



To what extent do residents of the Greater Taree LGA support or oppose a special rate variation over six years to fund improvements to local roads?

Results from:

- a random and representative telephone survey of 400 Greater Taree adult residents, conducted by Jetty Research for Greater Taree City Council in November 2015; and
- A follow-up survey of the same respondents based on a revised SRV proposal

Client:

Greater Taree City Council

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Executive summary

In October 2015, an independent and statistically representative telephone survey was commissioned by Greater Taree City Council to understand residents' opinion towards a proposed special rate variation (SRV) of 6% (excluding rate pegging) for six years, designed to fund improvements to local roads.

An initial dual frame (i.e. fixed line and mobile phone) survey was conducted from Monday November 23rd to Saturday November 28th. A total sample size of 400 residents was achieved. Respondents were not informed of the survey's subject matter prior to commencement of the survey proper. (See Appendix 1 for questionnaire.)

Random sampling error for a survey sample of 400 adult residents is +/- 4.9% at the 95% confidence level.

In response to feedback from this initial survey, a decision was made by Council to revise the proposed SRV to 4.5% (excluding rate pegging), and add a 35% pensioner rebate. Following this decision, a brief follow-up survey (conducted on the evenings of December 15th and 16th) sought feedback from the initial wave of respondents to the revised proposal. (See Appendix 4 for questionnaire.) Of the 400 residents initially interviewed, 327 were successfully contacted and re-interviewed in phase two.

Random sampling error for a survey sample of 327 adult residents is +/- 5.4% at the 95% confidence level.

Among the major conclusions:

1. The majority of residents acknowledged that the quality of local roads in the area was poor and required improvement. More than four in five respondents (81%) judged Council's maintenance of local sealed roads to be "poor" or "very poor", and a similar proportion (82%) claimed they were dissatisfied with the general state of local roads.
2. Awareness of the proposed SRV prior to the survey was relatively high, with 59% of those surveyed claiming awareness prior to being surveyed.
3. **Support for, and opposition towards the SRV was evenly balanced, with 40% of respondents supporting the proposal and 38% opposing it. The balance (22%) were neutral or unsure. Support was stronger among younger residents, and weaker among those aged 60-plus.**
4. Support for the SRV was based mainly on an awareness that additional funds were needed to address the poor state of local roads. Opposition arose mainly from cynicism as to how the SRV would be used, the community's capacity to pay, and concern that Council would not manage the money well. Both supporters and opposers of the SRV expressed concern that the SRV would not result in noticeably improved roads. This indicates that communications regarding the SRV and resulting road work projects should be managed carefully to ensure transparency when spending on road works.
5. Respondents were (on balance) willing to pay more rates as long as they saw a direct improvement in road quality. Over half (55%) felt Council should be spending more on road maintenance, and four times as many respondents agreed as disagreed that Council should prioritise better roads over lower rates.
6. **In the follow-up survey of 327 respondents, 49% supported the revised level of SRV against 32% opposing it. And 84% agreed that a pensioner discount was appropriate for any level of SRV.**

Introduction

Background

In October 2015 Greater Taree City Council (GTCC) commissioned Jetty Research to conduct a random and representative telephone survey regarding Council's proposed special rate variation (SRV). The SRV (initially proposed as 6% plus pegged rate increase per year over six years) is designed to fund improvements to local roads. This random telephone survey, part of a wider community engagement program, sought to understand community sentiment towards the condition of local roads and the proposed SRV.

In addition to a random telephone survey of 400 Greater Taree residents, an identical online survey was also offered to those interested in providing feedback (see separate report) Both versions had similar survey objectives:

- ⇒ Understand satisfaction with the state of local roads;
- ⇒ Determine awareness of the SRV;
- ⇒ Determine information sources regarding the SRV;
- ⇒ Understand level of support for the SRV.

Jetty Research, founded in Coffs Harbour in 2006, conducts polling and other social research services for approximately 25 NSW Councils along with a range of State government and academic clients.

Methodology

Survey 1

An initial CATI¹ survey was conducted using a random dual frame (i.e. fixed line and mobile) telephone poll of 400 Greater Taree adult residents aged 18+.² Respondents were selected at random from a verified random sample residential telephone database of 1,800 residential telephone numbers within the LGA³. A survey form was constructed collaboratively between Council management and Jetty Research (see Appendix 1), based on satisfying the above objectives.

Polling was conducted between November 23rd and 28th at Jetty Research's Coffs Harbour-based call centre. A team of 12 researchers called Greater Taree LGA residents on weekday evenings (excluding Friday) from 3.30 to 8pm, and on Saturday from midday to 5pm. Where phones went unanswered, were engaged or diverted to answering machines, researchers phoned on up to five occasions at different times of the afternoon or evening.

¹ Computer-assisted telephone interviewing

² This sample size was designed to achieve a random sampling error of <5.0%, which is generally considered acceptable by government regulatory bodies and other key stakeholders.

³ Postcodes sourced (from ABS 1270055006C185) were 2424, 2426, 2427, 2429 and 2430. As with any postcode-based source, some records may lie outside LGA boundaries. Random valid numbers were supplied by SamplePages, a respected supplier of random numbers to the market and social research industry.

The poll was conducted on a random basis, though ensuring an adequate mix of respondents by age and gender and across different sub-regions. Respondents were screened to ensure they were aged 18 or over and were not councillors or permanent Council employees.

To prevent response bias, the survey topic was not divulged until respondents had agreed to participate in a survey on “an important local issue”.

A random selection of 400 adult residents was surveyed. Interview time varied from 4 to 15 minutes, with an average of 7.2 minutes.

Survey 2

In response to feedback from this initial survey and other community feedback, a decision was made by Council to revise the proposed SRV to 4.5% (excluding rate pegging), and add a 35% pensioner rebate.

Following this decision, a brief follow-up survey (conducted on the evenings of December 15th and 16th) sought feedback from the initial wave of respondents to the revised proposal. (See Appendix 4 for questionnaire.) Of the 400 residents initially interviewed, 327 were successfully contacted and re-interviewed in phase two. Average interview time for the second survey was four minutes.

Both surveys

Please note that due to the nature of the surveys, not all respondents answered every question. The number of respondents answering each question is marked as “n = XXX” in the graph accompanying that question.

Both survey samples have been post-weighted by age and gender to match the demographic profile of the LGA according to 2011 ABS Census data (usual resident profile). See Appendix 4 for weighting details.

Where differences in this report are classed as significant, this implies they are statistically significant based on independent sample t-scores or other analysis of variation (or ANOVA) calculations. In statistical terms, significant differences are unlikely to have been caused by chance alone. Where a significant difference is evident, the differences are highlighted in blue (significantly higher than the total) and red (significantly lower than the total).

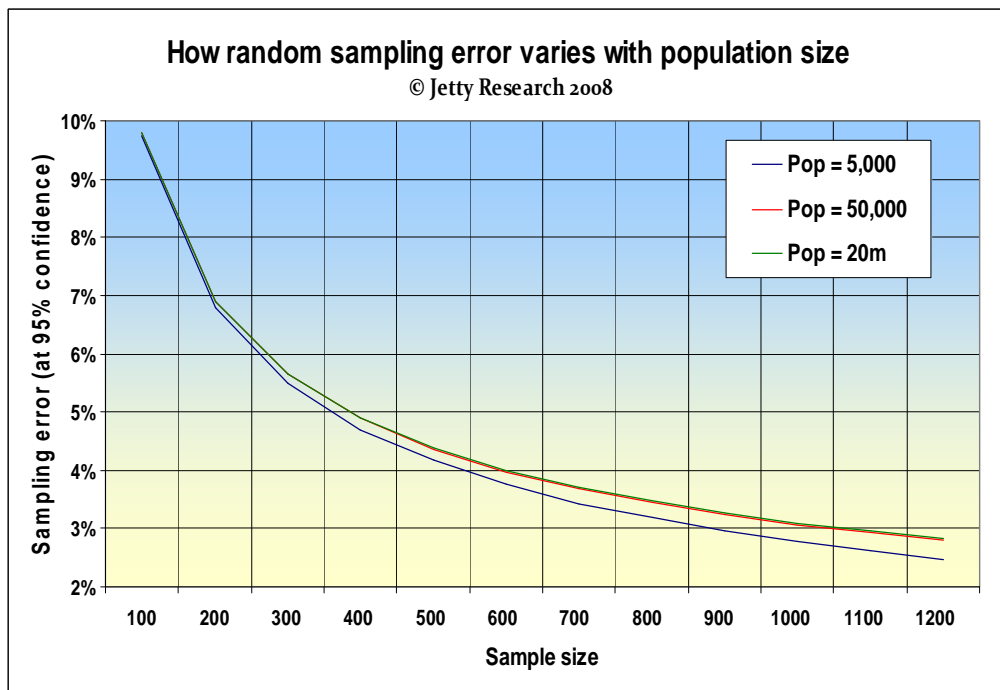
Sampling error

According to the 2011 ABS Census (Usual Resident profile) the total population of the Greater Taree LGA was 46,541, of which 34,852 (75%) were aged 18 and over. Based on this latter survey population, a random sample of 400 adult residents implies a margin for error of +/- 4.9% at the 95% confidence level. (This means, in effect, that if we conducted a similar poll twenty times, results should reflect the views and behaviour of the overall survey population to within a +/- 4.9% margin in 19 of those 20 surveys.)

For the follow-up survey (sample size n=327), sampling error is +/- 5.4% (again at the 95% confidence level).

As Figure i (next page) shows, margin for error falls as sample size rises. Hence cross-tabulations or sub-groups within the overall sample will typically create much higher margins for error than the overall sample. For example using the above population sizes, a sample size of 100 exhibits a margin for error of +/- 9.8% (again at the 95% confidence level).

Figure i: How sampling error varies with sample and population size

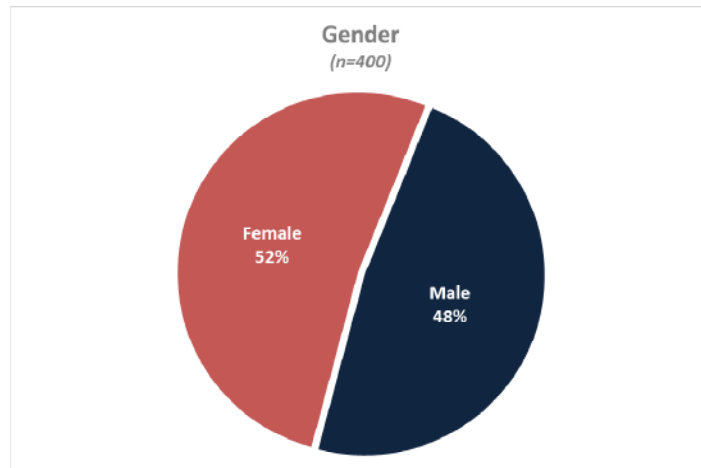


In addition to the random sampling error, above, there may also be some forms of non-random sampling error which may have affected results. These include respondents without fixed line phones, the proportion of non-respondents (refusals, no answers etc.) and/or imperfections in the survey database.

Sample characteristics (survey 1)

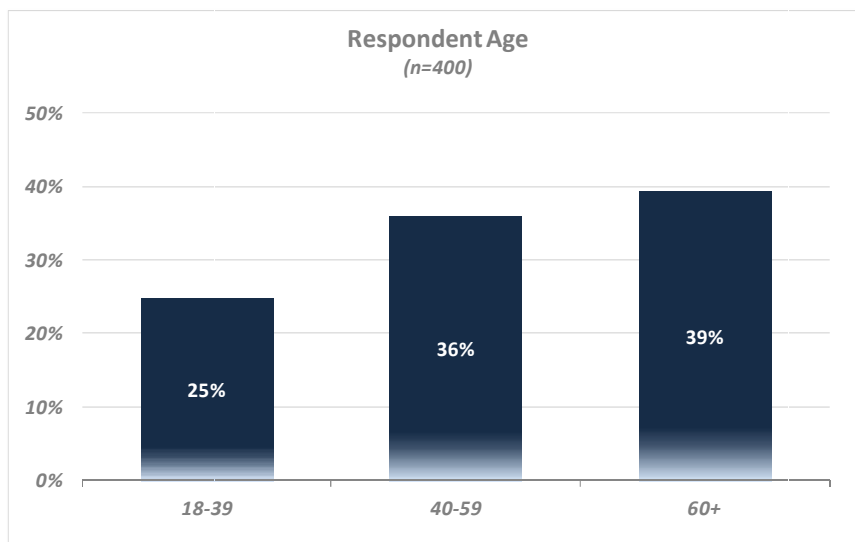
The (weighted) survey sample exhibited the following characteristics:

Graph i: Sample by Gender



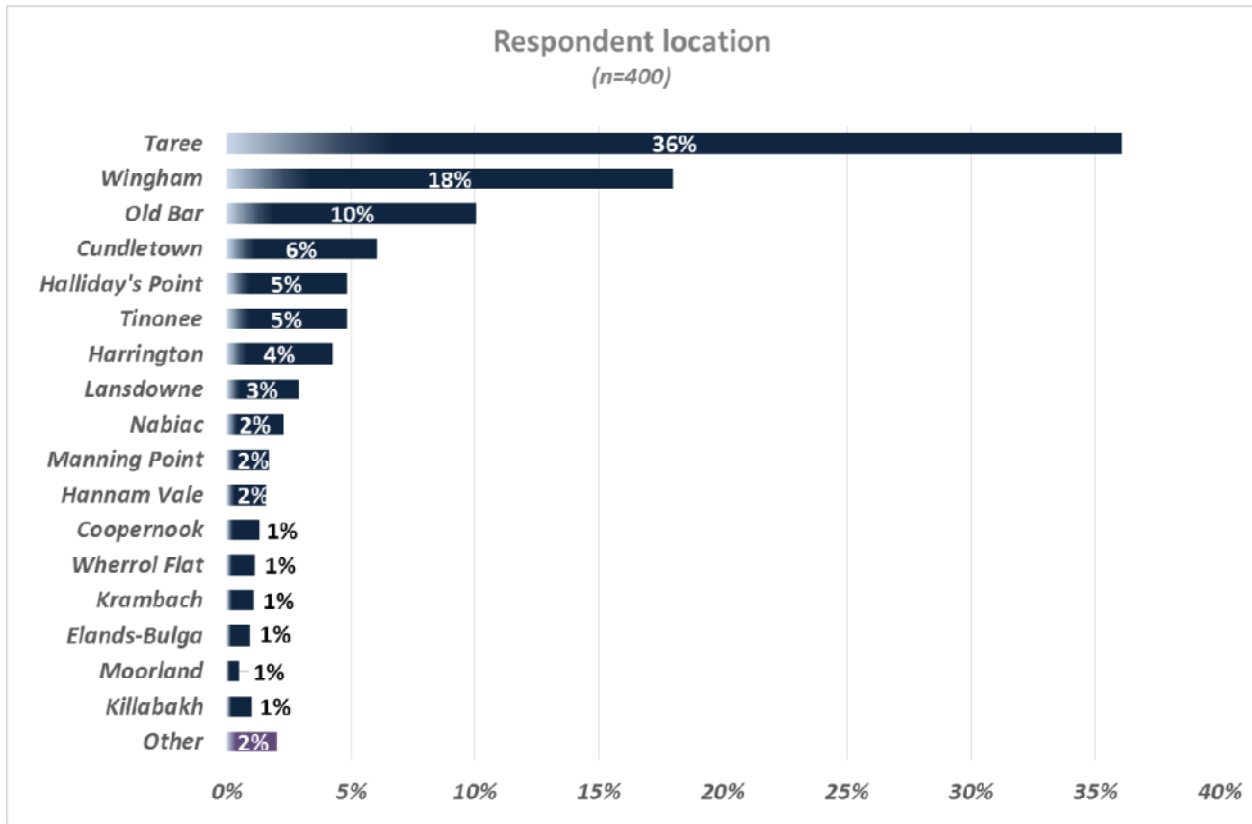
Unweighted, 44% of the sample was male against 56% female. Once weighted, the sample reflects the LGAs adult population breakdown (as per 2011 ABS Census) of 52% female/48% male.

Graph ii: Sample by Age



Unweighted, the age breakdown of respondents was 13% aged 18-39, 44% aged 40-59 and 43% aged 60-plus. The weighted figures (shown) reflect the adult population breakdown for the GTCC LGA, as per the 2011 ABS Census.

Graph iii: Sample by Respondent Location



Just over one-third of the sample (36%) resided in Taree⁴, with 18% living in Wingham and 10% in Old Bar. The remainder of the survey sample was widely spread throughout the LGA.

⁴ This is closely aligned to ABS Census 2011 data, which suggests that Taree residents comprise 34% of the population of the Greater Taree City Council LGA. However Wingham residents were slightly over-sampled, representing just over 11% of the actual population.

Part 1: Satisfaction with Council facilities and services

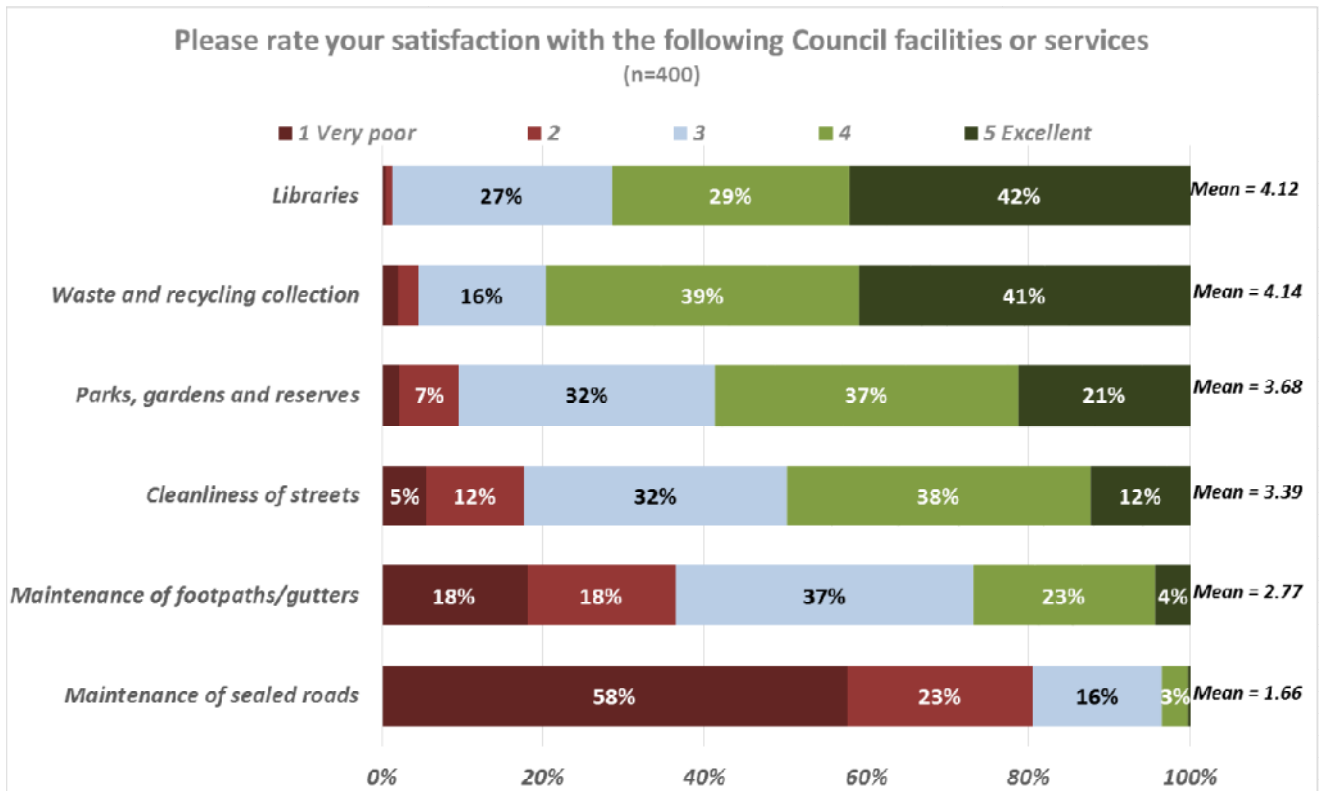
The initial survey commenced with a number of questions relating to satisfaction with Greater Taree City Council- provided services and facilities. Asked prior to the survey’s true purpose being revealed, this question was designed to see how satisfied respondents were with road maintenance among a range of other well-known Council services.

KEY FINDINGS

1. While residents were satisfied with libraries, the waste and recycling collection, parks and gardens and cleanliness of streets, maintenance of sealed roads rated extremely poorly.
2. When asked specifically about their satisfaction with the state of local roads, almost half (49%) stated that they were very dissatisfied, with 33% dissatisfied, 10% neutral or unsure and only 8% satisfied.

Residents were first asked to rate their level of satisfaction with a number of Council-provided services and facilities, on a scale of 1 to 5 (where 1 meant “very poor” and 5 meant “excellent”). Results are presented below and ordered according to the proportion rating each service or facility as a 5 (excellent).

Graph 1.1: Satisfaction with Council facilities or services



Residents satisfaction with Council provided facilities and services varied significantly. Graph 1.1 starkly illustrates community concern with the state of the LGAs sealed roads, in the context of other well-known Council services.

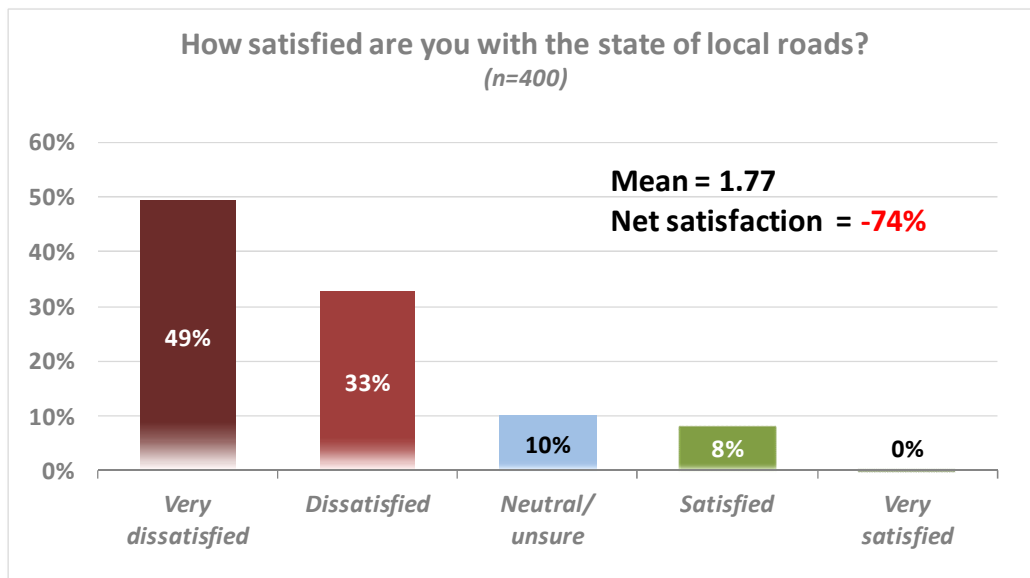
Results indicate that satisfaction was highest with libraries (42% rating libraries as excellent; a mean score of 4.12) and the waste and recycling collection (41% rating waste and recycling as excellent; a mean score of 4.14). This was followed by parks and gardens and cleanliness of streets which received good levels of satisfaction with mean scores of 3.68 and 3.39 respectively and very low proportions of dissatisfaction.

In contrast to the high levels of satisfaction with libraries and the waste and recycling collection, satisfaction with the maintenance of footpaths/gutters was comparatively low, with a mean score of 2.77 and a higher proportion indicating dissatisfaction (36% rating it as a 1 or 2) than satisfaction (27% rating it as 4 or 5).

Of greatest concern was satisfaction with the maintenance of sealed roads. With a mean score of 1.66 and over half of residents (58%) rating it as 1 (i.e. very poor), sealed road maintenance was far and away the most poorly-rated service of the six services polled. In fact just 3% of those surveyed said roads were good or excellent, against 81% saying they were poor or very poor: a net satisfaction score of -78%.

Residents were then asked specifically to rate their satisfaction with local roads:

Graph 1.2: Satisfaction with local roads



The vast majority of residents were dissatisfied with the state of local roads. Almost half (49%) stated that they were very dissatisfied, with a further 33% dissatisfied: hence 82% of respondents were dissatisfied to some degree. One in ten were neutral or unsure, while just 8% of those polled said they were satisfied with the state of local roads.

Results were consistent by age, gender, urban vs. rural, and whether or not the respondent lived in Taree.

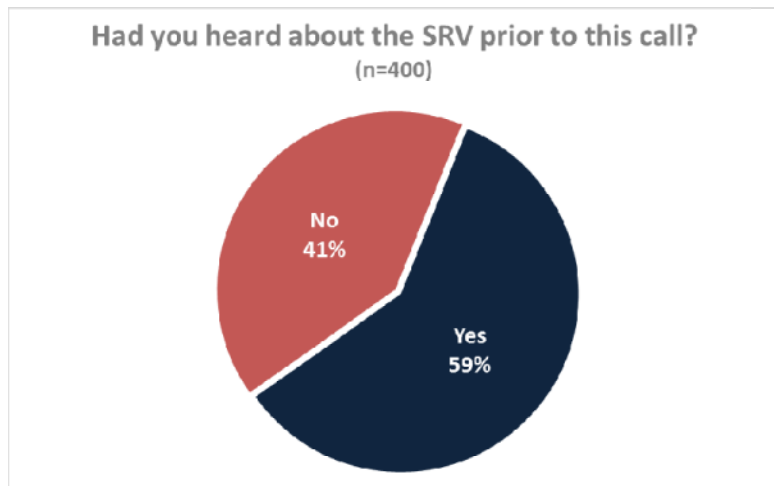
Part 2: Awareness, attitudes and support for the Special Rate Variation

The initial survey continued with a number of questions regarding the proposed special rate variation (SRV). These included awareness, information sources and degree of support or opposition.

KEY FINDINGS

1. Awareness of the SRV prior to the survey was quite high, with 59% of respondents claiming to have heard about it prior to being surveyed. Most had heard about it via the local TV news, local radio, the local newspaper and/or work of mouth.
 2. Support vs. opposition towards the SRV was balanced, with 40% of respondents supporting the proposal and 38% opposing it (net support of +2%). Verbatims suggest some cynicism as to how the SRV would be used and concern that Council would not manage the money well. Both supporters and opposers of the SRV indicated concern that the SRV would not result in improved roads.
 3. Communications regarding the SRV and resulting road work projects should be managed carefully to ensure transparency and ongoing support for the initiative.
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Graph 2.1: Awareness of the Special Rate Variation



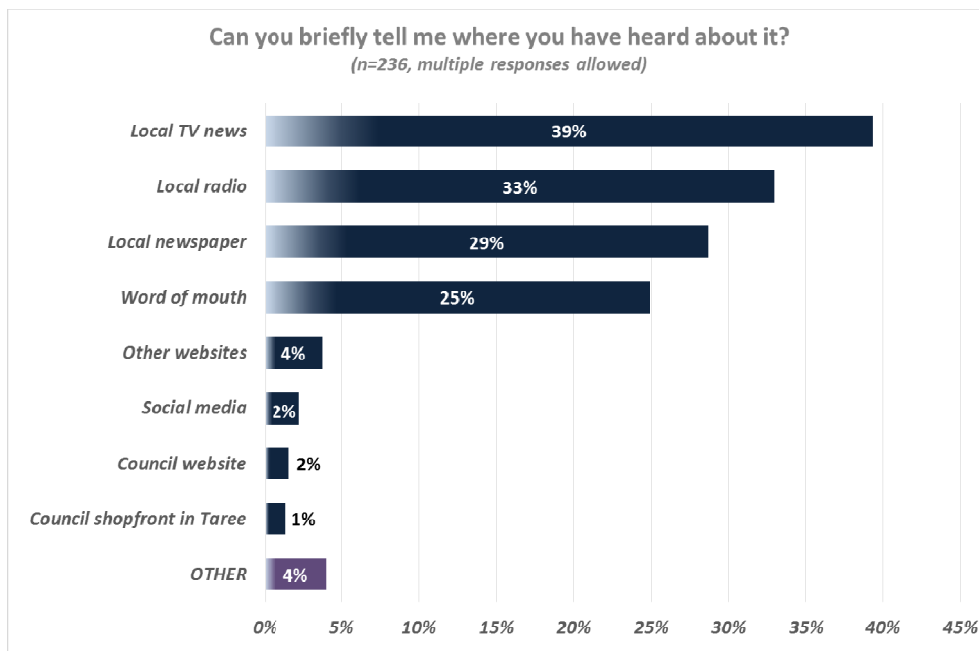
Awareness of the SRV prior to the survey was quite high at 59% of respondents. As shown in Table 2.1, older respondents were more likely to have heard of the SRV than younger respondents.

Table 2.1: Awareness of the Special Rate Variation by age

Had you heard about the SRV prior to this call?					
		Age			Total
		18-39	40-59	60+	
Had you heard about this proposal prior to being contacted for this survey?	Yes	39	84	112	235
		39.4%	59.2%	71.3%	59.0%
	No	60	58	45	163
		60.6%	40.8%	28.7%	41.0%
Total		99	142	157	398
		100.0%	100.0%	100.0%	100.0%

Respondents who had heard of the SRV were then asked where they had heard about it:

Graph 2.2: Where heard about the Special Rate Variation



The highest proportion of SRV-aware respondents had heard about it via the local TV news (39%), followed by local radio (33%), the local newspaper/*Manning River Times* (29%) and/or word-of-mouth (25%).

As outlined in Tables 2.2 and 2.3, information sources varied significantly by age and gender:

Table 2.2: Where heard about the Special Rate Variation, by age

	Age		
	18-39	40-59	60+
Local newspaper/Manning River Times	4 9.4%	20 23.3%	43 38.8%
Local radio	12 30.6%	30 36.1%	36 31.8%
Local TV news	17 44.7%	33 39.4%	42 37.9%
Council website	2 5.3%	1 1.0%	1 .7%
Council shopfront in Taree	0 0.0%	3 3.8%	0 0.0%
Other websites	4 10.0%	3 3.6%	2 1.7%
Word of mouth (family, neighbours, frie	12 30.6%	21 24.4%	26 23.5%
Social media	2 5.3%	2 2.9%	1 .7%
OTHER	0 0.0%	4 4.7%	6 5.0%
Total	39	84	112

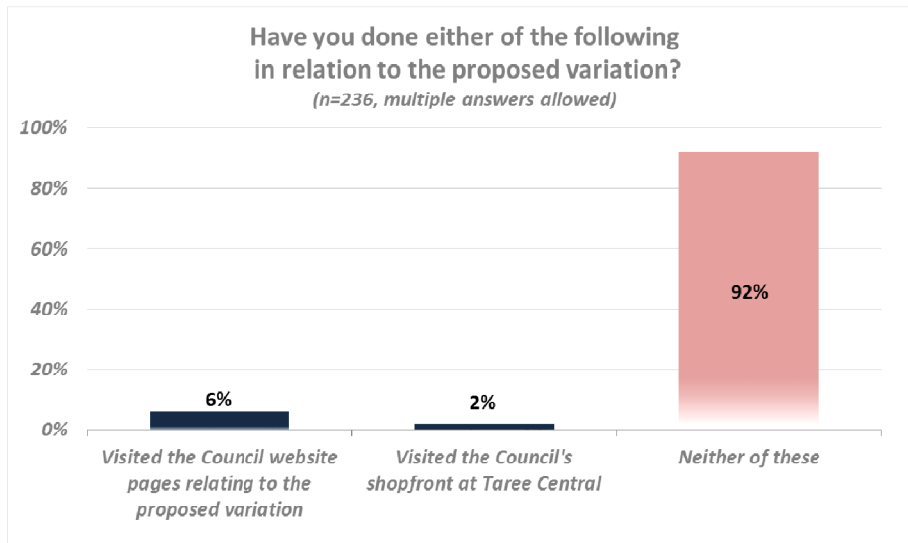
Older respondents were more likely to have heard of the SRV through the local newspaper than younger respondents. Conversely, younger respondents were more likely to have heard of it via word of mouth.

Table 2.3: Where heard about the Special Rate Variation, by gender

	Gender	
	Male	Female
Local newspaper/Manning River Times	30 26.4%	38 30.8%
Local radio	42 37.2%	36 29.0%
Local TV news	38 33.0%	55 45.3%
Council website	3 2.6%	1 .7%
Council shopfront in Taree	1 .8%	2 1.9%
Other websites	3 2.7%	6 4.7%
Word of mouth (family, neighbours, frie	32 28.1%	27 21.9%
Social media	3 2.6%	2 1.9%
OTHER	4 3.5%	6 4.5%
Total	114	122

Females were more likely than males to have heard of the SRV through the local TV news.

Graph 2.3: Have you sought further information regarding the SRV?



The vast majority of those who had heard of the SRV did not attempt to seek further information other than what was passively distributed to them (92%). At time of survey, only 6% had visited the Council website pages relating to the proposed variation and 2% had visited the Council's shopfront at Taree Central. There were no differences by groups of interest.

Those who had sought additional information regarding the SRV via Council's website or shopfront at Taree Centre were asked for their impression of the SRV:

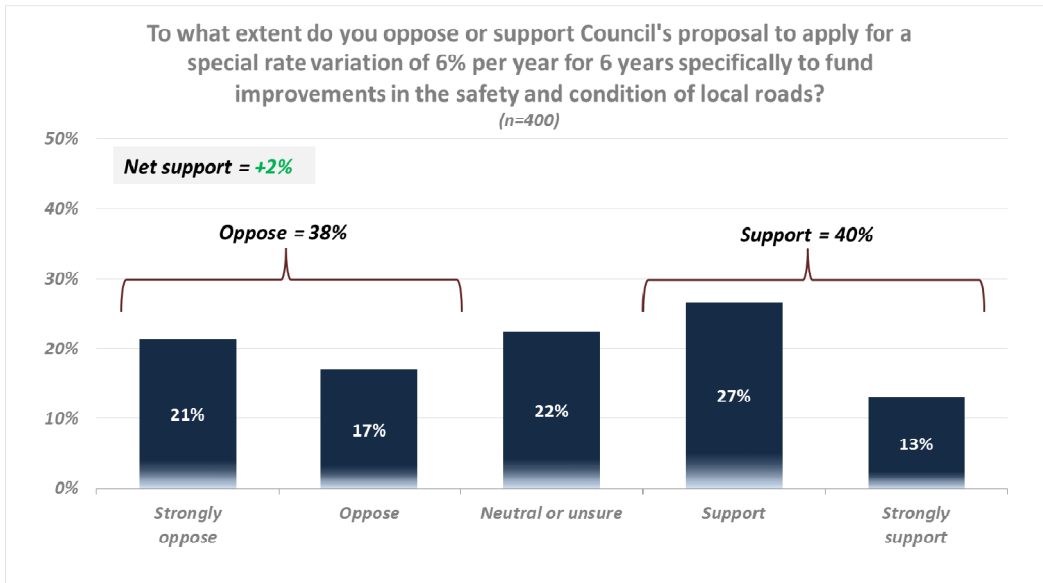
Table 2.4: Impression of the Special Rate Variation after learning more about the safer roads program

What was your Impression after you learned more about the safer roads program and proposed special rate variation?
1. 6% compound rate rise = more than 36%, it needs to be explained that it's a compound rate rise , 2. the money usually doesn't get spent on the proposed projects , 3. the 10 million dollars won't be enough to properly fix the roads, it's usually one million dollars per kilometre.
Council has misspent rates funding in the past and I don't think that will change.
Don't think it should be, getting enough in rates.
Genuinely dissatisfied, cant see value for dollar.
I can see the need but don't know wether the rate payer should have to fork out more in rates when the state government spends most of its money in the city, this does not seem like a fair distribution.
I do agree we need our roads done but I do not want council to do it I don't want them to waste our money again, get somebody else in to do it, we need people that know how to build roads and they waste money.
I think it is a good idea.
I think it is necessary but nobody wants the increase in rates.
I'd be happy to pay.
It's wonderful.
Not good- don't want it to go up.
Not happy about it.
Not impressed about rate increase. Money has been badly spent previously.
Safer roads is good, but if rates increase please put more thought into where you spend the money, eg roads to assist tourism such as the road to Harrington.
State government should be putting in, the council should be asking for money from the state government.
The rise is a bit much. Were not all big income earners and a lot of industries have had to put staff off.
They don't seem to be doing anything with the roads.
Think its a good idea.
Understand why the council is doing it - but the rates going up isn't good, not happy.
Would say yes, but not happy with fiscal ability of council.

Impressions of the SRV (among those who had visited the website or store front) were varied: some were happy to pay to ensure better roads, while others were sceptical that the money would be spent well.

All respondents were then asked whether they supported or opposed Council’s proposal to apply for a SRV of 6% per year specifically to fund improvements in the safety and condition of local roads.

Graph 2.4: Support or opposition towards the proposed SRV (interview 1)



Opinion towards the SRV was balanced, with 40% of respondents supporting the proposal and 38% opposing it (for net support of +2%). A further 22% were neutral or unsure.

Table 2.5: Support or opposition towards the Special Rate Variation, by age

		Age			Total
		18-39	40-59	60+	
To what extent do you oppose or support Council's proposal to apply for a special rate variation of 6% per year for 6 years specifically to fund improvements in the safety and condition of local roads?	Strongly oppose	20	41	23	84
		20.2%	28.7%	14.6%	21.1%
	Oppose	4	25	39	68
		4.0%	17.5%	24.8%	17.0%
	Neutral or unsure	29	23	38	90
	29.3%	16.1%	24.2%	22.6%	
	Support	19	45	42	106
		19.2%	31.5%	26.8%	26.6%
	Strongly support	27	9	15	51
		27.3%	6.3%	9.6%	12.8%
Total		99	143	157	399
		100.0%	100.0%	100.0%	100.0%

Support was highest among those aged 18-39 years, with 47% supporting or strongly supporting the SRV (compared with 36% of those aged 60-plus).

There were no significant differences in support/opposition by gender, urban vs. rural, Taree vs. other or whether or not the respondent had children living at home.

Respondents were asked to indicate their reasons for supporting or opposing the SRV. The full list of verbatim comments is provided in Appendix 2.

Reasons for supporting the SRV focussed on the need for improving the roads, as illustrated in the following verbatims:

- *It's quite reasonable, roads do need more work at some places.*
- *Our streets are terrible and they need the money to do it.*
- *Roads around here deteriorate quickly due to rain, which limits council's ability to fix them due to their limited budget.*
- *It is very much needed - the roads have significant damage, the wear and tear on vehicles is very big here.*
- *We need funding for the road and the state government isn't helping that much, roads are appalling.*

There was also some caution in supporting the SRV, with many indicating concern that the money be spent effectively, in the right places and by the right people. Such verbatims included:

- *I support only if the council puts the right people in charge. The engineers are making the wrong choices.*
- *Fair enough we need the money, make sure the money gets spent on the roads and not wasted.*
- *I'll support the rate rise as long as the money goes exactly where it says it does and doesn't get wasted on unnecessary things.*

Many of those who opposed the SRV felt that Council would mismanage the funds and the SRV may not result in improved roads. Such verbatims included:

- *[Council] can't be trusted with money, every road they try to fix gets worse and worse- particularly Old Bar Road, (which) damages people's cars.*
- *Fundamentally misuse the rates they already receive from me, an extra 6% is not going to achieve any significant improvement in local roads.*
- *I live on a road that council will not maintain, I pay my rates and from what I've seen around the area council waste their money on garbage.*

Others felt that the roads should be funded through redistribution of Council's existing budget:

- *They need to learn to manage the money they have better.*
- *I don't think council is managing their finances correctly.*
- *I think the council will just give themselves a pay rise.*
- *My rates have tripled since I been paying, my roads have not been fixed at all. Should make better use of the funds they receive.*

And others felt that there should be an alternative to rate payers funding the repairs:

- *House hold owners shouldn't have to pay for all the other people who drive their cars on the road. The financial responsibility should be on the vehicle users not the home owners.*
- *I am sure there is a better way to mitigate this problem. Roadwork can be done more efficiently with better workers and better planning.*

Additional information from survey 2

Following feedback from the original CATI survey, a parallel online survey (see separate report) and other community feedback, Council revised its proposed SRV to 4.5% per annum (plus rate peg) for six years, with a 35% pensioner rebate. Council hence decided to ask Jetty Research to re-interview respondents from the original survey to see how this change affected their opposition or support to the proposed SRV.

Original survey respondents were re-interviewed on the evenings of December 15th and 16th – see Appendix 4. Of the original 400 respondents, 327 were successfully contacted and re-surveyed.

Respondents to the “wave 2” survey were told by researchers:

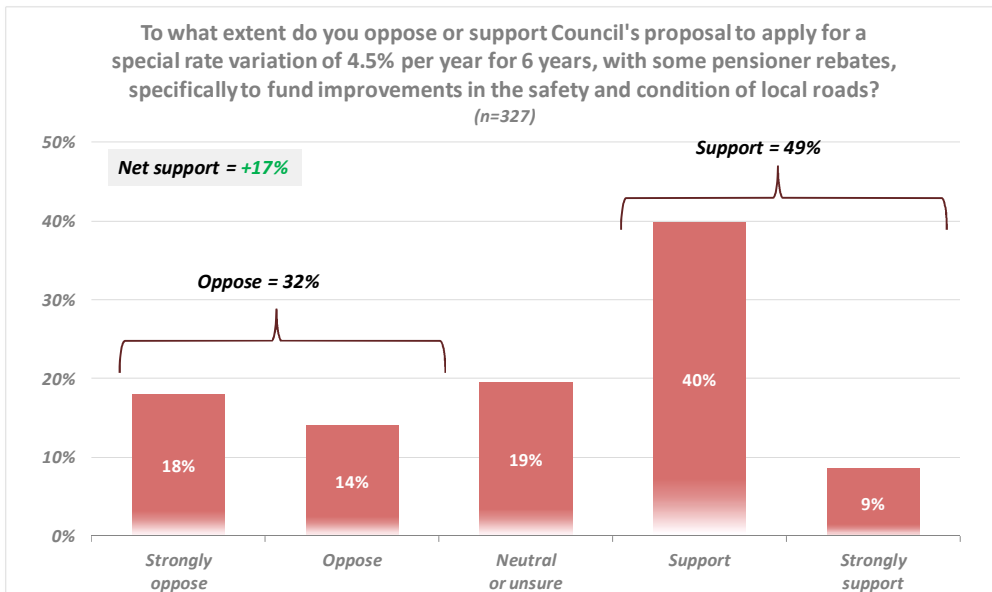
“The survey we conducted initially was based on a 6% special rate variation over six years to fund improvements to local roads. Based on the results of that survey, and via other community feedback, Council is now putting forward a revised proposal of a 4.5% Special Rate Variation each year for 6 years. Added to the state government's annual rate peg, this would amount to a total increase of 42% over the six years, compared to 62% under the original proposal. Also, as a part of that SRV, Council would increase the Pensioner rebate to cover 35% of the increase over the 6 year period. That would result in an overall increase to pensioners of 27%, again compared to 62% under the previous proposal.”

They were then asked the same oppose/support question as in the original survey, but with the revised terms:

“On that basis, can I just ask: To what extent do you oppose or support Council's proposal to apply for a special rate variation of 4.5% per year for 6 years, with some pensioner rebates, specifically to fund improvements in the safety and condition of local roads? ”

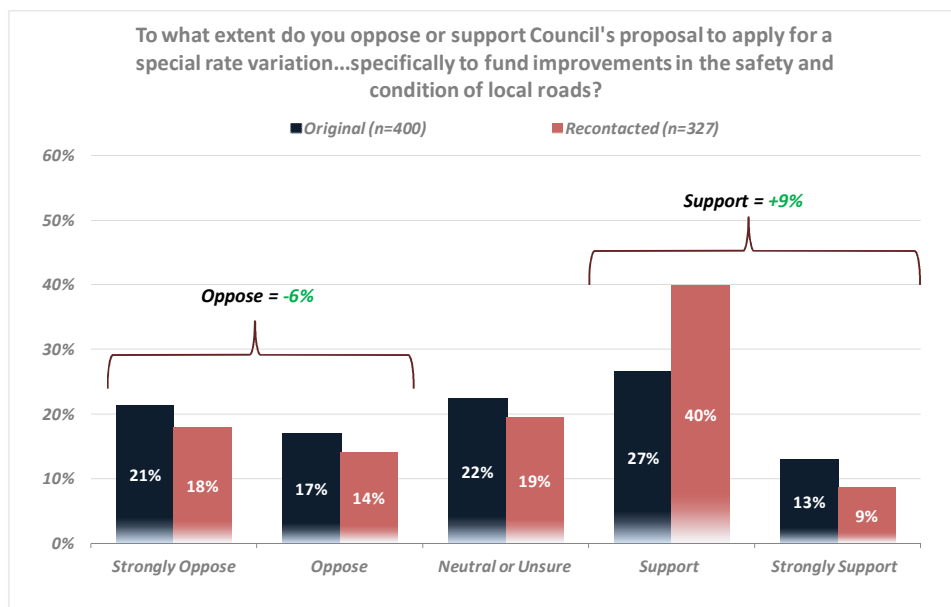
Their responses are shown in Graph 2.5, next page:

Graph 2.5: Support or opposition towards the proposed SRV (interview 2)



In survey 2, just under half of all respondents (49%) supported the revised SRV proposal, with 32% opposed and the balance neutral or unsure. Support was strongest among females and those aged 60-plus.

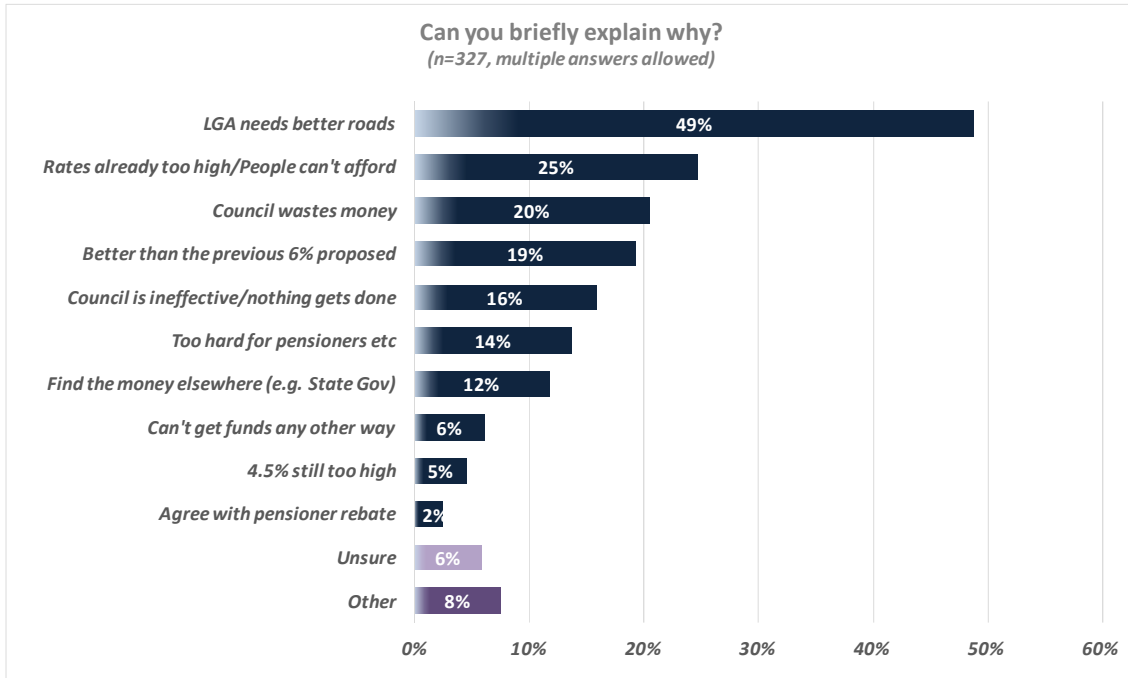
Graph 2.5a: Support or opposition towards the proposed SRV (interview 1 vs. interview 2)



Here we can see that the revised proposal has caused a 9% increase in support, balanced by a 6% decline in opposition. This would suggest that residents are, on balance, supportive of the amended SRV being proposed by Council.

Respondents were then asked (in an unprompted, open-ended question) why they supported or opposed the revised SRV:

Graph 2.6: Why do you support or oppose the (revised) proposed SRV?

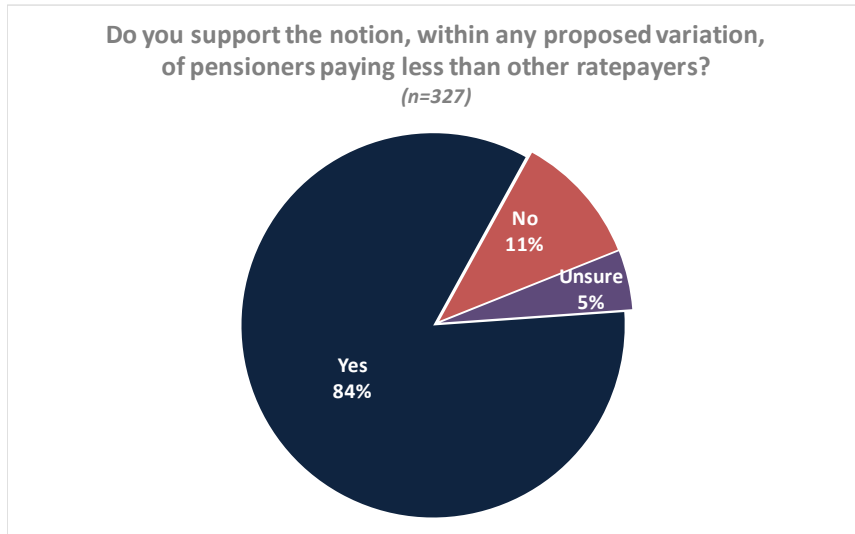


Responses were very similar to those in the initial survey, with almost half of those surveyed acknowledging that something had to be done about the state of local roads. One in five, however, also mentioned that the revised 4.5% was preferable to the 6% per annum originally proposed.

On the opposite side of the fence, 25% of respondents felt that rates were too high already, and/or that ratepayers were struggling to afford them. And one in five felt that Council did not spend existing rate revenue wisely.

Also within the second interview, respondents were asked whether they supported the notion, within any proposed variation, of pensioners paying less than other rate payers. Results are shown in Graph 2.7, next page:

Graph 2.7: Do you support the notion of pensioners paying a lesser SRV than other ratepayers?



There was strong support for this idea, with 84% of wave 2 respondents agreeing with the concept and just 11% opposed. (This finding was consistent by age and gender.)

Part 3: Attitudes towards rates expenditure on local roads

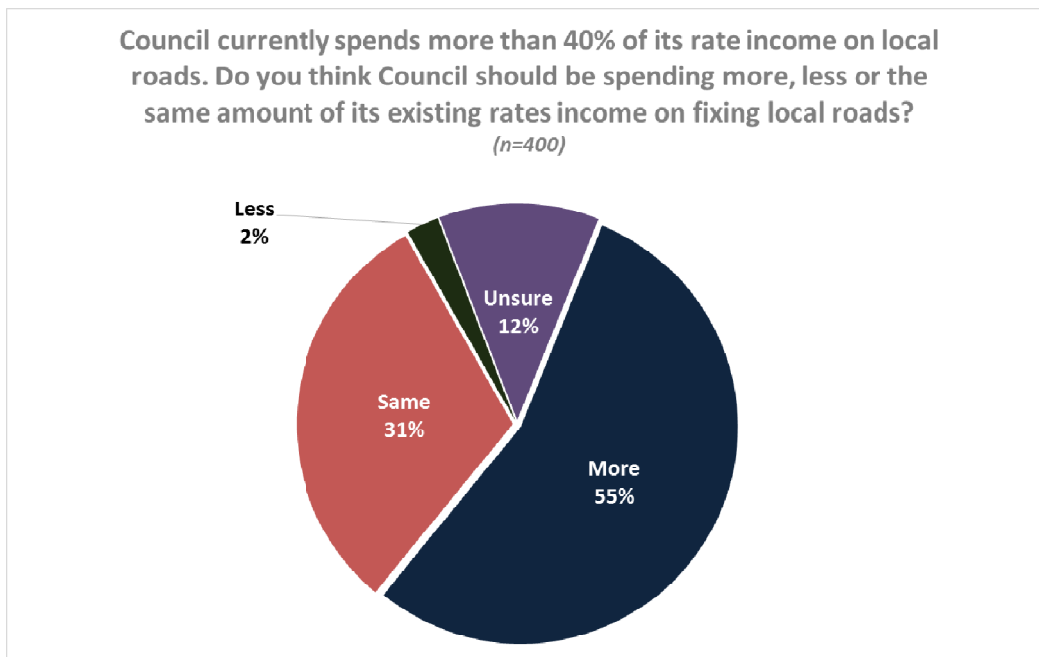
The initial survey continued with a number of questions regarding Council’s currently budget allocation to local roads, and asked respondents to consider whether they should be spending more on local roads to improve the condition without a SRV.

KEY FINDINGS

1. Residents were willing to pay more rates as long as they saw a direct impact on road quality for their rate-dollar.
 - Over half agreed that Council should be spending more of its rates income on local roads and half indicated that they were willing to pay higher rates for better roads.
 - This indicates that there is willingness to pay higher rates, as long as there is an obvious improvement in the condition of the roads as a result of that additional funding.

Respondents were first asked if they felt that Council should be spending more, less or the same amount of its existing rates income on fixing local roads (against than 40+% Council claims to spend now).

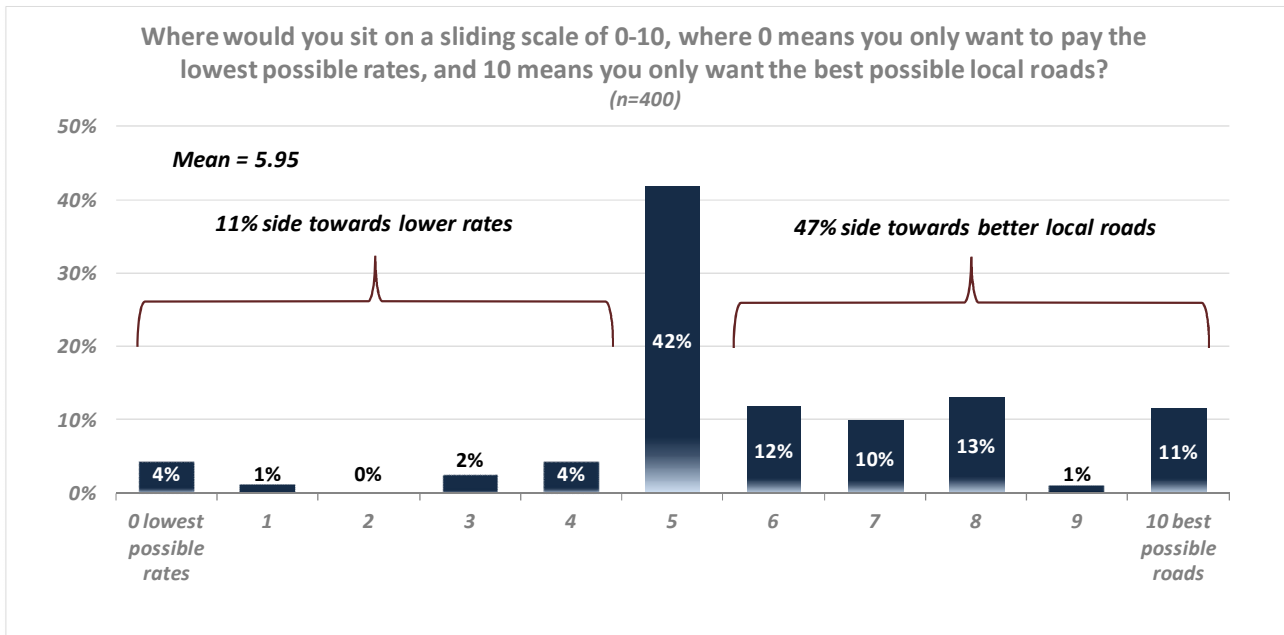
Graph 3.1: Should Council be spending more, less or the same on local roads



Over half (55%) of respondents indicated that Council should be spending more of its rates income on local roads, 31% indicated that it should be spending the same and 2% felt it should be spending less. There were no significant differences by groups of interest.

Respondents were then asked, in a forced choice-stye question, to indicate where they sat on a sliding 0-10 scale - where 0 meant they only wanted to pay the lowest possible rates, and 10 meant they only wanted the best possible roads.

Graph 3.2: Lowest rates vs. best roads - forced choice



When faced with such a choice, 11% sided towards lower rates, while 47% sided towards better roads. The balance were unsure and/or wanted an even balance between the two.

This indicates a willingness to pay more rates as long as there is an obvious improvement in the condition of the roads as a result of the additional funding.

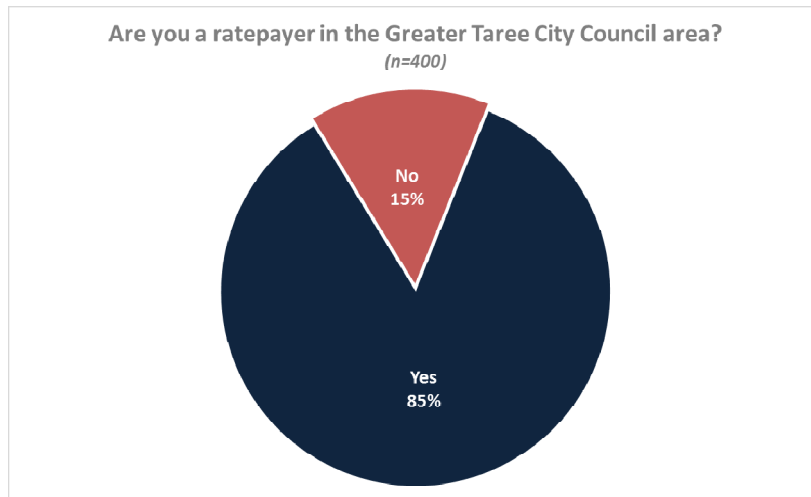
Those living in a rural setting were significantly more likely to be willing to pay for better roads with a mean score of 6.12 (compared to a mean score of 5.83 amongst those living in urban areas). As one would expect, there was also a significant difference between those opposed to the proposed SRV earlier in the survey (mean = 4.85) and those supportive of the variation (mean = 6.97). However even those opposed were only just under the neutral score of 5.

There were no significant differences by age or gender.

Part 4: Demographics

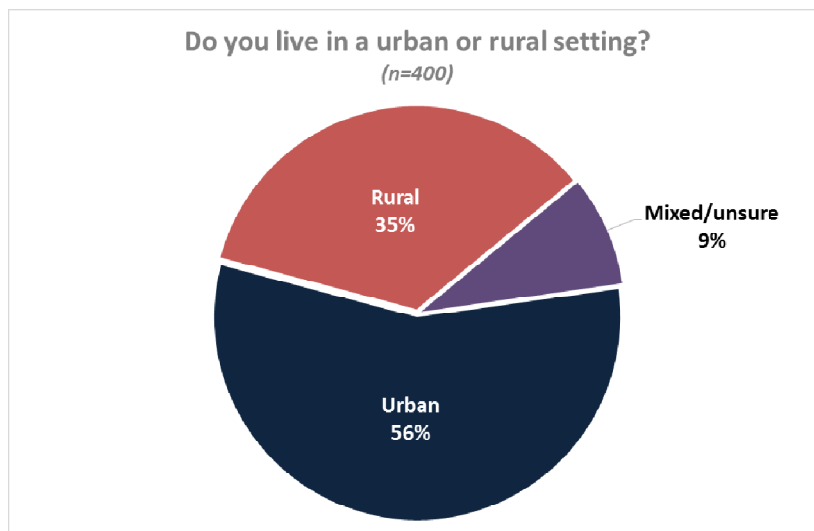
The initial survey included a number of additional demographic questions, designed to show how earlier results may vary by different community groupings:

Graph 4.1: Rate payer in the Greater Taree City Council area



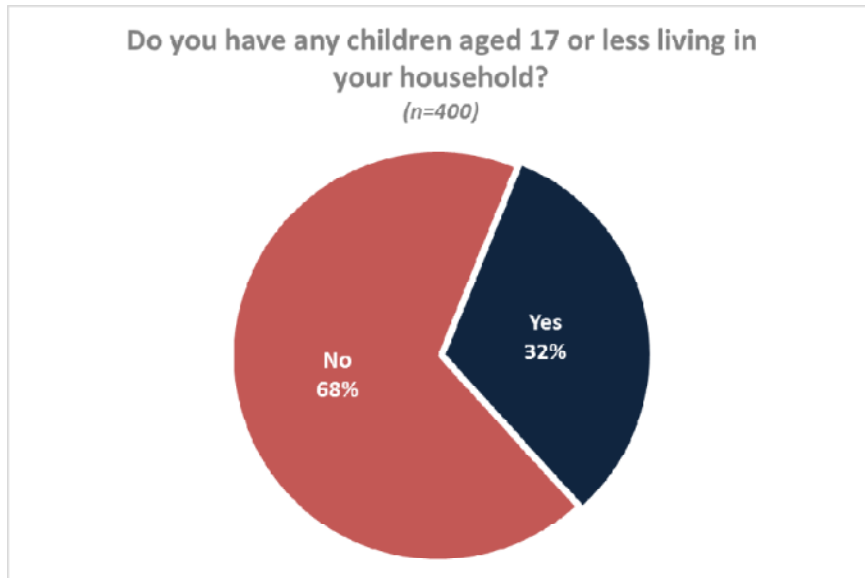
The majority (85%) of respondents were ratepayers in the Greater Taree City Council area.

Graph 4.2: Urban or rural setting



Slightly over half of those surveyed (56%) lived in an urban area (56%), with the balance living in a rural or mixed urban/rural setting.

Graph 4.3: Children aged 17 or less living in the household

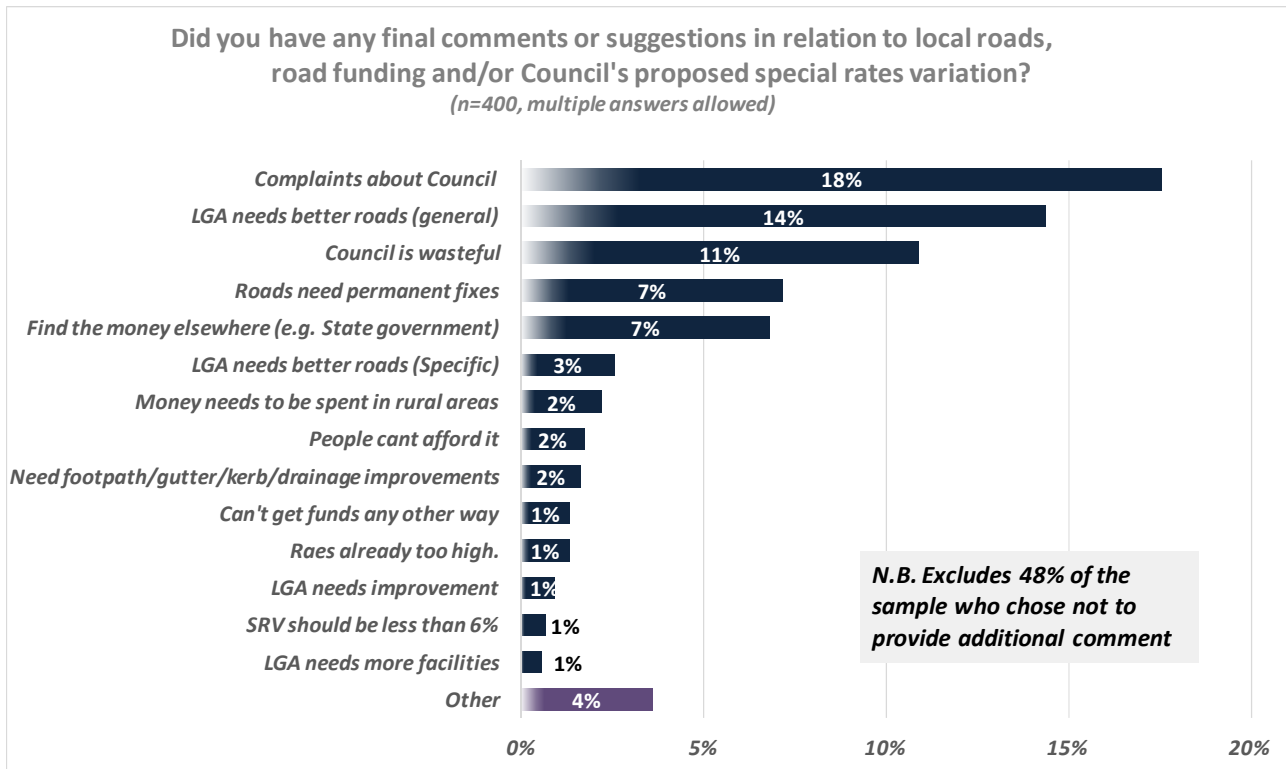


Almost one-third of those sampled had children living at home (32%) and 68% did not.

Part 5: Final comments and suggestions

The initial survey concluded with respondents being asked, in an open-ended question, if they had any final comments or suggestions regarding local roads, road funding, and/or the proposed special rate variation. Approximately half took the opportunity to provide additional feedback. Their responses have been coded (i.e. themed) and are shown in Graph 5.1:

Graph 5.1: Final comments and suggestions



Apart from general complaints about Council, there was a genuine desire for improved roads in the LGA. There was also a commonly expressed preference for permanent fixes rather than pothole filling, and a belief that the State government should be contributing more to local roads.

The full and unedited list of comments is included in Appendix 3.

Appendix 1 – Survey Form

Version 1 GTCC_Nov_2015

Last modified: 16/11/2015 3:45:21 PM

- Q1. Hi my name is (name), and I'm calling from Jetty Research on behalf of Greater Taree City Council. Council is currently conducting a survey of residents on an important local issue, and your household has been selected at random to take part. The survey takes less than 7 minutes, all answers are confidential and we're not trying to sell anything. Would you have a few minutes to assist Council with your views?

We cannot explain purpose of survey at this stage to avoid biasing response. Subject matter will become obvious early into the survey. Offer a call back if inconvenient time

Yes	1	Go to Q3
No	555	

Q1

- Q2. Thank you for your time. Have a great afternoon/evening. . . .

If Councillor/Employee OR not living in LGA: I'm sorry you don't qualify for this survey. Thank you for your time.

End

- Q3. Great! I just have a few quick qualifying questions. Firstly, do you live in the Greater Taree City Council Local Government Area?

Must live in LGA

Yes	1	
No	555	Go to Q2

Q3

- Q4. And are you or any members of your household either a Councillor or permanent Council employee?

Yes	1	Go to Q2
No	555	

Q4

Q5. Would your age range be between?

PROMPTED

18-39	1
40-59	2
60+	3

Q5

Q6. Gender?

Don't ask

Male	1
Female	2

Q6

Q7. Thanks so much, we're fine to proceed. Could I please have your first name for the survey?

Only so we can refer to you by name

Q7

Q8. [Q7], what town do you live in or nearest to?

UNPROMPTED.If OTHER confirm definitely in the Taree LGA

Taree	1
Coopernook	2
Cooplacurripa/Nowendoc	3
Cundletown	4
Elands-Bulga	5
Halliday's Point	6
Hannam Vale	7
Harrington	8
John's River	9
Killabakh	10
Krambach	11
Lansdowne	12
Manning Point	13
Moorland	14
Mount George	15
Nabiac	16
Old Bar	17
Tinonee	18
Wherrol Flat	19
Wingham	20
OTHER	

Q8

Q9. To get things started, can you rate your satisfaction with the following Council facilities or services, where 1 means you think it is very poor, and 5 means you think it is excellent?

PROMPTED

	1 Very poor	2	3	4	5 Excellent	
Libraries	1	2	3	4	5	Q9_1
Parks, gardens and reserves	1	2	3	4	5	Q9_2
Maintenance of sealed roads	1	2	3	4	5	Q9_3
Cleanliness of streets	1	2	3	4	5	Q9_4
Maintenance of footpaths, kerbs and gutters	1	2	3	4	5	Q9_5
Waste and recycling collection	1	2	3	4	5	Q9_6

Q10. And thinking just about roads for the moment, how satisfied are you with the state of local roads?

PROMPTED

Very dissatisfied	1					
Dissatisfied	2					
Neutral/unsure	3					Q10
Satisfied	4					
Very satisfied	5					

Q11. Now [Q7], Council is currently proposing to apply to the State Government for a special rate variation of 6% per year over 6 years specifically to pay for improvements to local roads. At the end of the 6 years Council would be investing an additional \$10 million per annum into local roads. Had you heard about this proposal prior to being contacted for this survey?

Yes	1					
No	555			Go to Q15		Q11

Q12. Can you briefly tell me where you have heard about it?

UNPROMPTED - tick any that apply

Local newspaper/Manning River Times	1					Q12_1
Local radio	2					Q12_2
Local TV news	3					Q12_3
Council website	4					Q12_4
Council shopfront in Taree	5					Q12_5
Other websites	6					Q12_6
Word of mouth (family, neighbours, friends etc.)	7					Q12_7
OTHER						Q12_0

Q13. And have you done either of the following in relation to the proposed variation?

PROMPTED - tick any that apply or none of the above

Visited the Council's shopfront at Taree Central	1	Q13_1
Visited the Council website pages relating to the proposed variation	2	Q13_2
Neither of the above	3	Q13_3

Q14. And what was your impression after you learned more about the safer roads program and proposed special rate variation?

Do not answer If Attribute "Neither of the above" from Q13 is SELECTED

PROBE for response

Q14

Q15. To what extent do you oppose or support Council's proposal to apply for a special rate variation of 6% per year for 6 years specifically to fund improvements in the safety and condition of local roads

PROMPTED

Strongly oppose	1	Q15
Oppose	2	
Neutral or unsure	3	
Support	4	
Strongly support	5	

Q16. Can you briefly explain why you [Q15] the proposed variation?

Do not answer If Attribute "Neutral or unsure" from Q15 is SELECTED

PROBE

Q16

Q17. More broadly [Q7], Council currently spends more than 40% of its rate income on local roads. Do you think Council should be spending more, less or the same amount of its existing rates income on fixing local roads?

PROMPTED except unsure

More	1
Same	2
Less	3
Unsure	666

Q17

Q18. And where would you sit on a sliding scale of 0-10, where 0 means you only want to pay the lowest possible rates, and 10 means you only want the best possible local roads?

Confirm scale if necessary

0 lowest possible rates	0
1	1
2	2
3	3
4	4
5	5
6	6
7	7
8	8
9	9
10 best possible roads	10

Q18

Q19. Thanks [Q7], we're almost finished. Can I just ask, are you a ratepayer in the Greater Taree City Council area?

Yes	1
No	555

Q19

Q20. Do you live in a urban or rural setting?

Urban	1
Rural	2
Mixed/unsure	3

Q20

Q21. And do you have any children aged 17 or less living in your household?

Yes	1
No	555

Q21

Q22. And before we finish [Q7], did you have any final comments or suggestions in relation to local roads, road funding and/or Council's proposed special rates variation?

Q16

Q23. Thank you [Q7], that's the end of the survey. Just to let you know my manager may be in contact to confirm this interview has taken place correctly. Did you have any questions about the survey? Thanks again, Council greatly appreciates your feedback. Have a lovely afternoon/evening.

End

Appendix 2 – Reasons for Support or Opposition for the SRV

Attitude	Can you briefly explain why you scored the proposed variation in this way?
Oppose	Would they use the money for what they say they will? The rates are high enough.
Oppose	When you go along the roads and see the workers, there are \$10 million worth of vehicles and only one worker.
Oppose	When you are on a fixed rate income you can't find the extra money. The way the economy is we can't even get good interest rates on our money I think 6% is too much maybe 3%
Oppose	We should not be paying over and above our normal rates.
Oppose	we recently agreed to an increase to fund the bridges, it is a bit much to now expect the ratepayers to put more on top of that
Oppose	we pay enough in rates already
Oppose	We pay enough already
Oppose	We do not have an income any more - to be able to pay extra rates
Oppose	We are self funded retirees and we don't get any assistance. I think the rates need to be looked at by the people who receive rebates and also the churches.
Oppose	We are on a fixed income and it would be very hard for us, rates high enough as it is
Oppose	Very hard on pensioners
Oppose	too much- people might not be able to afford that
Oppose	too much of an increase
Oppose	too much money
Oppose	Too much for residents to pay
Oppose	they should be smarter and more effective with their money, the roads are very poor
Oppose	they should be doing the roads anyway, they get enough in rates
Oppose	they have had enough time to get our rates up to standard...seems to spend money on things other than our roads
Oppose	They have enough of our money
Oppose	they have done it before and they don't spend money on the roads well
Oppose	they have already raised the rates, they should take a pay cut themselvesit's the worse council in NSW its well known for not doing the right thing when fixing the roads....they do absolutely nothing with the money its disgusting.
Oppose	There's other ways of doing it.
Oppose	the wrong solution- the state government should be providing money
Oppose	the State government should fund the road improvements not the rate payers
Oppose	The roads do need to be improved and council only have so much money
Oppose	the rates keep going up and I am an older person,
Oppose	the rates are too high for the volume of the land
Oppose	the rates are already too high and keep increasing
Oppose	The percentage of the rate rise is too high, a slight rise would be better.
Oppose	The Government should fund this instead of the rate payers.
Oppose	The Council uses poor quality products and engineering. Recently there was 500 meters of road fixed for a million dollars but the road has degraded already. The council has to change the way they fix roads and the company they use.
Oppose	So many times council says they'll fix roads, may happen in Taree, but places like Wingham are shocking.
Oppose	rise should be only geared to the CPI as everything else is e.g. pensions, Centrelink etc
Oppose	percentage increase is too much for too long

Oppose	people who aren't working will find it difficult, it should be related to individuals income
Oppose	paying enough
Oppose	only if the council would use it on roads
Oppose	Not sure
Oppose	not doing enough work in the more rural areas- they don't do a good job either
Oppose	never gets done
Oppose	Need to spend money on roads, rather than parks and gardens
Oppose	Money is always spent in Taree and not the outlying areas. Some employees in high positions in the council don't live in the council area yet decide what is needed.
Oppose	Like the roads to be better, but not that important.
Oppose	It will maintain the 6% after the 6 years, it will continue being at 6%.
Oppose	If it was 4% I would agree.
Oppose	if council cut down on administration costs they would have the funds to improve local roads
Oppose	I've seen them waste money on too many other things.
Oppose	I would like to know what the council is spending their current funds on
Oppose	I understand that extra funds are needed to bring roads up to satisfaction however looking at current council road projects I have seen a lot of waste and inefficacy and improvement in this area is necessary to determine whether a rate variation is justified
Oppose	I think the state gov should pay for it, pouring money into Sydney but nothing for country areas
Oppose	I think the roads need improving but a 6% rise will provide hardship for people especially on fixed incomes
Oppose	I don't want the increased cost
Oppose	I cannot afford any more rate fees, I am not confident that the roads would be improved or that we will see the benefit of it
Oppose	I am not confident that a rate rise would equate to road improvements as I was under the impression the state government was funding road maintenance, not rates.
Oppose	Have seen council equipment sitting there for months ,Kramback area
Oppose	hard enough as it is to pay rates, roads are too far gone
Oppose	Given the economic position of Taree residents I think 6% is too much, a 3% rise would be more manageable
Oppose	feel that 6% is too much for some home owners to afford in this economic climate
Oppose	Everyone pays enough rates and that should cover roads and streets.
Oppose	don't mind rate rise as long as money is spent on Taree surrounds as well as just town area
Oppose	don't agree with the extra money being needed
Oppose	Don't agree with a rate rise.
Oppose	council wastes money on stupid things
Oppose	council waste their funds as it is
Oppose	council overstaffed, overpaid
Oppose	council is incompetent and wasteful, roads are not built properly in the first place
Oppose	council hasn't done anything for the local roads in the past 10 years, rate payers shouldn't have to pay for it
Oppose	council aren't doing enough to save money on council expenses and we shouldn't foot the bill
Oppose	because the price is too high
Oppose	because most of the damage done to roads is done by trucking so realistically it should be the trucking companies and businesses paying rather than the rate payers

Oppose	because I'm not satisfied with council to this point, and don't see that an increase will improve conditions due to their past performance
Oppose	am a pensioner and can't afford to pay more
Oppose	A lot of peoples wages go up, some don't. For low income earners it would be harder.
Oppose	A lot of people could not afford it.
Strongly oppose	When you're in town you see Council workers just standing round, the Council cars they get new cars, they need to work harder. An Audit in to the Council would be good.
Strongly oppose	we already pay extremely high rates
Strongly oppose	way too much money, they have had increase rates for roads before and the community are doing it tough and can't afford it
Strongly oppose	Too much of an increase it is more than 36 percent and that's too high. Many people do not have jobs, 1 or 2 percent would be alright
Strongly oppose	Too much money is spent on silly things and not important things; I think they waste too much money.
Strongly oppose	Too much money has been spent on swimming pool, libraries and not on roads that are essential.
Strongly oppose	Too high.
Strongly oppose	Too expensive for pensioners.
Strongly oppose	they waste the money, in the past they haven't used it well, people can't afford the rates at all
Strongly oppose	They turnover would be so minute it would not be enough to make a difference and we would also have to assume that the money would actually go to roads.
Strongly oppose	They say they will do it and they never do. They do things ineffectively and don't use the money effectively.
Strongly oppose	they have mismanaged funds constantly
Strongly oppose	They have got holes in them and they just fill them up don't fix them properly. They don't fix the gutter properly and I think council will just put the money where they want to put it.
Strongly oppose	they have been doing it for years and the roads are a disgrace they just waste the money and people lose their homes
Strongly oppose	They don't spend money wisely...
Strongly oppose	they don't fix the roads, the council aren't trustworthy
Strongly oppose	They can't sort it out with the money they have what is another 6% going to do.
Strongly oppose	they can't manage the money
Strongly oppose	they can get the money from other recourses- e.g. tourism, it's not fair
Strongly oppose	There's no reason for it, Council can't pay for the services they provide already, Don't ask us for more money for rates. They would be better off amalgamating and cutting their costs.
Strongly oppose	there not doing it with the money they have now
Strongly oppose	There is got to be another way of getting revenue rather than pushing the rates up for all types of households.
Strongly oppose	There has been some really bad decisions made and money spent badly, we should not be punished for their mistakes and self seeking.
Strongly oppose	There has already been so much money allocated to do the roads, with very little evidence of improvements. My concern is that this may be a case of poor financial management or the wrong people doing the job
Strongly oppose	the state government should take care of it
Strongly oppose	the state government should be providing more funding
Strongly oppose	the state government needs to be putting in more money for local roads, money isn't been spent on the roads
Strongly oppose	The State and federal Government should contribute more to local roads.

Strongly oppose	The roads should be funded by the Government, the Council wastes a lot of money. So much money was spent on the salt and pepper machines which is a total waste of money.
Strongly oppose	The reason is I do not think we get value for money with our repair work on the roads through our council. The current quality of road repair work is very low and needs to be a lot better. The current mayor when elected promised to find money to have roads repaired and this has not eventuated, although council seem able to find money for other purposes.
Strongly oppose	The last rate rise they didn't do enough work on the bridges they were suppose to fix.
Strongly oppose	The current council has no knowledge of how to do roads, giving them more money would not improve the roads. The design and the quality and type of repair the council uses does not stand up to local conditions and the design does not give a reasonable life span for the money it only gives a temporary road surface.
Strongly oppose	The council will not do what they say they will do with the money and will line their own pockets and they are liars.
Strongly oppose	the council wastes money
Strongly oppose	The Council needs to get their act together and get their workers working.
Strongly oppose	the council isn't effective with the money and their practices with their resources
Strongly oppose	Rates are high enough as is.
Strongly oppose	Previous applications for rate variation get approved with the 6 year limitation but it's never removed.
Strongly oppose	People who live in the town should not have to foot the cost we have paid long enough for nothing, council should be giving us money. I have done thousands of dollars of damage to my car rims due to the poor state of local roads. I have been to council to be re-imbursed and they don't want to hear it.
Strongly oppose	pensioners can't afford to pay any more
Strongly oppose	Nothing happens now, why would that make any difference.
Strongly oppose	no
Strongly oppose	no
Strongly oppose	Never spend it like they say they would....
Strongly oppose	My rates have tripled since I been paying, my roads have not been fixed at all. Should make better use of the funds they receive.
Strongly oppose	My rates are high enough as is
Strongly oppose	It's been going on for years the rate variation,
Strongly oppose	it won't provide nearly enough money to fix the roads like they're needed
Strongly oppose	It will affect all rate payers.
Strongly oppose	It should be under their current funding.
Strongly oppose	If I knew it was solely to be spent on the roads I would support.
Strongly oppose	I'm only living on a pension and 6% is too much.
Strongly oppose	I think the council will just give themselves a pay rise
Strongly oppose	I see a lot of waste around here, they need to be smarter.
Strongly oppose	I pay enough rates as it is. Councils done nothing with the latest increase of rates.
Strongly oppose	I oppose strongly because if the Council managed funds and project better we would not be in the current position I have no confidence in their ability to manage road repairs in cost efficient way.
Strongly oppose	I live on a road that council will not maintain, I pay my rates and from what I've seen around the area council waste their money on garbage. They need to learn to manage the money they have better
Strongly oppose	I honestly can't afford it. Strongly oppose.
Strongly oppose	I don't want our rates increase...I'm a pensioner and the roads should be maintained anyway, I pay rates now...shouldn't be asking us to pay more.
Strongly oppose	I don't think council is managing their finances correctly

Strongly oppose	I don't think Council can handle the economic management of it.
Strongly oppose	I believe the money could be moved from other areas to cover the road improvements
Strongly oppose	I am sure there is a better way to mitigate this problem , Roadwork can be done more efficiently with better workers and better planning
Strongly oppose	I am a pensioner and I can't afford any more rates.
Strongly oppose	House hold owners shouldn't have to pay for all the other people who drive their cars on the road. The financial responsibility should be on the vehicle users not the home owners.
Strongly oppose	here in Hallidays Point we're left out of town with bad roads, if you live near a councillor it's okay though- it's unfair
Strongly oppose	fundamentally misuse the rates they already receive from me, an extra 6% is not going to achieve any significant improvement in local roads
Strongly oppose	extremely high number of housing commissions in the area
Strongly oppose	Don't want to pay anymore rates...
Strongly oppose	don't think council operates well, needs an enquiry
Strongly oppose	Difficult to afford
Strongly oppose	council get more than enough money from rate payers as it is the work is not up to standard they need to get rid of council engineers and look at where the money needs to be spent
Strongly oppose	Council doesn't use its current funds to fix the roads
Strongly oppose	Council does not spend its present rate wisely and too much on administration.
Strongly oppose	Council could utilise the money they have better rather than hitting the tax payers
Strongly oppose	Council are a bunch of clowns, and they are not very good at what they do.
Strongly oppose	cause they waste the money
Strongly oppose	can't be trusted with money, every road they try to fix gets worse and worse- particularly old bar road, damages peoples cars
Strongly oppose	because the rates are already to high
Strongly oppose	Because the 6% continues on as base rate after the 6 years.
Strongly oppose	Because that's ridiculous...
Strongly oppose	because it affects pensioners
Strongly oppose	because 25 years of saying that they'd fix the roads- they never fix it properly
Strongly oppose	Already have variation rate rise, no outcome on road system.
Strongly support	we really need to fix the roads
Strongly support	we need the roads fixed
Strongly support	we need funding for the road and the state government isn't helping that much, roads are appalling
Strongly support	too many pot holes
Strongly support	they need work
Strongly support	They have to have the money to do these jobs so I have to say yes.
Strongly support	there are a lot of roads in this district that need fixing
Strongly support	the safety of the locals
Strongly support	the roads really need fixing
Strongly support	the roads need to be better
Strongly support	the roads need fixing
Strongly support	the roads are a disgrace, the gutters are terrible, no footpaths next to the roads, very hard to drive on
Strongly support	the road conditions need fixing, not a lot of money too for many people
Strongly support	The rates in Wingham are quite low, so I don't have problem with the rates. The problem where are the rates going to.

Strongly support	Some roads need maintenance... needs to spend more moneys outside the CBD
Strongly support	Roads are so bad.
Strongly support	roads are not very good, not just a few, almost all roads
Strongly support	Roads are an important part of the infrastructure, happy to chip in my part to keep it up to speed.
Strongly support	Roads are a massive health & safety issue especially with an elderly population, also bike riders. Lighting is bad at night and unsafe
Strongly support	providing that's where the money goes- because the roads need fixing
Strongly support	our roads are crap
Strongly support	Our rates are very affordable. It's a wonderful thing to put more money into safer roads.
Strongly support	only if it's used for roads
Strongly support	Need better roads for safety.
Strongly support	makes better roads
Strongly support	Lots of roads in outer suburbs and bridges desperately need attention
Strongly support	Limited funds. Needs money
Strongly support	Keep our roads safe - I have teenagers and want the roads done
Strongly support	Just complained about the roads, can you afford to rates
Strongly support	It's a major thing and roads need to be improved.
Strongly support	it needs to be done- particularly country roads
Strongly support	It is very much needed the roads have significant damage, the wear and tear on vehicles is very big here.
Strongly support	It has become a safety issues and the economic costs involved not to do extra work
Strongly support	If they haven't got the bloody money they can't do the repairs
Strongly support	If it went into fixing the roads ok
Strongly support	I think with the rise it will highly improve the roads.
Strongly support	I have young children
Strongly support	good roads saves lives, conditions of the roads are poor- pot holes, main street of Taree particularly
Strongly support	council have insufficient funds to maintain roads and bridges
Strongly support	Because it's spread equally across all land owners, injecting money into roads where it's desperately needed.
Strongly support	A lot of roads need to be upgraded.
Support	would rather see it come from government funding but understand that it has to come from somewhere, don't like the amount would be more supportive if it was a smaller percentage
Support	Will be better off in the long run
Support	we need to improve the roads
Support	we need to have the money there to keep the roads going
Support	we need to do something about the roads as they have deteriorated
Support	we need better roads hopefully thee pension will go up 6% annually to pay for it
Support	we need better roads
Support	we need better roads
Support	we have to get the money into the council to fix the roads
Support	we have to except if we want better roads
Support	we do need decent roads, especially with new areas opening up
Support	want the roads fixed, prepared to pay for it
Support	want better roads to be safer
Support	very aware that some roads need fixing- they're dangerous

Support	to improve the roads
Support	To improve the road conditions.
Support	to get the roads fixed we have to do something
Support	to get better roads
Support	to fix the roads so car suspension can handle the bumps
Support	Think it would make a difference if all the roads were kept in order.
Support	They've got to get the money from somewhere
Support	They ran out of money to fix the roads in my area.
Support	they need to do some badly repairing
Support	They need all the support they can get.
Support	there needs to be a bit of an increase to fix the roads- around manning point for example
Support	There is not enough money for council to do it owns and needs some help from rate payers.
Support	there have been false promises in the past, and roads affect cars, and roads have sunken and deteriorated in place
Support	There does need work to be conducted on the roads, I would like to see evidence that all the money proposed was in fact spent all on roads.
Support	The roads need to be improved.
Support	the roads need to be fixed
Support	The roads need more maintenance.
Support	the roads need fixing
Support	the roads need fixing
Support	the roads need fixing
Support	the roads have to be fixed somehow
Support	The roads have to be fixed, someone has to pay
Support	the roads aren't very good
Support	The roads are dangerous as is
Support	the roads are dangerous and need repairing
Support	the roads are dangerous
Support	the roads a terrible and need fixing
Support	the road work does need to be done
Support	the road at Harrington was only done a few years ago and it is already breaking up and disintegrating
Support	the new general manager will get things done better with the roads
Support	the need for improvement
Support	the money has to come from somewhere for roads supported by the local community
Support	The local Council needs more money to do the thing they need to do
Support	the council doesn't have money at the moment
Support	The bridges and roads need maintaining, but the council needs to evaluate why up till now the roads have not been improved to standard. Why have not the Council rates been keeping pace with the maintenance of the road network?
Support	that's what needs to be done, can't expect something for nothing
Support	state gov cutting funding, council needs it
Support	something has to be done, roads are shocking, dangerous
Support	Roads needs fixing don't mind paying for it
Support	roads need improving
Support	roads have to be improved
Support	Roads around here deteriorate quickly due to rain which limits councils' ability to fix them

	due to their limited budget.
Support	Roads are really bad and need urgent work
Support	Passion for safety for the locals
Support	Our streets are terrible and they need the money to do it. Some people council on the council should not be given cars to use for their own use.
Support	only will support if coming into our area which is Hannonvale on the border of Taree , trees overhang the gravel road all the reflectors have fallen off , rubbish bins we have to wheel the bin down for council to pick up
Support	Only support if all the money goes onto roads
Support	Needs to be done
Support	need the money to fix roads
Support	Need more money to fix the problems
Support	need good roads for safety
Support	need for good roads
Support	makes sure the money goes there though
Support	It's the most important thing, accident this morning on old bar road, large range of problems the roads are a huge distraction. Too many sign federal and government signs too many distractions.
Support	It's needed very badly.
Support	It's going to affect our income but we want good roads.
Support	it's quite reasonable, roads do need more work at some places
Support	it has to genuinely go to improving the roads, council don't normally handle money well
Support	in vain hope that they do something for me
Support	ill support the rate rise as long as the money goes exactly where is says it does and doesn't get wasted on unnecessary things
Support	If they spend it all on the roads and repair them properly.
Support	If they do it properly I will support it.
Support	if the money goes there correctly
Support	if it's the only place to get money they have to do it
Support	if it's fixing up the roads- the roads have pot holes, then they continually fix it poorly, garbage trucks have caused the road edges to subside
Support	If it would be funded for that , I think they are the worst council in NSW
Support	if it is only for a six year period I support cause they have no money and we need to get it done
Support	If it is going to fix up the roads I think it needs to be done, I travel a lot for work.
Support	I would support it as long as all of the money went specifically to fixing roads in our local area.
Support	I think we would be happy to pay extra rats if it means that the roads will be better and safer
Support	I think we should be able to get funding from the government to facilitate the costs of local roads. I don't think we need to take the cost on board ourselves.
Support	I support only if the council puts the right people in charge. The engineers are making the wrong choices. I worked in building roads for 20 years. I was one of the main contractors on the Taree bypass.
Support	I support It in principal and would like to see a lot more scrutiny in the way council will use the money.
Support	I support it as the roads need it but it must be spent on the roads and not fast cars and new phones
Support	I support if it is spent on roads as promised

Support	I become unsure exactly where our rate money is being spent?
Support	Got to do something to catch it up, the roads have been falling apart for a long time and the council rates don't cover it.
Support	Got to do it somewhere, we all got to pay
Support	For better roads, as long as the money goes into the roads.
Support	Federal roads have done a good job of our roads, as ratepayers we too need to contribute
Support	Fair enough we need the money, make sure the money gets spent on the roads and not wasted.
Support	Dissatisfied with roads, money has to come from somewhere top fix it.
Support	Council needs to collect more money to fix the road, but think 6% for 6 years is too high.
Support	cos they need it
Support	Cos our roads need fixing!
Support	cant source money anywhere else, need it for roads
Support	Can't see how they will fund it otherwise.
Support	can't get the funds any other way like to see a prevision made to exempt old age pensioners
Support	because it's affecting cars a lot
Support	Because I know what the roads and bridges are like.
Support	Beautiful country town with natural features and it needs some maintenance on the roads and other things. Need good street signs as well as speed humps
Support	As long as they budget well.
Support	As long as the funds do go to the roads. 6% in 6 years is far too high. Too many people employed in Council.
Support	As far as I can see there are no other options and Taree unfortunately has a high population of people who don't pay rates so the money has to come from somewhere.
Support	Any money that blows in is an advantage for them. As long as the rates don't rise astronomically all of a sudden.
Support	Although it is going to hit people that can't afford it, it does really need to be done. It would be nice if they could figure out a way to tax people who can afford it more, or create an exemption for a lower income bracket.
Support	a lot more work needs to be done
Support	10 million gives them an edge to apply for more funds

Appendix 3 – Further comments regarding the SRV

- *1000's of cars come through this area and petrol is taxed how much do we get for our roads. Careful appraisal of the council finances*
- *40% value of rates income will be different depending on the value amount. , why would we give you more money to an organisation that hasn't managed the money effectively in the past. Council needs better organisation and money management rather than higher rates.*
- *6% is too much, possibly 3% every year*
- *A lot more money could be spent on local roads. Will they really spend the raise of the rates money on the roads.*
- *A lot of places where they neglect roads, so need to have an even approach especially the unsealed roads need to be graded more often*
- *A lot of the repairs previously aren't up to standard, be more effective*
- *A lot of the roads have grass growing in them, which means roots will grow- spraying is needed, weed control. , where the road meets the gravel- when it rains the road deteriorates.*
- *A lot of the things council do are a temporary bandaid fix and i think this wastes a lot of money and can actually make the situation worse. The amount of pot hole temporary fixes that they do costs a lot of money and i think this is effectively wasting money. These funds would be much better invested in a more permanent repair.*
- *A rate rise might help the roads, but it won't solve the problem. We already had rate rises to improve the roads but it didn't help. , get more funding from the state and federal government. , i personally can't afford to pay another 6% on my rates as i'm about to retire.*
- *A round about on the corner of old bar road and manning point road is essential and needed. from westpac bank going to the post office it is on a slant and very very lumpy and bumpy, they could also put in some seats around for the elderly to stop and rest.*
- *Any road work needs to be put out to tender and roads need to be fixed by quality operators with good engineering with proper road contractors*
- *As far as the roads go i think they are terrible and when they have got money they put it into the wrong things the money doesn't go towards the roads.*
- *As much as we may complain, its the only way to do it.*
- *As prev last 2 years we had a srv now asking for another i accept they need more money for roads but too much to ask both of ratepayers*
- *Be efficient, best outcome for best price...fix it properly the first time, instead of patch ups*
- *Better business management skills.*
- *Cant afford to pay anymore rates, because its a poorer area we should not pay more...the council should reservicing rather than pour tar in the hole they are waisting out rate money. If the road were done properly there would be no need to fill every week after the rain*
- *Come up with a sustainable maintenance plan, based on volume of traffic and peak traffic flow adjustments. Greater transparency with the community.*
- *Concentrate on the tourist access roads to bring more money into the area*
- *Could spend less on consultation fees, think budgetting could be alot better.*
- *Council could spend half of their income on the roads, kerbs and gutters, footpaths.*
- *Council may need to amalgamate as not enough residents to fund roads or find another income source*
- *Council need to review their entire budget and put an emphasis on infrastructure that is crucial for local rural businesses such as roads and bridges*
- *Council needs to look at where and how they spend money before applying for more money they need to look at the priorities of where the money is going, put the money where the roads actually need to be repaired not looking after buddies in the area*

- › *Council needs to state clearly to the public what they are going to do and why they are doing it- people need to be more informed*
- › *Council needs to look at the other 60% to see if they can save money somewhere, less employees would help as well as wasting money of unnecessary things eg such additional cost of selling this rate rise.*
- › *Council should be going to state gov.*
- › *Council should be spending more money on keeping the roads clean*
- › *Council should do what they say they are going to do and stop lining their pockets.*
- › *Council should seal as many rural roads as possible and maintain them.*
- › *Country roads need fixing, not just taree, the council shouldn't have full responsibility- the state government. Should amalgamate with the three surrounding councils and fix roads together*
- › *Country roads need more work*
- › *Do a better job with the roads.*
- › *Do roads properly....so they don't fall apart in two parts... Please reservice properly, stop mucking around, buy good tar and not crap*
- › *Do the roads properly not patch them as the patches don't last*
- › *Don't understand why they're so many people in the area paying rates and we still have the worst roads*
- › *Drainage is needed on the side of the roads to reduce damage. Council needs to fix the engineers so they can fix the roads. Get engineers that know what they're talking about. The staff have great experience but are afraid to speak up to the engineers.*
- › *Fix the roads around wingham shopping centre please.*
- › *Fix the roads up to look like they used to*
- › *Fix the wasted money within management of council, such as cars for employees shouldn't be happening at the cost of rate payers.*
- › *Fixing the whole road and fixing them properly not just coming along and patching. Its an ongoing cost in general.*
- › *Follow through with what they say they're going to do.*
- › *From what I'm told, all the rates we pay go on wages for the council.... Go figure*
- › *Get a new mayor....get rid of fat cats and get some real workers in there...you see ten men around a shovel it ridiculous...*
- › *Get more out of the state and federal government*
- › *Get someone who knows what they're doing, so the potholes don't come back*
- › *Good idea to fix roads.*
- › *Great lakes seem to be able to get special funding to improve roads so I think taree council should be trying harder to generate funds in ways other than rate rising. When they are doing up roads they need to do a more permanent fix rather than a temporary as it costs more in the long run, more gravel needs to be applied.*
- › *Have minimal parks- not road related*
- › *Have to use their money for roads more efficiently, the repairs don't last and its a waste of money*
- › *Hope it works.*
- › *I am a pensioner and can't afford a rate rise, council wasted money on our road erecting barriers that they pulled down later and left the road damaged which they are still trying to fix*
- › *I am ok with it as long as the money is used to correctly fixing the roads not just patching them up*
- › *I don't think our local member does enough to raise income from state government to fund the improvement of local roads.*
- › *I feel council wastes a lot of money on things that don't benefit the general public*
- › *I haven't thought about it much. There is one road which is old bar road which needs attention.*
- › *I just believe the workers on the roads are lazy, always seem to be sitting around and also they need to learn how to build better roads.*
- › *I just hope if they do put the rates up it is spent purely on roads as they are in a terrible state.*
- › *I really would like to see the roads in wingham improved*

- › *I suggest getting the nsw govt to give more money to taree for roads and how come when they get a rate rise the councillors get a pay rise.*
- › *I think 5% would be a better variation rate, especially if they raise the gst*
- › *I think state government needs to step up and contribute some more funding to assist in the cost of repairing our roads.*
- › *I think that the state gov should be putting in more to local roads.*
- › *I think the council should build cement or concrete roads as oposed to tar. The tar can cause accidents*
- › *I think the government needs to assist us more without being compensated by a rate increase*
- › *I think we have a great council but the roads need to be fixed. I am suprised that council is spending 40 percent as there is a lack of evidence especially in the main roads*
- › *I would like to hope the variation of rates includes the footpaths*
- › *I would like to know more about how council currently spends rates income on local roads, the quality of council road works is very poor*
- › *I would like to see more transparency and a council that is more forthcomming with how and where the money for the roads are spent.*
- › *I would like to see the roads improved all over the shire, they are particularly bad in old bar. It creates a lot of traffic noise and danger*
- › *I would not want council to take money away from maintenance of other important services and town needs e.g. Parks, libraries, swimming pool.*
- › *I would support providing funds are spent on what they say are they will be spending it on.*
- › *Id like to see the ward system come back.*
- › *If council cuts administration costs they could spend this on fixing local roads*
- › *If council fixed the roads properly in the first place there wouldn't be a problem.*
- › *If i was convinced that the money generated from the rate variation would go soley on roads i would not hesitate to support this movement, however i am not confident that this is where the money will go. Also, i would like to see the quality of road improvements increase.*
- › *If they apply, someone should oversee it. Need people with more experience so the road gets done the first time.*
- › *If they do it they need to do it effectively, main roads are poor*
- › *If they get the variation need to be more accountable and smarter in how they spend it.*
- › *I'm not happy with the council as they don't seem to spend any money to fix the roads, tourists won't come here with the roads in their current condition*
- › *Impressed that council is doing the servey, and i hope they listen to the community.*
- › *In this area of low socio economic area 6% rise is to expensive for families or pensioners. Just drove back recently from qld and as soon as i reached taree noticed how bad the roads were*
- › *It is important for the council to look to fix roads more efficiently look to port macquarie concils to see their more efficient and cost effective roads. Other councils do more efficiently and their roads are far superior.*
- › *It would be good if they were better.*
- › *Its a sore issue at the moment. I would like to see progress and the value for our money.*
- › *Its all political, we can not afford the raise off rates at all. Its going to kill the town, we could move to a better place and pay less rates.*
- › *Its better late than never.*
- › *Its taken twelve months to build a road at mitchells island.*
- › *Its up to us the residents to be responsible for improvements to our town*
- › *Just need to repair the roads, not good for tourism*
- › *Lighting on roads and safety for bike riders , sate govt should be funding more local roads so councils money can be spent on health & welfare of residents eg drug and grog rehab and mental health*
- › *Like a statement from council how long it will take to fix the roads, as it cost approx. 1 million per km so 10 million won't go far*

- › *Like to see the roads improved with better road quality so they last and are not being repaired all the time. ,*
- › *Like unsealed roads to be included in the rates variation road improvement*
- › *Local roads from what i hear (i am 92, a cripple and very rarely leave the house) are kept reasonably well, i have seen bits and pieces on the tv about pot holes after heavy rain, this happens if not done correctly, this costs money which i understand.*
- › *Make sure that rural road in the greater taree are better maintained*
- › *Maybe they need to change their practices a bit.*
- › *Millions was spent on the old bar road upgrade the contractor didn't do the job properly which resulted in it having to be redone with 12 months, such a waste of money*
- › *Money needs to spent on other areas such as the homeless, needy.*
- › *Money should be spent on a footpath on diamond beach road, the state of local roads are appalling and dangerous, my son who is 10 recently had a very bad accident riding his bike, he hit a pothole, feel off his bike and was hit by a car.*
- › *Money to be spent evenly throughout the area not just on the bigger towns.*
- › *More a case of spending the money wisely..its not something that last...council fills holes and first rain the wholes are back.*
- › *More gutter work, rehab roads*
- › *More money needs to be spent on the roads*
- › *More staff working outside on roads- less working in the office*
- › *Need a new council, ours is the poorest council in nsw..we have no curb and guttering...no sewage..*
- › *Need more lighting and signage...less accidents*
- › *Need roads fixed not just in taree but all areas and will this funding cover this? I live at harrington and there are no footpaths and storm water drains are in disrepair*
- › *Need to be able to budget better and find other ways of getting income instead of hitting residents*
- › *Need to do many more repairs to local roads- pott holes*
- › *Need to get more money from state or federal gov*
- › *Need to look at roads less travelled*
- › *Nice to know where the federal gov's money has gone*
- › *No comment will be acted upon.*
- › *No comments*
- › *No easy answers, sometimes council seems to use contractors that don't do the job properly*
- › *No.dont seem to do a good job*
- › *Not really...more parking in the main street....*
- › *Not specifically...most people are rather dissatisfied*
- › *Nothing additional*
- › *Only that it is only for a six year period ancx is reduced after the six years and to better manage the infrastructure they have know for years that we would need to improve the timber bridges they should have been putting money aside for them*
- › *Only that when they repair the road use better quality so the replacement lasts*
- › *Oppose the special rates variation*
- › *Perhaps build better quality local roads and less patches.*
- › *Pretty ordinary roads at diamond beach,holes pot holes are filled but given the rain its not good enough.. Should be redoing the whole road (reservicing)*
- › *Providing the money is spent where its suppose to go on roads*
- › *Rate are good enough as they are, to go higher is expensive for the regular person*
- › *Rates variation is fine as long as it's not going into the pockets of the politicians.*
- › *Road crossings need to be cleared more frequently, vegetation sometimes obscures vision*
- › *Roads are a big issue. Not utilising funding wisely.*
- › *Roads are always an issue. Most funds go towards taree improvements.*
- › *Roads are discusting. Roads in wingham are terrible ... All patched down the tar when rains its back to square one*

- › Roads definitely need attention, don't repair roads properly and its a waste of money to keep redoing it, they upgraded our road took about 18 months and parts of it need repairing already
- › Roads will have to be fixed properly and not patched as that is a waste of money. Council needs to look at more innovative ways to fix roads.
- › Seems to take along time to achieve nothing really,they need to have a look at northern territory and qld to see how its done.
- › Should not go after another special rate variation, many cant afford for no result.
- › Some more researching to better manage for better materials to build the roads.
- › Spend less money in taree and more on rural roads
- › Spend some money fixing black head road.
- › Stop constantly filling pot holes up- fix it properly, and work in the rural areas
- › The area is too big for this one council
- › The council isn't effective
- › The council members needs to be reconsidered
- › The council should be getting funds from the state or federal government, unfair on ratepayers
- › The council should be negotiating with the state government for more funding to improve local roads
- › The councils known for a considerable time that the bridges and roads need repairing, but instead went and built a brand new library.
- › The councils processes needs to be looked at. Council needs to be more aware and on top of things in the local area.
- › The gov should give special concideration to certain areas us being not a wealthy council
- › The idea of patching holes is a waste of money it should be properly repaired, a truck will drive over the patch and lift it out straight away
- › The larger trucks should be paying more. , the edges of the roads need grading to reduce damage. , please use the money for the purposes of the roads.
- › The main roads urgently need repairing, such as cresent avenue, they are an embarrassment.
- › The money should come out of the fuel tax
- › The only roads that get done properly are the one that get sub contracted out.
- › The politician are getting paid too much for doing nothing, take their pay to fix the roads.
- › The pot holes need to be fixed- better
- › The project to improve the junction of blackhead road and the lakes way is fairly substantial however cannot see how it justifies a 6 month project, the never seem to be doing much and i have seen 7 idle pieced of machinery on site at a time this seems extraordinary to me
- › The road repairs are being done to the standards of the 1950's due to poor equipment and the poor attitude to road safety
- › The road to manning point was done very well i travel it every fortnight
- › The roads are not being fixed properly, please apply a more intelligent approach to road repairs. The repairs that are being performed are not lasting long enough, they wash away after one rain.
- › The roads are terrible in the whole district and need fixing urgently.
- › The roads need to be done properly
- › The roads need to be fixed and the majority of the community will agree, if the user has to fund the cost i understand but i would hope that council will do everything in their power to accommodate the cost elsewhere before putting it onto the ratepayer.
- › The roads need to be fixed but there are only a certain amount of funds available. I would like to see funding coming from areas other than ratepayers.
- › The roads that are the worst should be first on the list.
- › The state government should give more
- › The state government should take care of it, the main road needs work
- › There are areas where significant number of people live yet thir roades are unbelievably bad. They are rural areas but people are still badly affected

- *There is poor maintenance of the side of the road, the grass grows right to the road and it is a fire hazard. We and others have rang the council about a pot hole it has been there for two years and noone has done anything yet*
- *They are doing work at foster which will go through to january feb which is really silly , given how busy the road are, they should time it better , not xmas which is really busy*
- *They have to get their act together, they whinge about one thing but never do it.*
- *They must be improved*
- *They need to build proper roads that will last. They keep building poor quality roads, proper engineers are needed. Council are wasting their money on name changes, etc. Don't believe we should be paying more, need the ability to build better roads.*
- *They need to do the roads before parks as they all look pretty, the roads need to be made safe.*
- *They need to do the roads properly and not just patch them so they last as patching is a waste of money*
- *They need to look at the big picture for the roads and fix them properly instead of repairing all the time.*
- *They need to pass more developments quickly- the council needs to be better*
- *They need to prioritise the funding in a more constructive way, more effective use of rates, i appreciate it is 1300kms and bridges but they have to prioritise the funding*
- *They need to put in proper roads in the first place, instead just repairs.*
- *They need to spend the money they have better. Stop paying for studies and surveys and get some work done. Millions wasted on the beach erosion at old bar, so many studies conducted and no closer to doing anything. This could have been invested into roads, this is just part of councils mis management of money.*
- *They need to stop talking about them and just fix them- 15 years they've said they would*
- *They need to use the money correctly*
- *They need to use the money correctly*
- *They should be doing it more effective- pot holes, then they wouldn't have to keep repeatedly doing poor jobs*
- *They should be fixing them effectively, and developments haven't happened in the past, and requests from the council aren't being taken seriously*
- *They should stop wasting money the roads are disgraceful we never see where the rates are being spent*
- *Think the burdan should be lifted off the council and concentrate the bridges, state and federal should lend a hand ...we have more bridges then any other place...we have 300 bridges*
- *Think they need to be more efficient about maintaining roads, especially dirt roads*
- *Think theyre doing what they can do*
- *To do a good job when they do the roads the first time cause we often find they put in a new road and 6months later it is breaking up, good quality work is important so they don't have to go back*
- *Too much finance being used by the council employees- being given brand new cars etc*
- *Too much money is wasted*
- *Totally understand importance if improving roads it is damaging the cars i drive a lot for work so see many of the outskirts bad roads; the importance is not getting the cheapest job but getting it done well a company with a good name so the repairs last*
- *Try to get more funding off the state govt, maybe a bigger grant to help with the roads to try and reduce the variation rate*
- *Use funding better if they get it- more efficient, they've done it poorly in the past*
- *Very disappointing with all the pot holes , its really discusting..friends wont come visit its far too dangerous..needs reservicing ,, shocking*
- *Want the council to do the best they can for the roads in the area with the rates at an affordable price*
- *We all complain about the problems, roads are bad in wingham, we are the poor little brother of taree....*

- › *We don't need a rate increase. Council should become more efficient in the funds they already have, cut the fat in council.*
- › *We have a more populated area now, so there is a lot more money coming, where is this being spent or going.*
- › *We just want the money spent where it should be*
- › *We live at redhead and roads are like a patchwork of holes being filled. , like to know where the funding is being spent and have it spend on outlying areas as well as towns.*
- › *We need a new council and someone to manage this beautiful place properly.*
- › *We need an increase in funding for roads i do not dispute this, but i feel council should be applying to state or federal government for funding, not expecting the tax payer to foot the bill. We all pay gst and very few communities benefit from this, i feel this should be used to fix roads.*
- › *We need to look at difference maintenance tactics as it seems as though as soon as they finish repairing a road it is time to begin again*
- › *We need totally guttering , its all disappeared its discusting... They seem to ignore our plee.*
- › *We pay extra for our green service, we are paying council to pay sub contractor to do the wrong thing. We had no choice, we found out it goes into waste services.*
- › *We should have an inspection in to the roads of wingham, maybe putting ramps in to slow the speed of traffic.*
- › *We should not be paying for others incompetence.*
- › *We should sack the lot of them and put it under administration, get rid of council and give it to someone that knows how to run a business they are too top heavy and waste too much money, nobody will amalgamate with taree cause they are hopeless*
- › *Weve just got to do something about the roads it is damaging the cars*
- › *What ever there filling the holes with isnt right..should be reservicing properly. The road are bad alot of major accidents are on that road. Council should put lights in the area, trees are too tall not pruned alot of blind spots , need more signage..*
- › *When fixing local roads they need to stop repairing by filling only and instead fill and compact. When are they going to repair copen yarratt road?*
- › *Why go to the people when the money is there with the state government.*
- › *Will provide feedback at the kiosk*
- › *Wingham needs road improvements more than taree*
- › *Would like to have confidence to see the improvements will be done but looking at the current way the roads are repaired i would need to be sure that they would be done properly eg pot hole repairs are very poorly done and in some cases need redoing the next day, waste of money. The council needs to regain confidence of residents that it is competent to do the improvements, we need to have value for money if we are paying extra for it*
- › *Would like to know what the rest of the money is spent on*
- › *Would like to see the proof of 40% of rates income spent on roads. Distribution of funds isn't even in the different areas*
- › *Wouldn't mind dirt roads getting a surface*
- › *Wouldnt mind paying ing if they do a decent job, but there is no evidence of that*
- › *You always see road maintenance being carried out and funding is always an issue in rural areas and you get what you pay for i would pay higher rates for the best possible Manning Valley*

Appendix 4: Follow-up survey

Version 1 GTCC_revised_Dec_2015

Last modified:14/12/2015 7:19:59 PM

- Q1. Hi my name is (name) and I'm calling from Jetty Research on behalf of Greater Taree City Council. You may recall we spoke to you recently to conduct a survey about a special rate variation being proposed by Council to address local roads. Based on feedback from that survey, Council now has a revised proposal, and I was wondering if I could explain what that change is and then ask 4 additional quick questions. It will take less than 3 minutes and any response you provide would be confidential.

Try to complete now. Otherwise offer call back with Wednesday as the latest time. NO CALL BACKS THURSDAY

Yes	1
No	555

Answer If Attribute "No" from Q1 is SELECTED

Q1

- Q2. Thank you for your time. Have a great afternoon/evening

End

- Q3. RESEARCHER: Enter first name.

USE DETAILS if necessary

Q3

- Q4. Great thanks so much [Q3]. The survey we conducted initially was based on a 6% special rate variation over six years to fund improvements to local roads. Based on the results of that survey, and via other community feedback, Council is now putting forward a revised proposal of a 4.5% Special Rate Variation each year for 6 years. Added to the state government's annual rate peg, this would amount to a total increase of 42% over the six years. Also, as a part of that SRV, Council would increase the Pensioner rebate to cover 35% of the increase over the 6 year period. That would result in an overall increase to pensioners of 27%, again compared to 62% under the previous proposal.

On that basis, can I just ask: To what extent do you oppose or support Council's proposal to apply for a special rate variation of 4.5% per year for 6 years, with some pensioner rebates, specifically to fund improvements in the safety and condition of local roads?

PROMPTED

Strongly Oppose	1	
Oppose	2	
Neutral or Unsure	3	
Support	4	
Strongly Support	5	

Q4

Q5. Can you briefly explain why?

UNPROMPTED - tick any that apply

LGA needs better roads	1	Q5_1
Can't get funds any other way	2	Q5_2
Better than the previous 6% proposed	3	Q5_3
Council is ineffective/nothing gets done	4	Q5_4
Council wastes money	5	Q5_5
Rate already to high/People can't afford it	6	Q5_6
Too hard for pensioners etc	7	Q5_7
Find the money elsewhere (e.g. State Govt)	8	Q5_8
Unsure	666	Q5_9
OTHER		Q5_0

Q6. [Q3] do you support the notion, within any proposed variation, of pensioners paying less than other ratepayers?

Yes	1	
No	555	Q6
Unsure	666	

Q7. And finally, do you currently receive a Pensioner rebate on your Council rates?

Yes	1	
No	555	Q7
Not a ratepayer	2	

Q8. Thanks so much [Q3], that's all the information we require. Thanks so much for taking part in this follow-on survey, and have a good afternoon/evening.