference

<i>Our Education, learning and training industry makes a difference</i>	% (n=504)				Mean score out of 5
	Can't say	Low (1 to 2)	Medium (3)	High (4-5)	
Having options to educational and vocational courses	0.7	2.1	5.5	91.7	4.6

 High importance score
  Medium importance score
  Low importance score




Key results:

- 91.7% of residents thought "Having options to educational and vocational courses' was very important, scoring a 4-5 out of 5. This gave the service a high importance mean score of 4.6 out of 5.

3.2 Satisfaction scores

Table 3.2.1: Satisfaction – Communication

Communication	% (n=504)				Mean score out of 5
	Can't say	Low (1 to 2)	Medium (3)	High (4-5)	
Information on council services	2.8	21.1	41.2	34.9	3.2
Consultation with the Community	.9	37.2	40.0	22.0	2.8
Opportunities to engage with Councillors	4.3	33.4	43.2	19.0	2.8
Council responsiveness to community needs	2.2	38.9	37.4	21.5	2.7




 High satisfaction score
  Medium satisfaction score
  Low satisfaction score

Key results:

- 3 out of the 4 services under the '**Communication**' key service area were classified under low satisfaction, each with a mean satisfaction score of less than 3 out of 5.
- 'Information on council services' received a medium mean satisfaction score of 3.2 out of 5.

Table 3.2.2: Satisfaction – Environmental Management

Environmental Management	% (n=504)				Mean score out of 5
	Can't say	Low (1 to 2)	Medium (3)	High (4-5)	
Sewerage services	8.3	4.9	6.4	80.4	4.4
Garbage Collection	5.7	9.5	8.6	76.3	4.2
Landfill operations	13.5	13.8	25.0	47.7	3.6
Environmental programs and education	4.9	12.8	41.5	40.8	3.4
Monitoring land, water and air quality	6.9	10.7	44.0	38.5	3.4
Leading and promoting environmental sustainability	4.0	15.9	43.4	36.8	3.3
Management of drainage and local flooding	1.7	26.1	30.7	41.5	3.2




 High satisfaction score
  Medium satisfaction score
  Low satisfaction score

Key results:

- 2 out of the 7 services under the '**Environmental Management**' key service area were classified under high satisfaction.
- 'Sewerage services' and 'Garbage Collection' topped the list with a high mean satisfaction score of 4.4 and 4.2 out of 5, respectively.
- 'Management of drainage and local flooding' received a medium satisfaction classification but was at the bottom of the list in this group. The service received a medium mean satisfaction score of 3.2 out of 5.

Table 3.2.3: Satisfaction – Infrastructure and traffic

Infrastructure and traffic	% (n=504)				Mean score out of 5
	Can't say	Low (1 to 2)	Medium (3)	High (4-5)	
Provision of street lighting	1.1	21.0	29.5	48.4	3.4
Car parking in the CBD	.7	33.6	26.1	39.6	3.1
Provision of cycleways	8.7	29.0	34.0	28.4	2.9
Maintenance of footpaths	3.0	31.1	37.6	28.3	2.9
Maintenance of sealed roads	.3	36.1	39.5	24.1	2.8
Maintenance of unsealed roads	5.4	39.6	33.8	21.2	2.7

 High satisfaction score
  Medium satisfaction score
  Low satisfaction score

Key results:

- Under the '**Infrastructure and traffic**' key service area 4 out of the 6 services received a low satisfaction classification.
- 'Maintenance of sealed roads' and 'Maintenance of unsealed roads' both received a high mean importance score of 4.7 and 4.4 respectively, however they received a low mean satisfaction score of 2.8 and 2.7 respectively.
- 'Provision of street lighting' topped the list in this group with just under half (48.4%) of Wagga Wagga residents scoring a 4-5 out of 5 for satisfaction with the service.

Table 3.2.4: Satisfaction – Parks and Recreation

Parks and Recreation	% (n=504)				Mean score out of 5
	Can't say	Low (1 to 2)	Medium (3)	High (4-5)	
Reserves and open spaces	3.1	8.2	29.3	59.3	3.8
Council sporting grounds and facilities	3.8	13.6	31.7	50.9	3.5
Oasis Aquatic Centre	9.6	17.4	25.8	47.3	3.5



High satisfaction score



Medium satisfaction score






Low satisfaction score

Key results:

- Both 'Council sporting grounds and facilities' and 'Oasis Aquatic Centre', under the '**Parks and Recreation**' category, received a medium mean satisfaction score of 3.5 out of 5.
- 'Reserves and open spaces' received a high mean satisfaction score of 3.8 out of 5 with around 3 out of 5 residents (59.3%) scoring a 4-5 out of 5 for satisfaction.

Table 3.2.5: Satisfaction – Community and Cultural Services

Community and Cultural Services	% (n=504)				Mean score out of 5
	Can't say	Low (1 to 2)	Medium (3)	High (4-5)	
Family Day Care services	36.0	6.0	25.7	32.3	3.6
Cultural facilities	9.6	8.0	38.1	44.3	3.5
Local festivals and events	3.5	12.0	37.0	47.5	3.5
Council managed community buildings	6.4	9.4	43.7	40.5	3.4
Council run programs for people with a disability	25.6	11.1	33.2	30.1	3.3
Council run programs for older people	23.3	12.3	32.9	31.5	3.3
Youth Services facilities and programs	19.4	17.2	41.0	22.4	3.0




 High satisfaction score
  Medium satisfaction score
  Low satisfaction score

Key results:

- All services and facilities measured under '**Community and Cultural Services**' received a medium mean satisfaction score.
- A large percentage of Wagga Wagga residents (36.0%) selected 'Can't Say' for Family Day Care Services which received the highest mean satisfaction score in this group of 3.6 out of 5.

Table 3.1.6: Satisfaction – Planning and Development

Planning and Development	% (n=504)				Mean score out of 5
	Can't say	Low (1 to 2)	Medium (3)	High (4-5)	
Assessment of building and development applications	15.7	40.3	28.9	15.1	2.6

 High satisfaction score
  Medium satisfaction score
  Low satisfaction score

Key results:

- 'Assessment of building and development applications' received the lowest mean satisfaction score (2.6 out of 5) out of all the 35 services and facilities in this questionnaire.
- Around 2 out of 5 Wagga Wagga residents (40.3%) scored 'Assessment of building and development applications' a 1-2 out of 5 for satisfaction.

Table 3.2.7: Satisfaction – Prosperous, Diverse and Growing Economy

<i>Prosperous, Diverse and Growing Economy</i>	% (n=504)				Mean score out of 5
	Can't say	Low (1 to 2)	Medium (3)	High (4-5)	
Promotion of the area to attract visitors	2.0	24.8	44.2	28.9	3.1
Supporting and encouraging local industry and jobs	2.6	32.8	38.8	25.8	2.9



 High satisfaction score
  Medium satisfaction score
  Low satisfaction score

Key results:

- In terms of importance, 'Supporting and encouraging local industry and jobs' received the highest mean importance score (4.8 out of 5) out of all the 35 services and facilities. In terms of satisfaction, around one third (32.8%) of Wagga Wagga residents scored a 1-2 out of 5, resulting in a low mean satisfaction score of 2.9 out of 5.
- 'Promotion of the area to attract visitors' received a medium mean satisfaction score of 3.1 out of 5.

Table 3.2.8: Satisfaction – A Community with Health and Well-being

<i>A Community with Health and Well-being</i>	% (n=504)				Mean score out of 5
	Can't say	Low (1 to 2)	Medium (3)	High (4-5)	
Presentation of parks and gardens	.4	3.5	21.2	75.0	4.0
Presentation of public facilities	2.7	7.5	39.1	50.6	3.5

 High satisfaction score
  Medium satisfaction score
  Low satisfaction score

Key results:

- Around 3 out of 4 (75.0%) of Wagga Wagga residents scored a 4-5 out of 5 for their satisfaction with the 'Presentation of parks and gardens'. This resulted in a high mean satisfaction score of 4 out of 5.
- The 'Presentation of public facilities' received a medium mean satisfaction score of 3.5 out of 5. Just over half (50.6%) of the Wagga Wagga residents scored a 4-5 out of 5 for their satisfaction.

Table 3.2.9: Satisfaction – A Sustainable Environment

<i>A Sustainable Environment</i>	% (n=504)				Mean score out of 5
	Can't say	Low (1 to 2)	Medium (3)	High (4-5)	
Protection of the natural environment	1.6	4.8	40.8	52.8	3.6
Protection and enhancement of biodiversity	10.8	6.7	48.5	34.0	3.4




 High satisfaction score
  Medium satisfaction score
  Low satisfaction score

Key results:

- Under the key service area '***A Sustainable Environment***' both 'Protection of the natural environment' and 'Protection and enhancement of biodiversity' services received a medium mean satisfaction score of 3.6 and 3.4 out of 5 respectively.

Table 3.2.10: Satisfaction – Our Education, learning and training industry makes a difference

<i>Our Education, learning and training industry makes a difference</i>	% (n=504)				Mean score out of 5
	Can't say	Low (1 to 2)	Medium (3)	High (4-5)	
Having options to educational and vocational courses	4.0	5.2	25.5	65.2	3.8

 High satisfaction score
  Medium satisfaction score
  Low satisfaction score

Key results:

- 'Having options to educational and vocational courses' received a high mean satisfaction score of 3.8 out 5.
- 'Having options to educational and vocational courses' received a 4-5 out 5 for satisfaction by around two thirds (65.2%) of Wagga Wagga residents.

4. Priorities and Performance of Council

Given the range of services and facilities Council has to manage, it can often be a difficult task to prioritise. The sheer number of services and facilities under management can diffuse focus and distract attention away from the areas of critical importance to improving resident satisfaction.

This section of the report aims to identify the key drivers of resident satisfaction. Residents were asked to rate the importance of, and subsequently their satisfaction with, 35 Council services and facilities, each on a 5 point rating scale. The data was then compiled and passed through two forms of analysis; quadrant and gap analysis.

4.1 Quadrant Analysis

Quadrant analysis is a useful way of simultaneously analysing the stated importance a service holds for residents against their satisfaction with the provision of that service. To do this, mean satisfaction scores are plotted against mean importance scores for each Council service or facility. In order to form the quadrants (or opportunity matrix) that separate higher and lower level priority services, combined mean importance and satisfaction scores were calculated for the entire set of 35 council services and facilities. These scores were: *Importance score = 4.32 and Satisfaction score = 3.32*. Thus, for example, services or facilities with a mean importance score of less than 4.32 (i.e. a score lower than the overall mean importance score), were classified as having relatively 'lower' importance. Conversely, services or facilities with a mean score above 4.32 were classified as having relatively 'higher' importance.

Each of the four quadrants has a specific interpretation:

1. The upper right quadrant (relatively high importance and relatively high satisfaction) represents current council service strengths.
2. The upper left quadrant (relatively high importance but relatively lower satisfaction) denotes services where satisfaction should be improved.
3. The lower left quadrant (relatively lower importance and relatively lower satisfaction) represents lower priority services.
4. The lower right quadrant (relatively lower importance and relatively high satisfaction) represents services where effort exceeds expectations.

The attributes in the upper left quadrant are all candidates for immediate attention.

Residents placed a high importance on these attributes but also reported relatively lower satisfaction.

Graph 4.1.1: Quadrant analysis for all 35 services and facilities

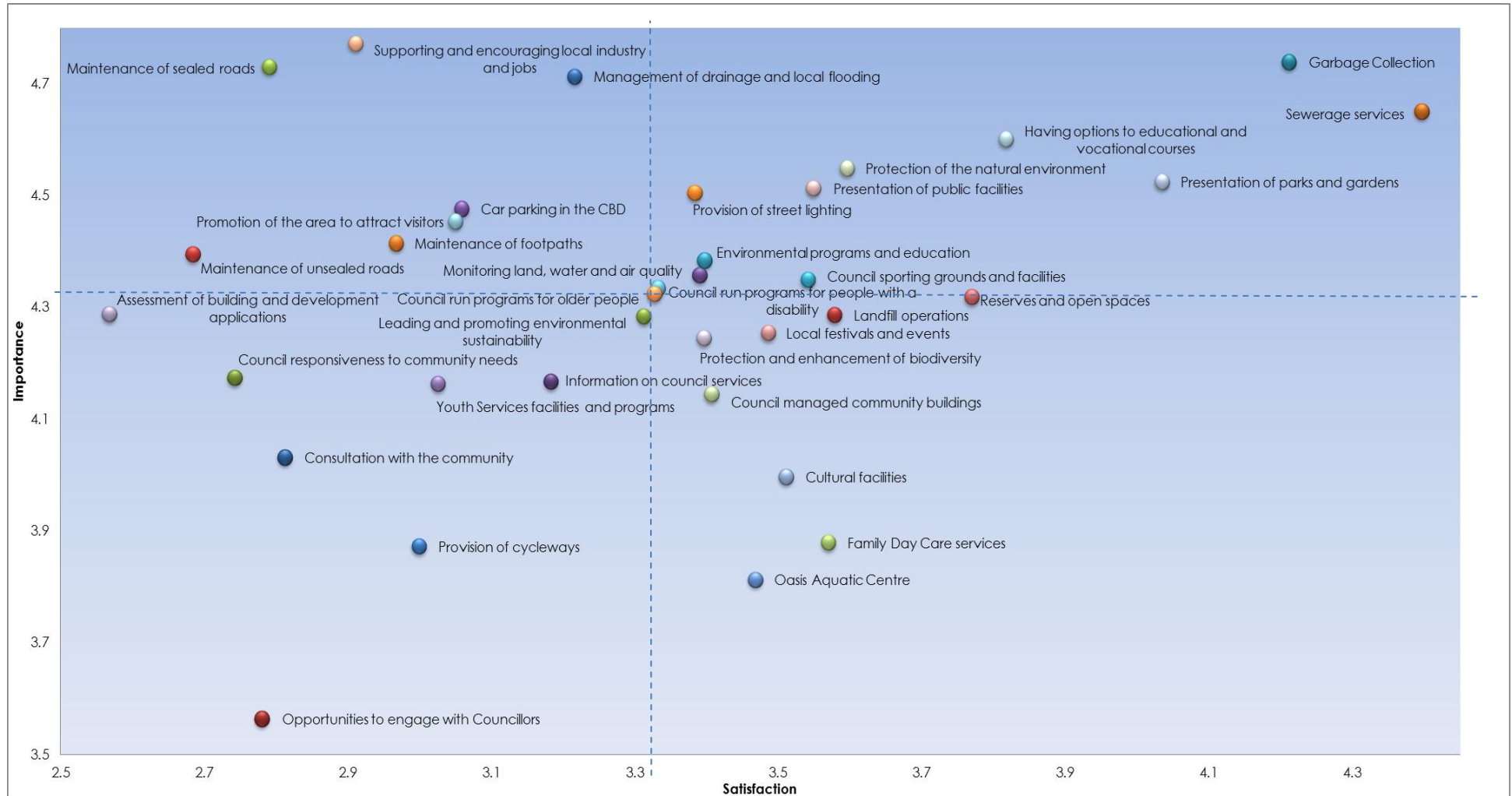


Table 4.1.1: Opportunities Matrix for Council Services and Facilities

2. RELATIVELY HIGHER IMPORTANCE RELATIVELY LOWER SATISFACTION	1. RELATIVELY HIGHER IMPORTANCE RELATIVELY HIGHER SATISFACTION
<ul style="list-style-type: none"> • Management of drainage and local flooding • Maintenance of footpaths • Maintenance of unsealed roads • Maintenance of sealed roads • Car parking in the CBD • Promotion of the area to attract visitors • Supporting and encouraging local industry and jobs 	<ul style="list-style-type: none"> • Garbage Collection • Sewerage services • Monitoring land, water and air quality • Environmental programs and education • Provision of street lighting • Council sporting grounds and facilities • Council run programs for people with a disability • Presentation of parks and gardens • Presentation of public facilities • Protection of the natural environment • Having options to educational and vocational courses
3. RELATIVELY LOWER IMPORTANCE RELATIVELY LOWER SATISFACTION	4. RELATIVELY LOWER IMPORTANCE RELATIVELY HIGHER SATISFACTION
<ul style="list-style-type: none"> • Consultation with the community • Opportunities to engage with Councillors • Council responsiveness to community needs • Information on council services • Leading and promoting environmental sustainability • Provision of cycleways • Youth Services facilities and programs • Assessment of building and development applications 	<ul style="list-style-type: none"> • Landfill operations • Oasis Aquatic Centre • Reserves and open spaces • Family Day Care services • Council run programs for older people • Cultural facilities • Local festivals and events • Council managed community buildings • Protection and enhancement of biodiversity

Key results:

- Quadrant analysis identified 7 services and facilities that were found to be high in importance but low in satisfaction, relative to the other services and facilities. The services and facilities that fall into this category include; 'Management of drainage and local flooding', 'Maintenance of footpaths', 'Maintenance of unsealed roads', 'Maintenance of sealed roads', 'Car parking in the CBD', 'Promotion of the area to attract visitors', 'Supporting and encouraging local industry and jobs'.
- Those services and facilities that are relatively higher in importance and have an above average level of resident satisfaction include; 'Garbage Collection', 'Sewerage Services', 'Monitoring land, water and air quality', 'Environmental programs and education', 'Provision of street lighting', 'Council sporting grounds and facilities', 'Council run programs for people with a disability' , 'Presentation of parks and gardens', 'Presentation of public facilities' and 'Protection of the natural environment', 'Having options to educational and vocational courses'.

4.2 Gap Analysis

Despite its usefulness, quadrant analysis is not a complete priority assessment tool. For example, it does not explicitly identify the gaps between importance and satisfaction. It is possible that a large gap could exist between importance and satisfaction, even though a service or facility appeared in the 'high importance and high satisfaction' quadrant. A gap highlights where Council is currently operating at and where they need to be in terms of performance.

Consequently, gap analysis was used as the second component in analysing the results. Gap measures were calculated by subtracting the mean satisfaction score from the mean importance score for each attribute. It should be pointed out that if a respondent rated a service or facility's importance, but failed to provide a satisfaction rating i.e. 'Can't say / Don't know' they were excluded from the gap analysis. ***Usually the larger the gap between importance and satisfaction means the larger the gap between Council's performance in the provision of that service and residents' expectations with it.***

Gap scores are presented in Table 4.2.1. The table ranks services and facilities from highest gaps to lowest gaps. Those services with a gap score significantly above the mean gap score for all services ($\xi=1.0463$) were given top priority (i.e. a rating of 1). These are services that should be addressed by management first as the importance of that service far outweighs the satisfaction that residents have with its provision. Services with a gap score statistically equal to the mean gap were given second priority (rating of 2) and services with a gap score significantly below the mean gap were given third priority (rating of 3). In a world where Council's delivery of the service or facility was perfectly meeting resident expectations, the gap score would be zero. If Council was over delivering in a particular area, that service or facility would have a negative gap score, highlighting that on average, resident satisfaction was exceeding the importance placed on it.

Table 4.2.1 Performance gaps for Council services and facilities

Council Services & Facilities	Performance Gap	Priority Level
Maintenance of sealed roads	1.94	1
Supporting and encouraging local industry and jobs	1.86	1
Assessment of building and development applications	1.75	1
Maintenance of unsealed roads	1.73	1
Management of drainage and local flooding	1.51	1
Maintenance of footpaths	1.48	1
council responsiveness to community needs	1.43	1
Car parking in the CBD	1.42	1
Promotion of the area to attract visitors	1.42	1
Youth Services facilities and programs	1.24	1
Consultation with the community	1.22	1
Provision of street lighting	1.13	2
Council run programs for people with disabilities	1.10	2
Council run programs for older people	1.08	2
Environmental programs and education	1.00	2
Information on Council Services	.99	2
Leading and promoting environmental sustainability	.98	2
Presentation of public facilities	.97	2
Monitoring land, water and air quality	.96	2
Provision of cycleways	.94	2
Protection of the natural environment	.95	3
Council sporting grounds and facilities	.85	3
Protection and enhancement of biodiversity	.84	3
Local festivals and events	.81	3
Opportunities to engage with Councillors	.81	3
Having options to educational and vocational courses	.80	3
Landfill operations	.76	3
Council managed community buildings	.75	3
Garbage collection	.58	3
Reserves and open spaces	.56	3
Cultural facilities	.54	3
Presentation of parks and gardens	.49	3
Oasis Aquatic Centre	.45	3
Family Day Care services	.44	3
Sewerage services	.31	3

Key results:

- Gap analysis identified 11 Council services and facilities with a performance gap significantly larger than the average of 1.0463. The services and facilities where Council's delivery and residents expectations are furthest apart include; 'Maintenance of sealed roads', 'Supporting and encouraging local industry and jobs', 'Assessment of building and development applications', 'Maintenance of unsealed roads', 'Management of drainage and local flooding', 'Maintenance of footpaths', 'Council responsiveness to community needs', and 'Car parking in the CBD', 'Promotion of the area to attract visitors', Youth Services facilities and programs', 'Consultation with the community'.
- There were 9 Council services or facilities that had performance gaps equal to the average gap of 1.0463, these included; 'Provision of street lighting', 'Council run programs for people with disabilities', 'Council run programs for older people', 'Environmental programs and education', 'Information on Council Services', 'Leading and promoting environmental sustainability', 'Presentation of public facilities', 'Monitoring land, water and air quality', 'Provision of cycleways'.
- Finally there were 15 Council services and facilities that attained a performance gap significantly smaller than the average of 1.0463 these are identified as priority level 3 in table 4.2.1 and denote Council is performing better in these areas relative to the others.

Table 4.2.2 is a summary table that outlines the services and facilities that were identified as not meeting resident expectations across the entire Wagga Wagga LGA in either quadrant or gap analysis. Initially there were 35 services and facilities measured in this survey, however after applying the two forms of analysis the results highlighted 11. These 11 can then be filtered down to 7 services or facilities that Council should focus on first. If a service or facility has a tick in both columns, it is confirmation that this area should be given priority.

Table 4.2.2 Quadrant, Gap analysis summary – (Entire LGA)

	Identified as not meeting resident expectations in ...	
	Quadrant Analysis (Higher importance / lower satisfaction)	Gap Analysis (Higher than average gap between importance and satisfaction)
Maintenance of sealed roads	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Supporting and encouraging local industry and jobs	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Maintenance of unsealed roads	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Management of drainage and local flooding	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Maintenance of footpaths	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Car parking in the CBD	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Promotion of the area to attract visitors	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Consultation with the community		<input checked="" type="checkbox"/>
Assessment of building and development applications		<input checked="" type="checkbox"/>
Council responsiveness to community needs		<input checked="" type="checkbox"/>
Youth Services facilities and programs		<input checked="" type="checkbox"/>

Key results:

- The 7 Council services and facilities that Council should place priority are, 'Maintenance of sealed roads', 'Supporting and encouraging local industry and jobs', 'Maintenance of unsealed roads', 'Management of drainage and local flooding', 'Maintenance of footpaths', 'Car parking in the CBD', 'Promotion of the area to attract visitors'.

5. Council Engagement

This section of the report looks at the interaction between residents, Council Staff and Councillors over the past 12 months. In particular this section aims to understand how satisfied residents are with their interactions with Council.

5.1 Contact with Council Staff

Question: In the past 12 months, have you had any contact with Council Staff?

Table 5.1.1: Contact with Council Staff by demographics

	Contact with Council Staff in past 12 months %
Sex	
Male	49.4
Female	44.4
Age	
18 to 29 years	37.3
30 to 49 years	53.8
50 to 64 years	56.6
65 years plus	34.1
Total	46.7

Segment shaded is significantly more likely to say this than segment shaded within particular demographic

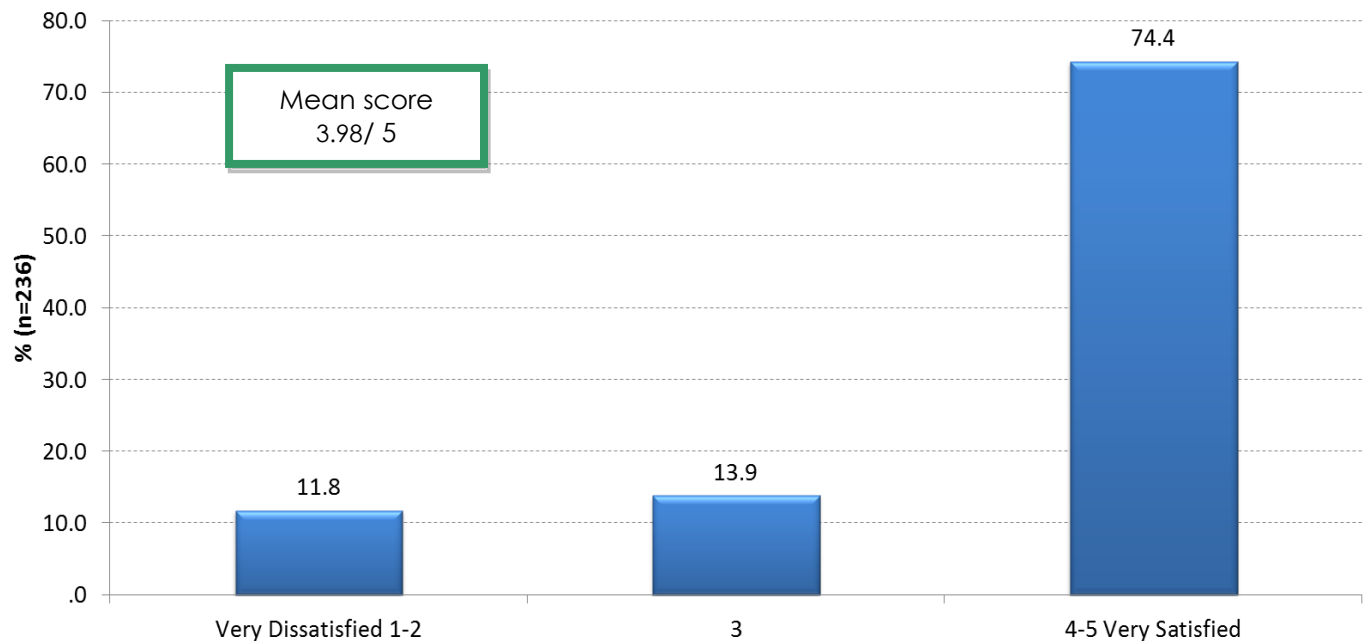
Key results:

- Overall, just under half of the residents (46.7%) indicated they have had contact with Wagga Wagga Council Staff in the past 12 months.
- Male residents (49.4%) were more likely to have had contact with Council Staff over the past 12 months, compared to Female residents (44.4%).
- Residents aged 65 years plus were significantly less likely to have had contact with Council Staff, compared to those aged 50 to 64 years.

5.2 Satisfaction with Performance of Council Staff

Question: How satisfied are you with the overall performance of council's staff, again on a scale of 1 to 5, where 1=very dissatisfied and 5=very satisfied.

Graph 5.2.1: Satisfaction with performance of Council staff



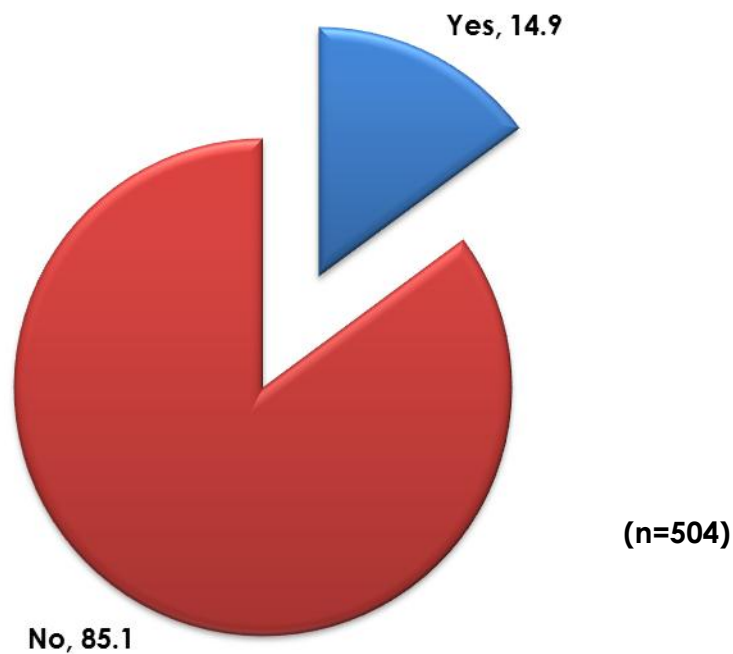
Key results:

- Of the residents who have had contact with Council staff in the past 12 months, around 3 in every 4 (74.4%) residents scored a 4-5 out of 5 for their satisfaction with the overall performance of council staff.
- Around 1 in every 8 (11.8%) residents were very dissatisfied with the overall performance of council staff.
- The overall performance of council staff received a high mean satisfaction score of 3.98 out of 5.

5.3 Dealings with elected Councillors

Question: Have you had any dealings with your elected Councillors over the last year?

Graph 5.3.1: Dealings with elected Councillors



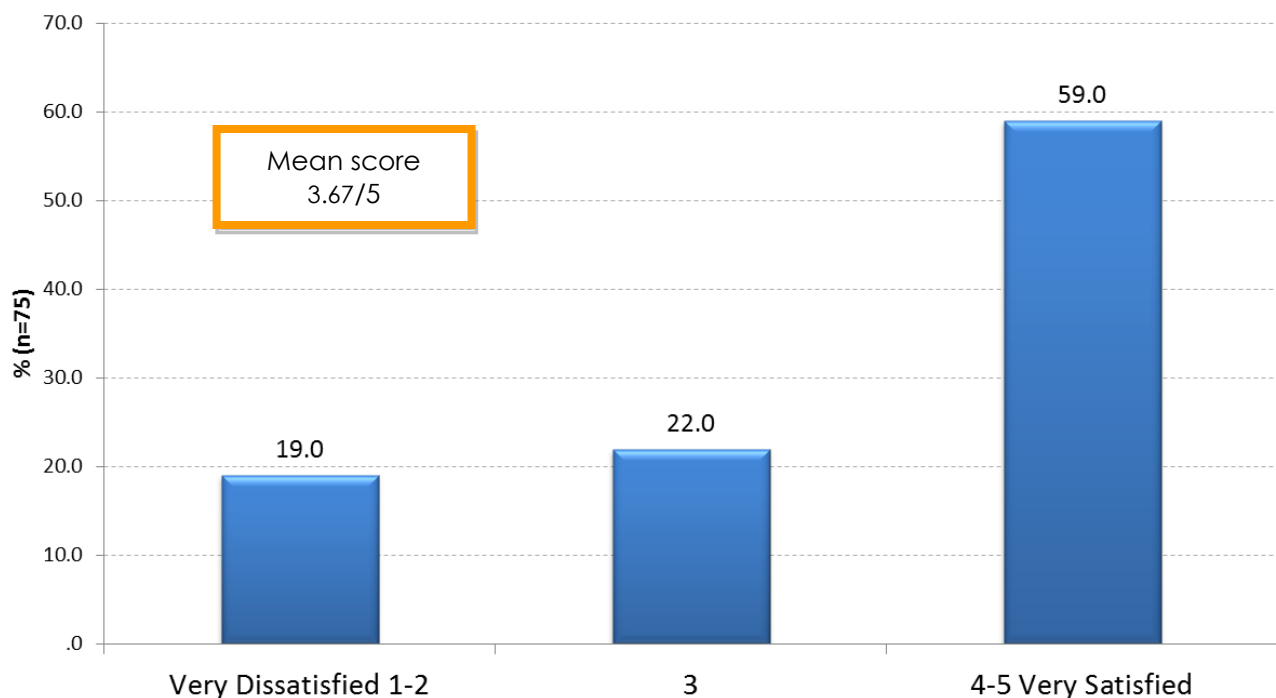
Key results:

- Results showed that the majority of residents (85.1%) have not had any dealings with their elected Councillors over the last year.
- Around 1 in every 7 (14.9%) residents have had dealings with their elected Councillors over the last year.

5.4 Satisfaction with Councillor Responsiveness

Question: Thinking about the last time you dealt with a Wagga Wagga Councillor, how satisfied were you with their responsiveness to your particular needs?

Graph 5.4.1: Satisfaction with Councillor Responsiveness



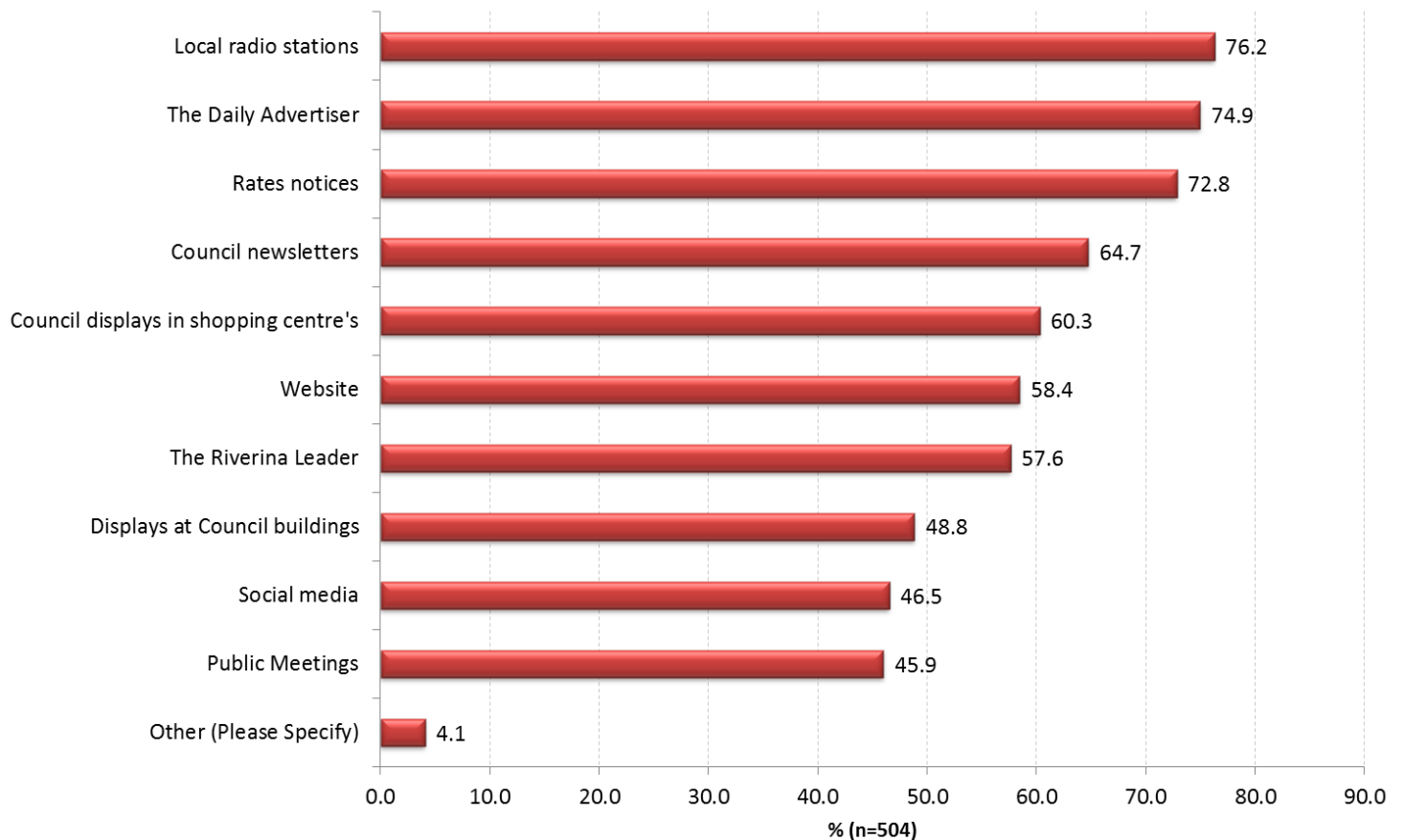
Key results:

- Of the residents who have had dealings with a Wagga Wagga Councillor in the past 12 months, around 3 in every 5 (59%) residents scored a 4-5 out of 5 for their satisfaction with the overall responsiveness of the Councillor to their particular needs.
- The overall performance of council staff received a medium mean satisfaction score of 3.67 out of 5.

5.5 Council Communication

Question: How would you like to find out what Council is doing?

Graph 5.5.1: Preferred ways to find out what Council is doing



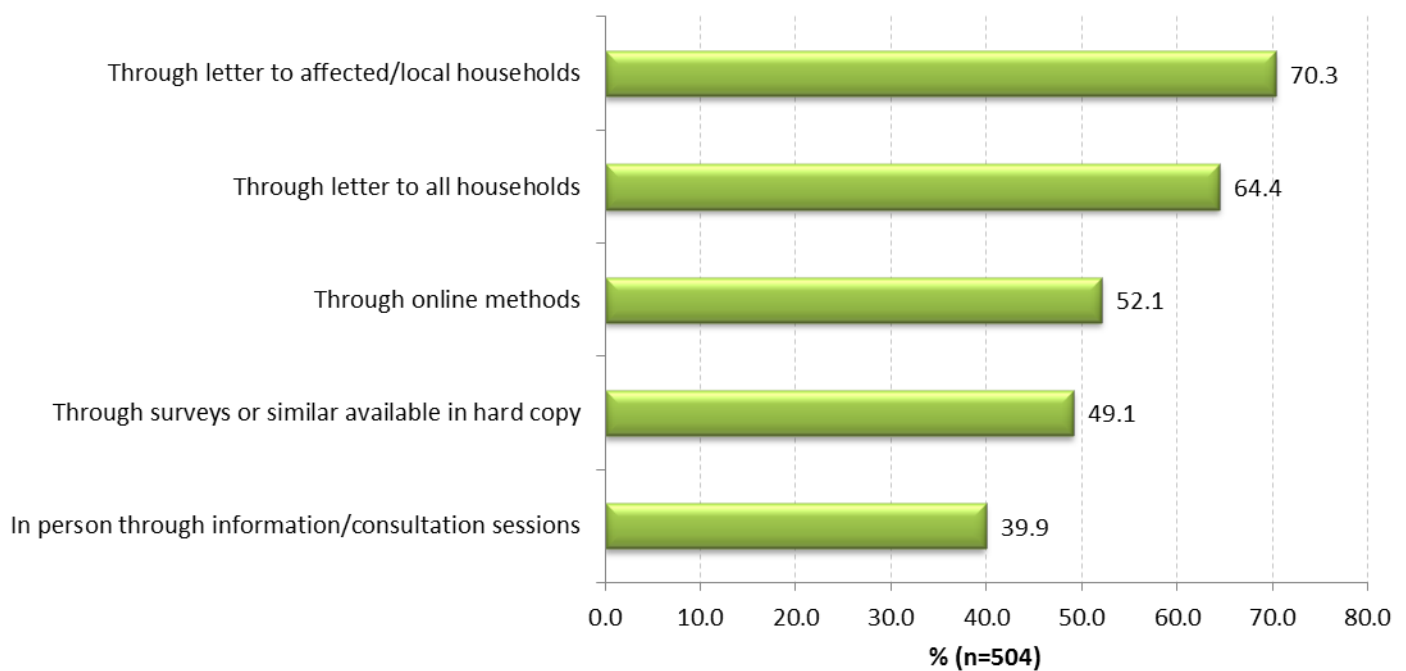
Key results:

- Around 3 in every 4 Wagga Wagga residents selected 'Local radio stations' (76.2%), 'The Daily Advertiser' (74.9%) and/or 'Rates notices' (72.8) as a way they would like to find out what Council is doing.
- Just under half of the Wagga Wagga residents selected 'Displays at Council buildings' (48.8%), 'Social media' (46.5%) and/or 'Public Meetings' (45.9%) as a way they would like to find out what Council is doing.

5.6 Council Consultation

Question: In which of the following ways would you prefer to be consulted about issues the Council wishes to seek community input on?

Graph 5.6.1: Council Consultation



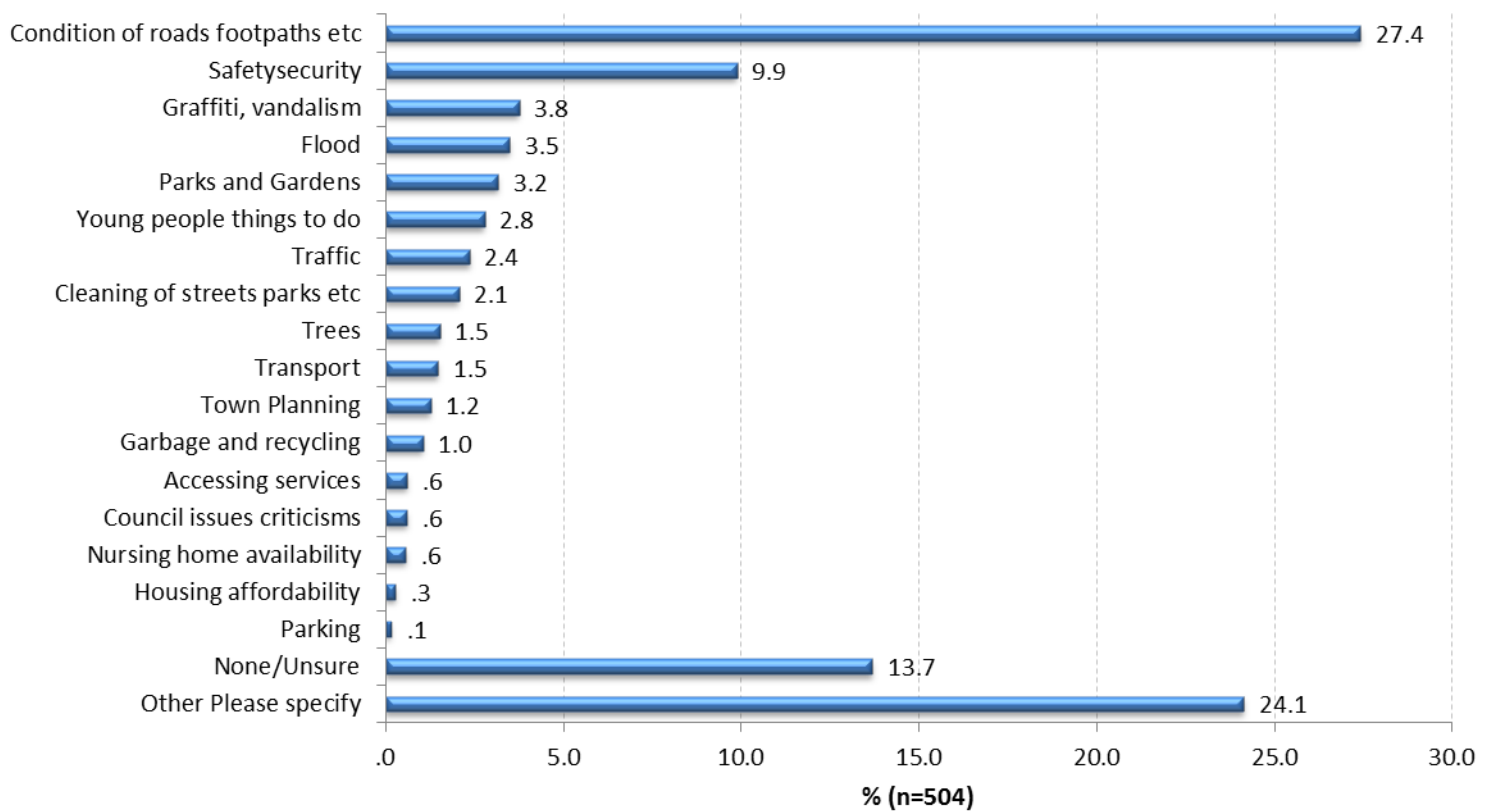
Key results:

- Around 5 in every 7 (70.3%) Wagga Wagga residents preferred to be consulted through a letter to affected/local households.
- Around 2 in every 3 (64.4%) Wagga Wagga residents preferred to be consulted through a letter to all households.
- The least popular way residents preferred to be consulted was 'In person through information/consultation sessions' (39.9%).

5.7 Most Important Local Issue

Question: Firstly, thinking about your local area, that is, the few streets or blocks around you, what do you think is the most important local issue to you at the moment?

Graph 5.7.1: Most Important Local Issues



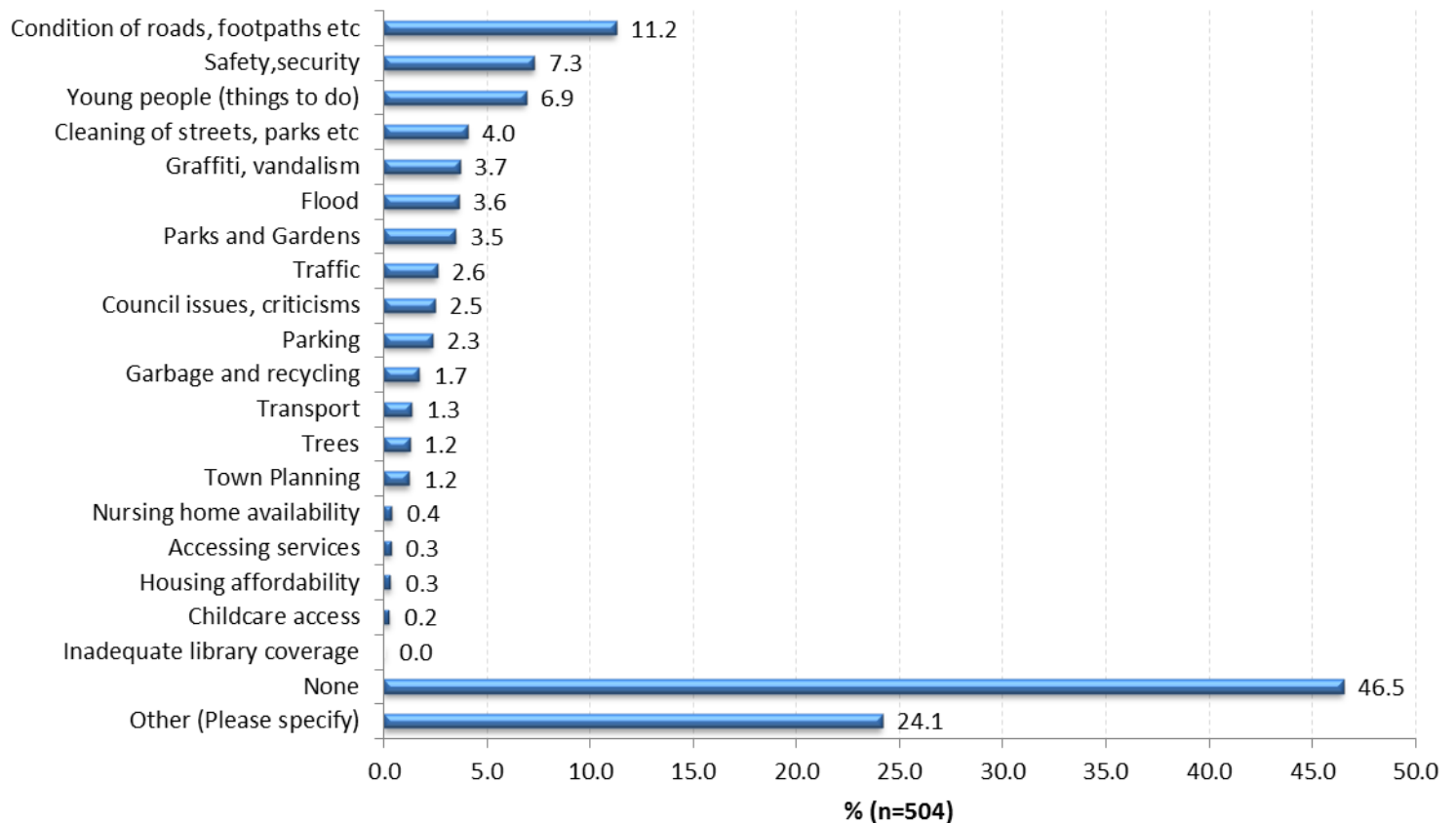
Key results:

- The 'Condition of roads, footpaths etc,' was the most important local issue selected by around 2 in every 7 (27.4%) residents.
- 'Safety and Security' was selected as the most important local issue by 9.9% of Wagga Wagga residents.
- 24.1% of Wagga Wagga residents selected 'Other' for their most important local issue. Refer to section 7.3.10 Most Important Issues for the 'other' verbatims.

5.8 Any Other Issues

Question: Are there any other important issues to you?

Graph 5.8.1: Other Important Local Issues



Key results:

- The 'Condition of roads, footpaths etc,' was selected by the most residents (11.2%) as another important local issue.
- Just under half (46.5%) of the Wagga Wagga residents did not select another important issue.
- 24.1% of Wagga Wagga residents selected 'Other' for another important local issue. Refer to section 7.3.10 Most Important Issues for the other verbatims.

6. Community Strategic Plan

This section of the report presents outcomes of the City of Wagga Wagga Community Strategic Plan. Residents were given a set of statements regarding image perceptions of City of Wagga Wagga. The statements were grouped into five sections each referring to a different aspect of living in the City of Wagga Wagga. The residents were asked to rate their level of agreement with each statement on a 5 point scale where 1 meant 'strongly disagree' and 5 meant 'strongly agree'. A means comparison analysis called ANOVA was also run comparing the agreement levels between the different age groups and gender of the residents, shown in table 6.2.1.

Table 6.1.1 ranks the mean agreement scores given by residents from highest mean score to lowest mean score.

6.1 Agreement Scores

Table 6.1.1: Agreement – City of Wagga Wagga Council

City of Wagga Wagga Council	% (n=504)				Mean score out of 5
	Can't say	Low (1 to 2)	Medium (3)	High (4-5)	
I think Wagga Wagga is a respected regional leader	1.5	18.2	22.9	57.3	3.5
I have access to Council documents and information	13.5	26.6	26.7	33.2	3.0
I am provided with opportunities to have a say on important issues	3.9	29.6	33.0	33.5	3.0
I have confidence in the elected council to make good decisions on behalf of the community	.8	42.4	39.2	17.6	2.6
I am aware of council's Delivery and Operational Plan (Documents outlining activities to be completed by council)	6.1	47.9	26.0	19.9	2.5
I am aware of the Wagga Wagga Community Strategic Plan	5.5	53.8	24.3	16.4	2.3

High agreement score
 Medium agreement score
 Low agreement score

Key results

- Statements under '**City of Wagga Wagga Council**' category received mean agreement scores ranging from low to medium agreement classifications.
- The statement 'I think Wagga Wagga is a respected regional leader' received the highest mean agreement score in this category with a medium mean agreement score of 3.5 out of 5.
- The statement 'I am aware of the Wagga Wagga Community Strategic Plan' received the lowest mean agreement score out of any of the statements in the questionnaire. The statement received a low mean agreement score of 2.3 out of 5.

Table 6.1.2: Agreement – Health and Safety

Health and Safety	% (n=504)				Mean score out of 5
	Can't say	Low (1 to 2)	Medium (3)	High (4-5)	
I am happy with my standard of living	.6	5.9	10.4	83.0	4.2
I feel safe in my home	.1	9.6	14.6	75.7	4.0
I have access to health services addressing my needs	.5	12.2	13.7	73.6	3.9
I feel safe in public places	.1	17.4	31.2	51.3	3.4

High agreement score
 Medium agreement score
 Low agreement score

Key results

- Statements under '**Health and Safety**' category received mean agreement scores ranging from medium to high agreement classifications.
- Around 5 out of 6 (83.0%) Wagga Wagga residents scored 4-5 out of 5 for their agreement with the statement 'I am happy with my standard of living'. This resulted in a high mean agreement score of 4.2 out of 5, the highest in this category.
- The statement 'I feel safe in public places' received a medium mean agreement score of 3.4 out of 5, the lowest in this category.

Table 6.1.3: Agreement – Sense of Community

Sense of Community	% (n=504)				Mean score out of 5
	Can't say	Low (1 to 2)	Medium (3)	High (4-5)	
I can get help from friends, family and neighbours when I need it	.0	4.2	6.9	88.9	4.4
I feel proud to be a resident of my local community	.1	5.7	13.2	80.9	4.2
I feel part of my community	.1	8.7	20.3	70.9	3.9
The transport options available make it easy for me to move around the area	8.2	35.2	21.8	34.8	2.9



High agreement score



Medium agreement score






Low agreement score

Key results

- Around 8 in every 9 (88.9%) Wagga Wagga residents scored a 4-5 out of 5 for their agreement with the statement 'I can get help from friends, family and neighbours when I need it'. This resulted in the highest mean agreement score (4.4 out of 5) out of any agreement statement in the questionnaire.
- The statement 'The transport options available make it easy for me to move around the area' received a low mean agreement score of 2.9 out of 5, the lowest in the category.

Table 6.1.4: Agreement – Cultural and Recreational Services and Facilities

Cultural and Recreational Services and Facilities	% (n=504)				Mean score out of 5
	Can't say	Low (1 to 2)	Medium (3)	High (4-5)	
Wagga Wagga has a good variety of retail options	.1	11.8	22.0	66.1	3.8
Wagga Wagga is recognised as a major regional cultural centre	2.5	10.9	28.3	58.3	3.7
Wagga Wagga has a variety of leisure and recreation options	.1	17.2	25.4	57.2	3.5
I am able to participate in arts and cultural related activities	1.4	21.4	27.4	49.8	3.4
Wagga Wagga has a variety of entertainment options	.4	25.9	24.6	49.1	3.3
I regularly use the river and its surrounds	.1	50.0	19.6	30.2	2.7




 High agreement score
  Medium agreement score
  Low agreement score

Key results

- All statements except one, received a medium agreement classification in the category '**Cultural and Recreational Services and Facilities**'.
- Half of Wagga Wagga residents (50.0%) scored a 1-2 out of 5 for their agreement with the statement 'I regularly use the river and its surrounds'. This gave the statement a low mean agreement score of 2.7, the lowest in this category.
- The statement 'Wagga Wagga has a good variety of retail options' received a medium mean agreement score of 3.8 out of 5, the highest in this category.

Table 6.1.5: Agreement – Education

Education	% (n=504)				Mean score out of 5
	Can't say	Low (1 to 2)	Medium (3)	High (4-5)	
Wagga Wagga is a centre of educational excellence	2.1	7.4	23.0	67.5	3.9

 High agreement score
  Medium agreement score
  Low agreement score

Key results

- Around 2 in every 3 (67.5%) Wagga Wagga residents scored a 4-5 out of 5 for agreement with the statement 'Wagga Wagga is a centre of educational excellence'.
- The statement 'Wagga Wagga is a centre of educational excellence' received a medium mean agreement score of 3.9 out of 5.

6.2 Means Comparison by Demographics

Table 6.2.1 Agreement Statements vs. Age & Sex

Agreement Statements	Age				Sex	
	18 to 29 years	30 to 49 years	50 to 64 years	65 plus years	Male	Female
I have confidence in the elected council to make good decisions on behalf of the community	2.92	2.54	2.44	2.49	2.48	2.73
I am provided with opportunities to have a say on important issues	3.18	2.94	2.87	3.05	3.03	2.99
I have access to Council documents and information	3.20	3.03	2.78	3.03	3.16	2.90
I am aware of council's Delivery and Operational Plan	2.73	2.37	2.31	2.74	2.59	2.45
I think Wagga Wagga is a respected regional leader	3.45	3.36	3.56	3.96	3.44	3.61
I am aware of the Wagga Wagga Community Strategic Plan	2.29	2.19	2.48	2.59	2.36	2.34
I have access to health services addressing my needs	3.81	3.83	3.86	4.32	3.91	3.92
I feel safe in my home	3.83	4.11	3.92	4.19	4.09	3.93
I feel safe in public places	3.51	3.45	3.27	3.53	3.51	3.38
I am happy with my standard of living	4.24	4.13	4.17	4.41	4.23	4.20
I feel part of my community	3.82	3.92	3.88	3.95	3.90	3.88
I can get help from friends, family and neighbours when I need it	4.56	4.34	4.36	4.48	4.45	4.40
I feel proud to be a resident of my local community	4.03	4.06	4.21	4.51	4.12	4.20
The transport options available make it easy for me to move around the area	2.94	2.77	2.89	3.55	2.77	3.17
I regularly use the river and its surrounds	3.08	2.85	2.34	2.01	2.68	2.62
I am able to participate in arts and cultural related activities	3.36	3.42	3.33	3.35	3.24	3.48
Wagga Wagga is recognised as a major regional cultural centre	3.74	3.39	3.60	4.10	3.55	3.75
Wagga Wagga has a good variety of retail options	3.69	3.63	3.80	4.29	3.77	3.82
Wagga Wagga has a variety of entertainment options	3.21	3.06	3.35	3.98	3.31	3.33
Wagga Wagga has a variety of leisure and recreation options	3.54	3.23	3.63	4.07	3.52	3.57
Wagga Wagga is a centre of educational excellence	3.74	3.71	3.91	4.40	3.85	3.91

Segment shaded  is significantly more likely to say this than segment shaded  within particular demographic

Key results

- Wagga Wagga residents aged 18 to 29 years old were significantly more likely to agree with the statement “I have confidence in the elected council to make good decisions on behalf of the community” than any other age group. Females were significantly more likely to agree with the same statement than men.
- Males were significantly more likely than females to agree with the statement “I have access to Council documents and information.” Wagga Wagga residents aged 18 to 29 years old were significantly more likely than 50 to 64 year olds to agree with the same statement.
- 65 plus year olds were significantly more likely than any other age group to agree with the following 9 statements:
 - “Wagga Wagga is recognised as a major regional cultural centre”
 - “Wagga Wagga has a good variety of retail options”
 - “Wagga Wagga has a variety of entertainment options”
 - “Wagga Wagga has a variety of leisure and recreation options”
 - “Wagga Wagga is a centre of educational excellence”
 - “I have access to health services addressing my needs”
 - “I think Wagga Wagga is a respected regional leader”
 - “I feel proud to be a resident of my local community”
 - “The transport options available make it easy for me to move around the area”

7. Appendix

7.1 Methodology

7.1.1 Sample Design

A telephone-based survey aiming to secure a response from approximately 500 residents from throughout the Wagga Wagga LGA was used. The survey unit was permanent residents of the City of Wagga Wagga Local Government Area who have lived in the area for 6 months or longer. Respondents also had to be aged 18 years or older to qualify for an interview. The 2006 Census was used to establish quotas to ensure a good distribution of responses by age and sex.

The sample base for the survey was the electronic White Pages. This sample is known to be sub optimal, as the churn of telephone numbers due to people moving and new numbers being added as dwellings are occupied affects about 12% to 15% of possible numbers. Furthermore, from previous research we know that the proportion of silent numbers is increasing and can be as high as 25-30% in some areas. To deal with these issues, IRIS uses a technique that starts with the population of numbers listed in the telephone book and adds new and unlisted numbers using the 'half open' method. In this method, all numbers were incremented by five to create new numbers in the 'gaps' between the listed numbers. The resultant universe of numbers was then de-duplicated to remove any numbers that may be repeated. This process was replicated five times to create a new theoretical universe of telephone numbers. This provided the opportunity for all potential numbers to be selected in the sample. This equal and known opportunity for selection is the first criterion of good random sampling.

Once the potential universe of numbers had been generated, a computer program was used to randomise the database. Following this, a sequential sample (e.g. every 110th number) was extracted from the database. The sample was geographically stratified and evenly distributed within strata. This process gave a very even distribution of potential numbers across the whole survey area. Every household therefore had an

equal and known chance of selection and every part of the survey area received a fair proportional representation in the final sample drawn.

7.1.2 Data Collection

Interviews were conducted over 5 evenings commencing from the 29th May 2012 and concluding on the 4th June 2012. Calls were made between 4.30 and 8.30 p.m. If the selected person was unavailable at that time to do the survey, call backs were scheduled for a later time or day. Unanswered numbers were retried up to 5 times throughout the period of the survey. These procedures ensure a good sampling process from the sample frame used so that statistical inferences could be made about the entire resident population.

Non-private numbers and faxes reached during the selection process were excluded from the sample.

7.1.3 Response Performance

At the end of the survey period, 504 completed interviews had been collected achieving a 66% compliance rate. The final data set has been weighted by age and sex so that it mirrors the population distribution of the Wagga Wagga Council area.

Table 7.1.3 Survey compliance rate

Response sequence	Outcome
Interviews	505
Refusals	262
<i>Valid contacts (Excludes disqualified – businesses, out of area, under 16yrs etc)</i>	767
Compliance rate	66%

7.1.4 Survey Accuracy

When analysing results for the entire sample, the maximum error rate will be about $\pm 4.4\%$ at the 95% confidence level, assuming a proportional response of 50%. Put another way, we can be confident that if the survey were to be repeated there would be a 95% chance that the new result would lie within $\pm 4.4\%$ of the result achieved in this survey.

7.2 Importance and Satisfaction of Services and Facilities by Demographics

Table 7.2.1 Importance of Services and Facilities by Demographics

Importance Table	Age				Sex	
	18 to 29 years	30 to 49 years	50 to 64 years	65 plus years	Male	Female
Consultation with the Community	3.65	4.23	4.20	4.01	3.94	4.12
Opportunities to engage with Councillors	3.16	3.76	3.86	3.42	3.46	3.66
Council responsiveness to community needs	4.20	4.36	4.09	3.88	4.16	4.19
Information on council services	3.99	4.24	4.26	4.17	4.11	4.22
Garbage Collection	4.81	4.78	4.60	4.73	4.66	4.81
Sewerage services	4.68	4.69	4.55	4.66	4.52	4.77
Landfill operations	4.32	4.36	4.23	4.15	4.20	4.36
Management of drainage and local flooding	4.81	4.78	4.67	4.49	4.66	4.76
Leading and promoting environmental sustainability	4.28	4.32	4.33	4.15	4.17	4.39
Monitoring land, water and air quality	4.24	4.47	4.37	4.33	4.22	4.48
Environmental programs and education	4.45	4.40	4.29	4.39	4.20	4.55
Maintenance of footpaths	4.39	4.41	4.32	4.58	4.26	4.55
Provision of cycleways	3.60	4.07	3.87	3.88	3.65	4.06
Maintenance of unsealed roads	4.51	4.35	4.35	4.36	4.34	4.44
Maintenance of sealed roads	4.69	4.79	4.70	4.73	4.73	4.73
Car parking in the CBD	4.44	4.46	4.47	4.58	4.37	4.57
Provision of street lighting	4.45	4.50	4.45	4.68	4.33	4.66
Council sporting grounds and facilities	4.22	4.43	4.31	4.44	4.27	4.42
Oasis Aquatic Centre	3.64	3.94	3.63	4.09	3.51	4.08
Reserves and open spaces	4.11	4.41	4.37	4.39	4.19	4.43

Family Day Care services	3.78	3.90	3.76	4.16	3.72	4.02
Youth Services facilities and programs	4.07	4.17	4.30	4.13	4.01	4.30
Council run programs for people with a disability	4.26	4.35	4.22	4.57	4.13	4.50
Council run programs for older people	4.12	4.35	4.39	4.50	4.18	4.44
Cultural facilities	4.03	3.87	3.98	4.24	3.81	4.16
Local festivals and events	4.34	4.17	4.22	4.32	4.13	4.37
Council managed community buildings	4.01	4.09	4.17	4.43	4.09	4.19
Assessment of building and development applications	4.03	4.36	4.39	4.41	4.30	4.28
Promotion of the area to attract visitors	4.32	4.43	4.52	4.60	4.43	4.47
Supporting and encouraging local industry and jobs	4.70	4.86	4.74	4.76	4.73	4.81
Presentation of parks and gardens	4.46	4.49	4.51	4.71	4.42	4.62
Presentation of public facilities	4.52	4.49	4.43	4.65	4.40	4.61
Protection of the natural environment	4.63	4.52	4.45	4.61	4.46	4.62
Protection and enhancement of biodiversity	4.20	4.27	4.25	4.27	4.22	4.27
Having options to educational and vocational courses	4.60	4.64	4.56	4.58	4.57	4.63

Segment shaded  is significantly more likely to say this than segment shaded  within particular demographic

Table 7.2.2 Satisfaction of Services and Facilities by Demographics

Satisfaction Table	Age				Sex	
	18 to 29 years	30 to 49 years	50 to 64 years	65 plus years	Male	Female
Consultation with the Community	3.00	2.72	2.68	2.87	2.79	2.83
Opportunities to engage with Councillors	2.97	2.71	2.65	2.77	2.68	2.87
Council responsiveness to community needs	2.83	2.64	2.69	2.89	2.68	2.80
Information on council services	3.27	3.04	3.12	3.42	3.06	3.29
Garbage Collection	4.22	4.12	4.06	4.58	4.30	4.14
Sewerage services	4.58	4.34	4.15	4.54	4.41	4.39
Landfill operations	3.74	3.58	3.27	3.76	3.59	3.57
Management of drainage and local flooding	3.53	3.06	3.00	3.32	3.23	3.21
Leading and promoting environmental sustainability	3.43	3.28	3.18	3.38	3.25	3.36
Monitoring land, water and air quality	3.60	3.22	3.32	3.46	3.33	3.45
Environmental programs and education	3.59	3.20	3.33	3.57	3.34	3.45
Maintenance of footpaths	2.98	3.08	2.77	2.97	2.98	2.95
Provision of cycleways	3.16	2.86	2.97	3.07	2.92	3.06
Maintenance of unsealed roads	2.55	2.75	2.65	2.84	2.61	2.75
Maintenance of sealed roads	2.68	2.82	2.70	3.03	2.71	2.86
Car parking in the CBD	3.03	3.03	3.04	3.19	3.10	3.02
Provision of street lighting	3.62	3.20	3.20	3.62	3.42	3.35
Council sporting grounds and facilities	3.54	3.50	3.49	3.71	3.51	3.57
Oasis Aquatic Centre	3.54	3.37	3.28	3.82	3.34	3.58
Reserves and open spaces	3.89	3.77	3.54	3.90	3.76	3.78

Family Day Care services	3.42	3.73	3.49	3.62	3.54	3.60
Youth Services facilities and programs	3.14	2.96	2.89	3.11	3.05	3.00
Council run programs for people with a disability	3.67	3.18	3.02	3.40	3.41	3.27
Council run programs for older people	3.58	3.08	3.21	3.49	3.42	3.25
Cultural facilities	3.62	3.41	3.45	3.61	3.50	3.52
Local festivals and events	3.58	3.46	3.29	3.64	3.42	3.54
Council managed community buildings	3.47	3.33	3.27	3.65	3.33	3.47
Assessment of building and development applications	2.83	2.50	2.42	2.51	2.51	2.62
Promotion of the area to attract visitors	3.04	3.06	2.91	3.22	2.94	3.15
Supporting and encouraging local industry and jobs	2.98	2.78	2.80	3.20	2.81	3.00
Presentation of parks and gardens	3.92	4.05	3.97	4.27	4.01	4.06
Presentation of public facilities	3.53	3.56	3.55	3.54	3.54	3.56
Protection of the natural environment	3.61	3.62	3.50	3.65	3.55	3.64
Protection and enhancement of biodiversity	3.47	3.33	3.35	3.46	3.33	3.46
Having options to educational and vocational courses	3.82	3.79	3.76	3.94	3.83	3.81

Segment shaded  is significantly more likely to say this than segment shaded  within particular demographic

7.3 Benchmark Data

Benchmark Index

IRIS has compiled data on the performance of Councils which are comparable (Metropolitan Council's) to City of Wagga Wagga Council and are included in the graphs below. Where appropriate results include how City of Wagga Wagga Council compares with the (1) worst performing Council (2) best performing Council and (3) comparable Councils. For a service or facility to be considered significantly different to the benchmark, IRIS recommends a 5 percentage point differential be present between Wagga Wagga's index result and any of the other 3 measures provided in the graph.

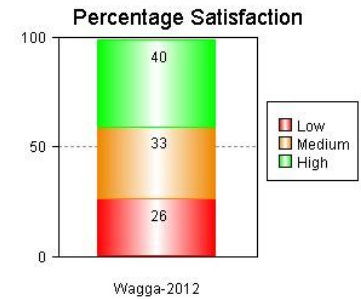
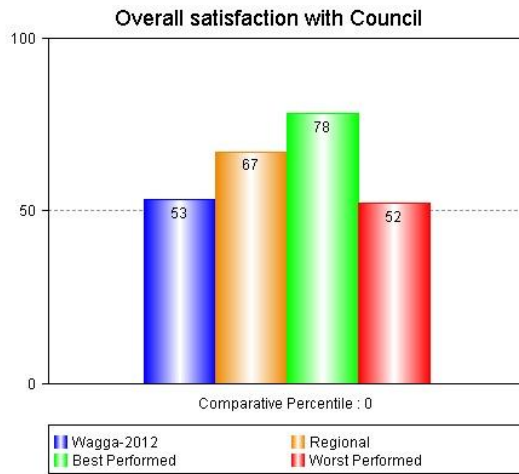
On occasions individual Councils use variations on the 5 point rating scale including 7 and 11 point scales. In order to facilitate ease of comparison the benchmark data has been standardised to an index score out of 100.

The benchmark comparisons can be interpreted as follows: In terms of overall satisfaction, City of Wagga Wagga Council received an index satisfaction score of 53%. Given Wagga Wagga's result is 5 percentage points below of the index achieved by comparable Councils (67%) we can say that Wagga Wagga Council is performing significantly worse compared to this benchmark group. Wagga Wagga Council is performing on par with the worst Council on the IRIS database (52%).

All other graphs can be interpreted in this same manner.

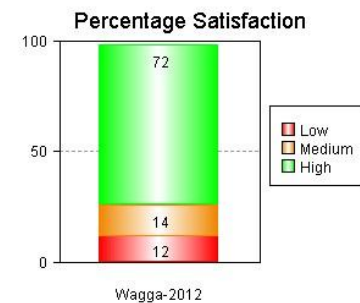
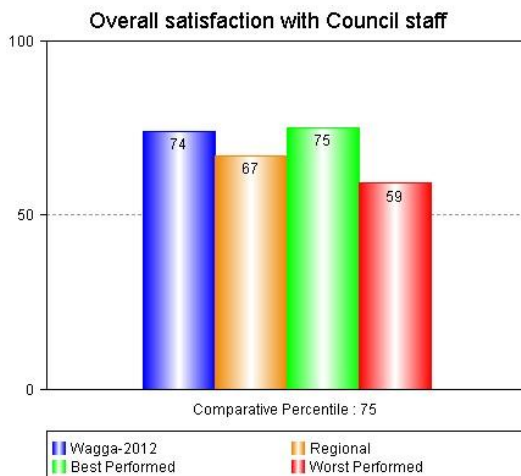
Percentage Satisfaction Graph

In addition, the proportion of Wagga Wagga residents that rated their satisfaction as being high (rating points 4 and 5), medium (rating point 3) and low (rating point 1 and 2) is provided as a summary measure titled 'Percentage satisfaction'.



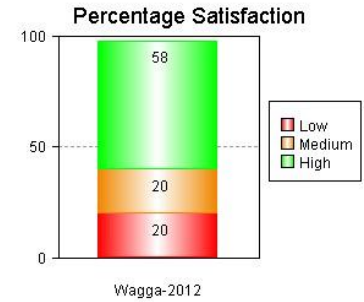
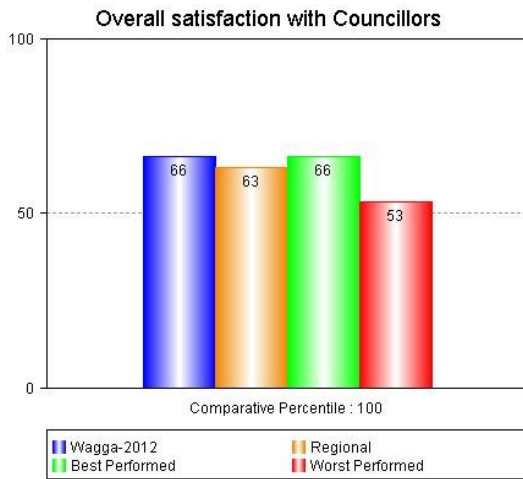
Key results:

- Performing significantly below the comparable measure and on par with the lowest performing council in IRIS's database.



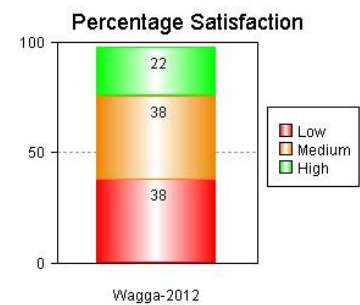
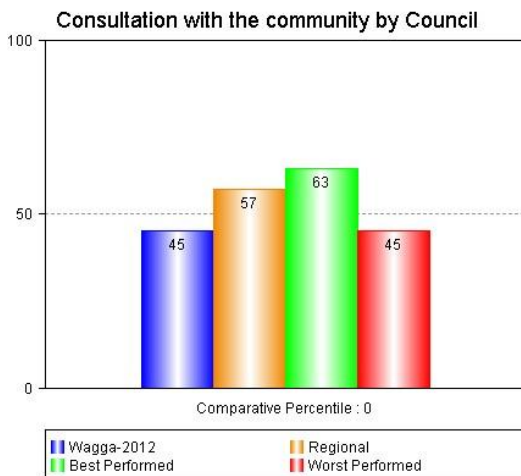
Key results:

- Performing significantly better than the comparable measure and on par with the best performing council.



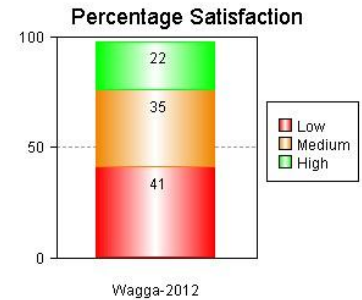
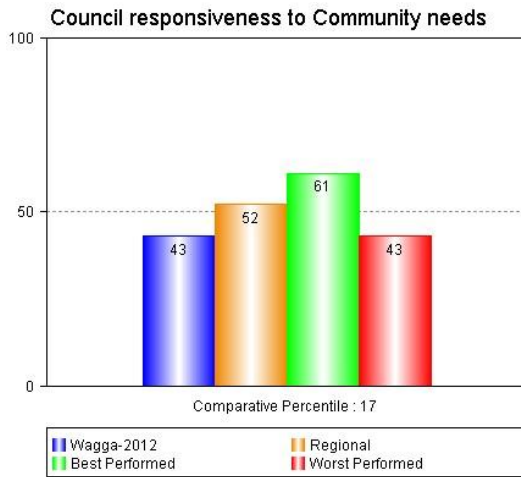
Key results:

- Performing the best out of any comparable council.



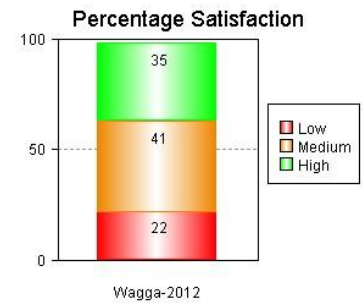
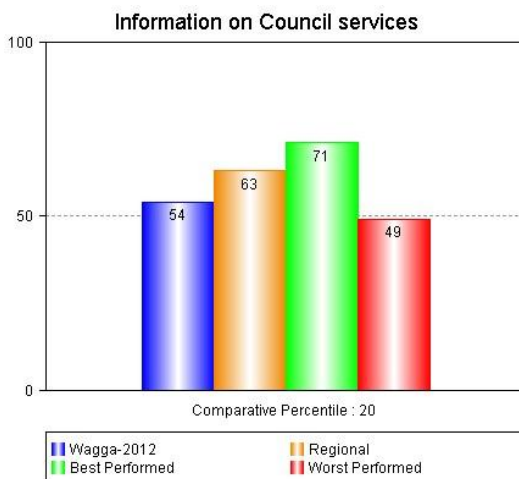
Key results:

- The lowest performing council in IRIS's database.



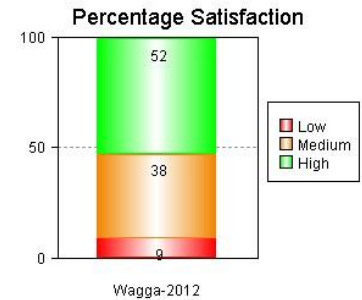
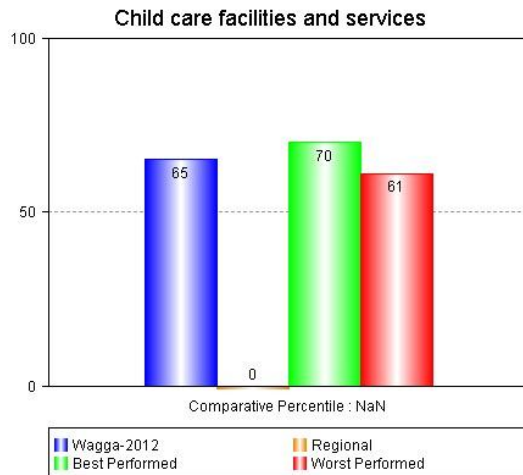
Key results:

- Performing significantly below the comparable measure and on par with the lowest performing council in IRIS's database.



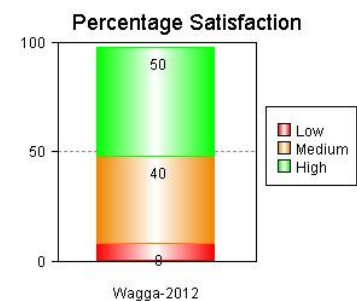
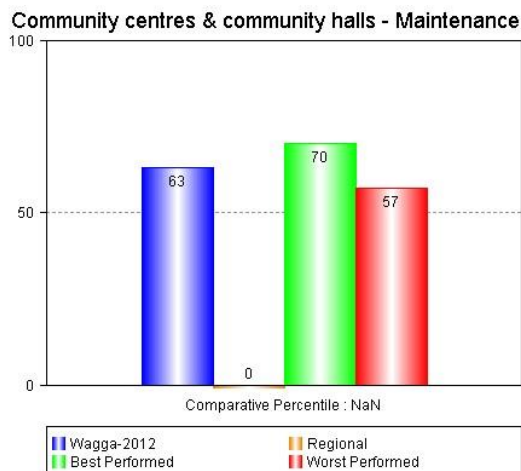
Key results:

- Performing significantly below the comparable measure but significantly above the lowest performing council in IRIS's database.



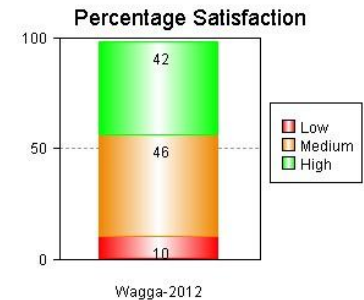
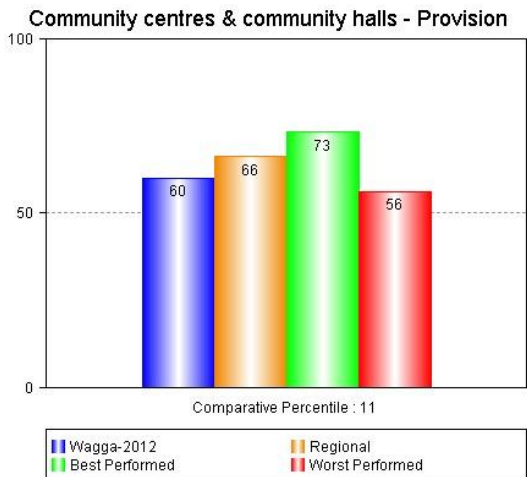
Key results:

- Performing on par with the lowest performing council in IRIS's database.
- There are no other councils comparable to Wagga Wagga Council who have been asked this question.



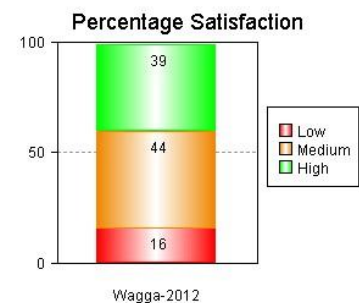
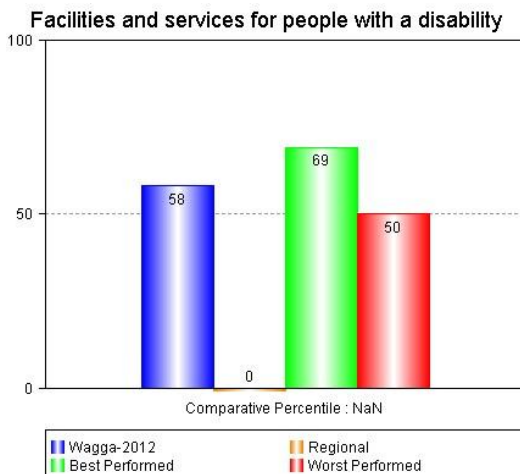
Key results:

- Performing significantly better than the lowest performing council in IRIS's database.
- There are no other councils comparable to Wagga Wagga Council who have been asked this question.



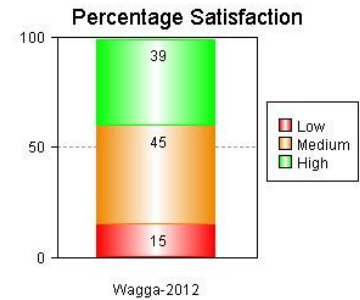
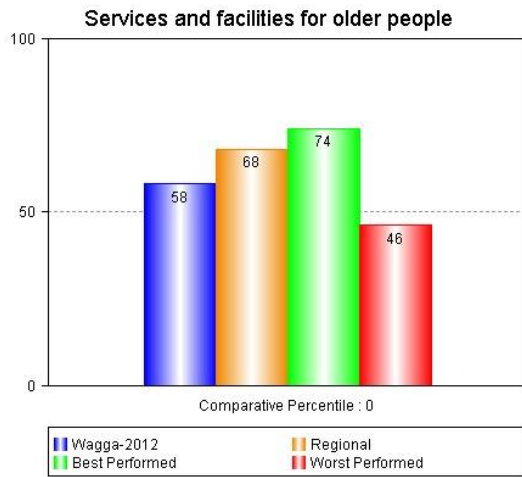
Key results:

- Performing significantly below the comparable measure.



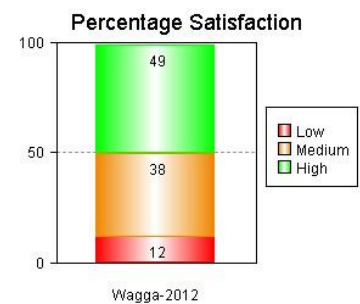
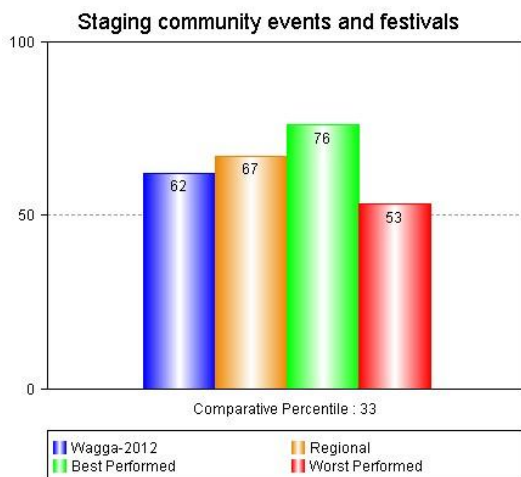
Key results:

- Performing significantly better than the lowest performing council in IRIS's database.
- There are no other councils comparable to Wagga Wagga Council who have been asked this question.



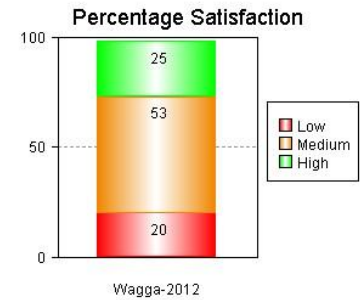
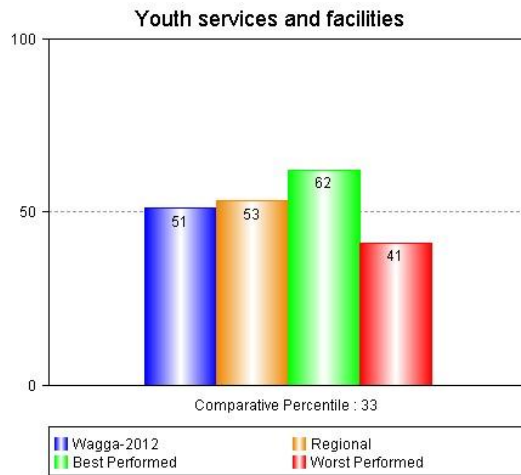
Key results:

- Performing significantly below the comparable measure.



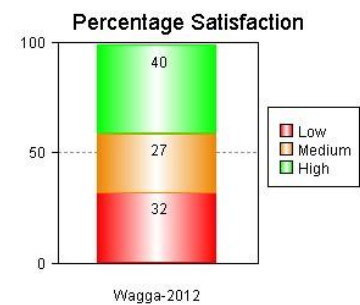
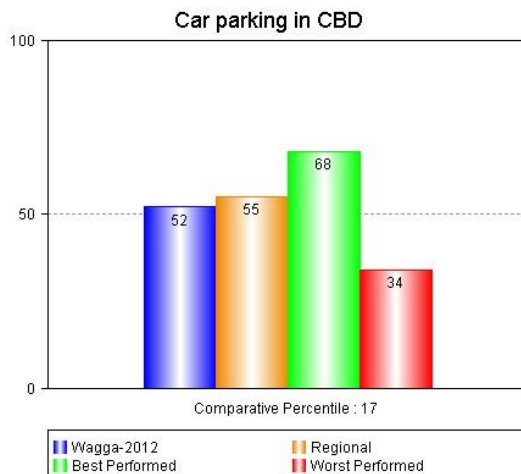
Key results:

- Performing significantly below the comparable measure.



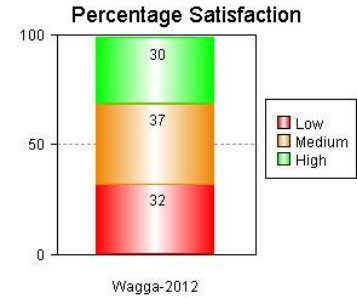
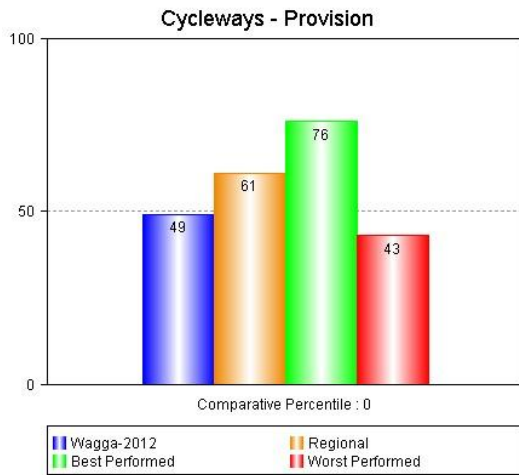
Key results:

- Performing on par with the comparable measure.



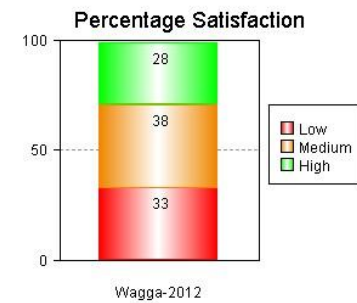
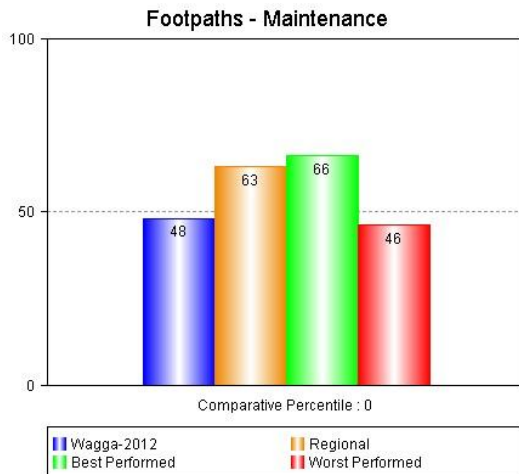
Key results:

- Performing on par with the comparable measure.



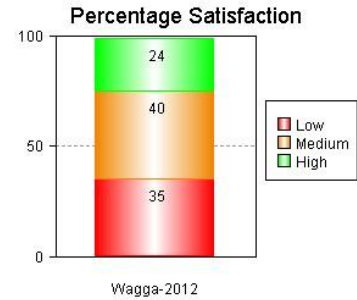
Key results:

- Performing significantly below the comparable measure.



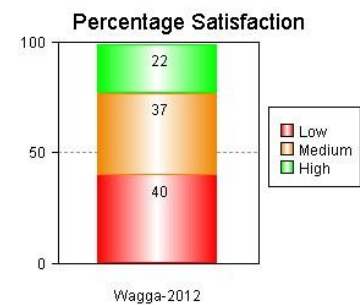
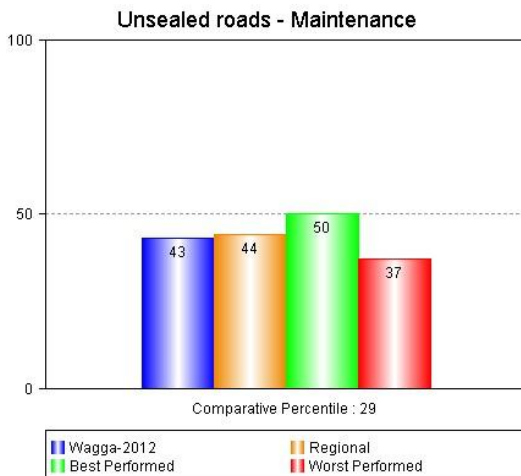
Key results:

- Performing significantly below the comparable measure and on par with the lowest performing council in IRIS's database.



Key results:

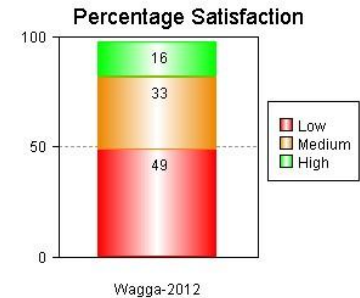
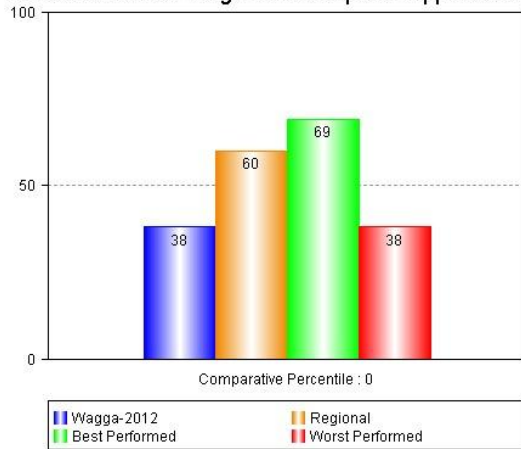
- Performing significantly below the comparable measure.



Key results:

- Performing on par with the comparable measure.

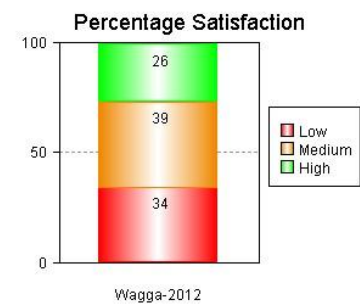
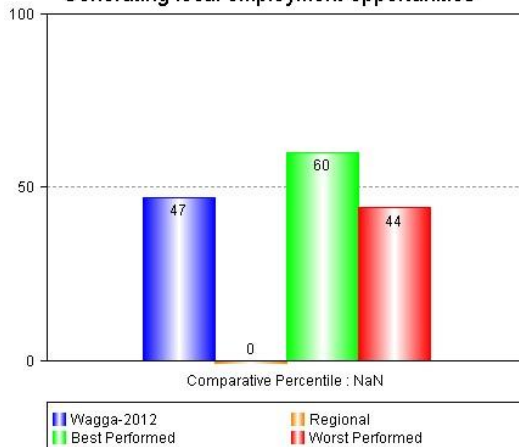
Assessment of building and development applications



Key results:

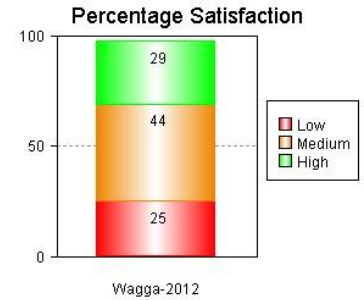
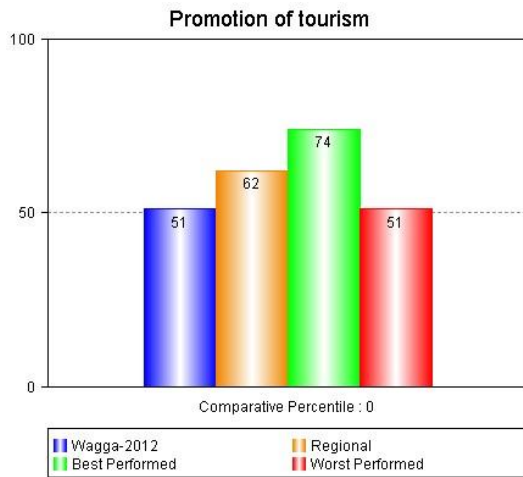
- The lowest performing council in IRIS's database.

Generating local employment opportunities



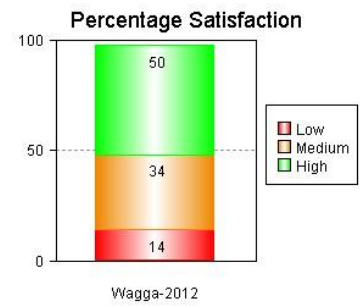
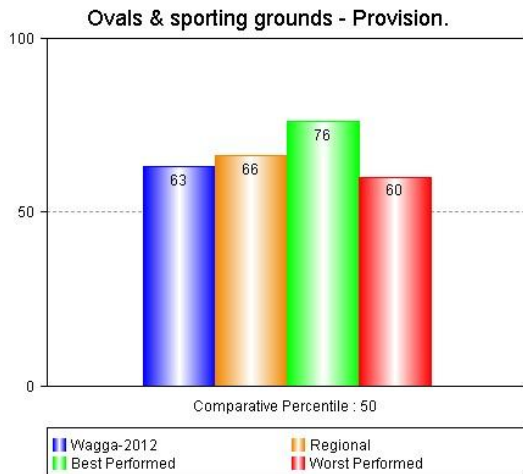
Key results:

- Wagga Wagga Council is performing on par with the lowest performing council in IRIS's database.
- There are no other councils comparable to Wagga Wagga Council who have been asked this question.



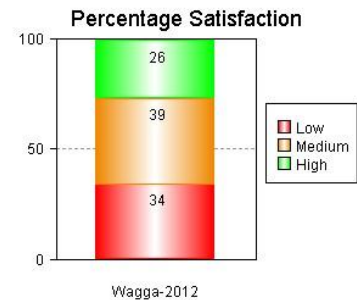
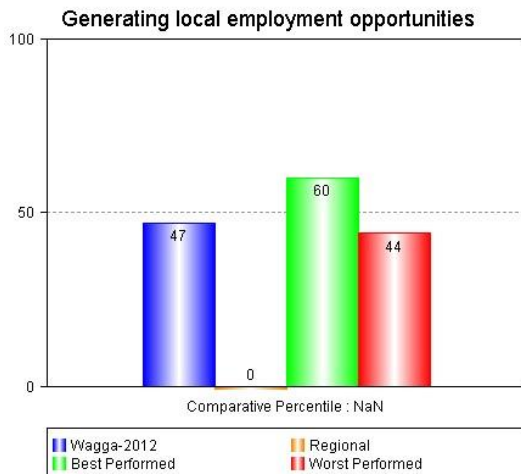
Key results:

- The lowest performing council in IRIS's database.



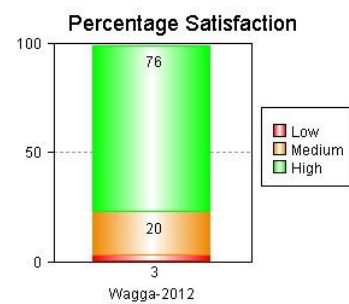
Key results:

- Performing on par with the comparable measure.



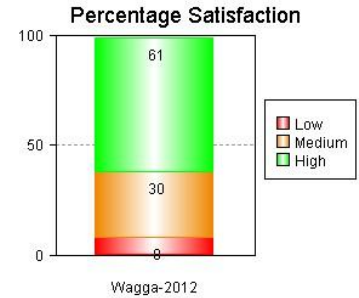
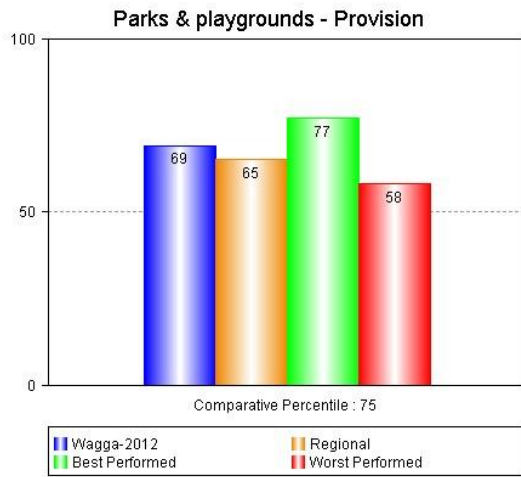
Key results:

- Wagga Wagga Council is performing on par with the lowest performing council in IRIS's database.
- There are no other councils comparable to Wagga Wagga Council who have been asked this question.



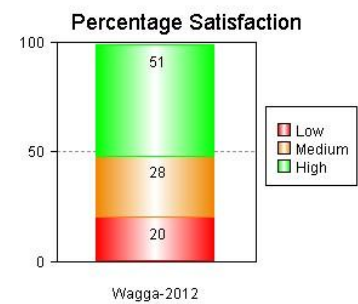
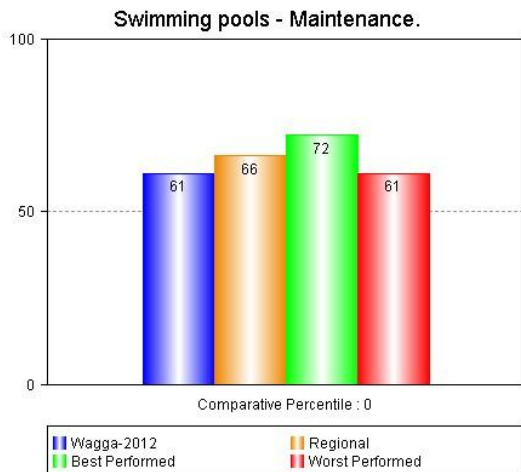
Key results:

- Performing significantly above the comparable measure.



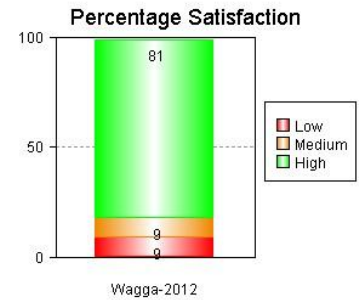
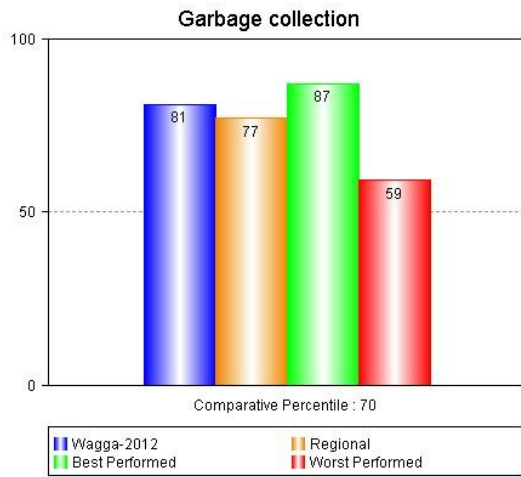
Key results:

- Performing on par with the comparable measure.



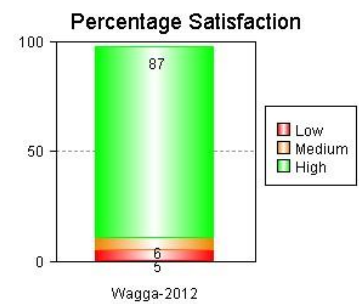
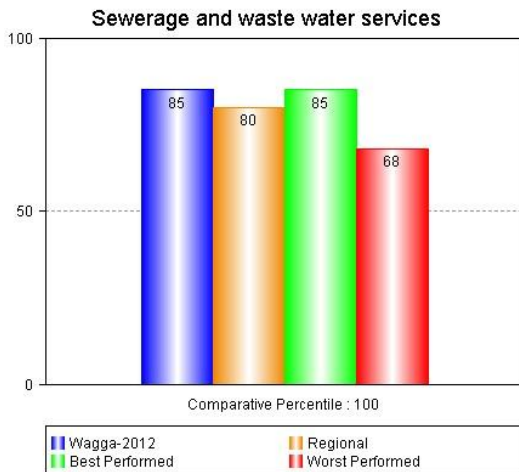
Key results:

- The lowest performing council in IRIS's database.



Key results:

- Performing on par with the comparable measure.



Key results:

- Performing the best out of any comparable council.

7.4 Verbatim Responses

7.4.1 Communication

Question: You said you were dissatisfied with *Consultation with the community*. Why did you say that?

Very little consultation: odd news flash on TV
Things done get done: only pruned half of Adams street
They should listen to what the people want
They need people that know what they are doing
They make bizarre decisions against what it is public opinions
They keep chopping: changing what they are going to do
They just go ahead and do what they are doing like donating: 300000 to AFL team
They just fight among themselves and vote against the mayor all the time
They just don't consult and are not approachable: their way or highway
They go: do what they want to do: if he doesn't benefit from it then he won't w
They don't listen to the community: so they can do their job
They don't listen to residents- disappointed with brush off attitude
They don't like new businesses to come into the town
They don't consult community: and don't listen
They don't consult with community
They don't consult with community
They don't listen to the community
They don't contact me
They do silly things and don't let you know what they are doing
They do not tell you what is going on: too much fighting in council
They do not come out here often
They are not performing good enough
There is nothing in our community: council does nothing
There are a lot of personal agendas going: micro: macro level
There are not enough meetings in my area
The councilors won't accept that the city is a big city not a small town
Spent 300:000 on great western Sydney football without consulting
Spend money in better ways
Should of those number 3 in middle
Should consult with residents on what is important to spend: on
Residents not involved: council makes decisions regardless
Read the paper etc: not happy how they carry on

People never know enough about what is really going on better communication nee
Only just found out that: 300:000 donated to Sydney football: at cost to locals.
Not enough opportunity to meet with people
Not enough consultation with younger people
Nobody seems to get involved
Make decisions that the community has no say about e.g. dredging of lagoon
Lack of consultation with residents
Don't think they consult with anyone but themselves: greedy individuals
Don't think there is as much opportunity as there should be
Don't hear much about what council is doing. Doesn't reach general public
Don't tell us anything. - No consultation with community.
Don't hear much about it
Disregard for the ratepayers
Council will not listen to each other: should direct everyone
Council rarely consults effectively: don't consult out of city zone
Council is corrupt and things are going on that we are unaware of
Council does things their own way: no consultation
Council does not come out to lady smith
Because I have not seen any or heard of any
As a village we are left out of many things
All you get told the information has been passed on else where
I in housing comm. home I never hear from council
I have had no part in what the council is doing in the twelve months I have been

Question: You said you were dissatisfied with *Opportunities to engage with Councillors*.
Why did you say that?

You never see one and can never speak to one
You can't get in contact with them: you virtually need application to talk to them
Where: how do you do that: would you be listened to?
When do they have meetings: only see their faces at election time.
We never ever see them they need to be more visible to us all
We live rural and can't get access to councilors
We have been flooded twice and the meeting was attended by councilors
Waste too much time in fighting: not interested in the city
They're not interested in what happens outside Wagga
They take too long to respond or do not get back to you at all
They don't seem to be out: about
They don't make themselves available
They don't let community know how to contact councilors:
They don't evolve the community unless there is an election
They don't represent themselves enough to the public: not doing job right
They don't do much for the community
They do what they want to do
They do not converse with community about what they are doing or going to do
They are not educated enough haven't got the capabilities.

They are not accessible
There have not been any opportunities to engage
Talk about doing things and don't follow thru
Should of said do not know
Public feel intimidated and threatened to seek services
Previously I was told by management: councilors I can't approach them directly
Past experience
Only see them once a year at humula
Not satisfied. Need to stop fighting: get on with job.
Not interested in my opinions due to my age
Not available to be seen or talk to - they have there little group that seek to
Not approachable: doesn't seem to care
No public forum: too much infighting within council
No opportunity
Never see them to talk to: ring offices and they never ring you back
Never see councilors only election time
Never had dealing with them but heard nothing comes out of it
More time arguing amongst themselves than doing their job
It's very hard to contact and communicate with them
I wish they were more visible to their constituents
I only ever see my councilor on the TV he should meet more people
I never have anything to do with that stuff it isn't any concern of mine
I have been at war with for some time they do not care
I am elderly in house comm. home I would like more opportunity to engage
Haven't tried to but anecdotal evidence that you can't have access to them
Have had that opportunity: but they have not been responsive
Hard to speak to any have to wait on a list need to have a paper trail
General public is not satisfied with councilors
Find it hard to engage with councilors because of age
Don't listen to what the community wants
Don't listen to community in meetings
Don't get opportunity to engage
Don't feel there are any opportunities:
Don't see them: only in media
Dissatisfied with council services
Dysfunctional too much factional fighting
Council never sticks to its promises
Can't see them
Been trying for three years to find out who is responsible: for the broken drain
Average person doesn't see councilors
As an 18yr old I don't have an opportunity

Question: You said you were dissatisfied with *Council responsiveness to community needs*. Why did you say that?

We live in Ladysmith overall they don't do a lot we need a sp0ondrain
We have given a list of things needed and it was not done

We have been asking for our park to be repaired: watered for 9 years collingullie
We are not moving forward: swabbling a lot
Wagga is not growing as a town: because council takes too long to complete application
Trying to get council to approve sporting facilities cycling
Too much arguing and fighting who to believe: get on with it
Too busy faction fighting that they don't do anything
Think many needs get pushed aside- 300,000 spent at club when holes in road
They should consult with residents more with what is important
They only cleaned lagoon half-way
They need to listen to community: act on community needs
They ignore communities' needs
They don't listen to all that is requested except if it has to do with AFL
They don't listen they are too busy infighting
They don't listen to the community and therefore don't know what we need
They don't do a lot for the community
They do not listen to the elderly enough
They neglect some things: implement things which are not needed
They are too busy fighting with each other
They are out of touch -
Their service is inadequate: uninformed: rude
There is a lot happening they need CCTV cameras in CBD
There are too many needs and not being looked at: only thing done were bus stops
The council say no to community needs: point it out in media: have own agenda
Spending money in wrong areas
Spend more time in fighting than doing their job
Robertson oval: aquatic centre etc they should not have built
Out of touch with development
Not responsive to community needs
Not responsive
Not open enough in communications. Underhanded: self centred
Not enough letting people know
No mobile reception service at Ladysmith: no TV reception for 2 yrs
No infrastructure and planning for future needs
No footpaths in the area have to walk on roads which aren't wide enough
Never get an answer when questions asked
Never been anything for teenage kids and kids to do
Listen to community better and better money spending
I read in the papers mostly to learn about council responsiveness
I have ringed over: over again: they promise: do nothing
Hasn't had the opportunity
Hardly anything for kids aged 10-17 year olds to do: only things for Skate Park
Great ideas to keep up are held back: bowling alley e.g.
Finish jobs that are started
Failure to act on public opinion
E.g. the hospital: they give to things that aren't important

Don't respond to communities needs
Don't get stuff done - give: 300:000 to football club
Don't listen to the community
Do think they do any thing
Difficult process to respond to any need: far too many walls to bounce off
Council lent money to football organisation recently
Council interest super seed community interests
Council inflexible with zoning laws and no consultation
Council ignores requests for motor sports
Council has no interest in the small ratepayer
Council doesn't listen to community only interested in votes
Because I live outside of city and they don't respond or provide services

Question: You said you were dissatisfied with *Information to Council Services*. Why did you say that?

Where do you get information of council services?
We don't get any information
We do not get information
Too much red tape to try and find anything out: have to come down and fill forms
There isn't much info for local residents on services
Should be more services listed on internet: more written publication
Only hear about council on the news: it is bad.
Not quick enough: no response
Not informed about what information
Not enough people know about services offered
Not enough information
Not enough info provided
Learn more about why: 300000 was given to AFL
Have not received any info on what council is about in the twelve months I have be
Half the time website is down: they have been rude over the phone
Doesn't publicize anything
Don't hear about what they have done
Don't think of anybody
Better communication

7.4.2 Environmental Management

Question: You said you were dissatisfied with *Garbage Collection (kerbside)*. Why did you say that?

We don't get it
We don't get a garbage service
They don't collect rubbish
They could set it up a little bit better out of town
The small green garbage bin is dropped carelessly in Dari Street
Rates have gone up and still pay for garbage collection
Our property does not have garbage collection in Uranquinty

Needs to come more often in the summer
In autumn only allowed 1gw. Bin per fortnight. Need weekly no exchanges
I don't have a collection I am a farmer day morning
I don't get it
Have to pay on top of rates for rubbish collection
Have to pay for recycling
Have to pay at Unanquity
Have no garbage collection: have to go to tip
Hate having a tiny bin not big enough for a family of 3. Recycling needs 2 b more
Gormly Avenue my weekly bin every week is dragged down the street 50 metres
Garbage collected late in day and gets very smelly
During summer fortnightly green waste is not enough
Don't have recycling
Don't have a regular service: bins aren't collected:
Don't get curbside collection by council
Don't have any.
Don't have any
Don't get any
Because we don't have a council garbage collection service
Poor info when garbage is collected on pub holidays. Forest hill truck at 4am

Question: You said you were dissatisfied with *Sewerage services*. Why did you say that?

There is none in my area
Springvale bathrooms get smelly: pump the sinkhole
Sewerage always being blocked
Raw sewerage smell at forest hill on cold nights
Over zealous - too much red tape
On septic: miles from any creek: will cost: 2000 min to upgrade.
No idea of farmers needs
I spent: 8000 to install septic tank and council then installed sewerage
I don't get
Have not provided us within sewerage as promised 7 years ago
Don't have any
Don't have any
Do not have a sewerage service
Can't flush properly

Question: You said you were dissatisfied with *Landfill operations*. Why did you say that?

Too expensive- charging to dump green waste and charging to buy
Too expensive
Tip isn't operated well: takes too long
Tip is too expensive and hours should be better for green waste dumping
Tip is disgraceful: expensive: smell: overall management
They take responsibility that it is done correctly: if problem occurs.
The tip near our place is limited in the time it is open

The tip is too expensive it is 25mins away and bad signage near weighbridge
The tip is too expensive encouraging people to just illegally dump
The tip is only open 3 hrs of a Sunday morning
The cost: they make it that people can't afford: dump it all over the place
People cannot afford landfill fees: are dumping on the road
None around here
No land fills operations
In catchment area of recreational lake. Get leaching
Have to still sort out own rubbish
Don't have any garbage collection of any sort have no idea what happens
Do not even know where the tip is after twelve months is poorly located
Council dump landfill at the tip
Council does not use best method to dispose: should use natural methods of dispose
Cost of using tip is ridiculous
Carbon tax concerns
Been fined for not having a proper laid out tip: environmental not good

Question: You said you were dissatisfied with *Management of drainage and local flooding*. Why did you say that?

When we had local was not too well planned
When it rains storm water drains experiencing problems
When a lot of rain has: you regularly get flooded:
Were flooded and nothing has improve with management of it
We live at Gumly: we were flooded badly because of illegal council levy bank
We have storm water flooding@93 Urana Street no one has come out after I called in
We have not guttering and water runs downhill
We have had flood and council very slow in responding
We have flooded twice and getting help from council is impossible
We have causeways up our access block: we tell council and they do nothing
We get flooded at Uranquinty
Vision is limited: not looking to future
Took too long reopening roads after last floods. Kept businesses closed too long
Took forever to fix creek crossing on Keajura rd
There is no drainage in my area
There is no drainage in our area
The pipes are all very old and flood levy needs to be raised for the cbd
The information: the panicking. Early closure of roads
The drainage system not in good condition
Tarcutta st: after rain st fills with water: can't reach my car
Tarcutta by-pass causing flooding to touch football oval
Street floods after rain
Recent floods not able to accommodate
Parent's house recently flooded: received no help. Nothing done about the drainage
Often engineering works cause flooding rather than solving
North Wagga flooded: obvious faults in drainage around the cod.

No proper drainage in: collingullie
No drainage in tarcutta
Need protection from flooding of crooked creek
Marshalls creek needs dealing with
Lot of water left lying about. Lagoon not getting done
Latest floods handled poorly: may have been SES
Last March floods couldn't get to town: pipes under roads put drought inadequate
Issues with creek: storm water build up: flooding
In the most recent 2 months ago council mismanaged drainage and better levy
I live near a bullenbog creek. Council tared a road which has caused flooding
I am at tarcutta have been flooded twice in 18months
Had problem with drainage in a vacant area
From what I have read: seen in media
Floods too much: no clean up
Experiencing problems with drainage and flooding
Every time it rains we get flooded: in Lake Albert:
Every time it rains CBD area always floods: Gurwood st
Drainage has not been done properly at Uranquinty
Drainage and flooding - council not responding -Plumpton rd
Do not feel that council is doing anything in the immediate future
Didn't act on flood levy warning: should have strengthen levy before flood
Cul-de-sac floods every time it rains- poor response to reported damage
Council not prepaid with equipment or looking after levy bank
Council have not been active in flood mitigation or water mitigation in years
Council grade a road: block of access from the road to the dam
Council does nothing for uranquidy: get flooded
Continual flooding near the gullkty and back of karingal
Brooklan Avenue we have not got gutters
Better levy's needed over north Wagga way
Because of the floods
Because of recent floods not enough done
At tarcutta levy bank has failed before: needs work

Question: You said you were dissatisfied with *Leading and promoting environmental sustainability*. Why did you say that?

There is no such thing as sustainable growth they are mutually exclusive
Other things are more important
Not giving priority in work it supposed to do: too much in fighting
No information
No idea what they are doing
Lagoon - full of carp
Don't look after it
Because there is none

Question: You said you were dissatisfied with *Monitoring land, water and air quality*. Why did you say that?

Work done is far below minimal expectations
Wollundry lagoon they spent lots on it: didn't do proper job
When doing burn offs mountains trap polluted air it's a seasonal problem
Water quality should be better
They don't
They don't do much about the issues when they do monitor
They do not do this out here
Tarcutta being truck stop: noise air quality
No information
No aware of what they are doing
Need to monitor the water quality better
I am a victim of subdivision beside me: no help from council
Don't look after it
Don't know what they are doing.
Don't know of any
Because the asthma rates are high
Bad experience

Question: You said you were dissatisfied with *Environmental programs and education*. Why did you say that?

They do not do enough to educate rate payers
Not enough programs: education
Not aware of what they are doing
Not aware of any available information
Haven't seen them do any
Double standard in regard to airborne quality rural vs. residential burning off
Don't have any
Don't know enough, need to be more educated on environment issues
Don't know what they are doing.
Annual collection clean up has stopped. Much rubbish around town

7.4.3 Infrastructure and traffic

Question: You said you were dissatisfied with *Maintenance of footpaths*. Why did you say that?

We only have one footpath in the township in Uranquity
We have no footpaths in Connerton St: Gradys Rd Uranquity
Uneven: dangerous: need more
Trip over them: slippery: lack of

Too many tree roots will push up footpaths like in the main street
Too many tree roots
They are uneven
They are cracked e.g. Gurwood st
They all need maintenance: need to walk on own driveway to get passed.
There just isn't any
There are too many footpaths that need maintenance: they don't care about them
There are none in my area
There are none in Lake Albert
There are none
The upkeep is poor and dangerous for old people
The paths are uneven: roots of trees pushed path up
The footpaths near the hospital are uneven and not maintained
The footpaths in best street of Wagga Wagga are uneven with roots
Some in the area need repairing
Some are dangerous some lifting and not repaired enough also not enough
Regularly see: different heights of concrete: trip hazards: lack of footpaths:
Received a letter to put one in and never did.
Not maintained properly in first place and costing more to repair
Not enough in the area - have to walk on roads
Not enough footpaths in Tolland area only nature strips
No footpaths provided near lake
Most of roads where I go running around town are uneven or cracked
Many footpaths are uneven
I've got footpath am 86years old: it is much damaged I reported it: nothing done
I walk a lot: have to watch or trip
I am over 80 and I trip on uneven footpath on Lake Road near Stewart's store
Have to be very careful can trip on bits sticking up - cement not level
Have trip hazards: or no footpaths
Footpaths in cbd areas are uneven
Footpaths dodgy
Footpaths are in notorious condition
Don't have any in collingullie
Don't have any
Don't have any in lady smith
Don't have any
Don't come out and do it
Damaged or lifted by tree roots: need repair
Cracked and need fixing up: slippery tiles on Main Street
Broken by tree roots: uneven- dangerous: not enough of them
A lot of areas don't have them: a lot of people walk on road
16mths in cent. Wagga: broken footpath: trip hazard: 4 times asked
Generally walking tracks at Ladysmith are overgrown nowhere to walk when wet

Question: You said you were dissatisfied with *Provision of cycle ways*. Why did you say that?

We have potential for far more cycle ways that aren't being built
We don't have any
Want more and safer access to university by bicycle
University cycle way from uni into the town
Too dangerous in local area to get to work. Not enough cycle ways
There isn't any cycle ways in some places: roads aren't wide enough for car: bike
They are poorly marked and managed
There are none in the area
There are none in my area
There are none
There are none
There are no sufficient cycle ways: causing danger near large vehicles
Tell us where they are:
Substandard road aprons
Some cyclists don't follow road rules: need cycle ways to get off roads
Roads don't have any designated cycle ways. E.g. one out to uni
Not organised enough.
Not enough paths solely for cycle ways
Not enough cycle ways to prevent pollution: exercise
Not enough cycle ways -very dangerous on the roads
Not enough - needed for training rides
Not any in centre of town: must ride on footpath or dodge cars
None in my area
None around: grandchildren can't access
Non in tarcutta
Nowhere to park as its pushes cyclist into main traffic
No separate cycle ways at kooringal
No sealed ones and not maintained
No cycle ways here: especially over railway line
Lack of them: not maintained properly either
Lack of linking cycle ways makes it too dangerous
Inglewood road: foggy dark: cyclist all wearing black clothes: can't see them
I cycle to kapooka and trucks push me off road: this is on main highway
Don't have any
Don't have any in collingullie
Don't do it
Cyclist will not use the cycle ways: are a waste of money
Because we don't have any and I think we should have at least some
Aren't enough especially in cbd and commuting routes?

Question: You said you were dissatisfied with *Maintenance of unsealed roads*. Why did you say that?

We have a dirt rd near our place: it never gets any maintenance: Gumly rd
Very rough to drive on
Very dangerous due to dust and road being rough

Unsealed roads full of potholes
Unsafe and need maintaining
Twyong street Ladysmith and abbots lane need grading or sealing
Too much corrugation: pot holes
Too many unsealed roads around is shocking: i.e. red hill road shocking
Too many potholes
Too many holes that are just patched up with big holes in them
Too many unsealed road and are very dangerous
Till flood grants rural were not maintained
They resurface roads that don't need it and ignore the ones that do
They never get looked at or graded
They need to do maintained once and once only not 4 times
They don't keep them upgraded: rain causes damage:
They do not fill the potholes
They are full of potholes making it dangerous to drive
There is none done
There are always holes in the roads
There are a few roads that unsealed that are shocking: potholes etc
The Dunns road is not maintained
The dirt roads are in poor state
Terrible condition: need maintaining
Rough
Red hill road is just disgraceful and dangerous serious money has to be spent on
Really hard to get in if you have a normal car: too rugged: poor maintenance
Rarely graded
Pot holes: hard on vehicles causes expensive maintenance. They are nearly impassable
Our road not maintained in yarragundry
Only occasionally do maintenance on connorton st: gradys rd
Once go off tar roads: onto unsealed need grading very badly
On my property is up to shit
Not maintained properly
Not enough maintenance: not often enough
No maintained is done
Need more grading heaps of holes etc
Massive potholes: poor maintenance of them
Many roads need grading
Mace gully road is too narrow oburn road is flooded
Lots of pot holes
Live on an unsealed road and it is not graded very often
I live at humula downfall road is in bad need of maintenance
I have unsealed rd leaving to my property and can only be accessed by 4wd
I at humula and we are dying because to roads in and out area appalling
Had a friend who was killed on unsealed rd in Wagga council area
Graham avenue needs upgrading Gumly has no council road services
Corrugated and full of potholes
Flood affected road: not repaired fast enough

Dunns road is not maintained.
Don't grade often enough
Deep pot holes in the middle road
Churches palin road is dreadful
Certain roads in area are not maintained well
Poor condition
Bourke street and Edward street too many potholes
At tarcutta the unsealed roads not maintained enough
Any unsealed council road needs grading
A lot of potholes in Wagga Wagga
All the roads that go to river should be graded regularly
10 elm of dirt rd: went over 2 yrs without any maintenance
Some roads parts are gravel its hard to travel on

Question: You said you were dissatisfied with *Maintenance of sealed roads*. Why did you say that?

When potholes are filled: they do not do so correctly and potholes reappear
Too many serious pot holes that is never fixed
Too many road breaking up and need re-sealing
Too many potholes
Too many pot holes
Too many potholes too dangerous for bike riders
To get to tarcutta drive on secondary roads: they r not maintained
They never fix the properly
There is none
There are too many pot holes
There are lots of pot holes
The roads need regular maintenance: over used.
The Olympic way is bad Stanley street plumton rd badly repaired
The do not attend to the roads
The bad road conditions. Overall condition
Slow to do repairs
Roads in Wagga Wagga are absolutely shocking: this is everywhere
Roads in Wagga are in an appalling condition
Roads breaking up: holes getting more each week: eg.cummins road
Repairs not made
Repairs are band-aid quality
Red hills road is only 3yearsold it is disgusting
Red hill road is shoddy needs the full length re surfaced
Potholes not repaired
Potholes in a lot of the roads e.g. the rock sturt highway around forest hill
Potholes
Potholes
Pot holes on all the roads
Poor upkeep with too many patches

Poor condition

Our roads have pothole and road work needs to be done everywhere

Olympic way is not very well maintained: also roads around town

Not maintained efficiently

Not maintained - potholes: unsafe kerfs

Major work is required -potholes everywhere

Lots of pot holes: road edges - poor maintenance. Not enough work done

Lake road: Edwards street Bourke street too many potholes

It doesn't get done

Humula road is generally in bad need of repairs roads are generally too narrow f

Generally the poor condition of them

Full of potholes: think are in cahoots with car repairers

Full of potholes

Full of potholes

Flooding cause the bitumen to float: caused potholes. Not fixed that well

Flood affected roads not repaired fast enough

Edwards Street Wagga is just patched need to be fully sealed

Edwards street Bourke street too many potholes need resurfacing

Edwards street and Bourke street dobney avenue in poor

Edwards street and Bourke street are disgraceful

Edward Street: sturt highway intersection not wide enough

Deep pot holes in the middle road

Cunningdrew street: Ladysmith rd: Edwards street: Bourke street

Breaking up and potholes

Bowman estate - needs a better quality road to sustain the amount of traffic

Bourke Street: Morgan street pot holes are bad spooner avenue as well

Bourke street is getting worse and worse need complete resurfacing

Always pot holes: maintaining roads in gen. Terrible

A lot of potholes in the area

A lot of pot holes and edges terrible: featherwood drive: Springvale rd:

Question: You said you were dissatisfied with *Car parking in the CBD*. Why did you say that?

We have no parking for my work in Bay Leaf Street

Very limited parking: free and to far away from shops: elderly

They shouldn't have timed parking in Main Street

There should be more there just isn't enough

There isn't enough

There is not much car parking

There is not enough e.g. they don't maintain Kmart car park has holes in it:

There are only two hour spots away from main street need more disabled parking I

The amount of parking fines are ridiculous.

Struggle to find one more than 2hrs

Should have paid parking to create more parking spots

Should be dedicated parking stations 2 or 3 floors: 1 below surface

Round post office atrocious
Parking fine this week for ridiculous reasons
Not enough. Need multistory
Not enough spaces for a growing population
Not enough spaces for all day parking shuttle service needed
Not enough spaces especially whilst the middle of the street is being fixed
Not enough parking spots: need length of time to park
Not enough parking in peak times
Not enough parking for over 2hrs. Not enough all day parking.
Not enough of all day parking near work places
Not enough for longer hours - not enough generally - need multistorey car parks
Not enough disabled parking
Not enough disabled spaces and all day spaces on 2 disabled at karingal
Not enough disabled access or parking between Morgan and Thompson Street other than
Not enough car parks
Not enough all day parking
Not enough car parks
Not enough
Not enough
Not enough
Need more: all timed: hard when working in cbd no free parking
N needs more parking spaces in the cbd not for enough for disabled
Major lack of car parking
Keep reducing all day parking and fining everyone- hopeless
Inadequate. You have to park a long way away: especially for all day parking
Impossible to get a car park at times
I can never get a park in cbd
Have to walk a long way from the road to the mall. If there's no room in the carp
Has to park far away from work
Giving free parking but giving people fines: ripping off residents
For larger vehicles no where to park: won't fit in standard size
Charge fees now
Car parking is getting worse more spaces or a car park needed
Big shop and only allowed 3hrs parking not long enough
An issue for me for work we have to walk to far to get to work near tarcutta st
Access and damage to vehicles
20 yr plan need to address shortage of parking in cbd
Parking and parking spots are too far away especially at night needs more disabled parks
Not enough free parking

Question: You said you were dissatisfied with *Provision of street lighting*. Why did you say that?

We only have one light on the corner of birch road

We have poor lighting in Ladysmith
We have only 2 lights in our street: Linton st:
Very inadequate: too many dark areas: i.e. cbd and surrounding streets
Very dark near Lake Albert road: needs lighting for security
They leave the lights running during the day. Waste of money.
There's only one street light for every block
There is no street lighting
There are only two in the whole suburb
The cbd and side streets is not well lit Tolland is bad as well
Spring st doesn't have street lighting
Some streets not enough- e.g. Elizabeth avenue
Poorly light as they are: not enough
Not enough street lighting in Bourke Street
Not enough street lighting
Not enough e.g. down town
Need lighting from highway to glen field road can be dangerous: needs to fix
Need cut. Street lighting inadequate
More lighting needed
More lighting for safety
Lack of lighting: Lake Albert rd very dangerous
In collingullie there are 5 streets with 1 street with lights
Corner of our street has no light
Ceduna st is very dark at night Tolland is generally very dark
Bottom of Bolger avenue: there's only one light to 15 houses: and same on adjacent st

7.4.4 Parks and Recreation

Question: You said you were dissatisfied with *Council sporting grounds and facilities*. Why did you say that?

Worst sporting facilities in the state
The Robertson oval needs maintenance: what they are doing should have been done year
Robertson oval needs money spent on appropriate
Not important to u and they spend too much money on them
Not enough sporting grounds
Needs equestrian facilities
It is atrocious in Wagga: don't have sporting grounds to attract top class even
Is no sporting facilities to attract major events
Haven't got a decent one here in Wagga
Council needs to look forward vision for growing population
Closing of Eric wizel oval

Question: You said you were dissatisfied with *Oasis Aquatic Centre*. Why did you say that?

Waste of money: it's not kept clean: not family friendly.
Was built in wrong place: should have been built were people live
Unsafe centre: cuts from tiles and ear infections
Too much money spent for few people
Too enclosed and chlorine smell is too strong: overpowering
There is not enough water no family bbq facilities no learning facilities for c
The council should not be involved: should be privatized
The costs
Poorly run and maintained. Not enough staff: not qualified
Poor experience in comparison to the original Wagga pool
Not happy that Olympic size pool is not provided: no seating
Not able to hold major regional school carnivals: have to go albury
Not a good use of space:
No value in putting indoor pool: too costly
No picnic or open areas for activities
No parking: should not be in cbd area:
It is not set out very well: not enough lanes
Is just as financial sink whole and provides no real benefit to community
I am disabled and access for disabled not convenient
Feel sick because of excess chlorine fumes
Every time children go they get ear infections
Don't use it
Don't find it to be a friendly: family environment
Disappointing: not built to Olympic standards.
Dirty and wouldn't use it
Costs too much and was a waste of money for the community
Costing the town too much money
Cost too much: took away outdoor recreational swimming: lost money to water loss
Cost blowout: poor design
Cost and options: use the June pool instead
Chlorine smell is overpowering rehab pool is not always available

Question: You said you were dissatisfied with *Reserves and open spaces*. Why did you say that?

Covered in weeds
Should have been more area set aside for public in cbd

7.4.5 Community and Cultural Services

Question: You said you were dissatisfied with *Family Day Care services*. Why did you say that?

There is no family day care centre in Uranquinty

Takes so long to get my child into a centre
Not enough support: emotionally and financially
Not enough for spaces for my child after I moved here

Question: You said you were dissatisfied with *Youth Services facilities and programs*. Why did you say that?

Youths commit crime as they have nothing to do: bored
Very little other than organised sport to do. Only skate parks
Very little for youth
There is nothing at all in Wagga
There is nothing around
There is non: lack of
There are no youth services or facilities in Uranquinty
There are none
Nothing for youths to do
Nothing for youth available: or took away what was available
Nothing for little children: lots of gangs causing trouble
Nothing at humula
Not enough programs for non indigenous youth
Not enough programs for teenagers and young people
Not enough for youth to do if they don't play sport
Not enough for them to do other than sport pubs and clubs
Not enough for teenagers to do
Not enough for kids to do in this age group under 20
Not enough for 15-21 year olds
Not enough facilities for youth
Not enough
No services for teenagers
No programmes for young people other than the skate park: sport
More for youth to do and keep them occupied other than sport
More activities for troubled youth with better supervision too much graffiti
I feel like we have very few of them there is very little for young people to do
I am 18 not enough for me to do other than sport
Go kart complex shut down and should be more for young people to do
Are none
Absolutely nothing for kids that's why there in trouble

Question: You said you were dissatisfied with *Council run programs for people with disabilities*. Why did you say that?

They need to run the programs
Poor services for them
Not enough services for people with disabilities
Not enough services for disabled people
Not enough

Not aware of them
Not aware of anything provided: not given any information
None provided: parking and access to main st limited
No council runs programs in Uranquinty
Nothing at humula in town centre is it better
Leave it to private Entity. Or state government: don't lead
Lack of them provided
I have a disability: council does nothing to assist me - fob me off
Haven't heard of any and I am disabled
From experience in family there are no programs for disabled people
Are none

Question: You said you were dissatisfied with *Council run programs for older people*. Why did you say that?

Should provide more transport for the elderly
Poor service
Palpable lack of them: none offered no awareness
Not taken care of the facilities
Not enough programs for older people
Not enough importance in age care
Not enough for elderly people in outlying services
Not enough at tarcutta for elderly people
Not aware of them
None provided
No organisational skills
No facilities for older people in Uranquinty
Haven't heard of any
Have never heard of any
Council don't run any of them
As a nurse: see need for active programs to keep residents Out of hospital

Question: You said you were dissatisfied with *Cultural facilities*. Why did you say that?

Sport gets more notice than culture in Wagga: more venues
Nothing
No enough cultural tours coming into the town
Are not cultural facilities available?
Humula is too far away from Wagga

Question: You said you were dissatisfied with *Local festivals and events*. Why did you say that?

We haven't got the facilities to attract any such events to Wagga

There should be more community festivals and events
The events are not advertised by council or tourist outlets
Teenagers could get into them a bit more: a lot aimed at seniors and young kids
Nothing happens: promises but nothing done
Not promoted enough: need more events to interest people
Not promoted enough
No advertisement. No info on local radio
More sporting events needed for Wagga
Missed out on a lot of events in Wagga
Isn't any
Don't think that they are necessary not from council point of view

Question: You said you were dissatisfied with *Council managed community buildings*. Why did you say that?

Very dilapidated looking
They do not manage them too well
Tennis courts around Wagga no funds put into them
Not in the best shape: presentation wise
Mismanaged
Community buildings need upgrading
All the community buildings are run down

7.4.5 Planning and Development

Question: You said you were dissatisfied with *Assessment of building and development applications*. Why did you say that?

Wagga is way behind other areas and missed out on big businesses
Very slow with application:
Very slow
Very long and expensive. Can't get info out of council
Very hard to get approved tackles to long 6-8weeks
Unexpected taxes
Too slow: too unbending: and doesn't allow new ideas
Too slow: too complex: too nitpicking: unreadable requirements
Too slow: hideous to deal with
Too much procrastination and we loose things that we want to have
Too many restrictions limits expansions
Too long to take to get things passed for everyone
Too long to go through or be passed
Too bureaucratic and picky and too many holdups
To slow
To long to approve
To any approval takes over a year: too long a process
Time and costs

They're not approved in good time frames and too much hold up
They lost it
They just do what ever they want to do
They go against environmental courts say
They are very slow with approving development applications
The time it takes to get anything done thru council
The high fee and long term turn around: so picky nature
The developer: wasn't a balance view had more rights
The businesses are blockaded and take too long to process causing many to relock
Takes too long to put in an application: council is also developers
Takes too long to process applications
Takes too long to process
Takes too long to go through
Takes too long to get things done. Approval should be done locally
Takes too long to get anything done. Too bureaucratic
Takes too long to approve applications
Takes too long and too drawn out with beaurocrats
Takes too long
Takes too long
Takes so long
Takes far too long: too much red tape
Takes far too long unless you are terry Pascoe
Takes far too long to process applications fees too high
Takes far too long
Take too long to put plans through
Take too long
Take to long process das
Take far too long: very hard to get straight answers
Slow council to get approval
Reputation for knocking back every applications: not promoting external ventures
Process is too long
Planning officer achieved poor results-in application
Nothing
Nightmare: red tape: can't get an inspections when needed
Much too slow with applications
Major hold ups caused by council mismanagement
Lots of red tape: not enough industry passed
Looks disgraceful for example the mill
Length of time it takes: red tape: and difficult to get to talk to planners
Length of time it takes council to make up its mind to approve apps
Land rezoning: gone on forever: 5 mins from main st: outrageous
Lack of understanding of industry requirements
It takes too long for approval
It is difficult: non cooperative: not helpful.
It appears to be too slow
Information feed back and the length of time and costs

I know people who have lodge development applications and haven't heard back
I have dramas with lack of response from council
Have to wait for months for approval
Have too much trouble getting one
Generally this is too drawn out and too long
Far too slow to process applications
Difficult to get apps. Causes unnecessary exp.: delays
Delays and red tape
Check list met: 5 calls: council still charged fee
Built a shed had a lot of trouble getting it thru council
Buildings that help Wagga build better image take too long to complete:
Building was set back by 3 months: because of hill-hoist
Been fined is a nightmare -city people don't understand the country
Approval takes too long
Applications have no awareness of local issues
Albury takes 3-4 days Wagga takes weeks

7.4.6 Prosperous, Diverse and Growing Economy

Question: You said you were dissatisfied with *Promotion of the area to attract visitors*. Why did you say that?

Wagga council does very little to attract visitors
They should have a big draw card like a big crow or something
They do not promote enough
They could promote the river and have activities and more art
There is nothing
There is a lot of opportunities but do not offer assistance to business
The council isn't doing enough advertisement
Tarcutta does not have enough
Several places that would be tourist attractions close too early
Roundabouts: mediums strips into city need vegetation maintenance
Nothing welcoming: vibrant: nothing to encourage visitors to stop.
Nothing there
Not enough promotion of area to bring people into town
Not enough going on to attract visitors
Not council business
Not a lot gets done and there isn't a lot here to attract
No promotion of area: nothing to attract visitors to area
Need to do more to attract and promote better
Needs promoting more widely within Sydney area
Need plants to be planted to attract visitors
More can be done to make the city look better: for example the entrance
Lot of committees: need a top flight salesman: just beaurocrats

It's unimportant to me
I think we have very little promotion as they need something to promote first
Humula could have a bike track on tumburumba
Don't think they do enough
Don't promote area enough: could do more
Councilors self interest
Council does not promote tourism enough: tourism office does not engage enough
Area ugly

Question: You said you were dissatisfied with *Supporting and encouraging local industry*. Why did you say that?

Too slow at making decisions which cost money to the business development
Too much red tape: Businesses feel discouraged
Too many stipulations so it's hard for businesses to set up here
They need to do more and be more supportive
They have turned away big businesses.
They don't
They don't support people who are doing right thing
They do not run hard enough
There are many ideas and no follow through
The zoning laws causes business not to work
Take so long to approve industries: they loose businesses to area
Subsidies given to external businesses. Local established industries not supported
Self serving is poor
Poor development of the city
Not much work
Not enough support to bring new industry to city - jobs for mates within council
Not enough jobs for younger people
No work in area: not expanding: business not hiring
No support given to help bring people into area
No promotion of region
Most big companies going to other regional centers
More jobs for a growing population dole bludgers should be forced to work
I don't want Wagga to get bigger it is alright as it is
I don't think that they do: there are no incentives to come here: go elsewhere
Haven't noticed any support of local jobs
Had a lot of local business for job but not been approved by council
Everything too complicated: too many vitas: people end up going to albury etc
Encouraging more businesses to come to Wagga
Don't encourage more goes to albury not staying within wagga e.g. manufacturing
Don't encourage big companies to come make it hard for them
Council takes too long to make decisions re future development
Council should not provide funds to airport or football teams
Council policies need to change and attract more businesses to the area
Council don't support local business

Council could help to get more skilled workers to area
Any business coming to Wagga to much red tape

7.4.7 A Community with Health and Well-Being

Question: You said you were dissatisfied with *Presentation of parks and gardens*. Why did you say that?

Smaller parks aren't being mowed or up kept
Many reserved areas don't have watering facilities and dry up in summer
Lack of nice presentation of areas
Because of our park collingullie park

Question: You said you were dissatisfied with *Presentation of public facilities*. Why did you say that?

Toilet having yellow box of needles overflowing: unsafe
There are a lot of run down buildings in the area
The toilets are not clean
The public toilets aren't up kept
Not kept nice to appeal to people
Not enough public facilities in cbd: very poor maintenance

7.4.8 A Sustainable Environment

Question: You said you were dissatisfied with *Protection of the natural environment*. Why did you say that?

Council's objectives are contradictory to the protection of environment
Because of the weed control: too many kangaroos
All the reserves are trashed by 4 wheel drivers disgraceful

Question: You said you were dissatisfied with *Protection of the Protection and enhancement of biodiversity*. Why did you say that?

They should be doing more to protect the environment
Council's objectives are contradictory to biodiversity

7.4.9 Our education, learning and training industry makes a Difference

Question: You said you were dissatisfied with *Having options to educational and vocational courses*. Why did you say that?

Sporting venue big
Speeding cars
Speed limit enforcement in local area
Speed humps
Small goods shop
Shopping centre
Shopping centre
Sewerage
Sewerage line
Security
Schooling
Road maintenance
River precincts
Rezoning land
Recreational facilities
Raising the levy bank
Racism in Tolland
Public schools in Glenfield
Provide more for the lake
Presentation of lake
Postal facilities
Policing in high speed areas
Playground equipment required in park
Not to give approval to wokolena road
No mobile or TV reception
Need speed humps
Need shopping centre
Need more disabilities facilities
Need community hall in area
Need a shopping centre
Need more facilities in small towns
Nature strip not being maintained
Moving the dump: health
More work
Medical availability
Maintenance of the lake
Maintaining the area
Maintaining biodiversity
Main tainting environment
Lighting-street
Lighting in Tolland
Lighting
Lighting
Lighting
Lighting
Lighting

Left pipe in stormwater drain in overdale drive: if we get
Lawn not mowed
Large green waste recycling - free
Lake Albert needs care
Lagoon needs to be dredged properly
Lack of facilities
Lack of employment
Kerb and guttering
Kerb and guttering
Keeping lagoon clean and clear
Internet
Infighting in council
Improving indigenous relations
How they develop
Hospital
Hospital
Hospital building will cause traffic
Height of levy bank
Health services
Health facilities
Hard to be community minded when all have 6ft high fences a
Ground movement in forest hill area
Grass: roads
Getting sewerage in local village
Getting equine centre going
Funding for shire
Footpaths
Foot paths
Flooding
Environment
Entertainment for everyone
Employment
Effects of propose mining
Drunkenness from hotel occupants
Drunkenness
Drainage
Drainage
Development
Development applications
Development on the tennis courts
Development
Dept of housing homes - condition of
Cycle paths
Council neglect of rural areas
Cost of rates: pensioners
Condit of wolundry lagoon: all sludge

Residential control: house has lots of junk: old cars etc
Removal of Hampton Bridge
Recycling
Rate rises
Public facilities
Prosperity and forward thinking
Promotion wagga
Playgrounds with shading
Oasis aquatic centre
Noxious weed control
Not enough diversity in boosting small towns business
No cycleways available
No boat ramp
Negativity of council
Need roundabout corner Glenfield rd: fernly rd
Need psychiatrist for autistic children
Need overtaking lane btw wagga and Holbrook
Nature reserve. The roundabout in Gormley Avenue needs to be moved
More street lighting
More services for younger kids to use
More policing
More off lead areas for dogs
More lighting
More entertainment
More cycleways
Money for pensioners
Management: efficiency of the town
Local house prices too dear
Local governments input into local hospital
Litter
Listen to complaints
Lighting
Lighting
Lighting
Lighting
Levy banks
Levy banks
Late night noise near wagga high school
Lagoon
Lack of off dog leash area
Lack of encouragement for local industry to grow
Jobs in cbd
Job security: availability of services: continues to grow a
House next door is very neglected
Health of the block
Health

Having open spaces
Grade driveway would pay council
Floor management
Finish cleaning wurdry dam
Entrance to town: advertising town
Employment
Dumping on footpath
Drinking
Drainage
Drainage
Drainage
Drainage
Drainage
DA to be quicker
Cycling in town
Cycle: mart gardens
Cycle ways: and need supermarket
Crime rate
Crime at cringle mall
Controlling of Lake Albert
Communication as a whole body
Children's playgrounds: not enough picnic areas at the lake
Childcare centre
CCTV camera baylis
Carbon tax payment
Bus shelters toilets
Bindies in spinybur
Bike tracks: safe:
Barking dogs
Attract big business.
Attract and support businesses
Appropriate development: less beurocracy
Anything out of the city limits: this doesn't get looked at
Anti social behave
Activities for the kids: and disabled
Access to airport
Lighting in Stanley
Lack entertainment
Big sports oval

7.4.11 Council Communication

<p><u>Question:</u> How would you like to find out what Council is doing? (OTHER)</p>

Twitter and face book
TV news
TV
TV
TV.
Prime news
Personal contact from council staff with industry
Media hype being more proactive
Mail drop
Mail drop
Local TV news
House calls
Face book
Email
Email
Council meetings

7.4.12 Overall Satisfaction

<p><u>Question:</u> In just a few words, what is your main reason for feeling that way? (Residents who scored 5 out of 5)</p>
--

We get the government we vote for
Wagga is a good town to live in
Very content
To look around you see council is always doing work
They try hard for the town
They do a good job: they are efficient: they are friendly when working in local
They are okay
They are doing the job that they are appointed to do
Shopping centre in Estella
Other than the oasis pool everything is fine at wagga
Never had any hassle
Loved wagga moved from central coast not quibbles with council
I love wagga.
I have no trouble with wagga council
I am happy in general with what they are doing
Had no negative
Don: t has any complaints
Doing everything I need them to do and try to do as much as they can
Do a reasonably good job
Council does a good job I have moved from Sydney to wagga
Council are sporting fields and looking after the elderly

Alright

Question: In just a few words, what is your main reason for feeling that way?
(Residents who scored 4 out of 5)

Work well with services they provide
When things get really bad is when they do something, they need better planning
Well organised: they have strategic planning
Wagga is moving forward
Wagga is going ahead pretty well: satisfied living in wagga
Wagga has everything they need
Very happy in wagga: good community feeling
Very comfortable due to council performance
Trying to do a good job
They're reaching out. Broadening public relations
They're doing ok
They're doing well
They seem to do a good job
They seem to be doing a good job so far
They need to do a lot and stop in fighting and do their job
They maintain the parks and playgrounds are good condition.
They mainly do the right thing
They get most jobs done but too many arguments and infighting
They do their: job but a few things they can improve on
They do their best
They do ok
They do a pretty good job: the workers are satisfactory.
They do a pretty good job overall
They do a pretty good job
They do a good job with what funding they have
They do a good job with there money they have they work hard
They do a good job on most things: but need to work on more things.
They do a good job in what is becoming a negative environment
They do a fairly good job with things
They can improve right across the board in all areas too m much bickering
They are trying to get the job done
They are trying to do what they can
They are ok but fighting amongst themselves
They are not quite there yet
They are doing well but fight too much
They are doing a good job
There's community feel:
The media does not portray a good impression of the fighting council
The hospital is holding them back more time to communities
The cut of the 2yearly pick up and amount of rates compare to city
The council is good but the councillors aren't

The city is clean and facilities are good. Infighting is distressing
Sporting facilities are good: would be good if there were things to do for family
Sometimes they don't always do what they are going to fix
Sometimes little things they need to work on like footpaths
Seem to have access to good facilities at the moment.
Seem to do an ok job especially in floods
Seem to do a good job
Seems to be doing reasonable jobs doing the best with what's available
Seem to be advancing
See roads repaired quickly agencies helpful and prompt
Satisfied with the attributes of wagga, have no complaints
Room for improvement they do a pretty good job
Room for improvement
Room for improvement
Room for improvement things are ok
Response from council to residences correspondence is poor
Reasonable job with wide variety of people and property large area
Reasonable job
Provide a pretty good overall service: presentation of the city
Pretty good job in some areas tend to lack in other areas
Poor public relations on media
Place hasn't fallen apart
Performance of council
Overall too much hold up in decision making: too many factions
Overall they do a good job: one or two points that I disagree with AFL donation
Overall they do a good job
Overall pretty good job: only a few things that do need to be looked after
Over all they fairly involved
Other than the TV and mobile reception don't have much to complain about
On the whole they do ok
On the hole they do a pretty good job
Oasis needs to be cheaper: and have broader access: need more footpaths
Nothing to complain about
Not getting help with flooding: but besides that every else good
Not always happy with their decision
No reason to complain: lovely looking city: well maintained: lots of services
No problems with them: do a good job
No problems with the council for over 40yrs: council has done in general. A good job
No major problems
No complaints
Nice community to be living in
Nature strip trees attracting fruit flies: should be replaced
Must be doing something right
Most things they do well but need to look after environment more
Most things are ok
Most part council does a good job

Mayoral duties: does his best
Lots of council facilities for children recreation
Lived here for 6 yrs: town presents itself well: and proud of it
Lived here all his life
Like living here: good facilities
Keep industry in wagga: create local jobs: slow reaction to floods
Just satisfied with all areas
It's a great place to live and council does a fairly good job
Issues with councillors at moment-shenanigans going on. Doing a good job
Despite of the councillor's infighting the council is doing ok
Infighting among councillors
In house squabbling detracts: spread focus thinly
Improving things all the time
If they stopped in fighting and got on with the jobs needed to done
I think they could step it up a bit
I think there are a wide range of needs that are catered to the best of councils
I love the greeny grants and general environmental options
I just love wagga: I was born here: but it is a very unhealthy area
I haven't had any issues to complain about so far
I have had no problems with the council
I have a small business wagga need to redeveloped existing buildings
I am 21 and at university wagga is ok but a bit too quiet
Haven't had a big call on them but so far everything I see is pretty good
Have good shopping can get to town but it's harder on weekends and holidays
Happy with the way it is run
Happy living in wagga: threes nothing that bothers
Good leader: a good deputy - better than the last one we had
Good community spirit and good facilities for sporting
Good community and council support community
Good communication from council
Generally do a good job but currently not happy with behaviour of councillors
Generally council listens to the community
Generally I feel comfortable: safe with everything
Friendly and quiet good community
Flood management is poor
Feel that I am doing a good job they try hard to please everyone
Feel comfortable in the local area
Everything was available: e.g. schools: sporting facilities: parks etc:
Efforts with upgrading sporting venues: moving wagga forward
Don't have any negative thoughts about council
Doing their best with what they have got
Doing the best they can with limited resources
Doing good job but still some things they can improve on
Doing good jobs. Unfortunate council not getting on.
Do what they can: does it well
Do the job but seem to b at each other like little kids at times

Do provide services but not happy with development applications
Do a good job under circumstances. Still areas that need work on: youth services
Disability pensioner and now there are things to do
Disappointed on things to do with disabilities e.g. more respite: more programs
Cultural: sporting: recreational facilities available
Council problems right now is dividing the community and not confident with council
Council people are no good they should all be kicked out
Council is our family right now they are looking after us
Council is doing a reasonable job: room for improvement
Council is doing a good job but there is room for improvement
Council does a pretty good job taking care of local areas like parks
Could do a lot better but understand the difficulties
Content with living in the area. Sporting fields are good
Content with living in the area. On a whole they do a good job
Compared to June we do not have enough business like liquorish fact
City runs pretty smoothly
Can see council is trying to improve
Been around since 1924: happy in wagga:
Because they mostly do a good job but individuals have much to be detest
Basically trying to do a reasonable job with lack of funds
Based on local experience and also my own personal experience
Aware of responsibilities: manage with budget they have
Attract more industry to wagga
Ashmont resource centre needs cameras to spot kids doing damage
Areas are neglected -not much gets done - when complain not taken seriously
Always room for improvement
Always info provided: generally good job
Administration of the city is done in a conscientious manner with great deal of
20 yrs lived here no problems
Most facilities are very good
I only know that the council has always been ok for me

Question: In just a few words, what is your main reason for feeling that way?

(Residents who scored 3 out of 5)

When council have an interest in something it gets done
What I have used has been very good
We don't seem to be going ahead like some of the neighbouring town
Waste of 300,000 dollars: Robertson oval poor parking etc
Was fined by ranger for dogs barking when it was not her dogs
Wagga hasn't got a soul: not a country town
Wagga is a pretty clean and tidy town: no problems come to mind
Wagga fluctuates - the area constantly changing no consistencies.
Too much squabbling and disagreement between them all
Too much squabbling and don't do everything they promise to do

Too much money spent on sports facilities that are not required
Too much infighting
Too much fighting not enough governing
Too much bickering between councillors
Too many preconceived ideas not listening to residents enough
Too involved with themselves: does not care about residents: needs: waste money
Too much infighting
Too much bickering in council not focusing on what matters
Things could be better around here: not moving forward
The way the village community isn't taken care of like the cbd of wagga
They squabble over silly things
They need to look after the whole community
They need to have younger councillors with new ideas
They need to focus delivering basic services
They make ridiculous decisions at times do not reflect community feeling: benefit
They lack insight and vibrancy
They have some bad decisions
They don't listen to rate payers and there needs
They don't worry about the smaller villages
They don't do enough
They do the best they can but can improve
They disregard things that need to be done
They could improve in many areas
They could do a lot more promoting: e.g. business: tourist to wagga
They are too busy fighting amongst one another
They are not productive where they need to be
They are not fully representative of all residents of wagga
They are not doing their job too many new mayors: who is who
They are having a lot trouble making the big decisions and completing plans
They are getting into the community-supporting culture more show care
They are difficult to deal with councillors should be more visible
They are average
There's a lot of room for improvement
There isn't enough communication with the general public we have to chase it.
There is too much in-fighting: petty issues
There are things that could have been done but weren't
The roads and public toilet are needed in Foresthill
The roads and speed limits need attention
The bickering and fighting is making council hard to manage
Squabbling amongst themselves
Spending money wastefully
Spending money on unimportant areas
Spend money unwisely: not on urgent items
Some things they do well e.g. City promotion: some things poorly -maintain rds
Some things good and some things poor
Some services are good but others need improvement

Some people on council are there for their own self interests too much bickering
Some of the sporting grounds need upgrading not in favour of Robertson oval
Some facilities for visitors are not sufficient at times e.g. river
So things are good but some things aren't
Slow to make decisions not enough info: need to attract people
Room for improvements
Room for improvement: get rid of the: politics: forgotten community:
Roads need to be repaired: potholes
Roads are neglected:
Roads and development applications aren't great
Recent decisions have gone against community opinion
Read things which dissatisfy but if you don't go to the meeting you don't know
Procrastinate: don't get on with jobs that they should be doing
Problems with local footy ground
Problems with land zoning: infrastructure
Previous experience with council really bad footpaths
Poor facilities provided
Planning leaves a lot to be desired
Out of touch - too much infighting - all day parking for CBD workers
Not running council: fighting amongst themselves
Not producing results - focus on drama and politics
Not proactive in encouraging industry in our area
Not happy with all the overall developments: job opportunities
Not good enough
Not enough cycleways. Property developers allowed too much leeway.
Not enough consultation with community: not enough services and entertainment for youth
Not easy job keeping within budget. Don't always. Agree with results
Not being here long enough to make reasonable comment
Not able to hold major indoor carnivals: lose visitors to lack of sport venues
Not a ward system: so lack of responsibility shown: weakness
Need to encourage more industry be more transparent
Need to attract business better: bigger employers: environ: too
More communication and consultation prior to doing things
More can be done with youth facilities: having concerts
More can be done for courses and to have them well supported
Many opportunities that could be investigated but council doesn't take the risk.
Lots of infighting- not good if leaders aren't showing the way.
Look at the big square: look outside the square
Less fighting and positives
Lack of support for cultural activities: lack of affordable educ. Opportunity.
Lack of service to us. E.g. no sewerage: garbage. Lack support 4 small towns
Not enough information about what they do
Infighting and delays: no decision making
Improve council responsiveness to community
I am 18 I would like the youth crime level lowered by giving us something to do

I think we don't see our value for our money in our rural areas
I think they could do more to encourage local industry
I think the council needs to fix more roads near the cbd
I don't enough about the council: only what I read in the paper
I am satisfied with most of the services: but flood damage clean up should be better
I am dissatisfied with road maintenance
Hasn't had anything to do with them
Hear people say they are very dissatisfied: no close connection
Haven't had many dealings but nothing out of ordinary. Reasonable performance
Have made some bad decisions recently
Have had a few problems with DA applications
Had issues with council: and our needs haven't been met
Good facility management but bad councillors
Going ok
Get some help for son with disabilities but not much for young people to do
Floods is the main thing that affects us
Find there isn't enough for sporting facilities: for youth to do
Few things they lack on: they could do some things differently
Feel they could do more. E.g. slow with build. App. No encouragement 4 businesses start u
Dissatisfied with aftermath of flooding
Don't think they do enough to get visitors: more employment: facilities visitor
Don't portray themselves well in the media: should set a better example: improve
Don't set a very good image: clowning about planning is making people leave
Does not maintain median strips
Do some things well: need to improve attention to wagga
Do some good: need a large sporting venue with parking
Do not know much about them
Do not know much about the council: only lived here 1 year
Do core services and duties well
Disharmony amongst elected councillors
Discontent amongst the councillors
Dissatisfied with performance
Dealings with them not satisfied they make it too hard.
Councils good: councillors too much in fighting
Councillor's behaviour at present isn't good
Councillors do not perform well
Council workers don't do a good days work: get paid heaps: 5 men used for 1 man
Council seems to hold wagga back from moving forward
Council is allowing beaucrats to run the show
Council infighting and abusing residents
Council infighting
Council does good job but can go further in environmental issues
Council could use money better
Council could do with more consultation: to be open with public: more logic:
Council could be better managed: to keep good staff

Council aren't too bad but can try harder
Council are too inactive and indecisive
Council are all talk: do nothing .too busy fighting each other
Could improve facilities like footpaths
Could get it up a bit
Could do a lot more in all areas
Could be better not enough concern from them:
Considering the lack of quality councillors the council does a great job
Concerns over Robertson oval: generally being able 2 get new things to wagga
Condition of roads: don't listen regarding cycling tracks we have asked for
Can be non responsive for services out of cbd
Building applications are way to slow
Bowman is doing well and need to pay attention to Humula
Better allocation of money: not overly impressed but not worst
Average
At the moment they are at odds with each other
At present has an element of dysfunction
Areas neglected: support of local hospital
Always room for improvement
A lot of promises that never happen what are going to be nest gen of wagga:
A lot of dissatisfaction at the moment with councillors
A lot of councillors do not make decisions based and what people want
300:000 was donated to football club and I didn't have a say
I don't have a lot to do with council
I am 21 council should provide more activities to keep young people in the to

Question: In just a few words, what is your main reason for feeling that way?
(Residents who scored 2 out of 5)

Wrong choices - spending money in the wrong places
With the floods that we had no one has given us feedback
With recent events: ashamed of council members
We need CCTV cameras for night safety
Unsatisfied
Too much petty quarrelling to look outside box
Too much in-fighting and not enough of what they are there supposed to be doing
Too much in fighting in the council there is a definite division
Too much fighting going on
Too much fighting and back biting and not getting on with the job
Too much dislike: factions btw councillors. Council dysfunctional.
Too much bickering and they all carry on with rubbish and need to grow up
Too reserved: no one say yes to new ventures: restrict growth
Too much upheaval with councillors:
To much infighting not listening to residents
To much infighting and councillors feathering their own nest

To much infighting
To much in house fighting
To much in fighting
Think they are not interested in what they are doing: only do what please
They spend too much fighting each other
They fail to deliver and waste money
They don't do any thing for the ordinary people
They don't seem to get enough done
They don't care about the public: lack of imagination
They do not have the trust of the community self seeking and do not want the best
They do not communicate enough with residents we need a newsletter
They could consult more with what they spend there money on
They can't agree on anything: lot of money wasting
They can promote tourism and attract businesses to wagga
They are too narrow focused
They are not unified as a council too much individualism
There is too much infighting. Nothing is getting done
There are cronyism on council and old school boy type attitude
The road maintenance is poor and bad financial management
The quality of our development compared to other towns is very poor
The councillors are fighting too much
The council is stagnant. Not allowing the town to progress: by doing a quicker j
Takes too long to get things done re bike riding
Stop infighting with each other
Should manage money better: stop bickering
Shortage of facilities: lack of sporting
See very little happening: difficulties in communication with council
Sack the council: don't work as a team
Other towns are going ahead lot better then other towns
Nothing seems to get done
Nothing is getting done
Not proactive
Not listening to residents
Not happy about the Robinson oval debacle
Nobody wants to know about my stormwater @93 Urana st turvey park
No forward thinking. Stepping back to the dark ages
No foresight
No co-hesivness within the structure: lots of in fighting
More money spent on outside influences needs to be spent on wagga residents
More consultation: more cultural activities: tourism promotion
Missed too many opportunities to attract business to city
Lack of response to drainage concerns: the spending of rates in Sydney football
Lack of communication and organisation skills
Infighting with councillors
Infighting
In house fighting has to stop and focus on cities needs

In house fighting are they getting anything done
In house fighting and focus on what needs to be done
In fighting: should get on with the job
In fighting within council - can't make decision
In fighting nothing gets done
I live just out of wagga we have no services at all and I pay 800 in rates
I live in a rural area and we are always forgotten
I have no confidence in the council Kerry Pascoe is pathetic
I don't think they are good at what they do- respective of everyone not power Hun
I am sick of the councillors that bicker like gill in particular
I am 25yr old student there is nothing to keep me in wagga after I graduate
Grumbling and not getting on with the job:
General consensus
Factional fighting. One
Dysfunctional: self interest: unco-operative
Don't work together as a group: just individuals.
Don't listen to people and too much infighting with councillors
Don't get anything done to much arguing can't agree on decisions and stick to it
Don't listen to their community: what it wants. Too much in house fighting
Don't like them
Don't get out seeing the areas they look after
Don't forward think and think of people: more interested in them
Dysfunctional: factional fighting
DA applications - no practical in a lot of their decisions
Current behaviour of councillors
Council needs to stand down give younger people a go
Council mandate - councillors need more autonomous authority
Council has short term vision: too much bickering within factions
Council focuses too much on petty issues
Council don't what necessary to promote wagga and bring it fwd
Council care about them selves and not the community
Council are hopeless
Community don't get a chance to say and need to encourage more businesses e.g.
work
Bickering among selves: giving money to wrong groups waste
Amount of money paying rates and not getting value for money
A number of issues and in housing fighting
A lot of unrest in council we don't have trust in council
A lot of things aren't made aware to community: continuous change in councillors

Question: In just a few words, what is your main reason for feeling that way?
(Residents who scored 1 out of 5)

Uneducated miss informed and behind the times
Too much squabbling between councillors: and spent 300:000 consulting locals

Too much infighting is causing dissent. No confidence in the council
Too much infighting and use too many consultants e.g. Hampton bridge
Too much infighting and councillors have their own agenda
Too much fighting: nothing done
Too much fighting: not enough communications: hidden agendas
They spend too much time bickering and nothing gets done
They do too much fighting: arguing instead of doing their job
There has been a lot of in house fighting they need to work together
The extreme time it takes to pass development applications
No confidence in the council or who is running it
Lazy and don't promote area: to get it growing
Incompetent
In house fighting and not supporting each other lack of respect
In fighting not needed. Should be able to work together
In fighting: political squabbling: factions: dysfunctional
I have no confidence in council: lack of business sense: in-fighting: atrocious
Have had a lot of problems and as a whole the community is too far behind
Don't listen to people: look after themselves and their egos
Don't do things as say they are going to do them: do it completely different
Dodgy councillors
Current council has own individual agenda not in tune with community
Councillors in fighting: not interested in people of wagga
Council bicker too much at council meetings
Cant work together: in fighting: don't know what they are doing
Because we have the worst lot of councillors in Aust
As a business owner: feel council makes life too difficult
All dealings I have had with council have unsatisfactory
All council is doing is in fighting: not doing what they should be doing
After last night's council meeting: I found it very dysfunctional: factual
A lack of concern for the average ratepayer
Mistake after mistake and rate rises to pay for previous mistakes