

# Asset Management Study Online Survey Results

Following completion of the telephone survey, a copy of the survey and the Information Pack was placed online from 30 July to 10 August to provide community members who did not participate in the telephone survey with an opportunity to be a part of the process and have their say.

The raw data from the online survey is included below for information.

**Number of Respondents = 15**

**Q2. Overall, how satisfied are you with the quality of community assets currently provided by Council?**

- Somewhat Satisfied = 8
- Satisfied = 4
- Not at all satisfied = 1
- No response = 2

**Q3a Thinking about our current spend on sealed roads, do you think Council should be investing?**

- About the same = 4
- Less = 1
- More = 10

**Q3b Thinking about our current spend on unsealed roads, do you think Council should be investing?**

- About the same = 4
- Less = 2
- More = 9

**Q3c Thinking about our current spend on footpaths and cycle ways, do you think Council should be investing?**

- About the same = 7
- Less = 2
- More = 6

**Q3d Thinking about our current spend on bridges, do you think Council should be investing?**

- About the same = 7
- Less = 1
- More = 7

**Q3f Thinking about our current spend on urban stormwater, do you think Council should be investing?**

- About the same = 5
- Less = 1
- More = 9

**Q3h Thinking about our current spend on buildings, do you think Council should be investing?**

- About the same = 7
- Less = 2
- More = 6

**Q3j Thinking about our current spend on park facilities, do you think Council should be investing?**

- About the same = 9
- Less = 3
- More = 3

**Q3k Thinking about our current spend on the water network, do you think Council should be investing?**

- About the same = 9
- Less = 0
- More = 6

**Q3l Thinking about our current spend on sewer network, do you think Council should be investing?**

- About the same = 9
- Less = 1
- More = 5

**Q4a How supportive are you of this level of additional investment in transport?**

- Not very supportive = 1
- Somewhat supportive = 4
- Supportive = 7
- Very supportive = 3

**Q4b How supportive are you of this level of additional investment in urban stormwater drainage?**

- Not very supportive = 2
- Somewhat supportive = 4
- Supportive = 5
- Very supportive = 4

**Q4d How supportive are you of this level of additional investment in buildings and public amenities?**

- Not at all supportive = 1
- Not very supportive = 2
- Somewhat supportive = 4
- Supportive = 6
- Very supportive = 2

**Q5 Considering the challenges Council faces with ageing infrastructure, which of the following revenue options would you support Council exploring in order to address funding requirements?**

- Identifying additional organisational improvement which will result in efficiencies = 11
- Selling off community assets such as land and buildings that are not required to provide key services or those community assets which are duplicated across the Shire, = 11
- Invest in data capture through smart sensor technology to be better informed on asset performance, condition and service delivery = 1
- Reducing service levels across community services such as public libraries, swimming pools, community events, environmental programs and community financial assistance programs = 1
- Allow more land to be developed with the developer meeting all costs so that the number of rate payers in Lithgow LGA is increased = 1
- Increasing Council service charges and fees, = 2
- Improving tourism = 1
- Increasing business, residential and farmland rates = 1

**Q6 How important do you believe it is for Council to implement plans and strategies that will maintain and enhance infrastructure and facilities for the Lithgow LGA?**

- Important = 7
- Somewhat Important = 1
- Very Important = 7

**Q7 In general, how satisfied are you with the performance of Council, and their services, not just on one or two issues but across all responsibility areas?**

- Not at all satisfied = 2
- Not very satisfied = 1
- Somewhat satisfied = 10
- satisfied = 2

**Q8a How satisfied are you with this community consultation undertaken by Council?**

- Not at all satisfied = 1
- Not very satisfied = 3
- Somewhat satisfied = 6
- satisfied = 2
- Very Satisfied = 3

**Q8b Why do you say that?**

- Don't read the Mercury or go to town that often so need information by mail and have not received much of that.
- I think the wrong questions have been asked. I personally would like to see things ran more efficiently before throwing extra money (which most people don't have) at the problem for a quick fix. If that Avenue has been researched I would then certainly consider an increase in rates.
- I don't see why there was a phone poll and then this internet poll. The internet poll and advertisement on the radio for people to come in to the council office and have their say surely would have been a cheaper option

- Need much clearer surveys, much clearer and more basic information in proposals, more openness in Council Meetings, and All Council Meetings Recorded
- Not well advertised
- Seems haphazard and not inclusive of all ages/interests
- Needs a section to comment on what i think needs doing
- N/A
- I would like to see the options being considered for each of the asset classes. Doing the same thing year in, year out is unproductive. Asset management is an area which lends itself to considering various options not just whether to spend more or less. Various Councils across Australia are becoming skilful in how they manage assets but I don't see that come through in what Lithgow is looking to do. The information provided on which to respond to this survey is rather limited. I would like to see what options are before council on each asset class - eg. internal process or in-field improvements, sell-offs, technology based delivery, incentive based outsourced service delivery, etc.
- I am glad that it is open to all regardless of age, mobility or sex.
- I have always found Council to be very transparent with their dealings on these sorts of matters.'

**Q9 Which of the following best describes the house where you are currently living?**

- I/We currently rent this property = 2
- I/We own/are currently buying this property = 12
- No response = 1

**Q10 How many years have you lived in the Lithgow Local Government Area?**

- 6 months to 2 years = 1
- 3 – 5 years = 2
- 6-10 years = 2
- More than 10 years = 10

**Q11 Where do you live?**

- Bowenfels =1
- Hartley = 2
- Lidsdale = 1
- Lithgow = 3
- Little Hartley = 1
- Littleton = 1
- Portland = 2
- South Bowenfels = 1
- Vale of Clwydd = 1
- Wallerawang = 1