

North Sydney Council Customer Satisfaction Survey 2020



Results from a representative telephone survey of 400 residents and 200 businesses in the North Sydney LGA

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North Sydney Council

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Front cover photo: From North Sydney Council Facebook page



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Executive Summary

In January 2020, North Sydney Council (Council) commissioned Jetty Research to conduct a random telephone survey of 400 adult residents living within the local government area (LGA) and 200 businesses operating within the LGA. The surveys aimed to assess satisfaction with different Council-managed facilities and services using a random and statistically valid sample. It also sought to understand perception of quality of life within the region and satisfaction with Council’s communication and engagement with the community.

This study replicates those previously conducted in 2004, 2006, 2009, 2010, 2013 and 2016, albeit with some updated content, to understand performance of Council over time.

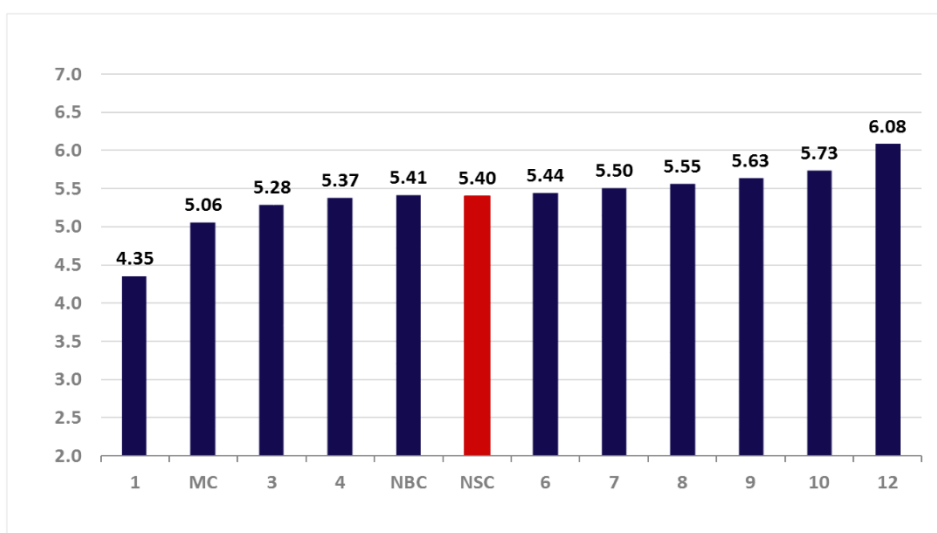
Based on the number of North Sydney LGA households and businesses, a random sample of 400 adult residents implies a margin for error of +/- 4.9% at the 95% confidence level and a random sample of 200 businesses implies a margin for error of +/- 6.9% at the 95% confidence level. This essentially means that if we conducted a similar poll 20 times, results should reflect the views and behaviour of the overall survey population - in this case “all North Sydney LGA adult residents and businesses excluding council employees and Councillors” - to within a margin of +/- 4.9% and +/- 6.9% (respectively) in 19 of those 20 surveys.

For more information on survey methodology, sampling error and sample characteristics, see pages 10-12. For more detailed information on the demographic breakdown of survey respondents see pages 13-16 for residents and 36-38 for businesses.

Among the survey’s major conclusions regarding residents:

1. Overall satisfaction with Council was extremely positive, with a mean (average) rating of 5.4 out of a possible 7.0, a 0.2% increase from 2016 and indicates Council is performing around average against its peers¹:

Graph i: Overall satisfaction with Council, benchmark results



¹ Note: overall satisfaction is plotted against ten other NSW Councils', recorded in the past two years on a 5-point scale which has been rescaled to fit the Council’s 7-point scale. Benchmark Councils include: Hawkesbury, Mosman, Tenterfield, Ashfield Council, Northern Beaches, North Sydney Council 2020 Cumberland Council, Blue Mountains, Ku-ring-gai, Burwood, Inner West and Campbelltown respectively.

2. Satisfaction with facilities and service provided by Council remained high and stable in 2020.

- a. Significant increases in satisfaction were seen across the range of traffic and road related measures, highlighted in green in the table below. Slight, but not significant, declines were seen in community centres and halls, range of public art in North Sydney, range of arts and cultural experiences in North Sydney and children’s services (Family Day Care and Vacation Care) all of which fell from high satisfaction ratings in 2016:

<i>Facility or service</i>	<i>2016 Mean</i>	<i>2020 Mean</i>	<i>% difference</i>
Management of traffic flow (congestion) on local roads	3.79	4.65	23%
Provision of parking	3.43	4.10	19%
Maintenance of the local roads and footpaths	4.30	4.91	14%
Cleanliness of local roads and footpaths	4.79	5.45	14%
Satisfaction with the way NS as a whole looks and feels	4.97	5.54	11%
Maintenance of parks, ovals and bushland areas	5.16	5.73	11%
Pedestrian and cycle paths	4.05	4.46	10%
Maintenance of plazas in commercial areas	4.76	5.22	10%
The appearance of public spaces in the NS CBD	4.72	5.16	9%
The appearance of local village centres	4.80	5.21	9%
Feeling safe in North Sydney	5.29	5.72	8%
Waste and recycling collection services	5.30	5.68	7%
Quality of commercial and residential development	4.33	4.61	7%
Policing of parking	4.30	4.54	6%
Recreation facilities	5.24	5.44	4%
The customer service/info provided by Council staff	4.95	5.06	2%
Stanton Library	5.32	5.43	2%
Council run community events	5.19	5.26	1%
North Sydney Olympic Pool	4.76	4.78	0%
Community centres and halls	4.81	4.73	-2%
Range of public art in North Sydney	4.60	4.38	-5%
Range of arts and cultural experiences in North Sydney	4.87	4.63	-5%
Children’s services (Family Day Care and Vacation Care)	4.76	4.40	-8%

- b. The average rating of facilities and services was 5.0 (out of a possible 7.0) with the top rated including: maintenance of parks, ovals and bushland areas (5.7 out of 7.0), feeling safe in North Sydney (5.7), waste and recycling collection services (5.7), satisfaction with the way NS as a whole looks and feels (5.5) and cleanliness of local roads and footpaths (5.5). The lowest rated were: provision of parking (4.1), range of public art in North Sydney (4.4) and Children’s services (Family Day Care and Vacation Care) at 4.4.
- c. Provision of parking, management of traffic flow (congestion) on local roads, maintenance of the local roads and footpaths, policing of parking, quality of commercial and residential development, range of arts and cultural experiences in North Sydney and range of public art in North Sydney were identified through the importance/satisfaction analysis as areas requiring improvement where satisfaction is not meeting resident expectations.
- d. Furthermore, the driver analysis indicates that the strongest drivers of overall satisfaction with Council were the customer service/information provided by Council staff, maintenance of the local roads and footpaths and satisfaction with the way North Sydney as a whole looks and feels. Results hence suggest that if Council were to improve in any or all of these measures, perceptions of Council’s overall performance would improve significantly.

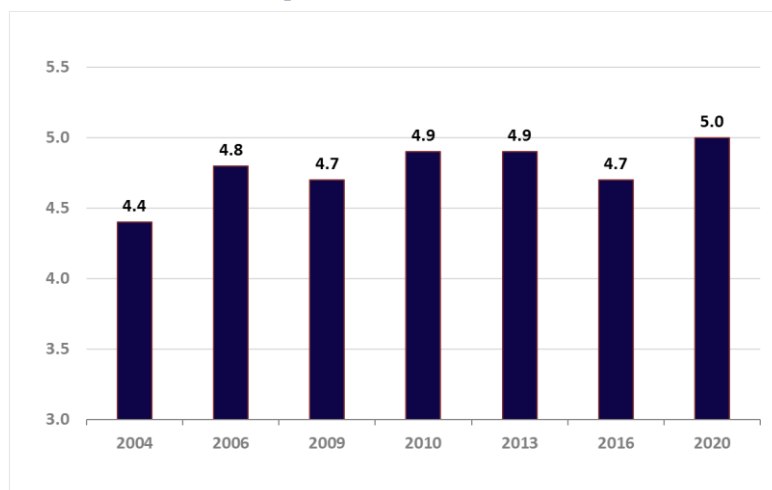
3. Communications scored well, with improvements in the proportion very/extremely satisfied with Council communications and engagement increasing in 2020 and positive perceptions of Council’s processes. Additionally, awareness of Precinct Committees and the North Sydney Community Strategic Plan remained stable at around 30% of residents, and a similar proportion were satisfied with Council’s direction. Quality of life results were also strong with the vast majority feeling their quality of life was very good/excellent and 75% agreement that there is a strong sense of community in the area:

Residents		2013	2016	2020
Satisfaction with current Council communications	% very/extremely satisfied	16%	28%	32%
Satisfaction with current Council engagement	% very/extremely satisfied	11%	17%	20%
Agreement that Council operates under ethical processes	% agreement	NA	50%	63%
Awareness of Precinct Committees	% aware	53%	45%	47%
Awareness of Council’s Community Strategic Plan	% aware	23%	23%	31%
Satisfaction with Council’s direction	% satisfied	50%	51%	54%
Perceived sense of community - agree strong sense of community	% agreement	78%	75%	75%
Perceived quality of life	% very good/excellent	NA	NA	90%

Among the survey’s major conclusions regarding businesses:

4. Overall satisfaction with Council was extremely positive, with a mean (average) rating of 5.0 out of a possible 7.0, a 0.3% increase from 2016 and the highest score seen to date.

Graph ii: Satisfaction with Council’s overall performance, mean



5. These satisfaction results remained high over time with significant increases in satisfaction across the range of traffic- and road-related measures as highlighted in green in table 2.2.1 below and similar to the resident ratings. No declines in satisfaction were evident across any of the measures:

Facility or service	2016 Mean	2020 Mean	% difference
Council's business processes	NA	5.11	NA
Provision of parking	3.34	3.96	16%
Cleanliness of local roads and footpaths	4.67	5.50	15%
Customer service/information provided by Council staff	4.72	5.43	13%
Management of traffic flow on local roads	4.09	4.69	13%
Maintenance of local roads and footpaths	4.60	5.08	9%
Policing of parking	4.10	4.48	8%
The look and feel of commercial centres and local villages	4.83	5.24	8%
The way North Sydney as a whole looks and feels	5.05	5.35	6%
Maintenance of commercial areas	4.83	5.06	5%
Quality of commercial and residential development	4.78	4.97	4%

- a. The average rating of facilities and services was 4.9 out of a possible 7.0. Results indicate that of the 11 services rated, one scored in the "very high satisfaction" region (where average rating is equal to or greater than 5.5 out of a possible 7.0.), cleanliness of local roads and footpaths. Only one rated "poor" (i.e. mean <4.5), provision of parking. The remaining 9 facilities and services rated within 0.5 of the average score of 4.9.
 - b. Provision of parking, management of traffic flow on local roads, quality of commercial and residential development and policing of parking were identified through the importance/satisfaction analysis as areas requiring improvement where satisfaction is not meeting resident expectations.
 - c. Furthermore, the driver analysis indicates that the strongest drivers of overall satisfaction with Council were the way North Sydney as a whole looks and feels, the look and feel of commercial centres and local villages and management of traffic flow (congestion) on local roads.
6. Communications scored well with improvements in the proportion very/extremely satisfied with Council communications and engagement increasing in 2020 and positive perceptions of Council's processes. Additionally, awareness of the local Streetscape Committees and the North Sydney Community Strategic Plan remained stable, while awareness of the Precinct Committees declined slightly. Overall satisfaction with Council's direction shows an upwards trend over time:

Businesses		2013	2016	2020
Satisfaction with NSC as a place to do business	% very/extremely satisfied	NA	NA	55%
Satisfaction with current Council engagement	% very/extremely satisfied	11%	20%	29%
Agreement that Council operates under ethical processes	% very/extremely satisfied	11%	9%	17%
Agreement that Council operates under ethical processes	% agreement	NA	57%	62%
Awareness of local Streetscape Committee	% aware	15%	23%	22%
Awareness of Precinct Committees	% aware	24%	30%	21%
Awareness of Council's Community Strategic Plan	% aware	23%	23%	24%
Satisfaction with Council's direction	% satisfied	47%	56%	68%

Introduction

Background and Objectives

In January 2020, North Sydney Council (Council) commissioned Jetty Research to conduct a random telephone survey of 400 adult residents living within the local government area (LGA) and 200 businesses operating within the LGA. The surveys aimed to assess satisfaction with different Council-managed facilities and services using a random and statistically valid sample. It also sought to understand perception of quality of life within the region and satisfaction with Council's communication and engagement with the community.

This study replicates those previously conducted in 2004, 2006, 2009, 2010, 2013 and 2016, albeit with some updating, to understand performance of Council over time.

Specifically, the research sought to address the following research objectives:

1. Measuring community wellbeing including perceived quality of life, satisfaction with Council's direction and perceived sense of community;
2. Assessing the community's priorities and satisfaction in relation to Council activities, services and facilities;
3. Identifying the community's overall level of satisfaction with Council's performance (and benchmarking this against previous surveys);
4. Identifying satisfaction with current communications and engagement as well as preferred means of communication and engagement;
5. Measuring awareness of Precinct Committees, local Streetscape Committees and North Sydney's Strategic Direction;
6. Eliciting ideas for future priorities;
7. Seeing how results above vary by factors such as age, gender, and ward as well as over time.

Methodology

The survey comprised a random fixed line and mobile telephone poll of 400 residents aged 18+. Respondents were selected at random from a verified random sample residential telephone database of 4,069 telephone numbers (approx. two-thirds fixed-line and one-third mobile) within the LGA². Survey forms were constructed collaboratively between Council management and Jetty Research (see Appendix 1a and 1b), based on satisfying the above objectives. Few changes were made to the 2016 residents and business survey instruments to ensure valid comparisons over time.

Polling was conducted between 25 March and 8 April 2020 (inclusive) from Jetty Research's Coffs Harbour CATI³ call centre. A team of 12 researchers called North Sydney LGA residents on weekday evenings (excluding Friday) from 3.30 to 8pm, and Saturdays 12.30 to 5pm. Businesses were contacted between 10am and 3pm. 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.

The poll was conducted on a purely random basis, other than ensuring an adequate mix of respondents across different sub-regions. Respondents were screened to ensure they were aged 18 or over, had lived within the North Sydney LGA for at least 12 months, and were not Councillors or permanent Council employees.

Survey time averaged 19 minutes for the resident survey and 14 minutes for the business survey. Response rate, calculated as the proportion of potential eligible respondents contacted agreeing to participate, was satisfactory for a survey of this length with 38% of residents and 11% of businesses reached agreeing to participate.

Due to the nature of the survey, not all respondents answered every question. The number of respondents answering each question is marked as "n = XXX" in the graph accompanying that question. Caution should be taken in analysing some questions due to the small sample size.

Results for the resident CATI survey have been post-weighted to match the age and gender profile of the North Sydney LGA as per the 2016 ABS Census (Usual Residents Profile). See Appendix 2 for details of the weighting process.

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. Cross analysis was undertaken by a number of demographic and attitudinal characteristics. Only where differences by groups were statistically significant are they generally mentioned in the report commentary.

² Postcodes sourced were 2060, 2061 and 2065 inclusive. As with any postcode-based source, some records may lie outside LGA boundaries. SamplePages, the provider of verified random residential numbers, is a respected supplier of random numbers to the market and social research industry.

³ Computer-assisted telephone interviewing

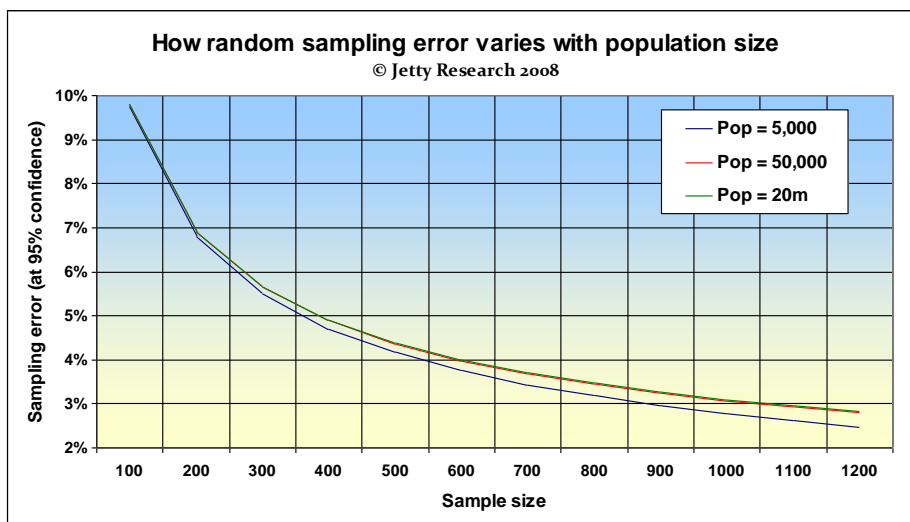
Sampling error

According to the 2016 ABS Census (Usual Resident Profile) the population of the LGA was 67,654 of which 57,977 (86%) were aged 18 and over. A sample of 400 for this population implies a margin for error of +/- 4.9% at the 95% confidence level which is entirely acceptable based on best practice research principles. (This means in effect that if we conducted a similar poll 20 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.)

In 2018, there were approximately 15,775 businesses registered in the North Sydney LGA. Thus a sample of 200 implies a margin for error of +/- 6.9% at the 95% confidence level.

As picture i below shows, margin for error falls as sample size rises. Hence sub-groups within the overall sample will typically create much higher margins for error. 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).

Picture 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 outside our sampling frame, the proportion of non-respondents (refusals, no answers etc.) and/or imperfections in the survey database. However steps have been taken at each step of the research process to minimise non-random error wherever possible.

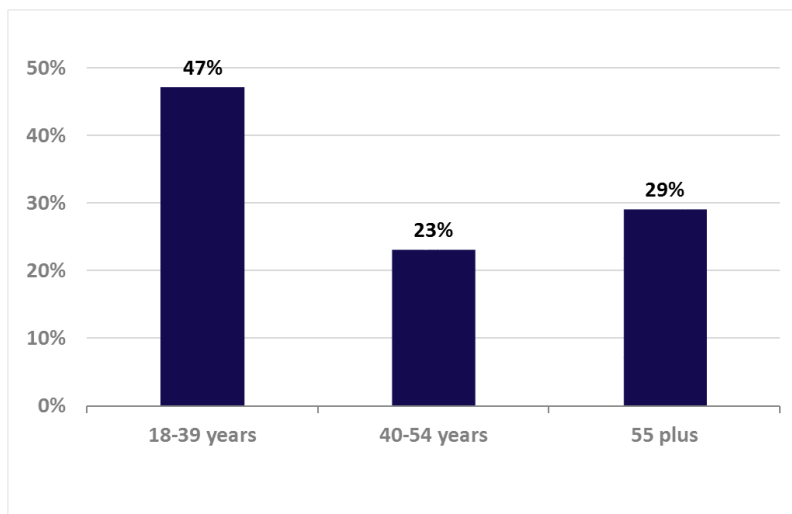
Part 1: Resident Satisfaction Results

1.1 Sample characteristics

The following breaks down the survey sample by age, gender, ward, home ownership status, children at home, length of time in the LGA and main shopping area:

Graph 1.1.1: Sample by age (weighted)

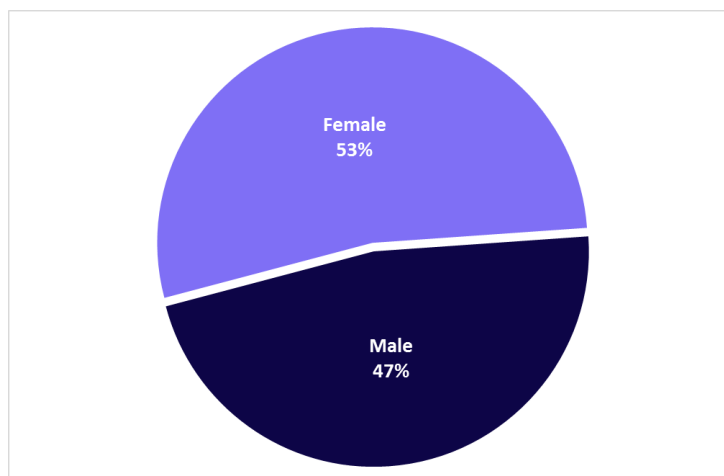
Base: all respondents



The 2020 sample was weighted to match the 2016 ABS Census on age and gender (see Appendix 2 for weighting calculations) resulting in 47% of the weighted sample being aged 18 to 39 years.

Graph 1.1.2: Sample by gender (weighted)

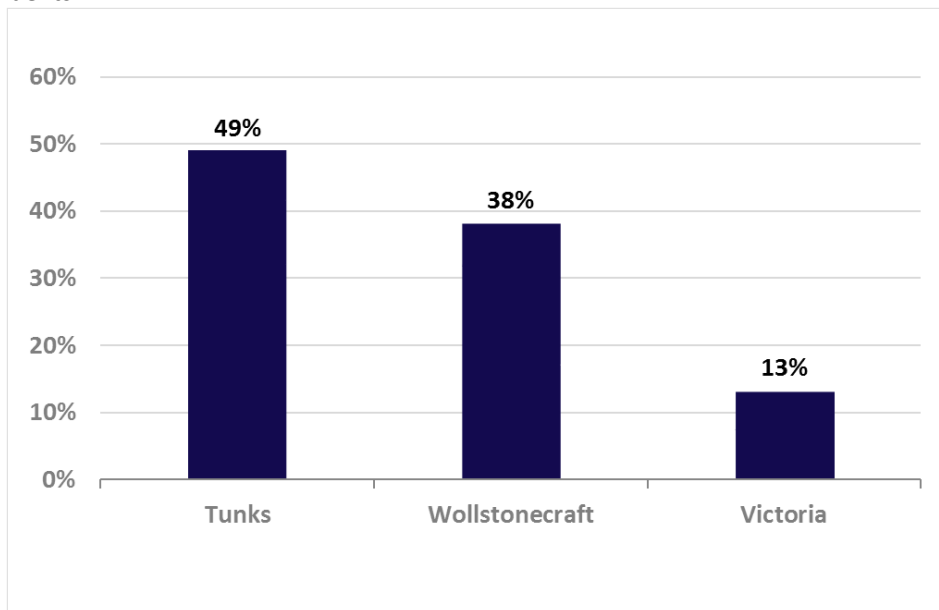
Base: all respondents



Similarly to age, the sample was biased towards female residents (60% when unweighted). Again, this has been corrected through post-weighting according to 2016 ABS Census data for the LGA.

Graph 1.1.3: Sample by ward

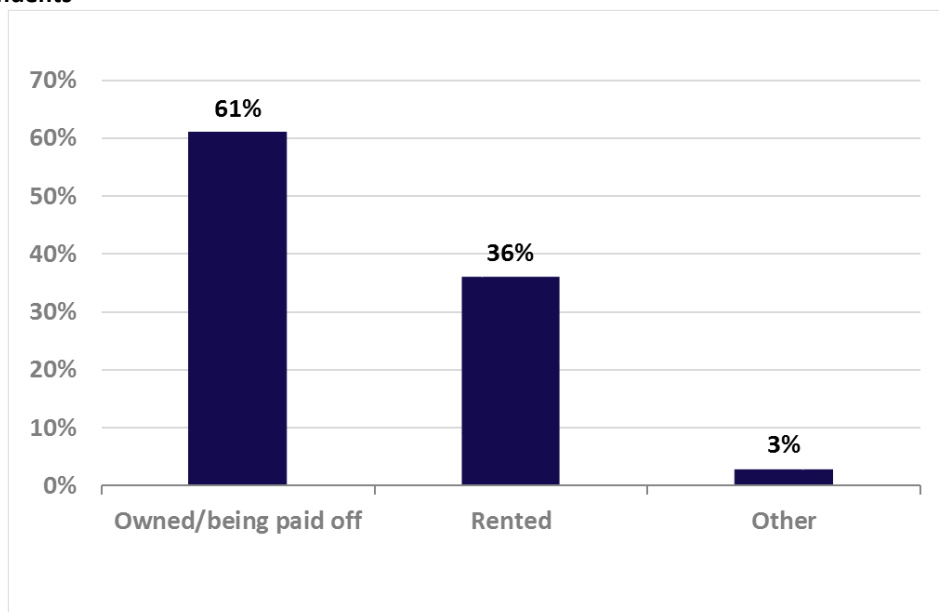
Base: all respondents



Almost half of the sample resided in Tunks Ward (49%), 38% in Wollstonecraft Ward and 13% in Victoria Ward. (Quotas were used to ensure the split by region matched the population profile of the area.)

Graph 1.1.4: Sample by home ownership status

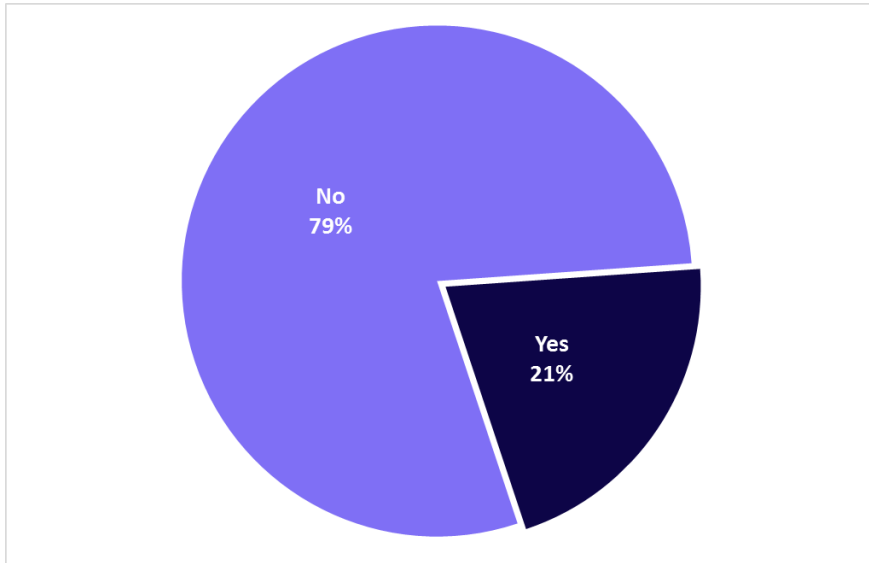
Base: all respondents



Three in five (61%) were home owners and 36% rented in the LGA. Other residents were living with their parents.

Graph 1.1.5: Sample by children at home

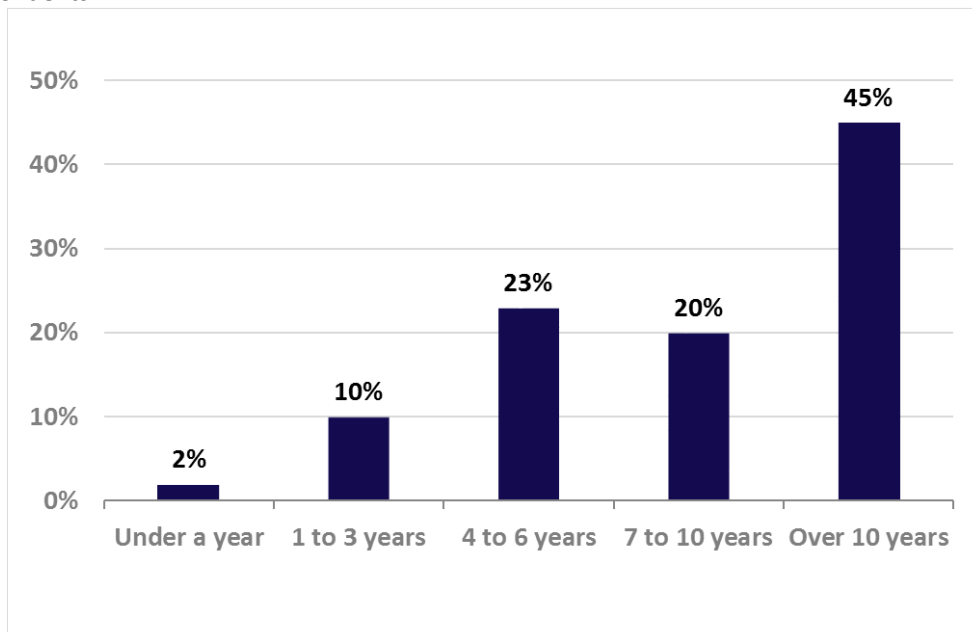
Base: all respondents



Just one in five of the residential sample had children living at home (21%).

Graph 1.1.6: Sample by length of time in the area

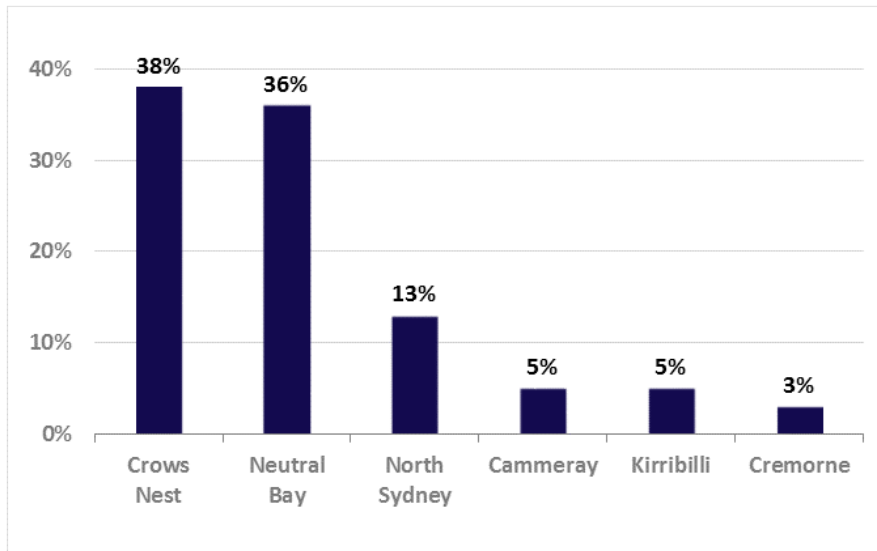
Base: all respondents



Almost half of those sampled had resided in the area for over 10 years.

Graph 1.1.7: Sample by main shopping area

Base: all respondents



Crows Nest was the most popular shopping area (mentioned as their main shopping area by 38% of those surveyed), followed by Neutral Bay (36%) and North Sydney (13%).

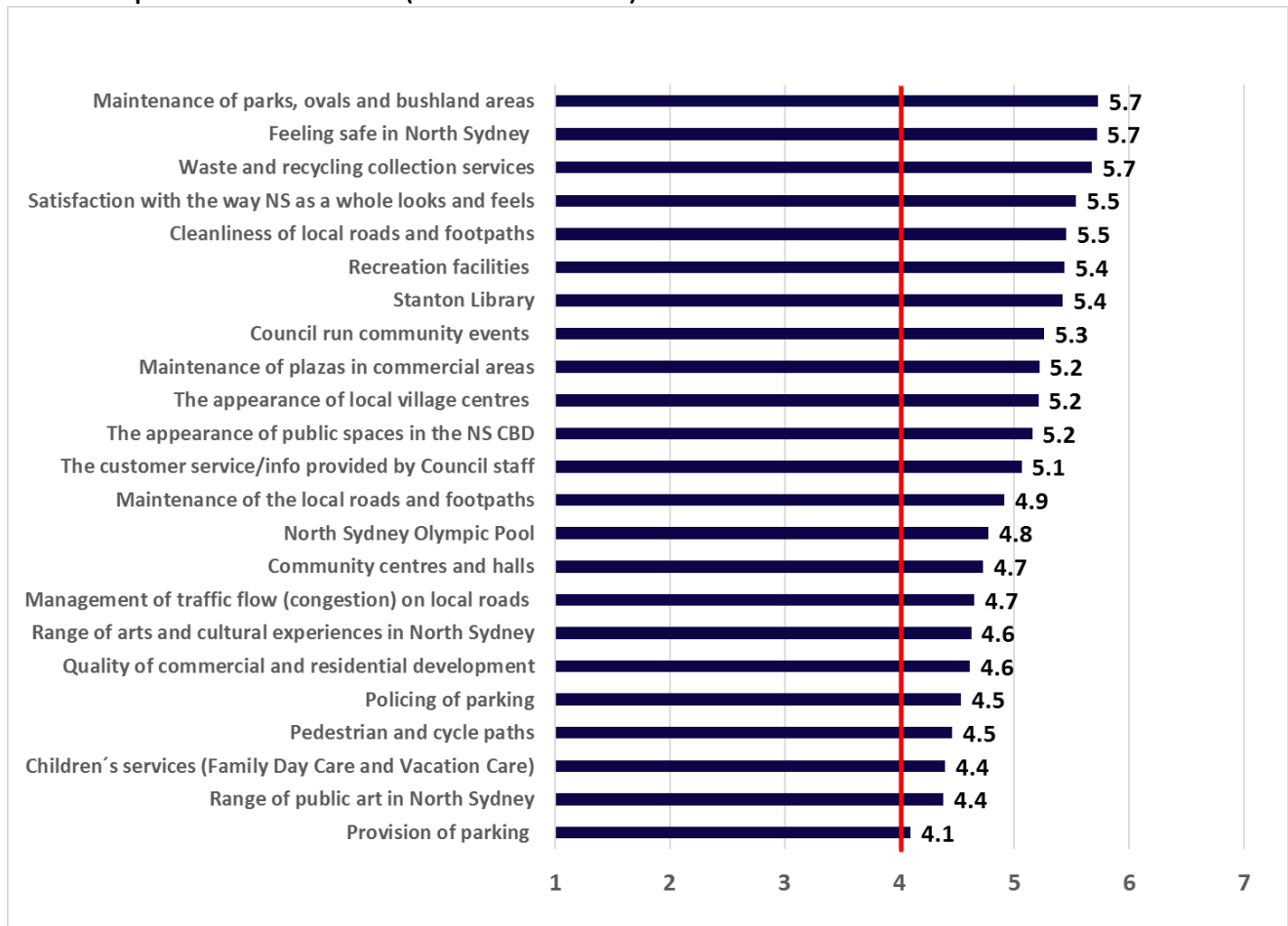
Part 1.2: Satisfaction and importance with specific facilities/services

The survey commenced with residents being asked to rate their satisfaction with 23 different Council facilities and services. A rating scale of 1-7 was used, with 1 being extremely dissatisfied and 7 being extremely satisfied. (A rating of 4 denoted neither satisfied nor dissatisfied and those who had not used the facility or service were not required to provide a satisfaction score but reported ‘don’t know’.)

The mean (i.e. average) satisfaction scores for each of the 23 facilities and services among users is shown in Graph 1.2.1, below with the red line indicating the mid-point and what is considered an acceptable level of satisfaction:

Graph 1.2.1: Satisfaction ratings, mean ratings 2020

Base: all respondents when relevant (don’t know allowed)



The average rating of facilities and services was 5.0 out of a possible 7.0. Results indicate that of the 23 services rated, all scored above the mid-point, five scored in the “very high satisfaction” region (where average rating is equal to or greater than 5.5 out of a possible 7.0.) These comprised maintenance of parks, ovals and bushland areas (5.7 out of 7.0), feeling safe in North Sydney (5.7), waste and recycling collection services (5.7), satisfaction with the way North Sydney as a whole looks and feels (5.5) and cleanliness of local roads and footpaths (also 5.5).

Only three services rated “poor” (i.e. mean <4.5): these comprised provision of parking (4.1), range of public art in North Sydney (4.4) and Children’s services (Family Day Care and Vacation Care) at 4.4.

The remaining 15 facilities and services rated within 0.5 of the average score of 5.0.

These satisfaction results remained high over time, with significant increases in satisfaction across the range of traffic- and road-related measures as highlighted in green in table 1.2.1 below. Slight, but not significant, declines were seen in community centres and halls, range of public art in North Sydney, range of arts and cultural experiences in North Sydney and children’s services (Family Day Care and Vacation Care) all of which fell from high satisfaction ratings in 2016 and were likely driven down by the increased proportion of residents rating these facilities and services 4.0 (neither satisfied nor dissatisfied):

Table 1.2.1: Satisfaction ratings, 2016 vs. 2020

Base: all respondents when relevant (not applicable allowed)

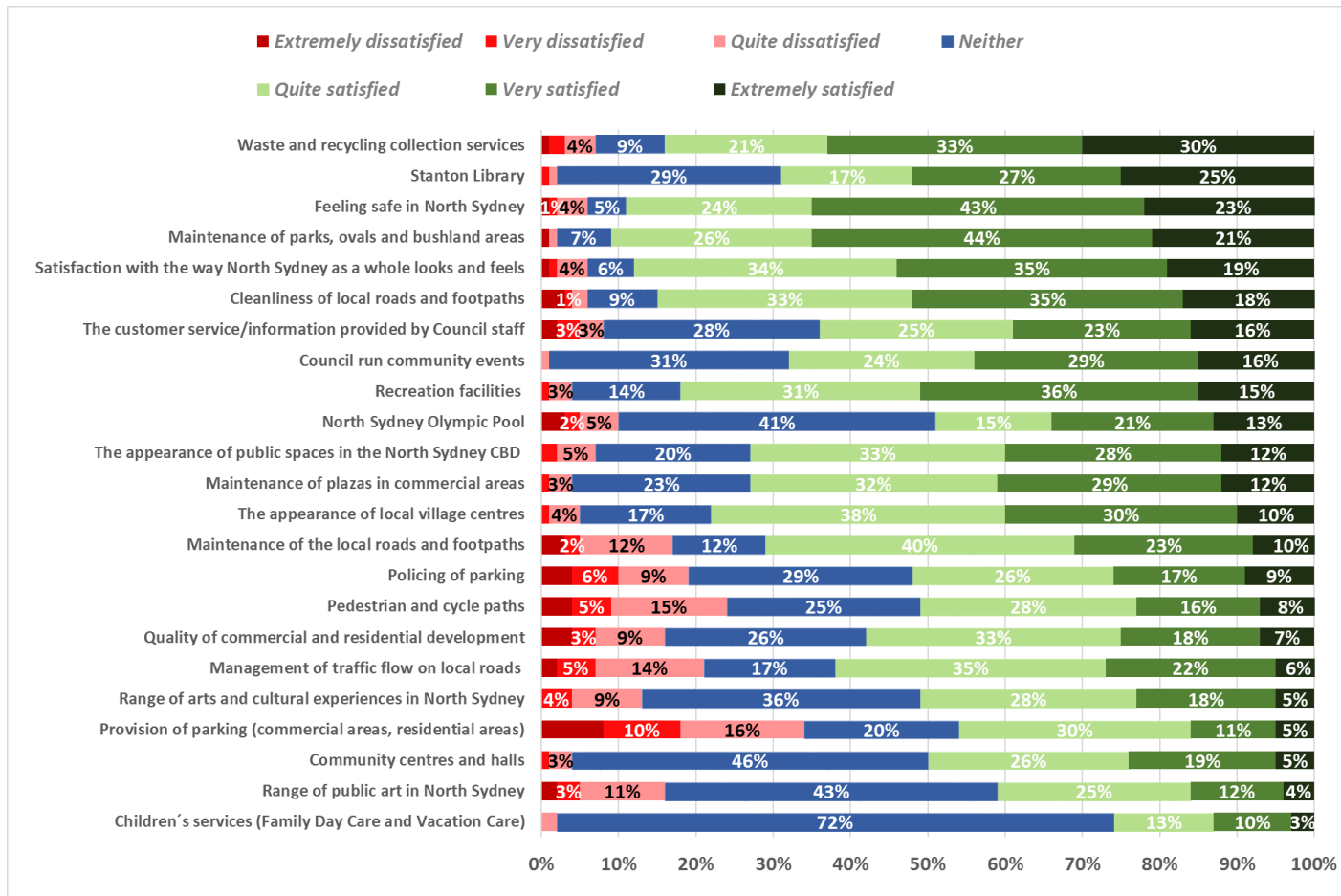
<i>Facility or service</i>	<i>2016 Mean</i>	<i>2020 Mean</i>	<i>% difference</i>
Management of traffic flow (congestion) on local roads	3.79	4.65	23%
Provision of parking	3.43	4.10	19%
Maintenance of the local roads and footpaths	4.30	4.91	14%
Cleanliness of local roads and footpaths	4.79	5.45	14%
Satisfaction with the way NS as a whole looks and feels	4.97	5.54	11%
Maintenance of parks, ovals and bushland areas	5.16	5.73	11%
Pedestrian and cycle paths	4.05	4.46	10%
Maintenance of plazas in commercial areas	4.76	5.22	10%
The appearance of public spaces in the NS CBD	4.72	5.16	9%
The appearance of local village centres	4.80	5.21	9%
Feeling safe in North Sydney	5.29	5.72	8%
Waste and recycling collection services	5.30	5.68	7%
Quality of commercial and residential development	4.33	4.61	7%
Policing of parking	4.30	4.54	6%
Recreation facilities	5.24	5.44	4%
The customer service/info provided by Council staff	4.95	5.06	2%
Stanton Library	5.32	5.43	2%
Council run community events	5.19	5.26	1%
North Sydney Olympic Pool	4.76	4.78	0%
Community centres and halls	4.81	4.73	-2%
Range of public art in North Sydney	4.60	4.38	-5%
Range of arts and cultural experiences in North Sydney	4.87	4.63	-5%
Children’s services (Family Day Care and Vacation Care)	4.76	4.40	-8%

When analysed by age group, those older residents (aged 55 years and over) were less likely to feel satisfied with the look of the area rating the way North Sydney as a whole looks and feels, appearance of local village centres, appearance of public spaces in the North Sydney CBD and quality of commercial and residential development lower than they younger counterparts (5.22 vs. 5.74 among those aged 18 to 39, 4.91 vs. 5.42, 4.79 vs. 5.38 and 4.27 vs. 4.98). Older residents rated Stanton Library higher than those aged 18 to 39 years (5.77 vs. 5.22).

Graph 1.2.2 outlines the full range of results (ranked by the proportion extremely satisfied from highest to lowest) and indicates that the proportion dissatisfied is (plotted in red) reasonably small across all measures:

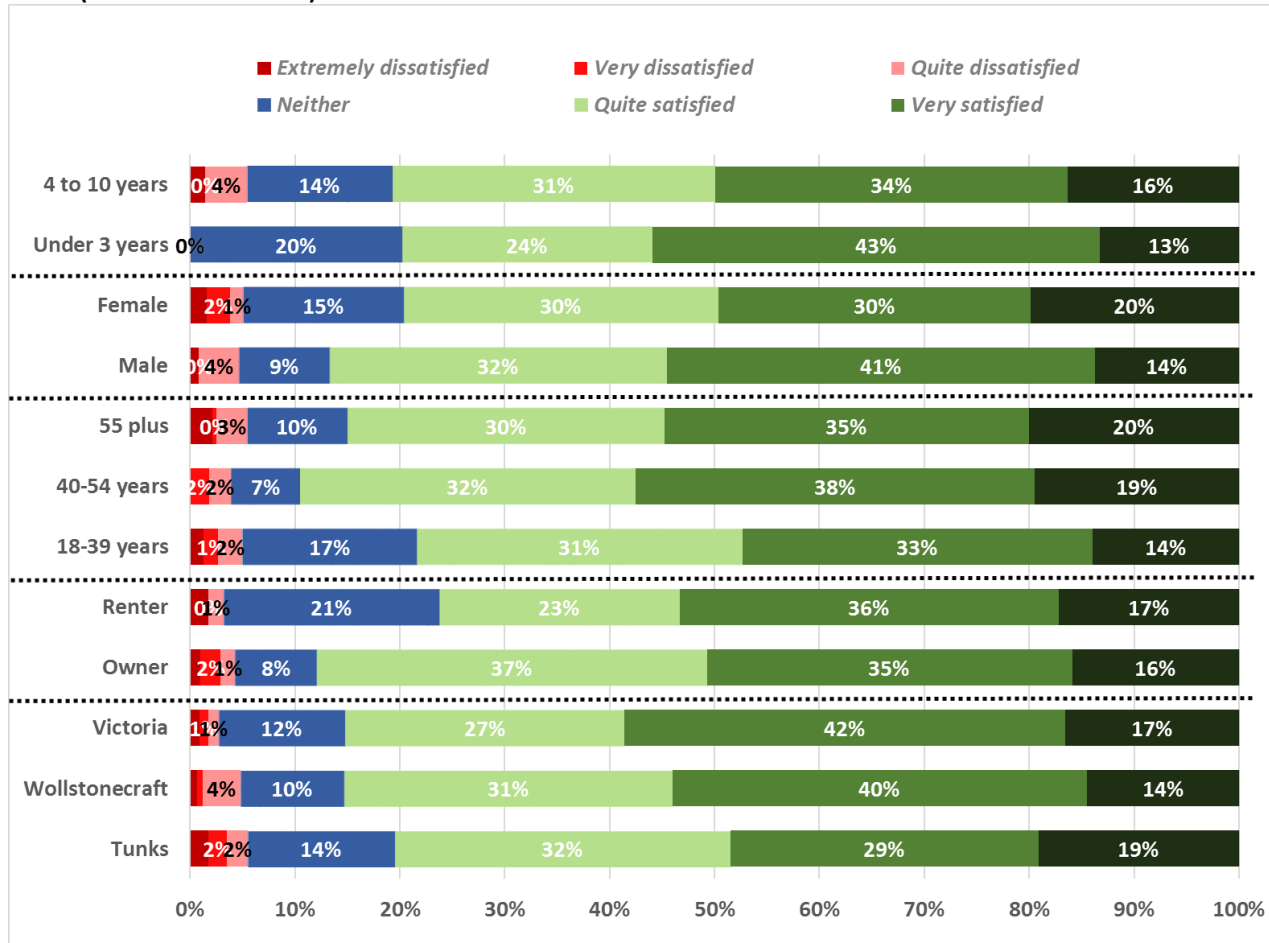
Graph 1.2.2: Satisfaction ratings, full range of responses

Base: all respondents when relevant (don't know allowed)



Graph 1.2.3: Satisfaction ratings, results by demographic groups of interest

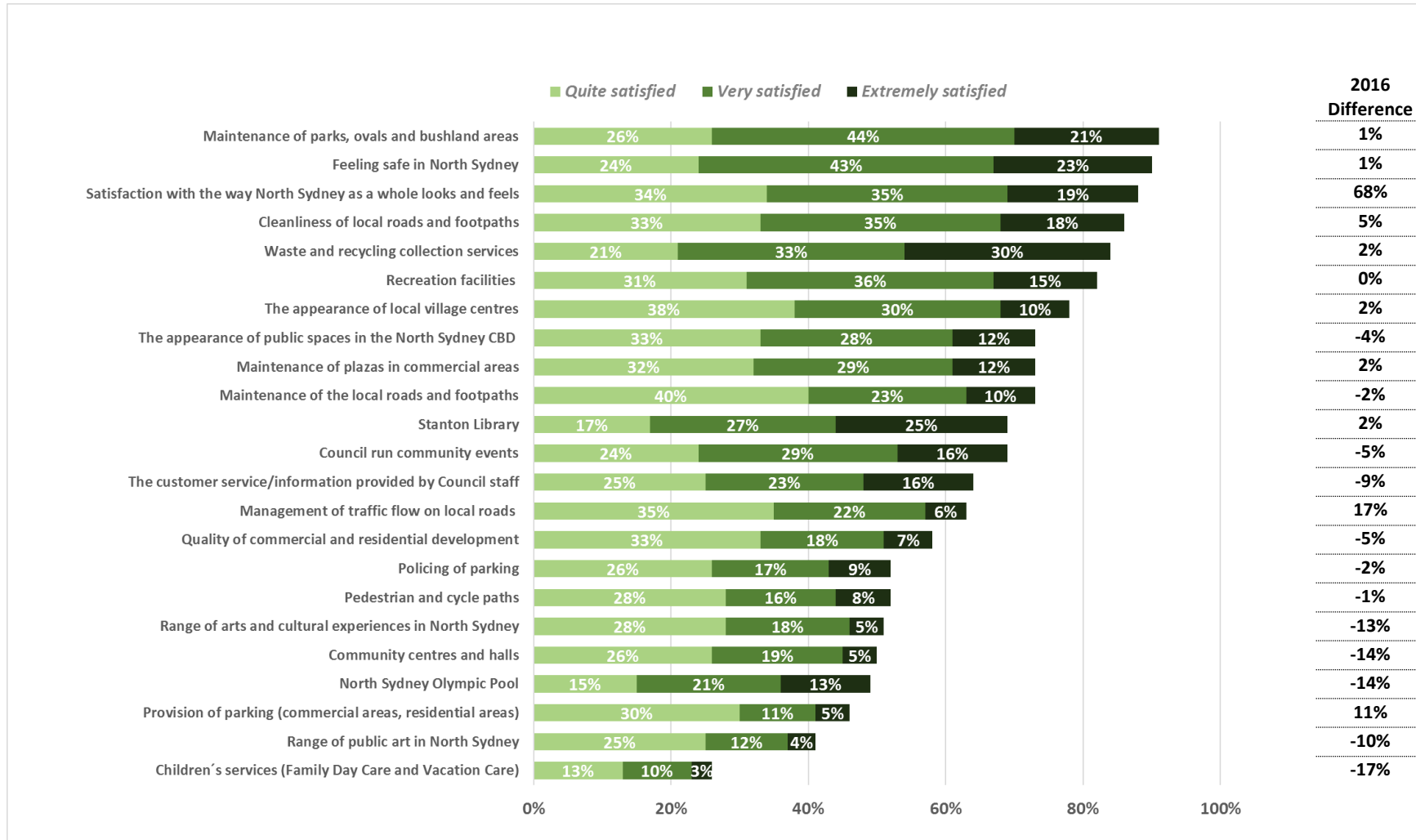
Base: all respondents when relevant (don't know allowed)



Results by demographic groups of interest saw very little differences.

Graph 1.2.4: Satisfaction ratings, proportion satisfied over time

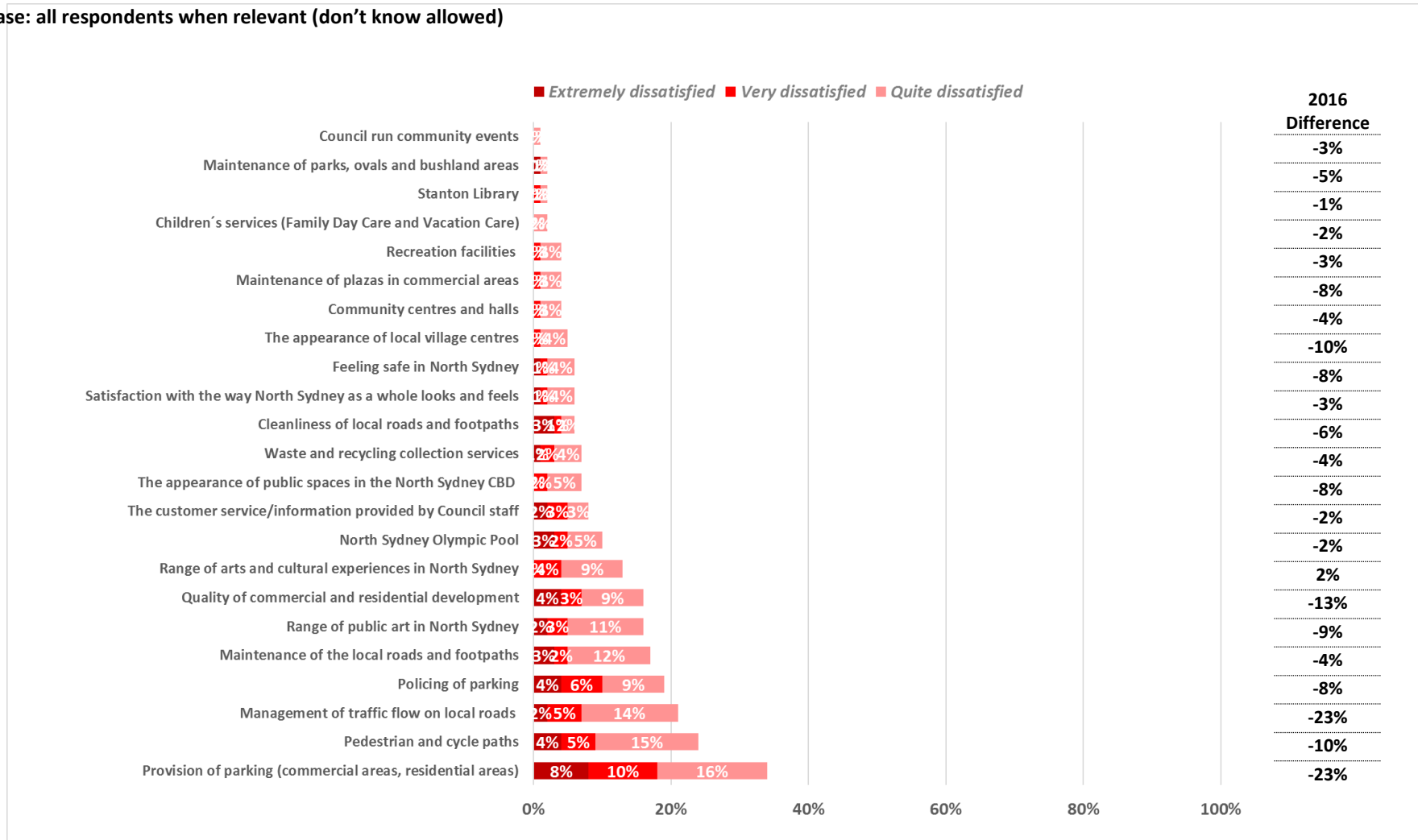
Base: all respondents when relevant (don't know allowed)



The proportion of net satisfied increased for the look and feel of North Sydney, management of traffic flows and cleanliness of local roads and streets.

Graph 1.2.5: Satisfaction ratings, proportion dissatisfied over time

Base: all respondents when relevant (don't know allowed)



The proportion of net dissatisfied declined across most measures.

Those who were dissatisfied with a Council-provided facility or services (rating their satisfaction as either quite, very or extremely dissatisfied) were asked to outline what particular aspect of the facility or service they found to be dissatisfactory. Table 1.2.2 outlines some of the comments common to each of the facilities or services. The full list of verbatims is available in Appendix 4a.

Table 1.2.2: Areas where dissatisfied and reasons why

Facility or service	Reason for dissatisfaction
Maintenance of the local roads and footpaths	<ul style="list-style-type: none"> • <i>The potholes. Some in North Sydney itself and also Ernest St in Neutral Bay.</i> • <i>The condition of the footpaths and unevenness in Miller Street is bad and needs repair/people such as myself have tripped up on this street</i> • <i>My street is shocking it has lots of potholes and really needs to be sorted/ Kurraba Rd</i>
Management of traffic flow (congestion) on local roads	<ul style="list-style-type: none"> • <i>Volume of traffic in back streets/ congestion is caused because of parking on both sides of street</i> • <i>They don't police. We have much construction. Construction vehicles park in turning and clearways.</i> • <i>The pedestrian crossing at the corner of Holtermann and Alexander Streets is remarkably dangerous/it needs to be moved up the street in a southerly direction/ because cars don't see it is really dangerous. The cycle paths are costly and not used at all/they are irrelevant unattractive and lead to traffic congestion</i>
Pedestrian and cycle paths	<ul style="list-style-type: none"> • <i>The way cyclists use these is dangerous and unclear resulting in possibilities of a cyclist going at high speed knocking over a pedestrian /police do not know much about this conundrum</i> • <i>The ever increasing use by cyclists of footpaths as a protected form of roadway</i> • <i>North Sydney is a bad area to cycle on the streets especially in the mornings and afternoons. It is not organized well enough to be safe for them or for us. especially Miller St and Pacific Hwy</i>
Policing of parking	<ul style="list-style-type: none"> • <i>Lots of cars parked too close to intersections/ double parking at night/ all standard rules of parking aren't policed</i> • <i>In our area there are lots of boats from out of towners. They park them here for months. Can't get rid of them!</i> • <i>I don't think residents are given enough parking areas / Neutral Bay shopping Centre car park on Grosvenor St, the residents parking is an hour and a half/ it should be a least two hours</i>
Provision of parking	<ul style="list-style-type: none"> • <i>There isn't any parking spots around my area. If I have a visitor they have to drive around to find parking which is quite a distance away</i> • <i>Parking just doesn't seem to be available for e.g. when friends come to visit me</i> • <i>I don't think they consider that rate payers and owners should have priority parking and should not allow outsiders to priority/should be restricted and is out of balance</i>
Quality of commercial and residential development	<ul style="list-style-type: none"> • <i>There are too many high rise. It is too high density. They need to lower the density around the new metro station that is going to be built at Crows Nest. The amount of high rise is too many at St Leonards, Crows Nest and North Sydney</i> • <i>I find too much commercial development and residential development as it causes traffic problems and parking problems. Too many people and not enough spaces etc...</i>

Facility or service	Reason for dissatisfaction
Range of arts and cultural experiences in North Sydney	<ul style="list-style-type: none"> • <i>Not enough art (performance art and exhibitions) and they can do more as illustrated by the big crowds these exhibitions draw</i> • <i>I don't think there have been too many art experiences. I'm familiar with some public and temporary artworks (knitting exhibition) but I think we need more interactive, community inclusive things like that.</i>
Range of public art in North Sydney	<ul style="list-style-type: none"> • <i>I think there could be more and some of it could be of a larger scale such as murals or sculpture pieces</i> • <i>Not enough, be a bit more imaginative / a bigger creative variety of art</i> • <i>There are hardly any art galleries. There is only one live theatre.</i>
Recreation facilities	<ul style="list-style-type: none"> • <i>North Sydney Oval is not actually available for the public.</i> • <i>There are not many tennis courts.</i>
Satisfaction with the way North Sydney as a whole looks and feels	<ul style="list-style-type: none"> • <i>The replacement of trees along the Pacific Hwy with cinder matting has, with the effluxion of time seen the roots of those new trees dismember the matting which has very quickly become an eyesore and a safety hazard/</i> • <i>North Sydney CBD is overbuilt / it is lifeless / nothing happens after business hours or on the weekend / it's like a ghost town / no entertainment facilities / parking should be free after 6pm</i>
The appearance of local village Centre	<ul style="list-style-type: none"> • <i>Neutral Bay Junction, Military Rd through the middle is too busy; Car park behind the shops there could be deeper, deeper levels, more shops.</i> • <i>Took out all the trees along Military Rd. Before Watson street. Feels awful. Need some more greenery.</i>
The appearance of public spaces in the North Sydney CBD	<ul style="list-style-type: none"> • <i>They put in statues but they only lasted three weeks and they pulled them down/one or two art installations on the corner down from Stanton Library and the pub near the post office and more than two stories high pulled them down!/ I think there is a lack of any real beautification - they haven't done anything to make it look pretty, especially where plants have been placed. Miller Street in North Sydney and Miller St in Cammeray as well.</i>
The customer service/information provided by Council staff	<ul style="list-style-type: none"> • <i>They put a no stopping sign at the end of my street without consulting me. They booked my rental car when my normal car was at the mechanic because it didn't have the parking pass. The staff don't even smile at you. I went in to ask about the no stopping sign, they were very unhelpful just gave me an email address even though I booked a time to discuss it.</i> • <i>I have had trouble getting action when I requested something and getting access to people</i>
Waste and recycling collection services	<ul style="list-style-type: none"> • <i>The way the frequency of recycling needs to be more often and to improve having more recycling options we only have two garbage of recycling and need more recycling options</i> • <i>The bins are not fully emptied. On many occasions. I understand the job is difficult and they're in a rush, but often there will be a lot of papers left in the bin. Usually happens to at least one bin each time and we have six.</i>

The matrix over page was developed to illustrate the importance of each measure (calculated as the correlation of each measures to satisfaction – derived importance) against satisfaction ratings:

Graph 1.2.6: Summary of satisfaction and importance (detail)

Base: all respondents when relevant (not applicable allowed)

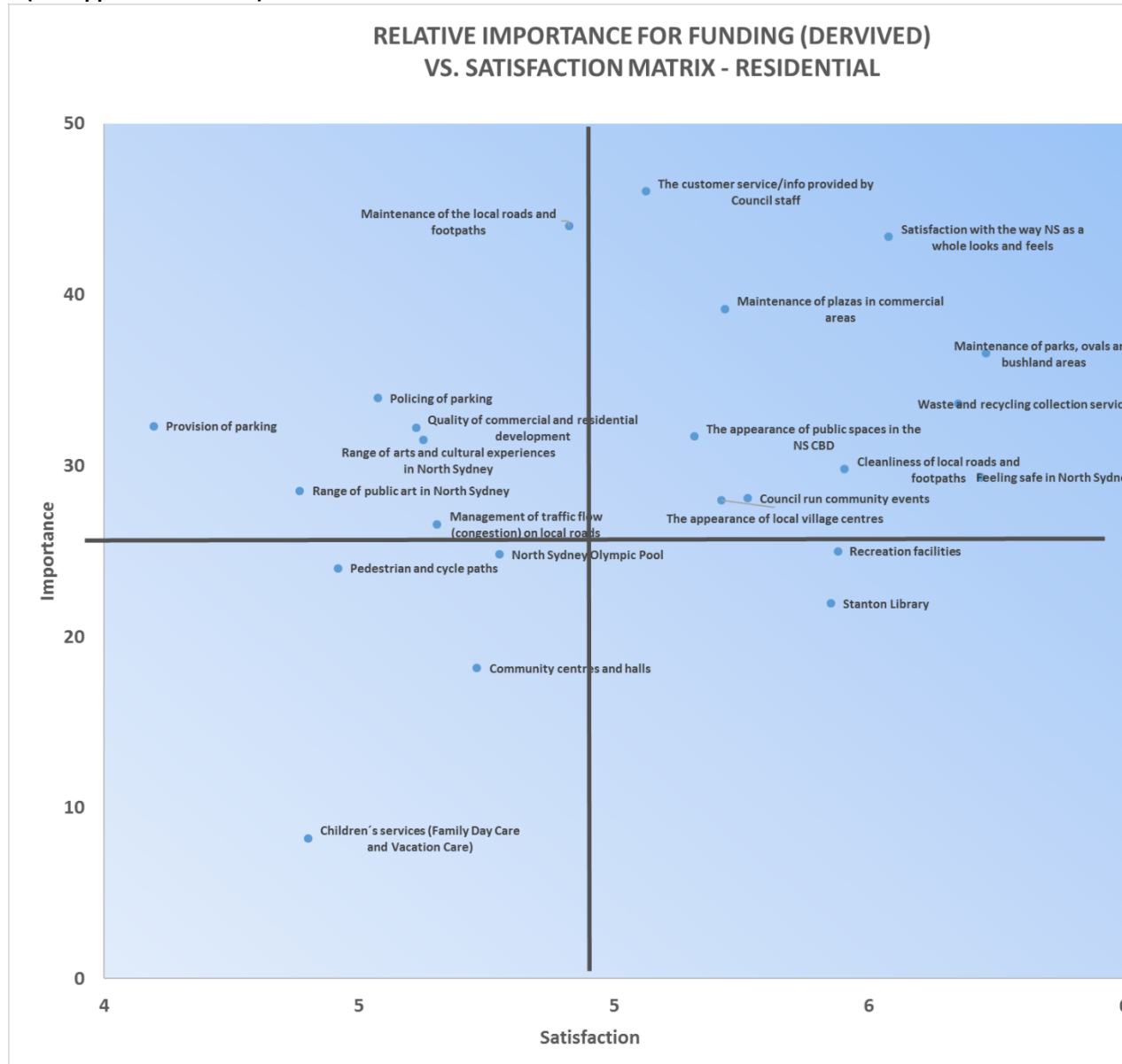


Table 1.2.3, below, plots each of the facilities and services for each satisfaction measure collected in 2020 in a quadrant outlining areas for prioritisation:

Table 1.2.3: Summary of satisfaction/importance quadrants

Base: all respondents when relevant (not applicable allowed)

Higher importance/lower satisfaction	Higher importance/higher satisfaction
Provision of parking	Maintenance of parks, ovals and bushland areas
Management of traffic flow (congestion) on local roads	Cleanliness of local roads and footpaths
Maintenance of the local roads and footpaths	Maintenance of plazas in commercial areas
Policing of parking	Community run community events
Quality of commercial and residential development	Feeling safe in North Sydney
Range of arts and cultural experiences in North Sydney	The customer service/info provided by Council staff
Range of public art in North Sydney	Satisfaction with the way NS as a whole looks and feels
	Waste and Recycling
	The appearance of public spaces in the NS CBD
	The appearance of local village centres
Lower importance/lower satisfaction	Lower importance/higher satisfaction
Children's services (Family Day Care and Vacation Care)	Recreation facilities
North Sydney Olympic Pool	Stanton Library
Community centres and halls	
Pedestrian and cycle paths	

This indicates of the 23 facilities and services measured, a large proportion (10), fall into the higher importance / high satisfaction quadrant suggesting Council is meeting resident expectations.⁴ Conversely, those services falling into the “higher importance/lower satisfaction” quadrant comprised, provision of parking, management of traffic flow (congestion) on local roads, maintenance of the local roads and footpaths, policing of parking, quality of commercial and residential development, range of arts and cultural experiences in North Sydney and range of public art in North Sydney. This indicates residents are seeking improvements in these areas, and class them as personally being of high importance.

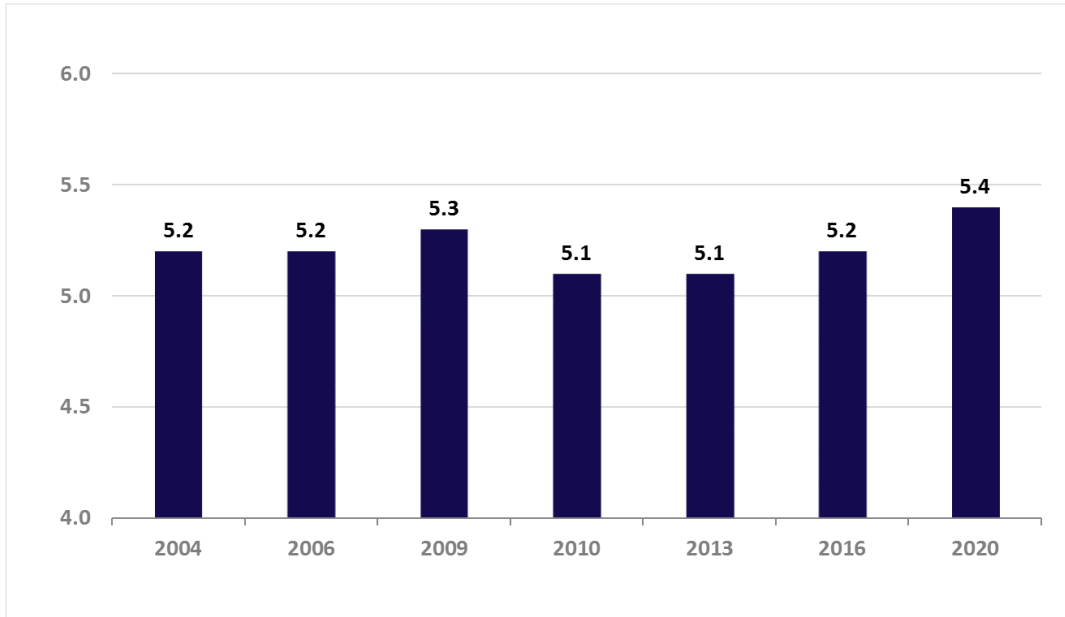
⁴ See Appendix 3 for notes on reading the quadrant analysis.

Part 1.3: Overall satisfaction with Council

Residents were next asked to rate their overall satisfaction with Council again on a 1 to 7 scale, where 1 meant extremely dissatisfied and 7 meant extremely satisfied. Mean rating scores over time are shown in Graph 1.3.1 below:

Graph 1.3.1: Satisfaction with Council’s overall performance, mean

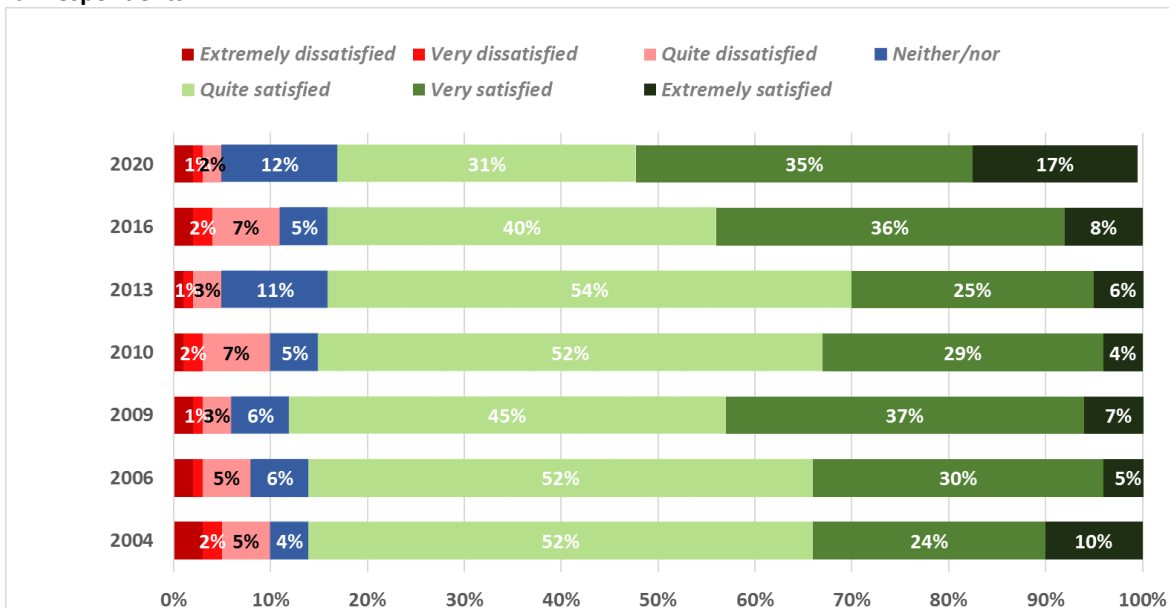
Base: all respondents



Overall satisfaction with Council was extremely positive, with a mean (average) rating of 5.4 out of a possible 7.0, a 0.2% increase from 2016. This increase in satisfaction was driven by an increase in the proportion extremely or very satisfied (52%, up from 44% in 2016):

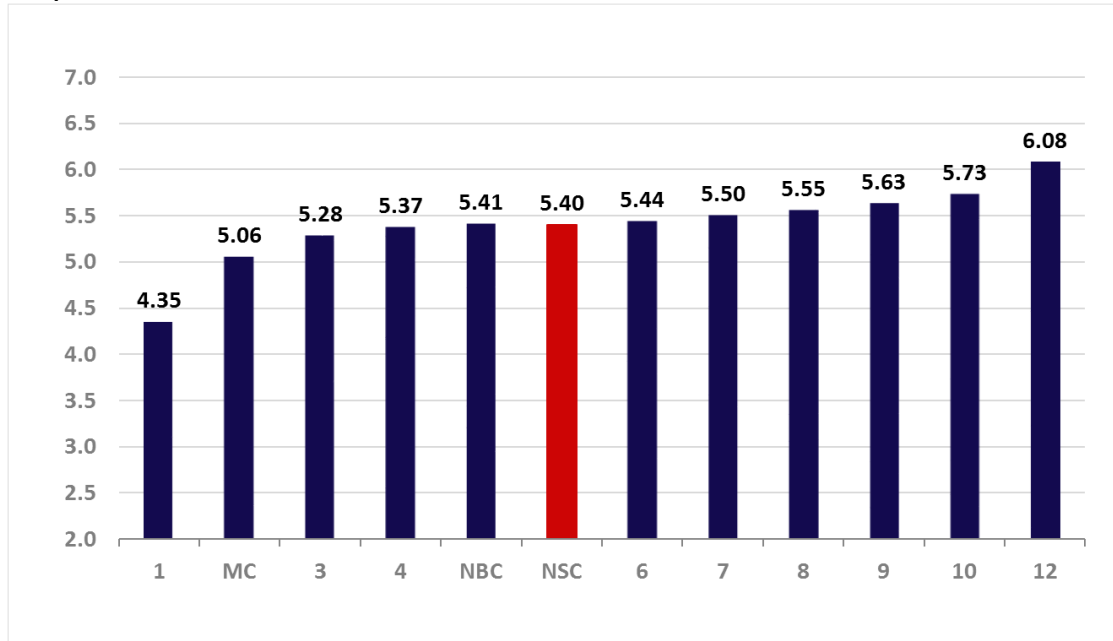
Graph 1.3.2: Satisfaction with Council’s overall performance, range of ratings

Base: all respondents



Graph 1.3.3: Satisfaction with Council’s overall performance, North Sydney Council vs. benchmark Councils⁵

Base: all respondents



When compared to other NSW Councils, Council is performing around average in terms of overall satisfaction and above its peers in Northern Beaches Council and Mosman. Note: overall satisfaction is plotted against twelve other NSW Councils, recorded in the past two years on a 5-point scale which has been rescaled to fit Council’s 7-point scale.

To drill down into the specific "drivers" of perceptions of overall satisfaction, we have undertaken a driver analysis. This seeks to understand the correlations between the specific satisfaction statements and overall satisfaction with Council.

Essentially the analysis outlines what some researchers refer to as the derived importance of specific service elements. This offers us an alternative way to prioritise service tasks. Some service tasks will have a greater impact on perceptions of overall satisfaction than others. Table 1.3.1 outlines the ranking of specific service tasks according to how influential they are on impacting overall satisfaction. The closer the correlation coefficient is to 1.0, the stronger it is as a driver of overall satisfaction.

(Continued over page...)

⁵ Benchmark Councils include: Hawkesbury, Mosman, Tenterfield, Ashfield Council, Northern Beaches, North Sydney Council 2020 Cumberland Council, Blue Mountains, Ku-ring-gai, Burwood, Inner West and Campbelltown respectively. These comparable studies were conducted in the past two years utilising a similar CATI methodology and by either Jetty Research or an alternate research supplier and publicly released.

Table 1.3.1: Drivers of overall satisfaction

Base: all respondents

Council service or facility	Correlation strength to Overall satisfaction with Council
The customer service/information provided by Council staff	.460
Maintenance of the local roads and footpaths	.440
Satisfaction with the way North Sydney as a whole looks and feels	.434
Maintenance of plazas in commercial areas	.392
Maintenance of parks, ovals and bushland areas	.366
Policing of parking	.339
Waste and recycling collection services	.336
Provision of parking (commercial areas, residential areas)	.323
Quality of commercial and residential development	.322
The appearance of public spaces in the North Sydney CBD (prompt: public domain)	.317
Range of arts and cultural experiences in North Sydney	.315
Cleanliness of local roads and footpaths	.298
Feeling safe in North Sydney - crime, road safety, pedestrians, cyclists, street lighting etc.	.293
Range of public art in North Sydney	.285
Council run community events	.281
The appearance of local village centres (prompt: public domain/streetscape)	.280
Management of traffic flow (congestion) on local roads	.265
Recreation facilities	.250
North Sydney Olympic Pool	.248
Pedestrian and cycle paths	.240
Stanton Library	.219
Community centres and halls	.182
Children's services (Family Day Care and Vacation Care)	.082

The driver analysis indicates that the strongest drivers of overall satisfaction with Council are the customer service/information provided by Council staff, maintenance of the local roads and footpaths and satisfaction with the way North Sydney as a whole looks and feels. Results hence suggest that if Council were to improve in any or all of these measures, perceptions of Council's overall performance would improve significantly.

The lowest drivers of overall satisfaction are Stanton Library, community centres and halls and Children's services (Family Day Care and Vacation Care) suggesting that attempts to increase satisfaction with these services and facilities will have little impact on overall satisfaction with Council.

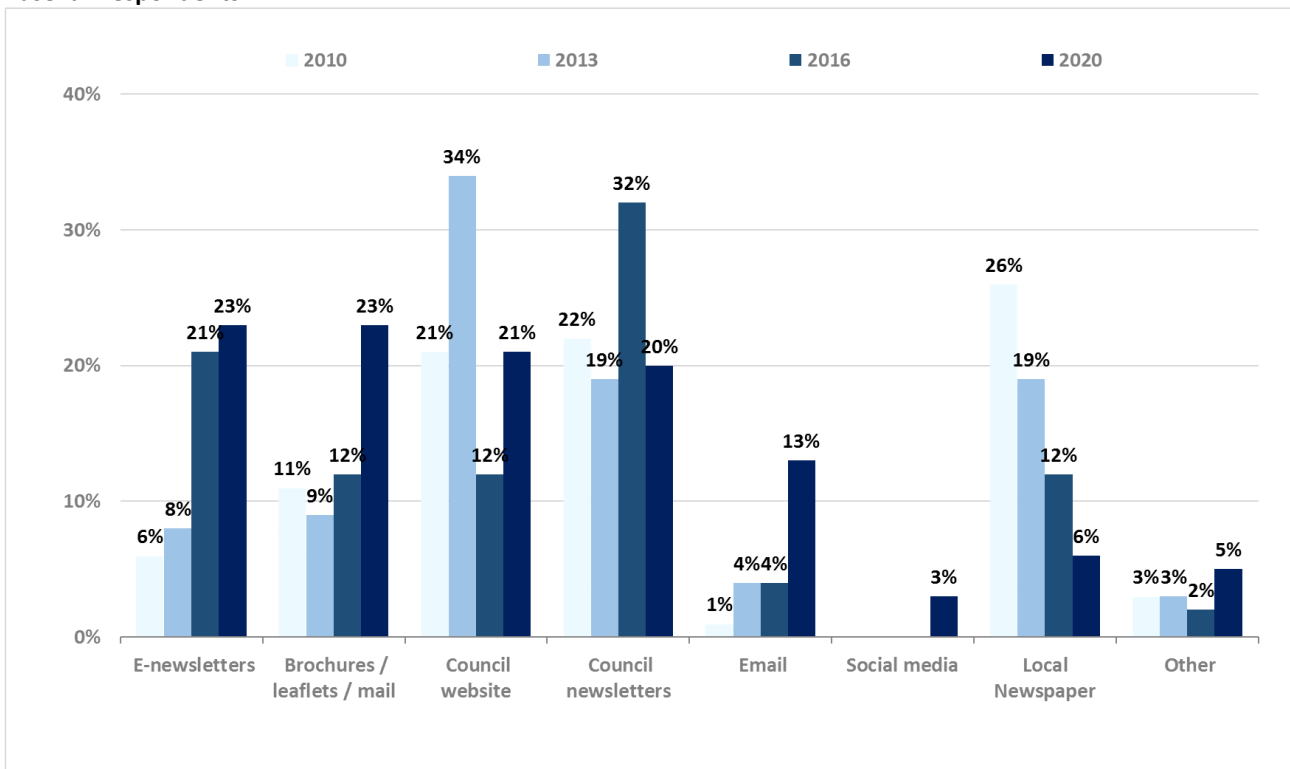
Part 1.4: Council Communication and Engagement

Residents were next asked a series of questions regarding communication and engagement from Council and awareness of various Council strategies and directions.

Residents were first asked for their preferred source of information from Council:

Graph 1.4.1: Preferred source of information

Base: all respondents



In 2020, preference was reasonably equally split by e-newsletters, brochures/leaflets/mail, council website and Council newsletters at 23%, 23%, 21% and 20% respectively. Preference for Council newsletters and the local newspaper both declined in 2020 while the Council website and email both increased - indicating the growing reliance on online communications. Despite this, preference for mailbox brochures, leaflets and mail also increased (to 23% from 12% in 2016).

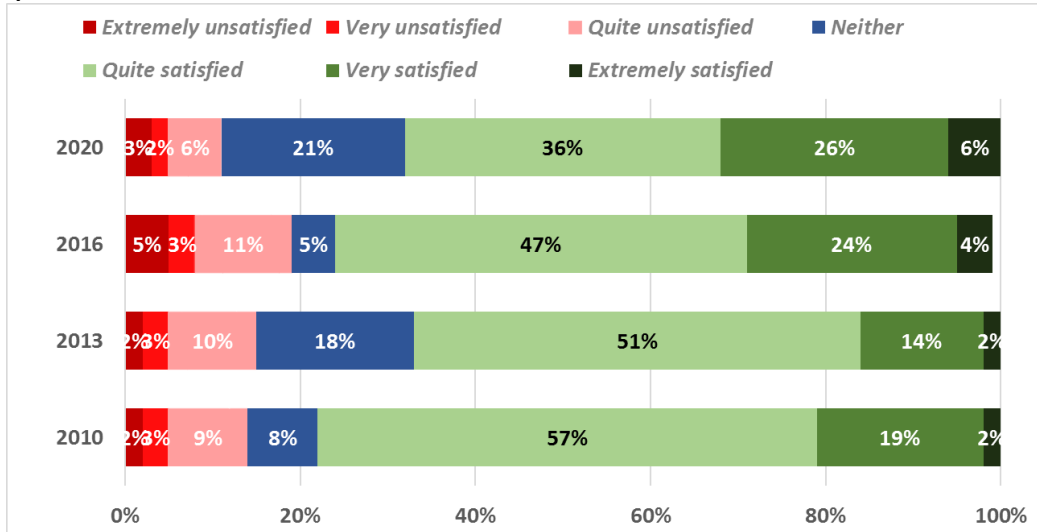
Preference for the Council website was highest among those aged 18 to 39 years (24% vs. 6% of those aged 55 years and over) and renters (29% vs. 10% of those who owned their home).

All respondents were next asked how satisfied they were with the way that Council communicates with its residents:

(Continued over page...)

Graph 1.4.2: Satisfaction with current Council communications

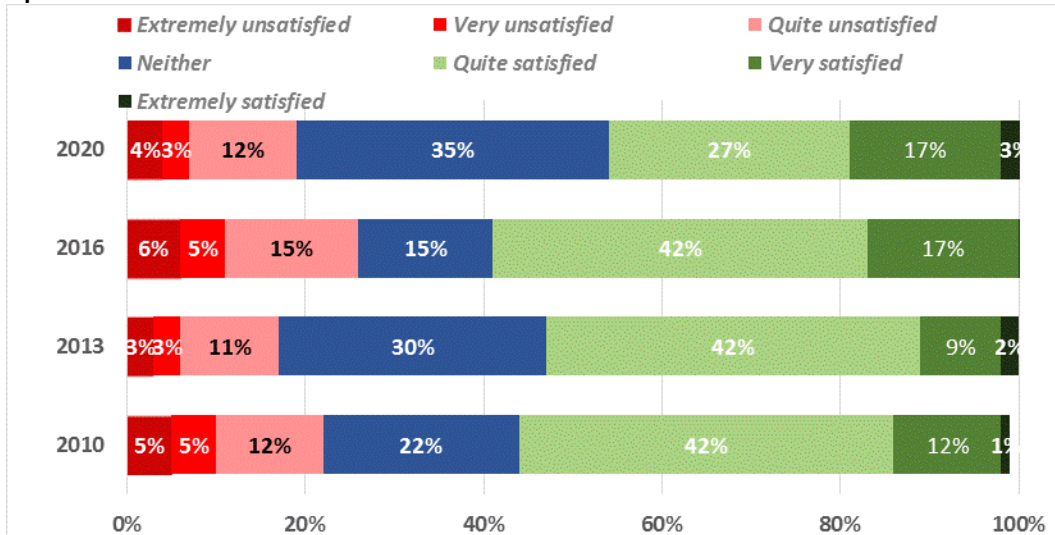
Base: all respondents



The proportion very or extremely satisfied with current Council communications increased in 2020 above levels previously seen (32% in 2020 up from 28% in 2016, 16% in 2013 and 21% in 2010). Conversely, 11% indicated dissatisfaction with current Council communications.

Graph 1.4.3: Satisfaction with current Council engagement

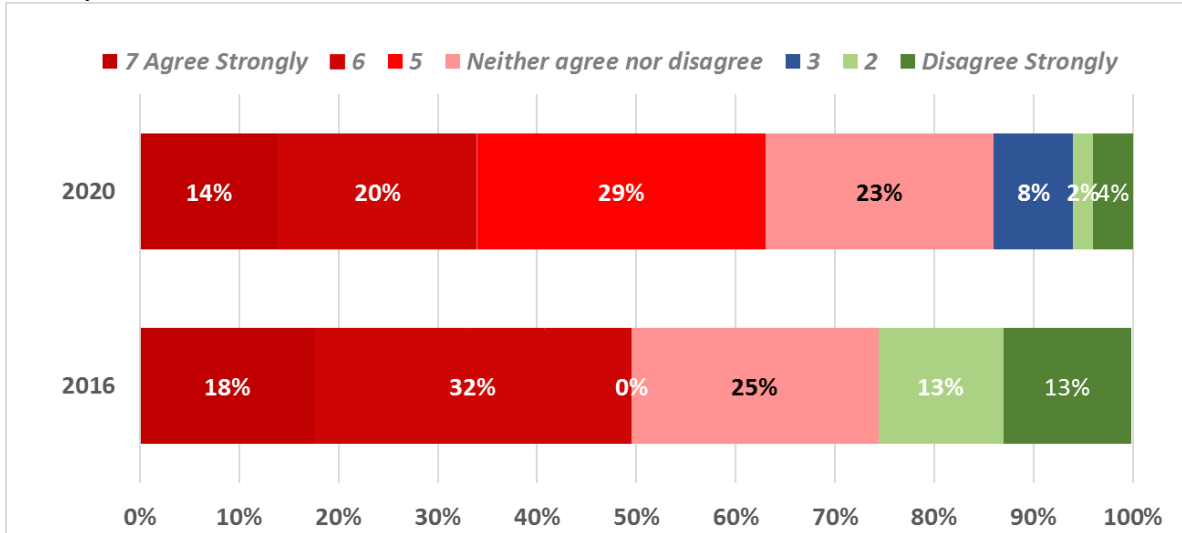
Base: all respondents



Satisfaction with how Council engages with the community in decision-making processes was more positive than negative with a Net Satisfaction Score (NSS) of +28% (where the proportion dissatisfied are subtracted from the proportion satisfied). However, the proportion satisfied appeared to decline in 2020 (to 47% from 59% in 2016).

Graph 1.4.4: Agreement that Council operates under ethical, open, accountable and transparent processes

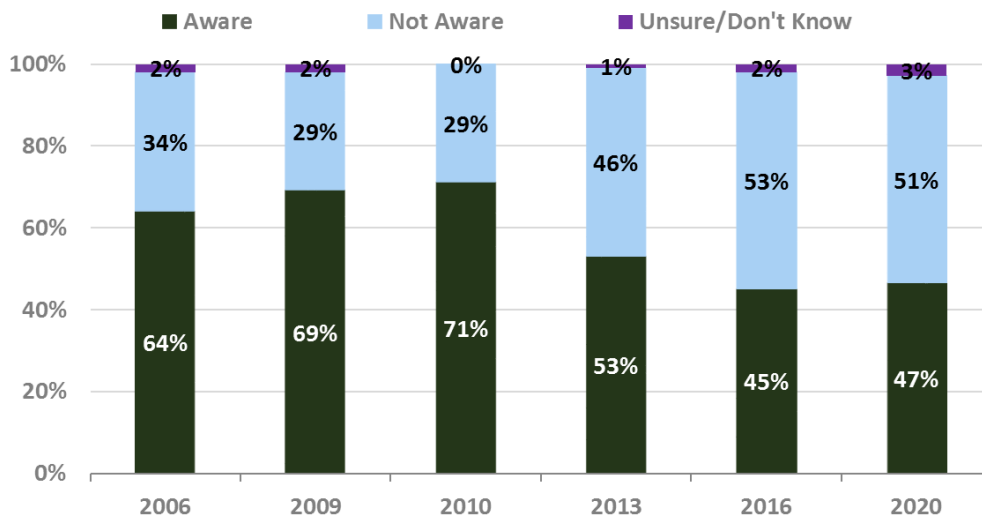
Base: all respondents



Confidence in Council processes was also high with 63% agreeing that Council operates under ethical, open, accountable and transparent processes (up from 50% in 2016). Home owners were more critical of Council’s processes with 20% disagreeing with the above statements (vs. just 3% of renters).

Graph 1.4.5: Awareness of Precinct Committees

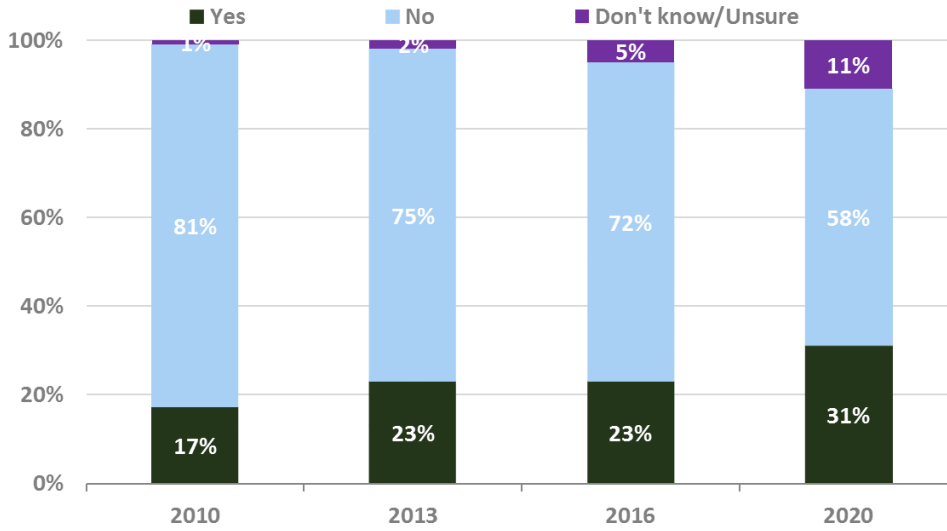
Base: all respondents



Awareness of the Precinct Committees remained reasonably stable on the previous two waves of research at 47% (vs. 45% in 2016 and 53% in 2013). Awareness was highest among those who owned their homes (62% vs. 22% of renters) and those aged 55 years and over (74% vs. 28% of those aged 18 to 39 years).

Graph 1.4.6: Awareness of the North Sydney Community Strategic Plan

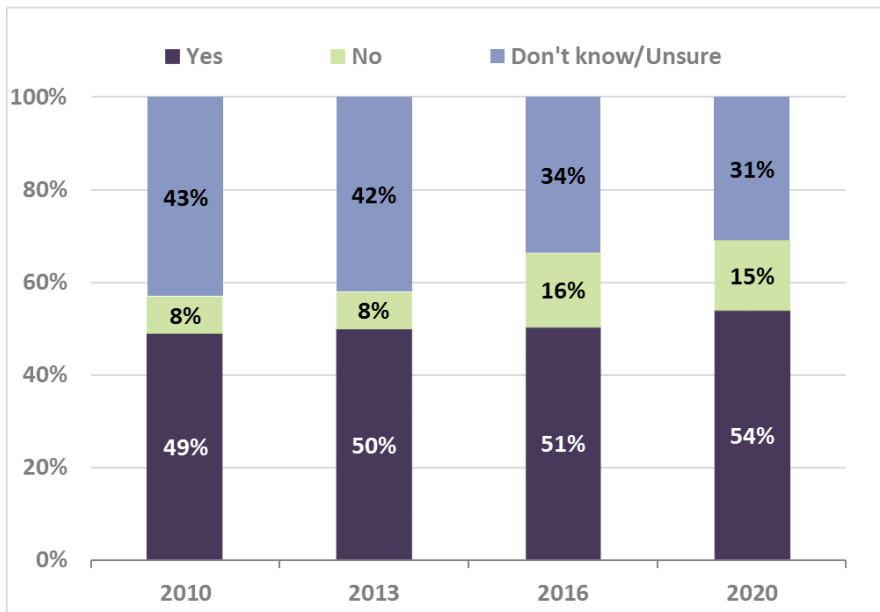
Base: all respondents



Awareness of the North Sydney Community Strategic Plan has improved significantly in 2020 with three in ten now aware of the North Sydney Community Strategic Plan (31% up from 23% in 2016).

Graph 1.4.7: Satisfaction with Council's Strategic Direction

Base: all respondents

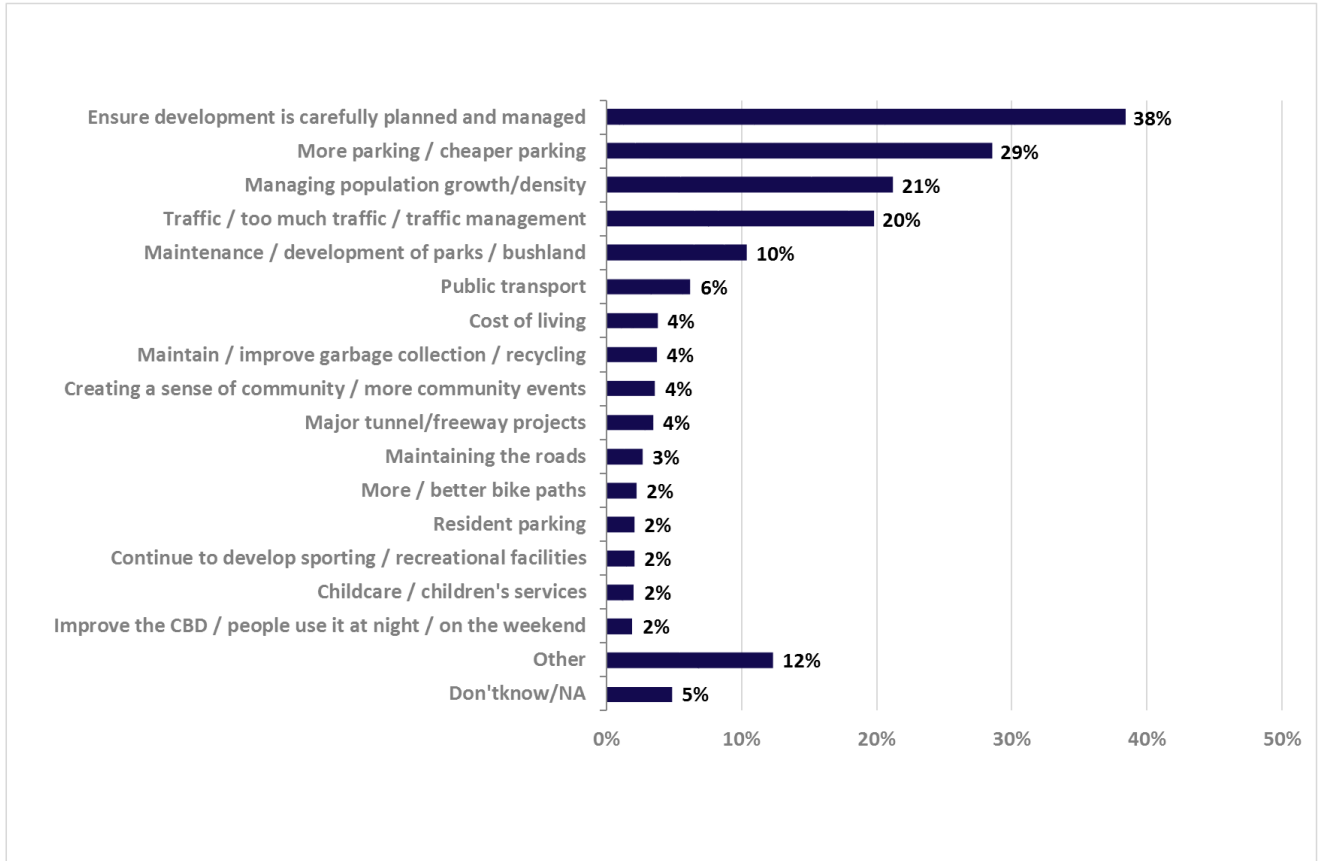


The proportion happy with Council's direction demonstrated an upward trend in 2020 with over half reporting they are satisfied with where North Sydney is heading in the future.

Residents were asked, in an open-ended question, what they believed would be the top priority issues within the North Sydney LGA over the next ten years. This information will help inform the next review of the Community Strategic Plan. Responses have been coded and quantified, and are outlined in Graph 1.4.8 below:

Graph 1.4.8: Focus Areas for prioritisation

Base: all respondents



A focussed and carefully planned approach to future development was the most frequently mentioned priority area for Council in the next ten years (mentioned by 38% of residents surveyed), followed by parking (29%), managing population growth/density (21%) and traffic management (20%).

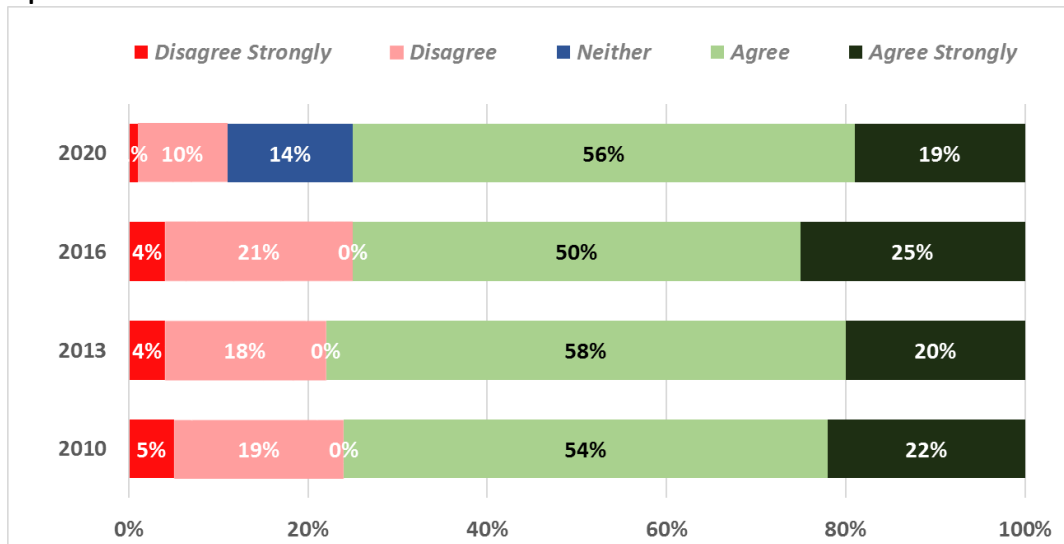
Other areas mentioned for prioritisation related to safety (for children and for the community as a whole), supporting businesses, climate change and being energy friendly and beautifying the streets and area (including undergrounding of electricity poles). The full list of verbatim responses is available in Appendix 5a.

Part 1.5: Quality of Life

The final section relates to resident perception of quality of life in North Sydney LGA:

Graph 1.5.1: Perceived sense of community⁶

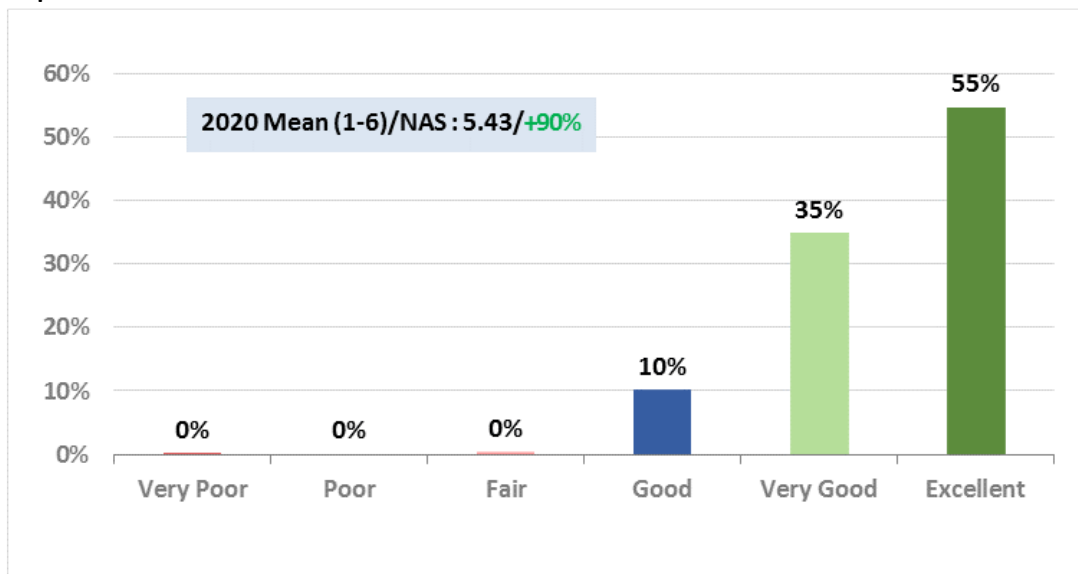
Base: all respondents



Perception of the sense of community in the LGA has seen little movement over time, with three-quarters agreeing that “North Sydney as a whole has a strong sense of community”.

Graph 1.5.2: Perceived quality of life

Base: all respondents

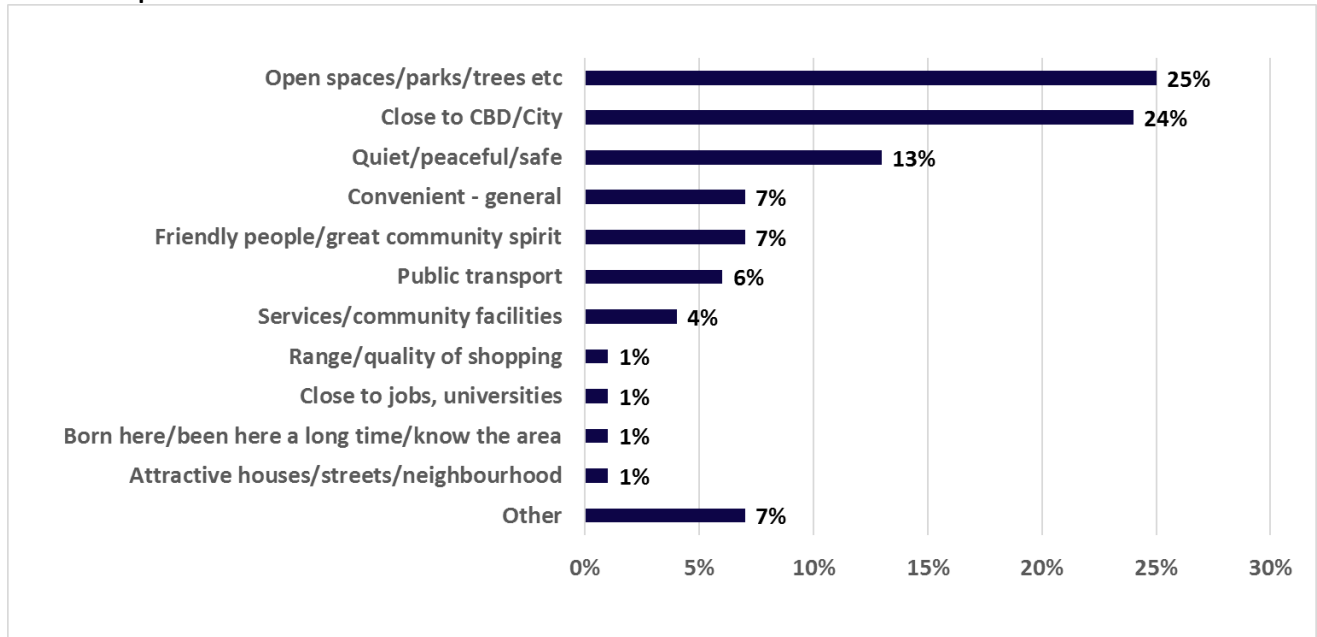


⁶ Note: in 2020 the scale changed from four-points to five points to allow a mid-point and ensure consistency in scales across the entire measurement tool.

Perceived quality of life in the area was extremely high with all residents feeling their quality of life was good (10%), very good (35%) or excellent (55%).

Graph 1.5.3: What residents value MOST about living in the North Sydney LGA

Base: all respondents



When asked, in an unprompted question, what they valued most about residing in the North Sydney LGA, almost a quarter reported its open spaces/parks/trees (25%), followed by proximity to the City (24%) and the perception that the area is quiet/peaceful/safe (14%).

Open spaces was less likely to be mentioned by older residents aged 55 years and over (11% vs. 28% of those aged under 55 years) while public transport was more valued by this group (15% vs. 2% of those aged under 55 years). Those residing in Tunks Ward were more likely to mention the friendly people/great community spirit (11% vs. 2% in each of Wollstonecraft and Victoria Wards). Females were also more likely than males to value the friendly people/great community spirit (10% vs. 2% of males).

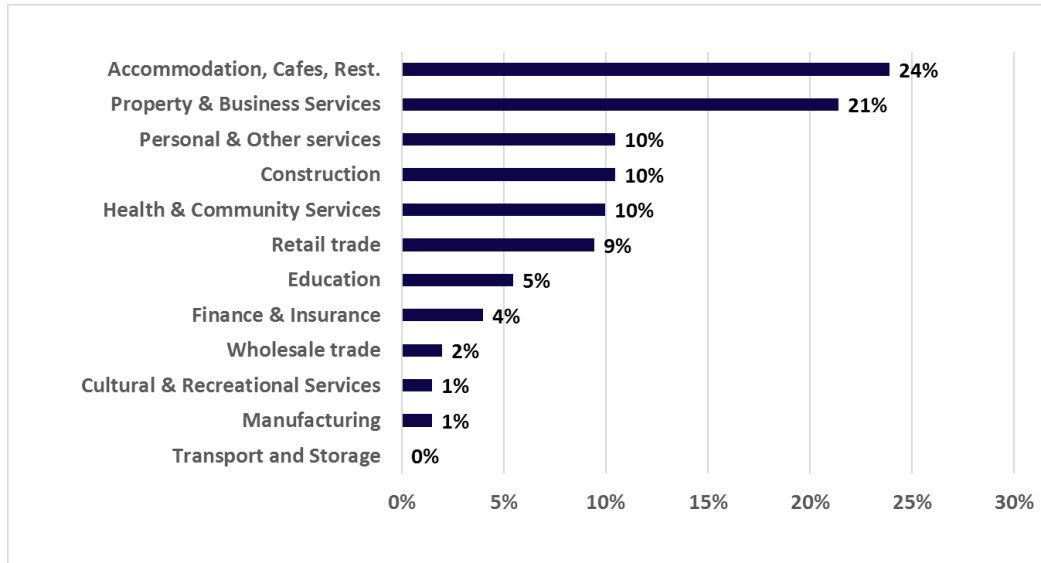
A large variety of “other” responses were mentioned, mostly specific to the individual and their situation and included comments regarding the lack of traffic, quality of life and overall pleasantness of the lifestyle. The full list of these is provided in Appendix 6.

Part 2: Business Satisfaction Results

2.1 Sample characteristics

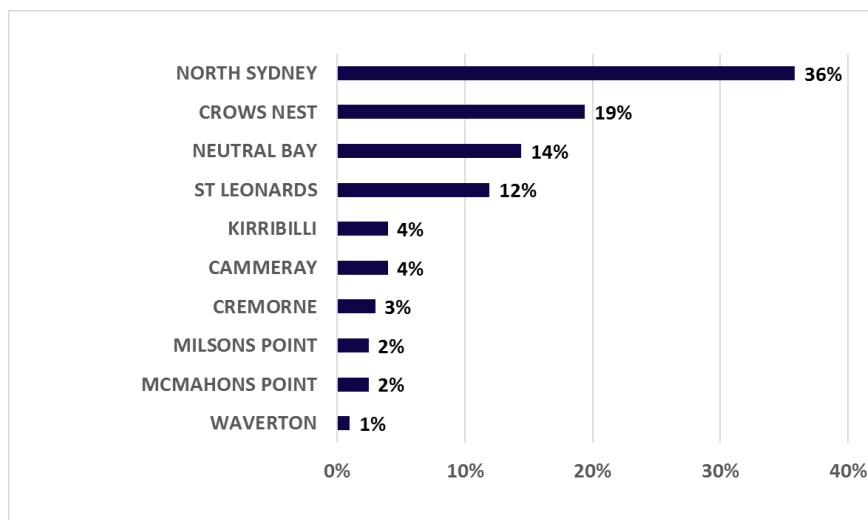
The following breaks down the survey sample by business category, location of business, Ward and size of business:

Graph 2.1.1: Sample by category



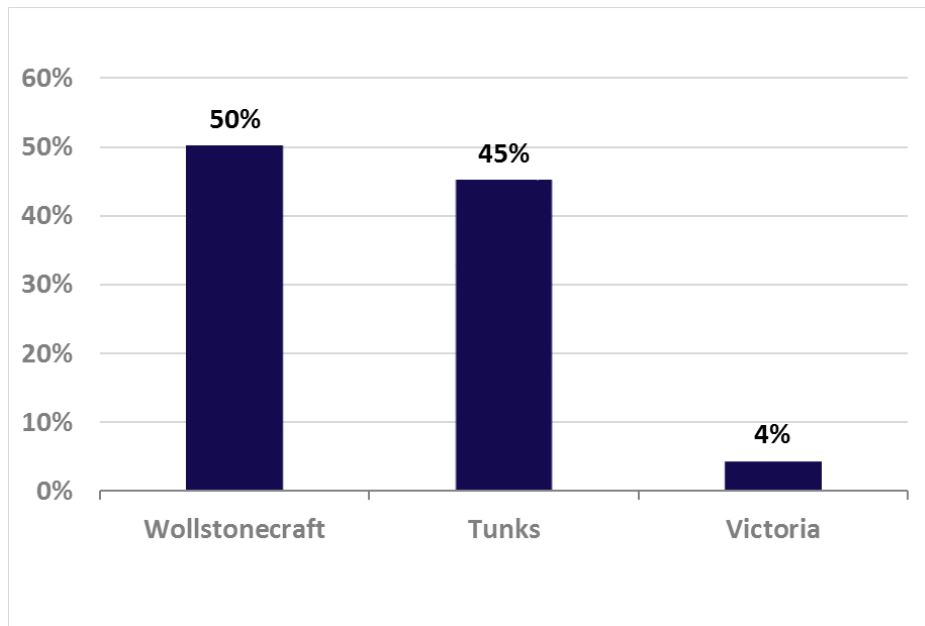
Some 24% of the businesses sampled classified themselves as accommodation, cafes or restaurants and 21% were property and business services. One in ten were classified as either personal services, construction or health and community services.

Graph 2.1.2: Sample by Suburb



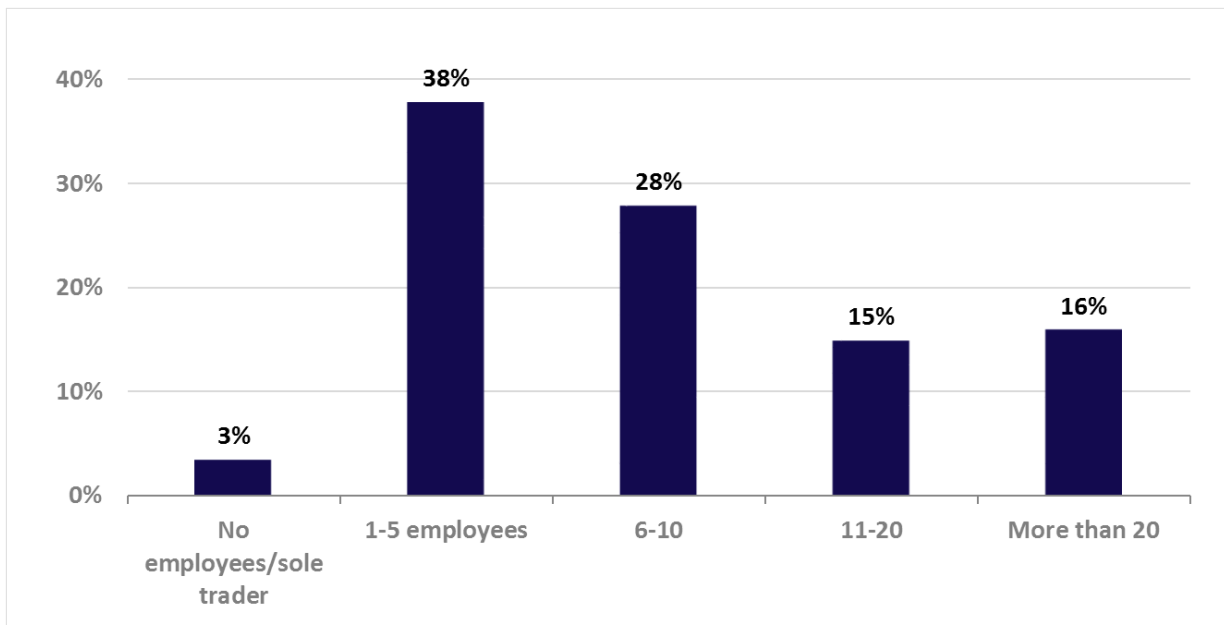
North Sydney businesses accounted for 36% of the businesses sampled, 19% were located in Crows Nest and 14% in Neutral Bay. These figures are consistent with the distribution of businesses across the LGA.

Graph 2.1.3: Sample by Ward



Half of the sample operated in Wollstonecraft Ward and 45% in Tunks Ward with the remainder in Victoria Ward (4%) as per the location of businesses within the LGA.

Graph 2.1.4: Sample by size of business



Just over two in five businesses (41%) were micro-businesses with five or fewer employees or sole traders. However 16% had more than 20 employees.

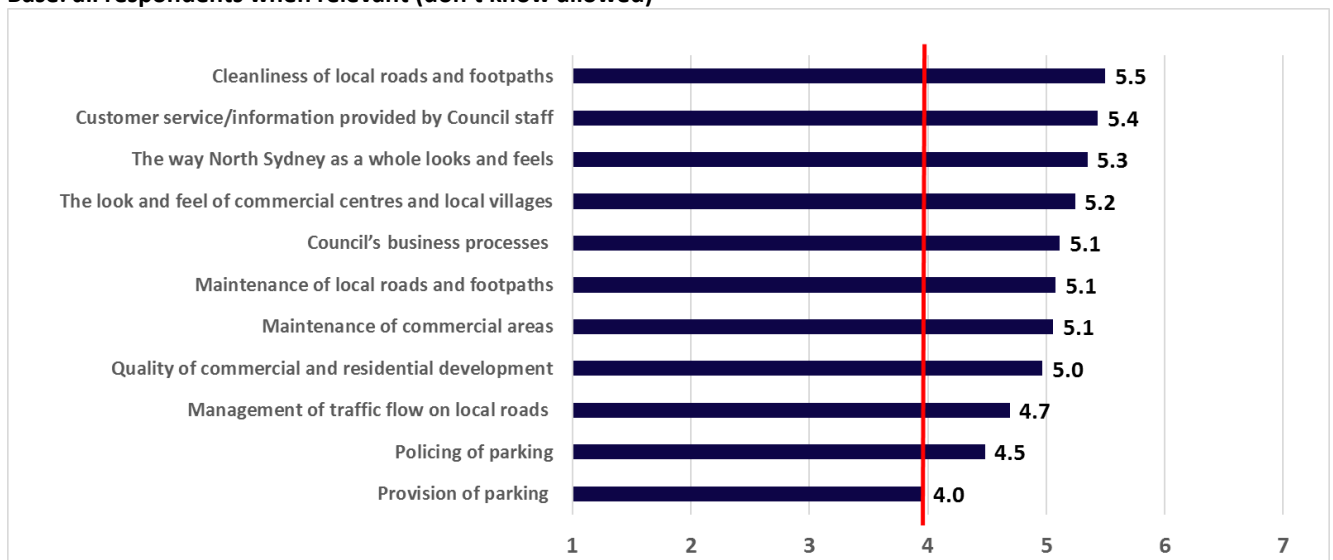
Part 2.2: Satisfaction and importance with specific facilities/services

The survey commenced with businesses being asked to rate their satisfaction with 11 different Council facilities and services. A rating scale of 1-7 was used, with 1 being extremely dissatisfied and 7 being extremely satisfied (A rating of 4 denoted neither satisfied nor dissatisfied and those who had not used the facility or service were not required to provide a satisfaction score but reported 'don't know').

The mean (i.e. average) satisfaction scores for each of the 11 facilities and services among users is shown in Graph 2.2.1, below:

Graph 2.2.1: Satisfaction ratings, mean ratings 2020

Base: all respondents when relevant (don't know allowed)



The average rating of facilities and services was 4.9 out of a possible 7.0. Results indicate that of the 11 services rated, all scored above the 4.0 mid-point and one scored in the "very high satisfaction" region (where average rating is equal to or greater than 5.5 out of a possible 7.0.), cleanliness of local roads and footpaths. Only one rated "poor" (i.e. mean <4.5), provision of parking. The remaining nine facilities and services rated within 0.5 of the average score of 4.9.

These satisfaction results remained high over time with significant increases in satisfaction across the range of traffic and road related measures as highlighted in green in table 2.2.1 below and similar to the resident ratings. No declines in satisfaction were evident across any of the measures:

(Continued over page...)

Table 2.2.1: Satisfaction ratings, 2016 vs. 2020

Base: all respondents when relevant (not applicable allowed)

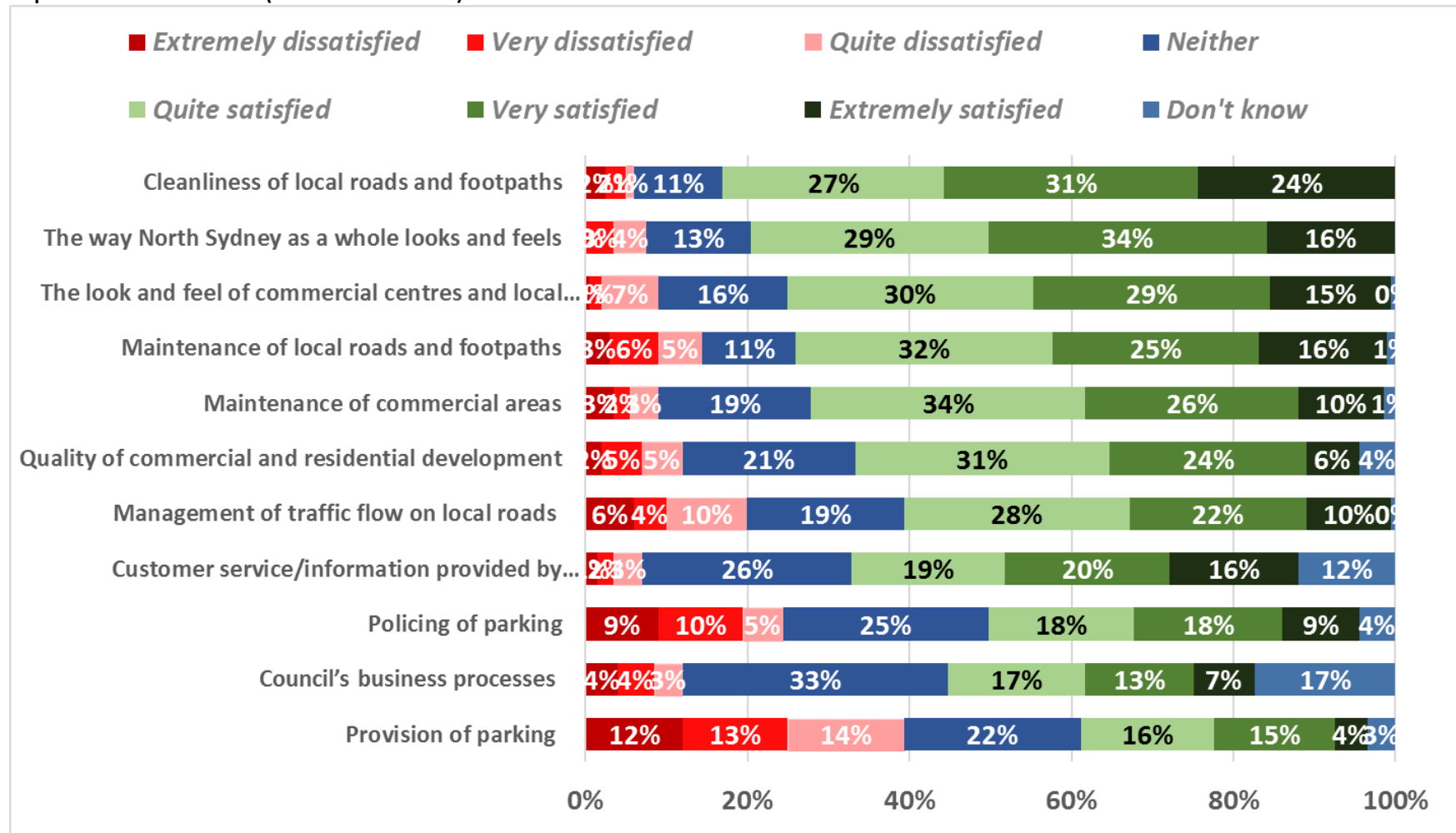
Facility or service	2016 Mean	2020 Mean	% difference
Council's business processes	NA	5.11	NA
Provision of parking	3.34	3.96	16%
Cleanliness of local roads and footpaths	4.67	5.50	15%
Customer service/information provided by Council staff	4.72	5.43	13%
Management of traffic flow on local roads	4.09	4.69	13%
Maintenance of local roads and footpaths	4.60	5.08	9%
Policing of parking	4.10	4.48	8%
The look and feel of commercial centres and local villages	4.83	5.24	8%
The way North Sydney as a whole looks and feels	5.05	5.35	6%
Maintenance of commercial areas	4.83	5.06	5%
Quality of commercial and residential development	4.78	4.97	4%

Graph 2.2.2 outlines the full range of results (ranked by the proportion extremely satisfied from highest to lowest) and indicates that the proportion dissatisfied is (plotted in red) reasonably small across all measures:

(Continued over page...)

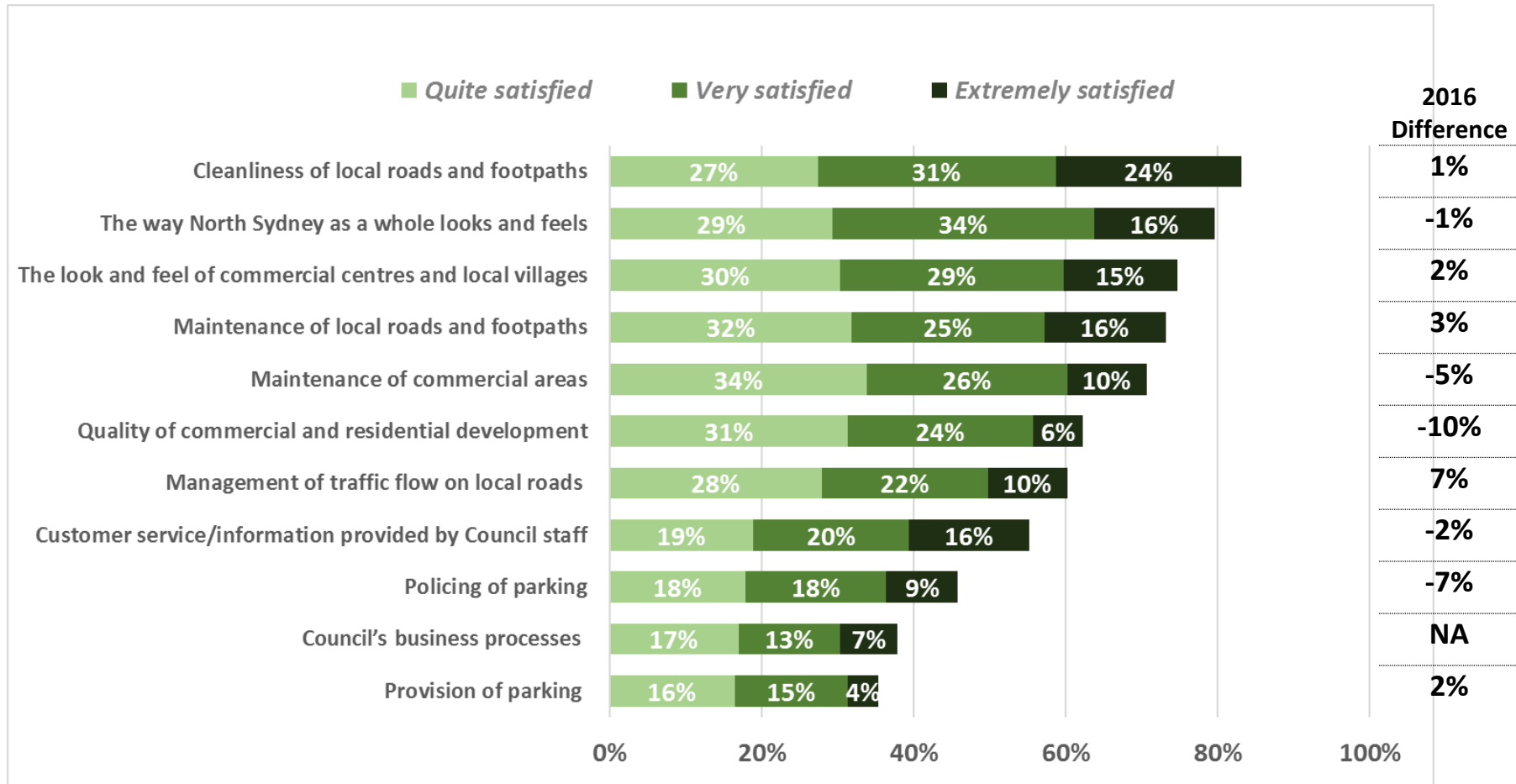
Graph 2.2.2: Satisfaction ratings, full range of responses

Base: all respondents when relevant (don't know allowed)



Graph 2.2.3: Satisfaction ratings, proportion satisfied over time

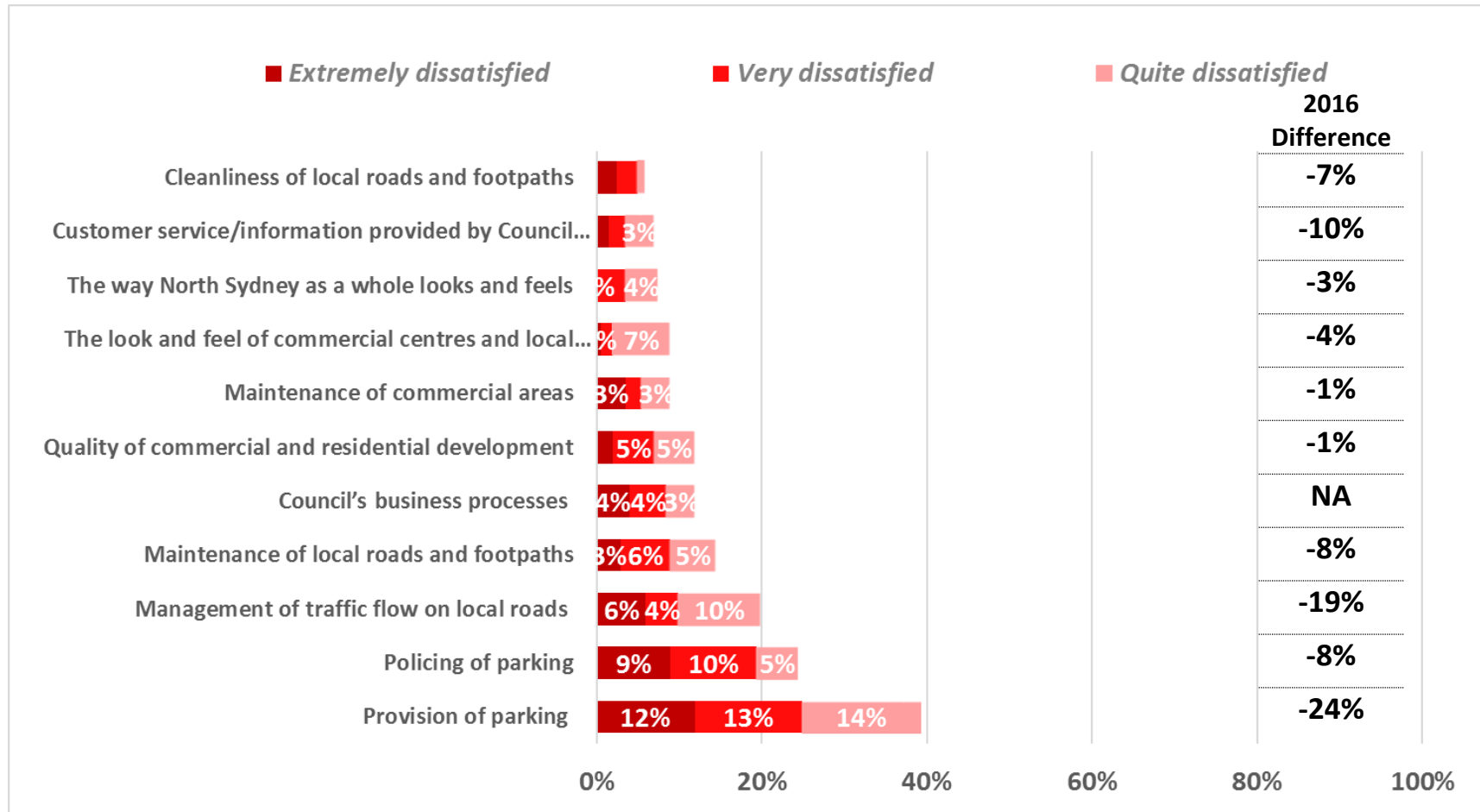
Base: all respondents when relevant (don't know allowed)



The proportion of net satisfied increased for the look and feel of North Sydney, management of traffic flows and cleanliness of local roads and streets.

Graph 2.2.4: Satisfaction ratings, proportion dissatisfied over time

Base: all respondents when relevant (don't know allowed)



The proportion net dissatisfied declined across most measures.

Those who were dissatisfied with a Council provided facility or service (rating their satisfaction as either quite, very or extremely dissatisfied) were asked to outline what particular aspect of the facility or service they found to be dissatisfactory. Table 2.2.2 outlines some of the comments common to each of the facilities or services. The full list of verbatims is available in Appendix 4b.

Table 2.2.2: Areas where dissatisfied and reasons why

Facility or service	Reason for dissatisfaction
Provision of parking (commercial areas, residential areas)	<ul style="list-style-type: none"> • <i>There should be more parking available, parking it is the problem, needs more in Neutral Bay</i> • <i>Not enough parking space for my customers, time is really limited</i> • <i>In the day time it's difficult, we deliver and the 5 minute limit is very difficult for our staff delivering, they get booked quite often, more loaded dock maybe 30 minutes would make it less stressful</i> • <i>Very expensive, and there is also not many options, availability of places to park</i>
Policing of parking	<ul style="list-style-type: none"> • <i>Sometime the ranger is strict. I don't have a car but sometimes when I see that when someone park their car for a few minutes and then the ranger came to fine them. I think that the rangers are quite strict. In terms of the parking provision, the loading zone is under construction at the moment. We are a restaurant. There are no alternatives for the delivery driver</i> • <i>They seem to keep fining people even though we have been done there is no longer fines in green zones.</i> • <i>I think the time limits are way too short and they're way too strict, will give you a huge fine if you're one minute over.</i>
Management of traffic flow (congestion) on local roads	<ul style="list-style-type: none"> • <i>Mount St and Miller St and Brett Whiteley Place it is too gray and there needs to be more public space</i> • <i>Too many cars in the area better traffic flow needed</i>
Maintenance of local roads and footpaths	<ul style="list-style-type: none"> • <i>I think a better master plan is to be considered, as what we find the maintenance of the road are focused in dense areas. If there was better planning they could better plan not just for North Sydney but for outer districts as well</i> • <i>Footpaths are not smooth and have tripped in past/ they should be paved/at the moment they hazard</i>
Customer service/information provided by Council staff	<ul style="list-style-type: none"> • <i>They have little customer service. It is their planning information services. There is nobody to speak to and lack of information as well as lack of consistent level of information. It cost a lot of money in terms of the das, cost of parking and it does not translate to the service they provide.</i> • <i>From strategic and development assessment the response timeframe is extremely slow. Very non-committal on the time frame and response.</i> • <i>We don't get any notices of what events / communication as to what council are doing</i>

(Continued over page...)

Facility or service	Reason for dissatisfaction
Quality of commercial and residential development	<ul style="list-style-type: none"> • <i>There's too much going on ion at once there's too much empty buildings which affect people moving to other suburbs, approvals should be staggered so buildings aren't kicked out so people are moving to the city, so tenants must leave without a choice</i> • <i>The general architecture the general design no excellence / it will be an ageing precinct after three years.</i>
The look and feel of commercial centers and local villages	<ul style="list-style-type: none"> • <i>Neutral bay is boring / they don't spend enough to make it better /spruce it up</i> • <i>Too many properties - high buildings - cluttered along Pacific Hwy between St Leonards and North Sydney not very attractive</i>
Maintenance of commercial areas	<ul style="list-style-type: none"> • <i>A whole area regarding North Sydney amenities are simply below par. Pig sty. The Council not proactive, have to be notified by us. Rubbish is dumped in the gutters / Services are inadequate for what we have here now, get the basics before you expand. Sensitivity required because it is a long term residential area. Maintenance of parks and streets has progressively gone downhill. I have been working here since 1994!</i>
Cleanliness of local roads and footpaths	<ul style="list-style-type: none"> • <i>Some of the quality of the footpaths are pretty bad and people with difficulties find it difficult because of the trees / because the trees are in the way and the streets are all uneven. An example is Ridge Street / the people with difficulties are people with disabilities and elderly people who can't see the road well'.</i>

The matrix over page was developed to illustrate the importance of each measure (calculated as the correlation of each measures to satisfaction – derived importance) against satisfaction ratings:

(Continued over page...)

Graph 2.2.5: Summary of satisfaction and importance (detail)

Base: all respondents when relevant (not applicable allowed)



Table 2.2.3, below, plots each of the facilities and services measured collected in 2020 in a quadrant outlining areas for prioritisation:

Table 2.2.3: Summary of satisfaction/important quadrants

Base: all respondents when relevant (not applicable allowed)

Higher importance/lower satisfaction	Higher importance/higher satisfaction
Provision of parking	Council’s business processes
Management of traffic flow on local roads	The way North Sydney as a whole looks and feels
Quality of commercial and residential development	Cleanliness of local roads and footpaths
Policing of parking	Maintenance of commercial areas
	Customer service/information provided by Council staff
Lower importance/lower satisfaction	Lower importance/higher satisfaction
	Maintenance of local roads and footpaths
	The look and feel of commercial centres and local villages

This indicates of the 11 services or facilities measured, Council’s business processes, the way North Sydney as a whole looks and feels, cleanliness of local roads and footpaths, maintenance of commercial areas and customer service/information provided by Council staff were perceived as being of highest satisfaction and highest importance.⁷

Conversely, those services falling into the “higher importance/lower satisfaction” quadrant comprised, provision of parking, management of traffic flow on local roads, quality of commercial and residential development and policing of parking. This indicates businesses are seeking improvements in these areas, and class them as personally being of high importance.

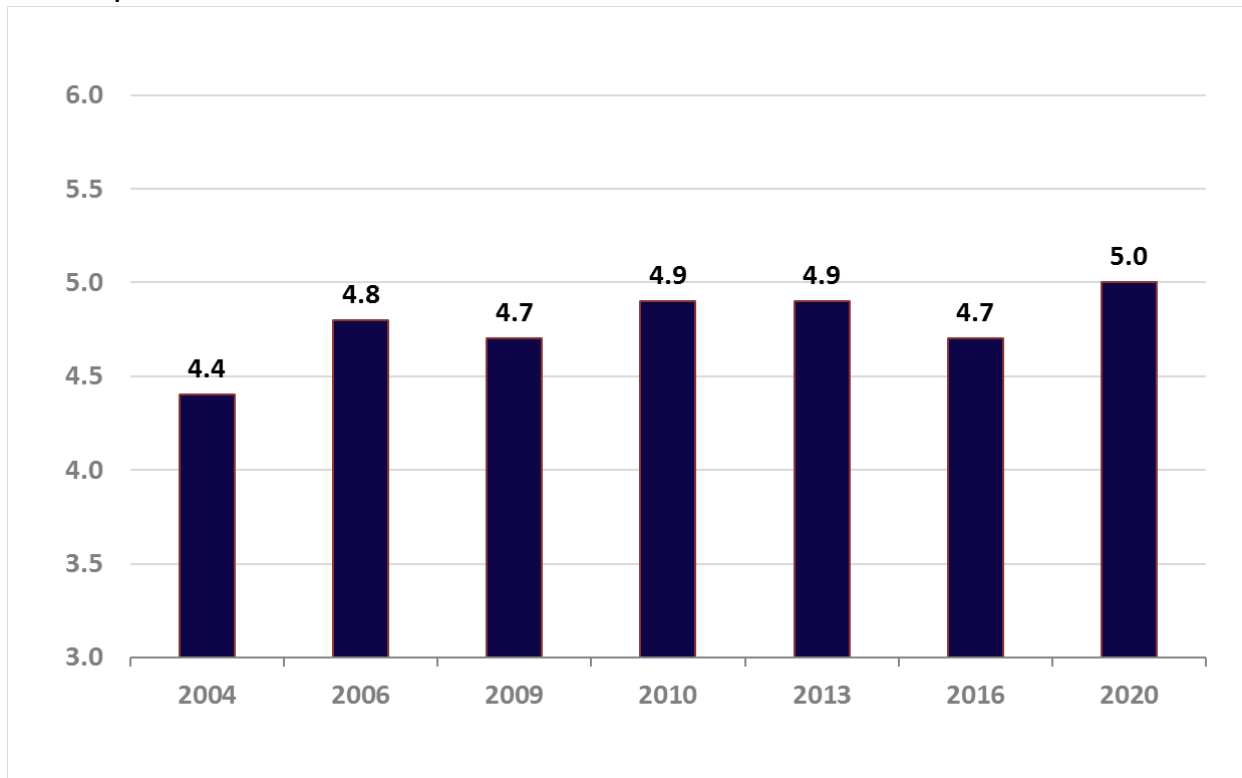
⁷ See Appendix 3 for notes on reading the quadrant analysis.

Part 2.3: Overall satisfaction with Council

Businesses were next asked to rate their overall satisfaction with Council again on a 1 to 7 scale, where 1 meant extremely dissatisfied and 7 meant extremely satisfied. Mean rating scores over time are shown in Graph 2.3.1 below:

Graph 2.3.1: Satisfaction with Council’s overall performance, mean

Base: all respondents



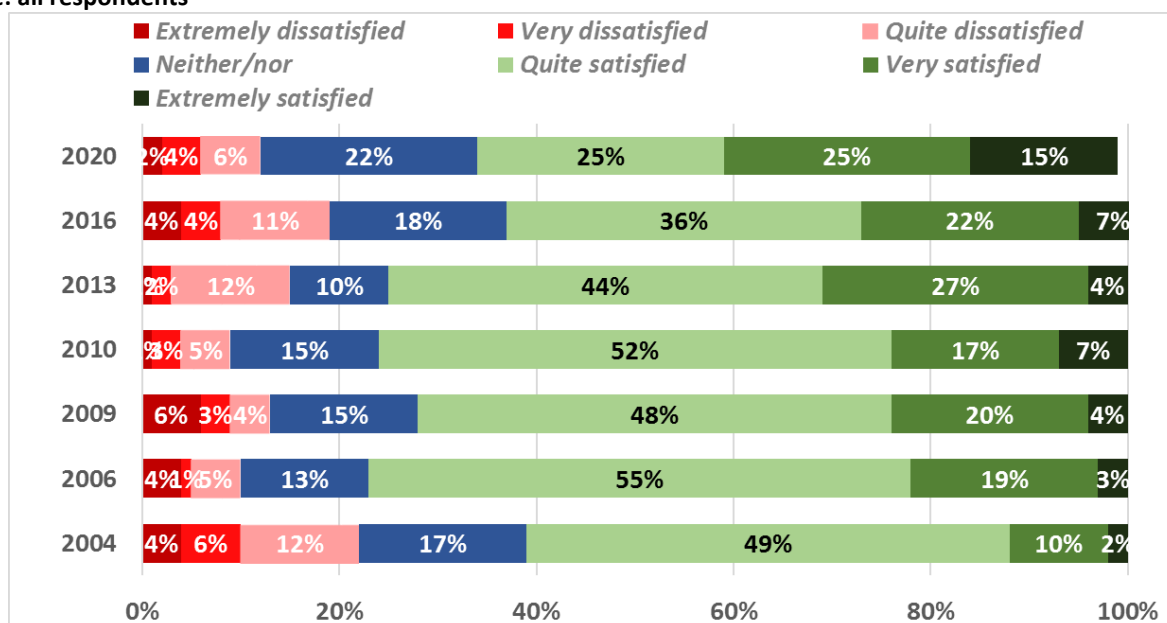
Overall satisfaction with Council was extremely positive, with a mean (average) rating of 5.0 out of a possible 7.0, an increase from 4.7 in 2016.

This increase in satisfaction was driven by an increase in the proportion extremely or very satisfied (40% up from 29% in 2016):

(Continued over page...)

Graph 2.3.2: Satisfaction with Council’s overall performance, range of ratings

Base: all respondents



The driver analysis indicates that the strongest drivers of overall satisfaction with Council are the way North Sydney as a whole looks and feels, the look and feel of commercial centres and local villages and management of traffic flow (congestion) on local roads:

Table 2.3.1: Drivers of overall satisfaction

Base: all respondents

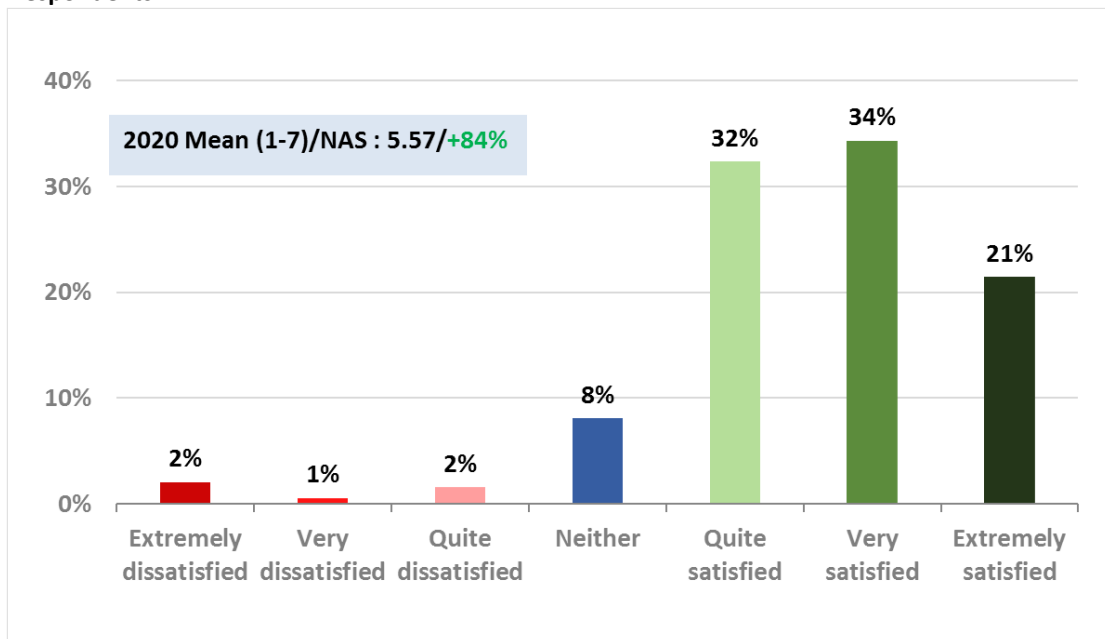
Council service or facility	Correlation strength to overall satisfaction with Council
The way North Sydney as a whole looks and feels	.418
The look and feel of commercial centres and local villages	.413
Management of traffic flow (congestion) on local roads	.407
Maintenance of commercial areas	.398
Maintenance of local roads and footpaths	.351
Cleanliness of local roads and footpaths	.334
Council’s business processes	.311
Quality of commercial and residential development	.298
Policing of parking	.260
Provision of parking (commercial areas, residential areas)	.248
Customer service/information provided by Council staff	.221

Results hence suggest that if Council were to improve in any or all of these measures, perceptions of Council’s overall performance among businesses would improve significantly.

The lowest drivers of overall satisfaction were provision of parking (commercial areas, residential areas) and customer service/information provided by Council staff suggesting that attempts to increase satisfaction with these services and facilities will have little impact on overall satisfaction with Council.

Graph 2.3.3: Satisfaction with North Sydney as a place to do business

Base: all respondents



The majority (88%) of businesses reported being satisfied with North Sydney as a place to do business (21% extremely, 34% very and 32% quite satisfied). This represents a mean satisfaction rating of 5.57 out of 7.0.

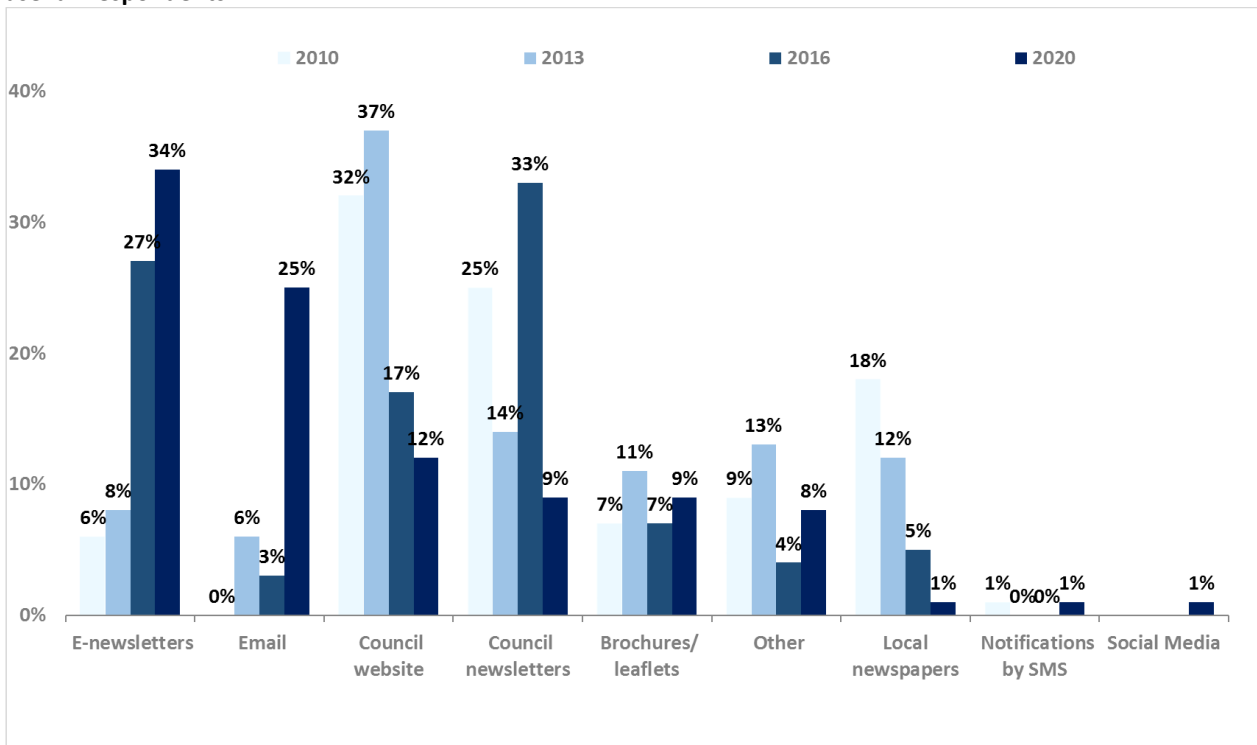
Part 2.4: Council Communication and Engagement

Businesses were next asked a series of questions regarding communication and engagement from Council and awareness of various Council strategies and directions.

Businesses were first asked for their preferred source of information from Council:

Graph 2.4.1: Preferred source of information

Base: all respondents



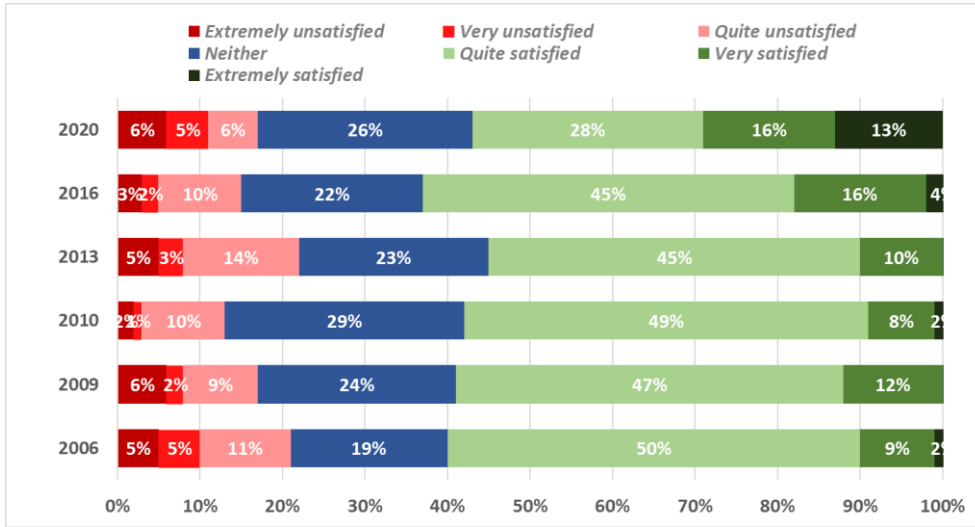
Online communications with businesses was far and away the preferred method for receiving Council information with 34% preferring e-newsletters (up from 27% in 2016 and 8% in 2013), 25% preferring direct email (up from 3% in 2016) and 12% preferring to search the Council website (a decline from previous years). Local newspapers received only a very small preference of 1%. Other methods included through the mail or nothing as no need for Council to contact them.

All businesses were next asked how satisfied they are with the way that North Sydney Council communicates with its businesses:

(Continued over page...)

Graph 2.4.2: Satisfaction with current Council communications

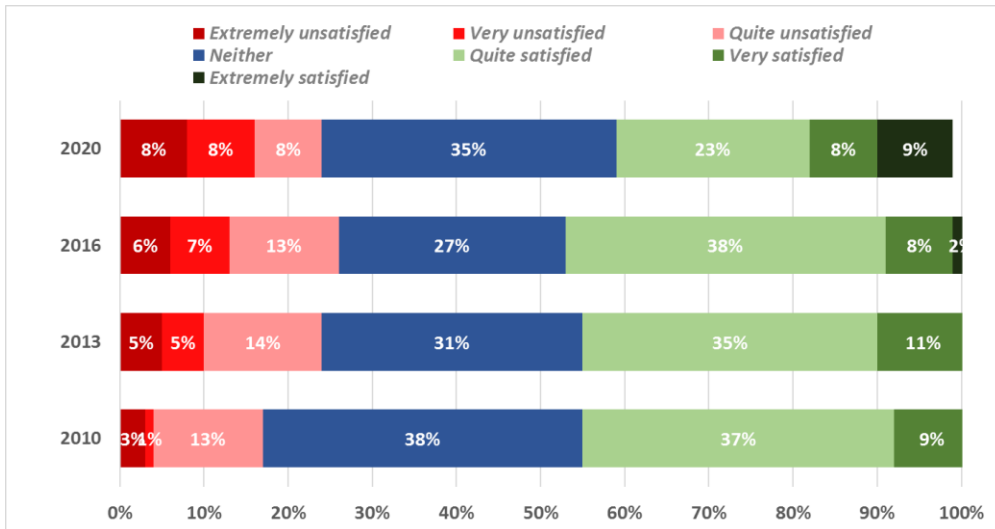
Base: all respondents



The proportion of very or extremely satisfied with current Council communications increased in 2020 above levels previously seen (29% in 2020 up from 20% in 2016, 11% in 2013 and 10% in 2010). Some 17% indicated dissatisfaction with current Council communications. Satisfaction was highest among accommodation, cafes and restaurants (79% satisfied vs. 63% among retail, 52% among construction and lower in the remaining industries).

Graph 2.4.3: Satisfaction with current Council engagement

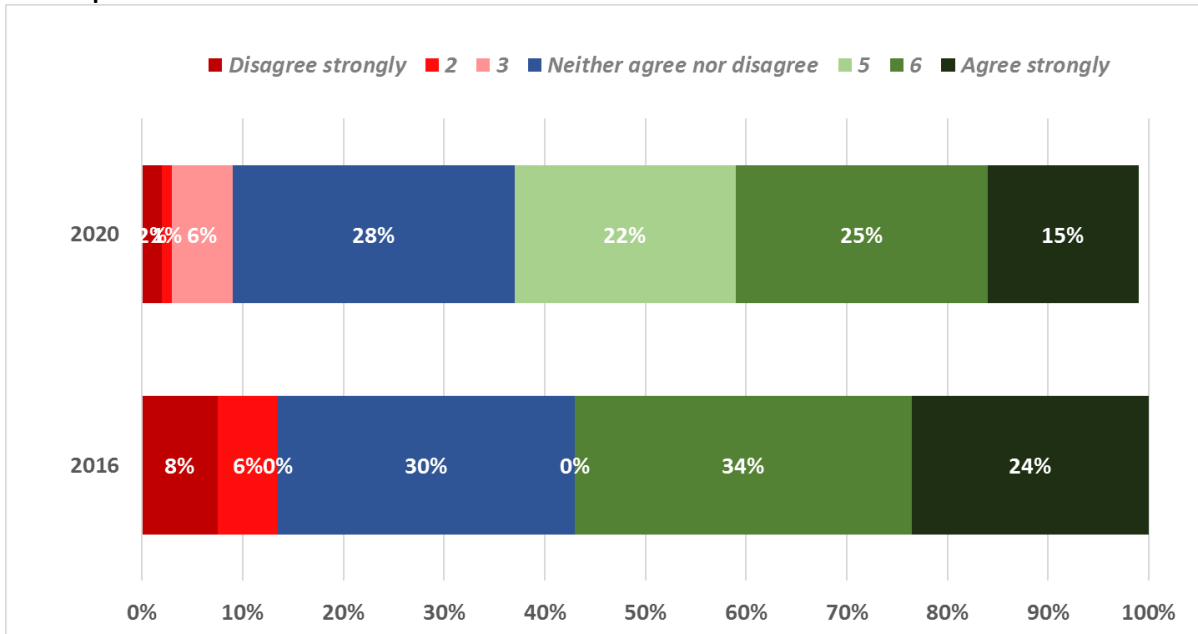
Base: all respondents



Satisfaction with how Council engages with businesses in decision making processes was more positive than negative with a Net Satisfaction Score (NSS) of +16% (where the proportion dissatisfied are subtracted from the proportion satisfied). However, the proportion satisfied appeared to decline in 2020 (to 40% from 48% in 2016). Again, results were more favourable among accommodation, restaurants and cafes.

Graph 2.4.4: Agreement that Council operates under ethical, open, accountable and transparent processes

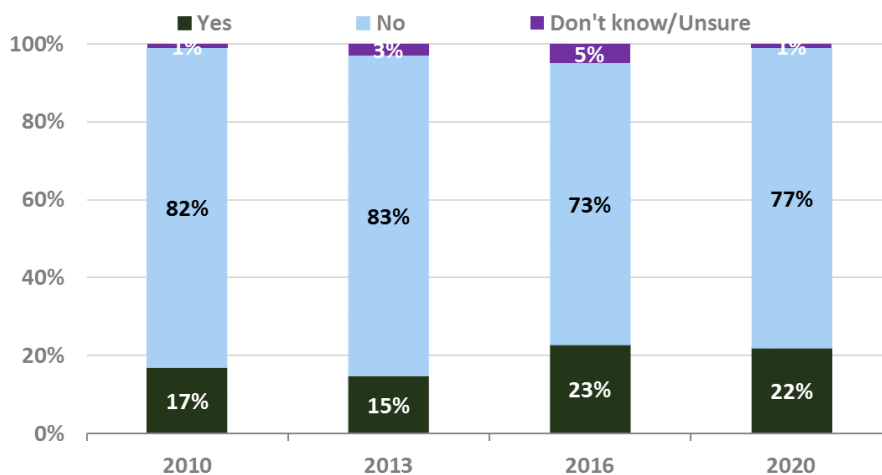
Base: all respondents



Confidence in Council processes was also high with 62% agreement that Council operates under ethical, open, accountable and transparent processes (vs. 57% in 2016).

Graph 2.4.5: Awareness of Streetscape Committees

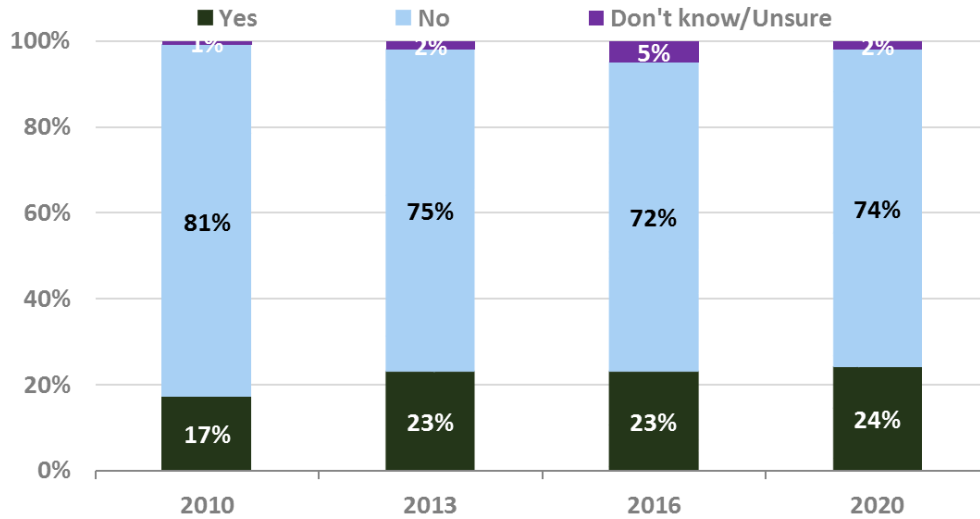
Base: all respondents



Awareness of the Streetscape Committees remained stable at 22%, higher among businesses in Tunks Ward (52%), sole traders (31%) and accommodation, restaurants or cafes (40%).

Graph 2.4.6: Awareness of the North Sydney Community Strategic Plan

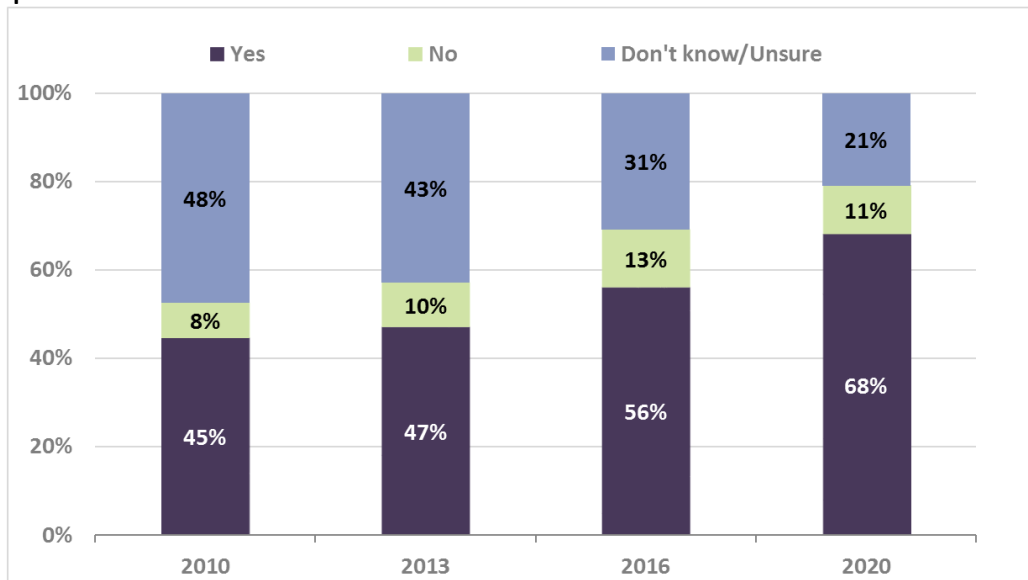
Base: all respondents



Awareness of the North Sydney Community Strategic Plan has remained stable across the past three waves of research (24% in 2020 vs. 23% in 2016, 23% in 2013 and 17% in 2010).

Graph 2.4.7: Satisfaction with Council's Strategic Direction

Base: all respondents

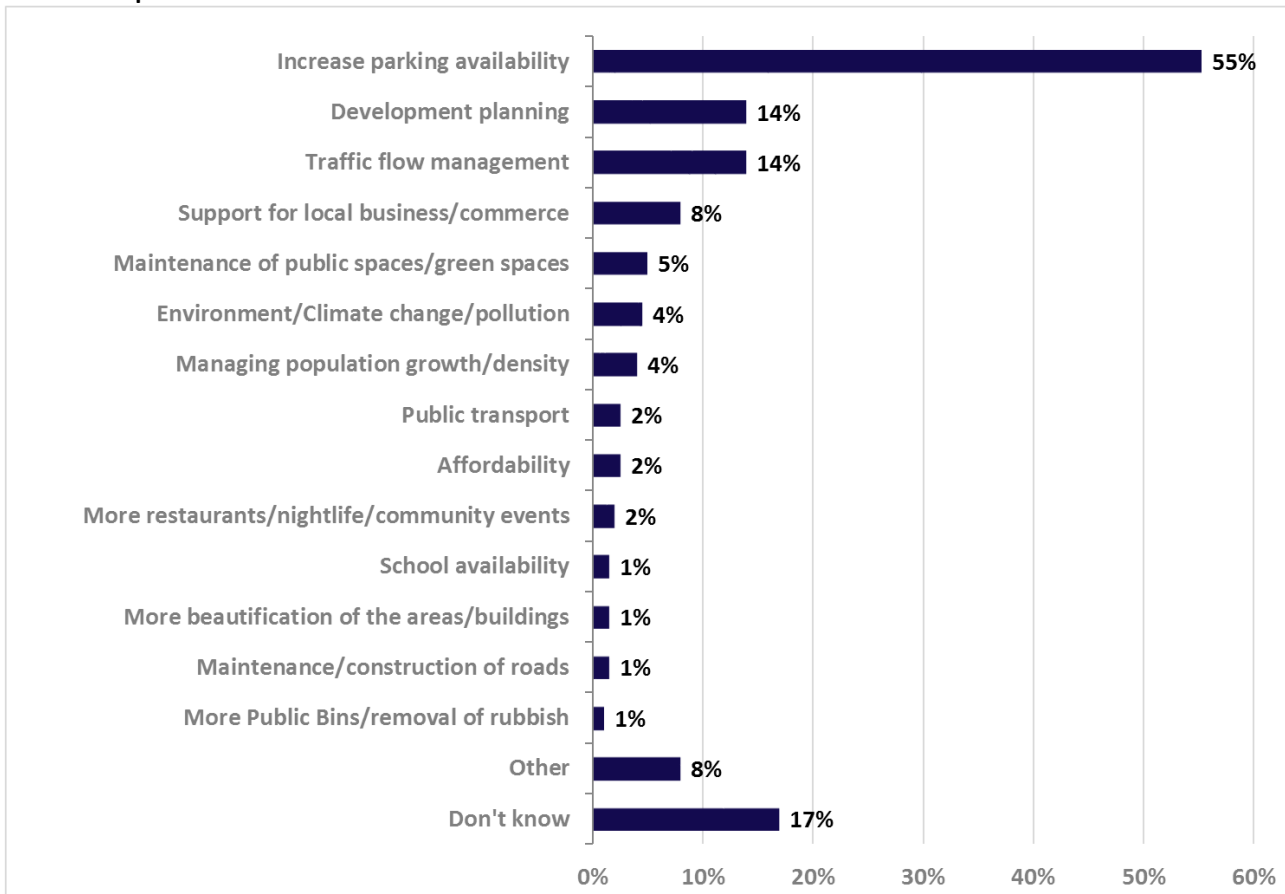


Satisfaction with the direction of Council was high at 68%, an increase on 56% in 2016 with the upward trend since the first wave of tracking suggesting strong support for Council.

Businesses were asked, in an open-ended question, what they believed would be the top priority issues within the North Sydney LGA over the next ten years. Responses have been coded and quantified and are outlined in Graph 2.4.8 below:

Graph 2.4.8: Focus Areas for prioritisation

Base: all respondents

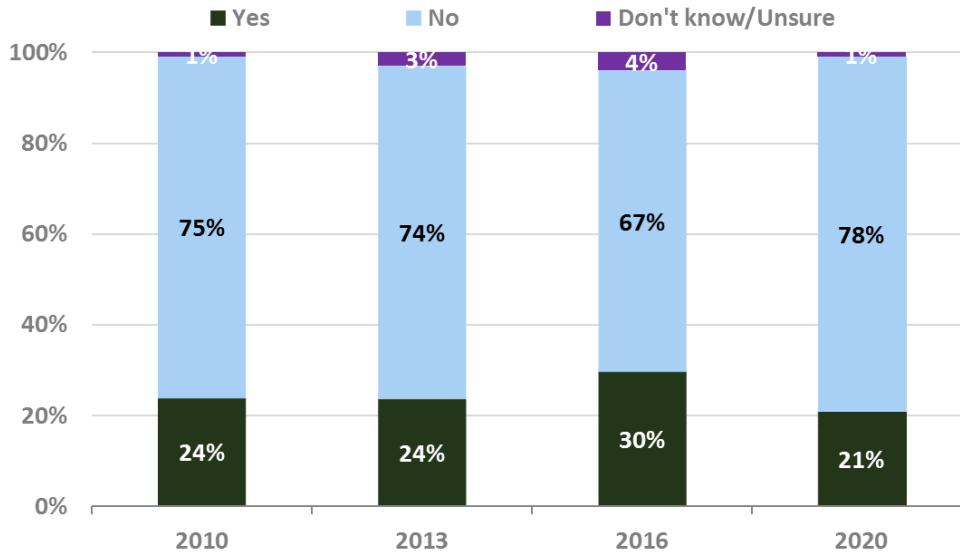


While some 17% of businesses were unsure as to what Council should prioritise in the next ten years, over half (55%) felt the focus should be on increasing parking availability. Like residents, development planning was also frequently mentioned (14%) as was traffic flow management (14%).

Other areas for prioritisation were specific to the individual business. While some mentioned the Covid-19 situation, in the context of rebuilding the economy, managing flexible work spaces and managing community health issues, others focused on traffic issues (including the Northern Beaches tunnel), rat control and encouraging more people into the area. The full list of verbatim responses are available in Appendix 5b.

Graph 2.4.9: Awareness of Precinct Committees

Base: all respondents



Awareness of the Precinct Committees declined by 9% in 2020 compared to 2016.

Appendix 1a: Survey questionnaire residents

Introduction/Preamble:

Hi my name is (name) and I'm calling from Jetty Research on behalf of North Sydney Council. Council is conducting a customer satisfaction survey of its residents, and you have been randomly selected to participate in this. This survey only takes around 16 minutes, we're not trying to sell anything and all answers will remain confidential. Would you be willing to assist Council this afternoon/evening?

(If no, try to arrange call back or ask to speak to other adult member of household. Otherwise thank and terminate.)

Screening questions:

Q1. Do you live in the North Sydney LGA? If no – terminate

Q2. Are you or an immediate family member a Councillor or permanent Council employee? If yes - terminate.

Q3. Do you own or do you rent your home?
Owned/being paid off
Rented
Other (specify) _____
Refused (do not offer)

Q4. And just to ensure we speak to a good cross section of people, can you please tell me which of the following age groups you fall into?

18-39 years	1
40-54 years	2
55 plus	3

Q4a Record gender

Male	1
Female	2

Q4b Ask first name and record

Q5. Now (Q4b), thinking about all the services your council provides, overall how satisfied have you been with your council over the last 12 months? Please rate your satisfaction with the service from 1 to 7 where 1 means extremely dissatisfied, 4 is neither satisfied nor dissatisfied and 7 is extremely satisfied.

Extremely satisfied	7
Very satisfied	6
Quite satisfied	5
Neither	4
Quite dissatisfied	3
Very dissatisfied	2
Extremely dissatisfied	1

Q6. I am now going to read out a number of areas your council is responsible for, and I would like you to tell me how satisfied you have personally been with their performance in that area. Using the same scale of 1 to 7 where 1 means extremely dissatisfied, 4 is neither satisfied nor dissatisfied and 7 is extremely satisfied, how satisfied would you say you are with the... READ OUT... in your local area?

	Extremely satisfied	Very satisfied	Quite satisfied	Neither	Quite dissatisfied	Very dissatisfied	Extremely dissatisfied	Don't know
Children's services (Family Day Care and Vacation Care)	7	6	5	4	3	2	1	9
Cleanliness of local roads and footpaths	7	6	5	4	3	2	1	9
Community centres and halls	7	6	5	4	3	2	1	9
Council run community events (e.g. Twilight Food Fair, the Childrens Festival, North Sydney Art Prize)	7	6	5	4	3	2	1	9
Feeling safe in North Sydney - crime, road safety, pedestrians, cyclists, street lighting etc.	7	6	5	4	3	2	1	9
Maintenance of plazas in commercial areas	7	6	5	4	3	2	1	9
Maintenance of parks, ovals and bushland areas	7	6	5	4	3	2	1	9
Maintenance of the local roads and footpaths	7	6	5	4	3	2	1	9
Management of traffic flow (congestion) on local roads (excluding highways) in commercial areas and residential areas	7	6	5	4	3	2	1	9
North Sydney Olympic Pool	7	6	5	4	3	2	1	9
Pedestrian and cycle paths	7	6	5	4	3	2	1	9

Policing of parking	7	6	5	4	3	2	1	9
Provision of parking (commercial areas, residential areas) e.g. parking management, residents parking, parking facilities, restrictions, parking in shopping areas	7	6	5	4	3	2	1	9
Quality of commercial and residential development	7	6	5	4	3	2	1	9
Range of arts and cultural experiences in North Sydney	7	6	5	4	3	2	1	
Range of public art in North Sydney	7	6	5	4	3	2	1	9
Recreation facilities (e.g. North Sydney Oval, North Sydney Indoor Sports Centre, Maccallum Pool)	7	6	5	4	3	2	1	9
Satisfaction with the way North Sydney as a whole looks and feels	7	6	5	4	3	2	1	9
Stanton Library	7	6	5	4	3	2	1	9
The appearance of local village centres (prompt: public domain/streetscape)	7	6	5	4	3	2	1	9
The appearance of public spaces in the North Sydney CBD (prompt: public domain)	7	6	5	4	3	2	1	9
The customer service/information provided by Council staff	7	6	5	4	3	2	1	9
Waste and recycling collection services	7	6	5	4	3	2	1	9

Q7. And which of the following services have you used in the past 12 months?

Recreation Facilities	1
Stanton Library	2
North Sydney Olympic Pool	3
Children's services	4
Community centres and halls	5
None of the above	99

Q8. IF EXTREMELY, VERY OR QUITE DISSATISFIED (CODE 1,2 or 3 AT Q6) ASK: What particular aspects ofINSERT.....do you find unsatisfactory?

FOR 'PROVISION OF PARKING (INCLUDING RESTRICTIONS, RESIDENT PARKING, ETC.)' AND 'MAINTENANCE OF THE LOCAL ROADS AND FOOTPATHS': - If applicable, please indicate a specific location you find unsatisfactory.

Q9. Are you satisfied with where North Sydney is heading in the future? (Use prompt as required: i.e. it's strategic/future direction.)

Yes	1
No	2
Unsure/Don't know	3

Q10. Generally speaking, how satisfied are you with the way that North Sydney Council communicates with its residents? Would you say that you were... READ OUT

Extremely satisfied	7
Very satisfied	6
Quite satisfied	5
Neither	4
Quite dissatisfied	3
Very dissatisfied	2
Extremely dissatisfied	1

Q11. How satisfied are you with the way North Sydney Council consults with and engages residents in decision making processes.

Extremely satisfied	7
Very satisfied	6
Quite satisfied	5
Neither	4
Quite dissatisfied	3
Very dissatisfied	2
Extremely dissatisfied	1

Q12. Are you aware of the North Sydney Community Strategic Plan? (IF NECESSARY SAY: The Community Strategic Plan is a 10 year plan outlining the community's shared long term vision for North Sydney).

Yes	1
No	2
Unsure/Don't know	3

Q13. The North Sydney Council area is split into 25 'Precinct Committees' and within each of these 'precincts' residents, students, workers and businesses are given the opportunity to become involved with decisions that affect their local area. Prior to me telling you this, were you aware that you had a local Precinct Committee?

Yes	1
No	2
Unsure/Don't know	3

Q14. What is your preferred source of information relating to what North Sydney Council does?

SINGLE RESPONSE. DO NOT PROMPT.

Local Newspaper (Mosman Daily, North Shore Times, North Shore Living)	1
Council newsletters (North Sydney News delivered to each household)	2
Community notice boards	3
Council website	4
Brochures/leaflets	5
e-newsletters	6
Social Media	7
Other (specify) _____	8

Q15. Overall, how would you rate your quality of life living in the North Sydney Council area?

Would you say READ OUT

Excellent - 1
 Very Good - 2
 Good - 3
 Fair - 4
 Poor - 5
 Very Poor - 6

Q16. What do you value MOST about living in the North Sydney Council area? (DO NOT AID, SINGLE RESPONSE) (Note: identify one only)

Affordable housing
 Attractive houses/streets/neighbourhood
 Born here/been here a long time/know the area
 Close to airport
 Close to CBD/City
 Close to friends and/or family
 Close to jobs, universities
 Entertainment and dining options
 Friendly people/great community spirit
 Local schools
 New residential developments
 Open spaces/parks/trees etc
 Opportunities for my kids to live, learn or work locally
 Public transport
 Quiet/peaceful/safe
 Range/quality of shopping
 Rising home values
 Services/community facilities
 Other (please specify)

Q17. Thinking about the next 10 years, what do you believe will be the top priority issues within the North Sydney Council area – Remembering Council does not necessarily have to be responsible for these priorities. (open ended, COLLECT UP TO 3)

1. _____
2. _____
3. _____

Q18. Using a scale of 1-7 where 1 means disagree strongly, 4 means neither agree nor disagree and 7 means agree strongly, how strongly do you agree or disagree that North Sydney as a whole has a strong sense of community? (IF NECESSARY SAY: A ‘Sense of Community’ focuses on the experience of community or sense of belonging; rather than its structure, formation, setting or features etc.)

Agree Strongly	7
	6
	5
Neither agree nor disagree	4
	3
	2
Disagree Strongly	1

Q19. Again, using a 1 to 7 agreement scale where 1 means disagree strongly, 4 means neither agree nor disagree and 7 means strongly agree, do you agree or disagree that Council operates under ethical, open, accountable and transparent processes?

Agree Strongly	7
	6
	5
Neither agree nor disagree	4
	3
	2
Disagree Strongly	1

D1. Do you have any children under the age of 12 years living in your household?

Yes	1
No	2

D2. How long have you lived in the North Sydney LGA?

Under a year	1
1 to 3 years	2
4 to 6 years	3
7 to 10 years	4
Over 10 years	5

D4. And which of the following would you say is your main local shopping area?

- | | |
|--------------|---|
| Cammeray | 1 |
| Cremorne | 2 |
| Crows Nest | 3 |
| Kirribilli | 4 |
| Neutral Bay | 5 |
| North Sydney | 6 |

Appendix 1b: Survey Questionnaire Businesses

Introduction/Preamble:

Hi my name is (name) and I'm calling from Jetty Research on behalf of North Sydney Council. Council is conducting a customer satisfaction survey of local businesses, and you have been randomly selected to participate in this. This survey takes no more than 10 minutes, we're not trying to sell anything and all answers will remain confidential. Are you the owner or manager at this premise? Would you be willing to assist Council with a quick survey?

(If no, try to arrange call back. If still no, thank and terminate.)

Screening questions:

C1. Can you please tell me which category your business falls into? READ OUT AND RECORD BUSINESS TYPE (Check quotas)

Manufacturing	1	Finance & Insurance	7
Construction	2	Property & Business Services	8
Wholesale trade	3	Education	9
Retail trade	4	Health & Community Services	10
Accommodation, Cafes and Restaurants	5	Cultural & Recreational Services	11
Transport and Storage	6	Personal & Other services	12

C2. Can I just check with you, does your company operate within the North Sydney Council area?

Yes	1
No	2
Don't Know	3

1. Now, thinking about all the services North Sydney Council provides, overall how satisfied have you been with them over the last 12 months? Please rate your satisfaction with the services from 1 to 7 where 1 means extremely dissatisfied, 4 is neither satisfied nor dissatisfied and 7 is extremely satisfied.

Extremely satisfied	7
Very satisfied	6
Quite satisfied	5
Neither	4
Quite dissatisfied	3
Very dissatisfied	2
Extremely dissatisfied	1

2. I am now going to read out a number of areas your council is responsible for, and I would like you to tell me how satisfied you have been with their performance in that area. Using the same 1 to 7 scale as before, where 1 means extremely dissatisfied, 4 is neither satisfied nor dissatisfied and 7 is extremely satisfied, how satisfied would you say you are with the.. READ OUT ...in your local area?

	Extremel y satisfied	Very satisfie d	Quite satisfie d	Neither	Quite dissatisf ied	Very dissatisfie d	Extreme ly dissatisf ied	DK
The way North Sydney as a whole looks and feels	7	6	5	4	3	2	1	8
Cleanliness of local roads and footpaths	7	6	5	4	3	2	1	8
Maintenance of commercial areas	7	6	5	4	3	2	1	8
Quality of commercial and residential development	7	6	5	4	3	2	1	8
The look and feel of commercial centres and local villages	7	6	5	4	3	2	1	8
Customer service/information provided by Council staff	7	6	5	4	3	2	1	8
Maintenance of local roads and footpaths	7	6	5	4	3	2	1	8
Policing of parking	7	6	5	4	3	2	1	8
Management of traffic flow (congestion) on local roads (excluding highways) in commercial areas and residential areas	7	6	5	4	3	2	1	8

Provision of parking (commercial areas, residential areas)	7	6	5	4	3	2	1	
Council's business processes (prompt: includes permits, economic development etc)	7	6	5	4	3	2	1	

IF EXTREMELY, VERY OR QUITE DISSATISFIED (CODE 1,2 or 3 AT Q2) ASK:

3. What particular aspects ofINSERT.....do you find unsatisfactory?

FOR 'OVERALL MANAGEMENT OF PARKING (INCLUDING RESTRICTIONS, RESIDENT PARKING, ETC.)' AND 'MAINTENANCE OF THE LOCAL ROADS AND FOOTPATHS' - If applicable, please indicate a specific location you find unsatisfactory.

4. Are you satisfied with North Sydney's strategic direction? i.e. the way Council balances the environmental, social, economic and civic leadership objectives of the community its serves.

- Yes 1
- No 2
- Unsure/Don't know 3

5. Generally speaking, how satisfied are you with the way that North Sydney Council communicates with businesses in the area? Please rate your satisfaction on a 1 to 7 scale where 1 means extremely dissatisfied, 4 means neither satisfied nor dissatisfied and 7 means extremely satisfied.

- Extremely satisfied 7
- Very satisfied 6
- Quite satisfied 5
- Neither 4
- Quite dissatisfied 3
- Very dissatisfied 2
- Extremely dissatisfied 1

Q6. How satisfied are you with the way North Sydney Council consults with and engages businesses in decision making processes. INTERVIEWER NOTE: CLARIFY EXTENT OF SATISFACTION/DISSATISFACTION

- Extremely satisfied 7
- Very satisfied 6
- Quite satisfied 5
- Neither 4
- Quite dissatisfied 3
- Very dissatisfied 2
- Extremely dissatisfied 1

7. The North Sydney local government area is split into 6 ‘Streetscape Committees’ and within each of these committees residents and businesses are given the opportunity to become involved with decisions that affect their local shopping area. Prior to me telling you this, were you aware that you had a local Streetscape Committee?

Yes	1
No	2
Unsure/Don’t know	3

8. How satisfied are you with North Sydney as a place to do business? Please rate your satisfaction on a 1 to 7 scale where 1 means extremely dissatisfied, 4 means neither satisfied nor dissatisfied and 7 means extremely satisfied.

Extremely satisfied	7
Very satisfied	6
Quite satisfied	5
Neither	4
Quite dissatisfied	3
Very dissatisfied	2
Extremely dissatisfied	1

9. Are you aware of the North Sydney Community Strategic Plan? (IF NECESSARY SAY: Community Strategic Plan is a 10 year plan outlining the community’s shared long term vision for North Sydney).

Yes	1
No	2
Unsure/Don’t know	3

10. The North Sydney Council area is split into 25 ‘Precinct Committees’ and within each of these ‘precincts’ residents, students, workers and businesses are given the opportunity to become involved with decisions that affect their local area. Prior to me telling you this, were you aware that you had a local Precinct Committee?

Yes	1
No	2
Unsure/Don’t know	3

11. What is your preferred source/method of information relating to what North Sydney Council does?

SINGLE RESPONSE. DO NOT PROMPT.

Local Newspaper (Mosman Daily, North Shore Times, North Shore Living)	1
Council newsletters (North Sydney News)	2
Community notice boards	3
Council website	4
Brochures/leaflets	5
e-newsletters	6
Social Media	7
Other (specify) _____	

12. Thinking about the next 10 years, what do you believe will be the top priority issues within the North Sydney Council area – Remembering Council does not necessarily have to be responsible for these priorities. (open ended, ALLOW UP TO 3)⁸

1. _____
2. _____
3. _____

13. Would you say you agree or disagree that council operates under ethical, open, accountable and transparent processes? Please rate your agreement on a 1 to 7 scale where 1 means disagree strongly, 4 means neither agree nor disagree and 7 means strongly agree.

Agree Strongly	7
	6
	5
Neither agree nor disagree	4
	3
	2
Disagree Strongly	1

We just have a few more questions to make sure that we speak to a good cross section of businesses in the North Sydney area. Please be assured that these details will not be used to identify your business, they are only used in combination with other responses.

D1. How many employees do you have IN TOTAL in your business, by employees I mean full time equivalents other than the proprietor? DO NOT READ OUT

No employees/sole trader	1
1-5 employees	2
6-10	3
11-20	4
More than 20	5

⁸ Slight rewording of previous questions/still measuring top 3 priorities

D2. And which of the following would you say best approximates the location of this business premise?

- | | |
|-----------------------|---|
| Cammeray | 1 |
| Cremorne | 2 |
| Crows Nest | 3 |
| Kirribilli | 4 |
| Neutral Bay | 5 |
| Waverton | 6 |
| North Sydney CBD | 7 |
| Other (specify) _____ | 8 |

Thank you very much for your time. Once again thank you for participating - your input has been invaluable

Appendix 2: Weighting Calculation

It is common in random surveys such as this to weight results by age and gender. This avoids the need to sample by quota (which is far more expensive than purely random sampling), and ensures the data from under- and over-represented groups is adjusted to meet the demographic profile of the survey population.

Population weighting can only occur where the true survey population is known. In this case the population, defined as “adults 18-plus living in the North Sydney LGA”, can be accurately measured through the 2016 ABS Census⁹. We can hence weight the survey data by the known population.

To do this we divide the survey sample by gender (male/female) and across three age groups (16-39, 40-54 and 55-plus.) This divides respondents into one of six age and gender categories, as shown below:

Randomly selected survey respondents by age and gender		
Age	Male	Female
18-39 years	5.0%	10.0%
40-54 years	10.0%	14.5%
55 plus	25.5%	35.0%

Meanwhile ABS data for the adult (16+) population of the North Sydney LGA postcode (as per 2016 ABS census, Usual Resident Profile), is shown in the following table:

NS LGA adult population by age and gender (ABS 2016 Census data)		
Age	Male	Female
18-39 years	22.3%	25.1%
40-54 years	11.3%	12.2%
55 plus	13.0%	16.2%
TOTAL	47.95%	52.05%

Dividing the “true” population by the sample population for each age and gender category provides the following weighting factors:

Weighting factor by age and gender		
Age	Male	Female
18-39 years	4.46	2.51
40-54 years	1.13	0.84
55 plus	0.51	0.46

These weightings are then assigned to each data record based on each respondent’s age/gender profile, and the raw data for each question is adjusted accordingly.

⁹ ABS Census for North Sydney LGA, Usual Resident Profile.

Appendix 3: A note on reading importance / performance quadrant analysis

Higher importance/lower satisfaction	Higher importance/higher satisfaction
<p style="text-align: center;">Community services Sealed roads</p>	<p style="text-align: center;">Bridges Cleanliness of public domain (streets etc.) Parks, reserves and playgrounds Sewage collection and treatment Waste and recycling Water supply</p>
Lower importance/lower satisfaction	Lower importance/higher satisfaction
<p style="text-align: center;">Building inspections Development applications Disability access Dog control Econ. Development/attracting new investment Environmental monitoring and protection Footpaths and cycleways Online services Public toilets Stormwater drainage Tourism marketing Unsealed roads Weed control</p>	<p style="text-align: center;">Community halls Council pools and sporting facilities Libraries</p>

It's important to remember that the quadrant is broken into "higher" and "lower" satisfaction/importance - not necessarily "high" or "low". The distinction is important, in that the higher/lower approach allows us to see how particular services/facilities are scored relative to each other - rather than being an absolute ranking based on the 1-5 scale.

That in turn allows us to ensure that there are services/facilities in all four quadrants - whereas in absolute terms (and using 3 as a cut-off on both measures) almost everything would appear above the importance cut-off, and the vast majority would also be above the satisfaction cut-off - hence most items would be clustered in the top-right quadrant. This is of little practical use to Councils, as it gives no idea of where it's (perceived to be) performing best or worst.

In terms of how the information is used, councils approach this in various ways. Some believe that those in top-right quadrant can be left alone, and that additional resources should be considered for those in the top left and bottom left quadrants. Others may look at reducing resourcing of those in the top-right quadrant, to re-allocate into services deemed of lower relative satisfaction.

In some other cases (tourism marketing being a typical example) Councils might decide the problem lies not with resourcing but with better informing the community of what is being done - i.e. a belief the problem lies not in the service itself but in the community perceptions of it due to inadequate knowledge.

Finally, and on a related note, it must be remembered that the scores are about perceptions - not always reality. Also, that averages can hide big distortions - especially in "niche" facilities/services (e.g. DAs or online services, which are of huge interest to a minority, but zero interest to everyone else). Hence Council needs to decide whether quadrant analysis in itself is reason to act, or whether other factors should take precedence.

Appendix 4a: Reasons for dissatisfaction - Residents

Facility or service	Reason for dissatisfaction
Children's services (Family Day Care and Vacation Care)	The Children services probe too much into your personal life. Rather not give example
	That there isn't many, I don't think there is public preschool in North Sydney
	Just that is not a large amount of day care options very few family day cares and they are all full. We have had to go to St Leonards. / You can get them for the full five days.
Cleanliness of local roads and footpaths	Whaling Road has rubbish left out too long on the foot paths/gutters are not swept/footpaths are broken and the park at the end of this street is always untidy/
	Under the bridge up to North Sydney Olympic Pool there are no bins and rubbish builds up in the park/ at Milsons Point Station early in the morning the bins are locked
	There is a lots of shopping trollies and leaves
	The footpaths are just filthy. We have a housing commission at Mcdougall St next to me and the tenants have allowed to do their gardening. They put all the gross stuff on the footpaths. There is a lady who put rocks and gross stuff around the area she gardens and threatens people who confront her. She dominates them. We pay so much and don't deserve to have our streets looking filthy and gross.
	Sometimes there's rubbish on the roads, particularly Anzac Park. On the roads there are potholes, has reported large chunk of pavement outside the school that fills with water and leaves stones on the road near the Anzac memorial outside the school/ uneven repair in the roads that are unsightly/ rubbish on the road and on the pavement/ in the gutter area as well
	Rocklands Rd and Gillis St have lots of rubbish alongside the road/council pickup is too slow as it is supposed to be every 2nd Monday but is not and that rubbish stays there for many days before it is collected/whatever falls from the truck stays on the road for some weeks until a small truck comes along or some locals collect it/
	Over grown trees near footpath - Belmont Ave - the junk on the street is very bad and sometimes the pickup services take awhile
	In Crows Nest the grass is not cut in a timely manner, the footpaths are riddled with cockroaches.
	In Crows Nest I have never seen the roads and footpaths clean / unhygienic and dirty and grubby and a lot of restaurants have awnings so the rain doesn't even wash it clean/ it would be easy to clean /
	Gutters are full leaves/they don't clean street/ cracks on footpaths-Cremone Point
Footpaths on Millers St near the Library / some are clean and some are not / they should be cleaned at least once a week / they are not	
Community centres and halls	They are very old/no improvement/
	They are restrictive in opening hours and close early during the day. I wish they would be open for longer at least one day a week or something.
	They are nothing more than spaces. Old and rundown. No facilities in them.
	The only instance of use I have had was in Neutral Bay in a park behind the Post Office I went to use the toilet which was dirty and the door couldn't be closed rather it insisted on remaining open/
	The Community Centre facilities look tired and old.
	Neutral Bay Community Centre is an old and run down building and there are no services such as yoga, meditation and art classes.

	Just the appearance and they are run down and they haven't had any capital expenditure within the last few years. This is the one in Crows Nest on main street Willoughby Rd
	Bathrooms are not clean/signage is not clear/not easy to find/kept having strangers walking in/
Council run community events (e.g. Twilight Food Fair, the Children's Festival, North Sydney Art Prize)	There were not enough facilities for everyone. I waited for 20 minutes for the toilet. I appreciate they run things for families but there is nothing for people without small children/
	There are not enough of them/no variety/need better quality to appeal different audiences/
Feeling safe in North Sydney - crime, road safety, pedestrians, cyclists, street lighting etc.	There is a crime a problem, which needs more police presence. There were a lot of robberies in the last couple of years.
	The cycling is non-existent as it is not good enough to paint some road surface and call it a cycle path/
	Street lighting is very poor in Rocklands Rd which is uncomfortable when taking out my disabled daughter for fresh air/
	Street lighting in Shirley Rd, Wollestonecraft, between the roundabout and Railway Station is very poor/
	Some roads have blind-spots at T intersections where you cannot see oncoming vehicles from either direction/ e.g. Carter St and Cammeray Rd/ Churchill Cres/
	Personal safety is not an issue and walking home from work after dark is not an issue; the cross street Hazelbank and Morton is really a hazard; cars frequently don't stop. Can I also add on Hazelbank Rd the lighting is really dark, because of the trees, I have tripped over. I would hate an elderly person to trip over in the dark.
	People with dogs/I was assaulted by a person with a big dog/Abused me and pushed me over a fence/ he went to jail/ We need more street cameras/ There are a lot of aged people in this area/ The police cannot be everywhere.
	Inadequate policing of the ferry wharf at Cremorne Point which seems to be a bit of a party ground for weekend fishermen/there are also a few very dangerous intersections around Cremorne e.g. Rangers Rd and Murdock Rd when turning right on to Murdock Rd facing east the Council recently installed a traffic arrow which actually prevents a right turn/ it should be a green arrow which gives the right turn priority/
	I find the street lighting is not good / coming down Jeffery St in Kirribilli the lighting is not good enough and the trees grow over the lighting which makes it hard to see / steps coming up from Jeffery St to upper Pitt St it's a bit scary at night / needs more lights and across the road at the bend there opposite of Aloysius Catholic Collage lights have been out making the area unsafe / there should be a traffic sign to help reduce speeding because it is dangerous to cross the road
	Cyclists without the benefit of dedicated cycle lanes, cycle on to foot paths at speed without caring for pedestrians' safety/they just come at you/
	Cyclists using the footpath/these people are scaring pedestrians by their using the footpath as a protected road/
Maintenance of plazas in commercial areas	With the drought so many plants have died and with Mitchel St Plaza lots of plants have died/ for Szechuan garden restaurant-the owner declined to replant/ North Sydney need to provide something to revive the plants in tune of 36 plants and a heavy duty bulk which won't blow in strong winds/
	There old and the footpaths are often cracked, the commercial areas are tatty and dishevelled
	The variety of shops in the CBD of North Sydney

	The height of new buildings and the associated traffic congestion is poor and no green space around the buildings
	The construction phase of the tunnelling for the new railway but hard to get in and out at present/and dust everywhere/
	It would be very good if we had numbered parking spaces in the plazas in commercial areas. Singapore like notification system. How many spaces they've got.
Maintenance of parks, ovals and bushland areas	There are minor irritations like people not picking up their dog pools and mucking in the streets
	Nothing has been done Waverton Bowling Club / lack of action at Waverton Bowling Club / no development, no plans to reopen it
	I find that there's a railing broken on a path has not been fixed in 2 months - Palmer St.
Maintenance of the local roads and footpaths	Works done on roads by Ausgrid have not been fixed e.g. Kirribilli
	We have conducted our own street gardens / can't get any funding from Council / pot holes in Kirribilli Ave / some have been there more than a year /
	Uneven dangerous footpaths which on a few occasions have caused me to fall in Alfred St and Blues Point Rd/
	Trees are cracking the footpath/ could be better serviced/as you get older you can trip on them/ already had a few accidents myself/ don't want the trees removed/ just better serviced
	They're uneven and not safe for pedestrians/ In certain places the footpaths have been repaired and they are uneven between the old and the new. Some footpaths are better than others. There tree roots that have buckled the footpaths/
	They plant all these trees and then all the roots come up and push all the footpath up / they allow people to dig up all the footpath and replace it with tar and the tar sinks down which make the footpath uneven / down at Military Rd they put this nice footpath down then in 6 months they dug up again
	They need to go over all the footpaths / roads and potholes / dangerous especially to the elderly
	There's a lot of trip hazards. / Also, pedestrian crossing on High St to North Sydney where the on ramp to Bridge is. Nearly run over several times! Crossing there is risky. Police do nothing, council neither. Someone's going to get killed there.
	There's a lot of sink holes that have not been fixed. Leaking grey water in the middle of the road and lots of footpaths need repairs/ King St/
	There is works going in to improve and re-service it so it maybe better soon
	The roundabout on Murdoch St. Waste of money. Extended roundabout and then reduced it because of complaints about small area left. Bus accident. / Also the Bennett St group has much control. Put in traffic control on Murdoch St then took it away. Another waste of money. The power in Council seems skewed towards Bennett St group. Also cycle paths reduced parking. Roads narrower.
	The quality of the repairs and amount of pot holes and gravel everywhere - footpath is absolutely shocking and the maintenance of footpath and the disjointedness - no disabled access for footpath and no space for strollers and people can't cross in wheelchairs and footpath is shockingly uneven. The four areas around Cammeray (Vernon St, The Boulevard and Rowlison Pde, Miller St in North Sydney)
	The potholes. Some in North Sydney itself and also Ernest St in Neutral Bay.
	The maintenance work looks patch work/very unprofessional finish/
	The footpaths in Rangers Rd, Cremorne need to be upgraded/
	The footpaths are generally in not a good position as they're old and dug up for services a lot and get patched up particular Military Rd

	The footpath in front of our house is where they are building has been damaged by developer/ have been trying the council to come fix it/
	The footpath have uneven pavement. My wife wears high heels and she find there are a lot of holes on the footpath. The footpaths in Crows Nest have to be redone when the Woolworths opened
	The condition of the footpaths and unevenness in Miller St is bad and needs repair/people such as myself have tripped up on this street/
	Some paving on footpath near streets adjoining Shirley Lane need replacement/
	Paths continually being dug up and re-surfaced/ in Thomas St they relayed the path with concrete and it looked lovely/ within a week they dug parts of it up and filled holes with asphalt
	No the local roads and footpaths are not paved properly. They are being dug up and are hideous. They are a mixture of asphalt and bricks
	My street is shocking it has lots of potholes and really needs to be sorted/ Kurraba Rd/
	Many of the roads and footpaths are uneven and not repaired well
	Many of the footpaths are uneven such as Carlow St which I find dangerous for walkers and joggers/
	It is a bit slow and blocking the path and I have to get around to get to my destination. They are upgrading the footpath. They are doing the whole section and it is not convenient when you want to cross the road. You have to go the opposite direction.
	I find the street footpaths are not good / Kirribilli Ave is not good / they have put garden beds around the trees sticking out and there is concrete up in the air / 60 something on the Harbour side of Kirribilli Ave / outside one of the new buildings and has concrete up in the air that you can trip on
	Generally around Cremorne Point, Council seem to have dug up parts of some paving for no apparent reason/I regularly walk in the area and I notice this unnecessary replacement of pavement/
	Footpaths not even people can trip
	Footpath should be repaired/ damage caused by trucks and broken piping has not been dealt with properly/
	Delays in getting potholes fixed. Huge trucks going over roads because of construction. Keep creating potholes!
	Cracked and broken footpaths on Millers St near Stanton Library / they look awful and others and I broke our wrists / they are dangerous
	Council redid footpath however residents would have liked parking spot instead of footpath and council never got any input from residents (whatmore street in Waverton)
	Cement footpaths are better than pavers because pavers become uneven and move around/ you could trip on them/ we have an aging population here going to the Chinese church
	At the pavement outside our units Bayview St and East Crescent St, McMahons Point/ Water damage and the Council wants to blame us for the pavement falling away/ Council should accept responsibility for its pavement/
	At Bannerman St and Murdoch St the newly built speed bumps some of them were removed and the roundabout has been re-done twice/this expense reeks of poor planning/
	Around the area where I live most of the footpaths on Sinclair St, Hazelbank Rd and between North Sydney and Crows Nest areas are in very bad disrepair condition / dangerous to the elderly and anyone walking / constant issue with me and people I know

	All the potholes, and patching of the potholes/ they patch a pothole and three weeks later there's another one. / (However: the guys who mow the grass verges are great.)
Management of traffic flow (congestion) on local roads (excluding highways) in commercial areas and residential areas	Where the Pacific Highway comes up to North Sydney - I use it every morning to go to work and the merging of the traffic to the Kirribilli side onto Pacific Hwy is a shambles. This is also coming from Blues Point Rd to Pacific Hwy intersection/Miller St - again congestion is a shambles
	When something gets done the level of bureaucracy / no sort of traffic flow / when something gets done the road gets to a standstill when it gets too blocked and there is no other options
	We don't venture but it seems when we go to Military Rd, Falcon St to West St, Bradfield Hwy, Kurraba Rd and Cahill Expressway are congested and difficult
	Volume of traffic in back streets/ congestion is caused because of parking on both sides of street
	Traffic turning right off Pacific Hwy onto Berry St/ hard to merge/ does my head in every morning/ the only issue everything else is ok
	Traffic speed humps in Benelong road, Cremorne/ took away street parking spaces/ there were three sets now there are two/the one they took away was the best one/ it was the first one and stopped cars from going too fast/ the others are now less effective
	Traffic calming devices, which they have now taken away because they had so many complaints/ particularly in Bannerman St. The devices were quite dangerous!/ Wrongly and dangerously placed pedestrian crossing Turning right into Bannerman St from Murdoch St, the pedestrian crossing was a surprise.
	Too much congestion on Military Rd which has had a ripple effect on what were previously quiet side streets/on Bannerman St the cars drive to the side of the short span speed bumps thus putting cyclists in danger/
	They keep messing around with the roads in our area with traffic calming and bumps and chicanes and none of them work. People don't know what's happening or what speed it's supposed to be and traffic is always bumping going around corners.
	They don't police. We have much construction. Construction vehicles park in turning and clearways.
	There's quite often a big queue at Miller St and Amherst St/ lucky if two cars get through at a time.
	There is too much parking allowed for people working but not living in the area and resident can't park in front of their residences e.g. Rocklands Rd/more residential car parking passes for those who live at the determined spaces in front of their houses/
	There is not enough consultation on the site of roundabouts such as at Oxley St and Albany St and all four roads have a pedestrian crossing woven into it and if a pedestrian decides to cross there it creates a traffic gridlock/green men crossing signs at the major intersections at North Sydney result in traffic delays as pedestrians are still completing their compliance with the "walk" signs and some do not obey the signs against them/they need a "free for all" for pedestrians as at Town Hall in Sydney/
	There is congestion during peak hours and our street is not wide enough to be a two way and this causes road rage during peak hour
	There are not enough pedestrian crossing and traffic lights to regulate the traffic flow.
	There are far too many bike lanes to allow traffic to flow freely. There is a lack of disabled parking in Cammeray on the main street. /The residential area there is no policing of commuters leaving their cars. The school pick up times are difficult /
The roundabouts the council put them in the wrong areas and it has changed the flow. They haven't improved the congestion the council has just put them anywhere and in fact it has made it worse	

	The pedestrian crossing at the corner of Holtermann St and Alexander St is remarkably dangerous/it needs to be moved up the street in a southerly direction/ because cars don't see it is really dangerous/
	The new roundabout in Albany St and Oxley St with four pedestrian crossings leads to traffic being very easily congested/
	The new Coles in Crows Nest the traffic entry in and out is disturbing locals, it needs more efficient management. Alexander St is getting too busy with the increasing population.
	The introduction of the B-line has been disastrous / it supposed to shorten travel time from the peninsula / it has not had that effect and been very disruptive to users and businesses and residents along Military Rd. / and it cost a lot of money about a \$billion/
	The cycle paths are costly and not used at all/they are irrelevant unattractive and lead to traffic congestion/
	The Council is assuming a greater role than its responsibility/ it is trying to over manage instead of keeping things simple/this indulgence is evident in road (refused to name a road even where he lives/they create impediments to flow rather than retaining a clean easy flow/
	Speed of traffic/need to be become slower/
	Round-a-bouts being put around pedestrian crossings / they put four pedestrian crossings instead of only two / the traffic at Pacific Hwy will be backed up due to the amount of round-a-bouts being constructed /
	Parking isn't policed/ commuters park longer than permitted and don't get fined
	Not enough parking management / high street North Sydney /
	No right turn signs clog main roads/ too much traffic using back streets to avoid Miller St
	Milson is very congested, narrow and dangerous. Military Rd is worse because of the spit bridge with congestion/
	Its congestion, the lights don't give enough time to get through, turning on to highways from the small streets is difficult sometimes.
	It gets blocked out during rush hours and it could be managed better. The one way street there could be other directions to avoid congestion
	In the rush hour it is so congested that I can barely get out of my home - Crows Nest
	In peak hour it can take 20 minutes to get from Freeway to Neutral Bay because of the round-about and traffic lights/ there are too many one way streets and no right turn signs causing traffic build ups during peak hours
	In North Cremorne has very few traffic lights between the recent installation of lights in Ernest St before the entry to the Harbour Bridge has created potential danger as three lanes attempt to merge into one which itself creates a traffic jam/
	I find it extremely frustrating that we have a lot of cyclists in the middle of the road at the speed of 22km/h at peak times. I find that also a lot of road repairs are not done properly. Another thing is that when the roads are being repaired, the council decides to upgrade the street and all the road repair works get destroyed and the money spent for the road repairs is not effective
	I don't think that Council can do anything about congestion until the West Connex is completed/
	I don't know enough about it to give an intelligent answer but it is poor/
	Huge semi-trailers hurtling down Military Rd, which is dreadful/
	During peak hour of the people speeding over 50km/h in the streets and heavy trucks going past the road over Kurraba Rd. Also congestion during pick up times during school time.

	Both intersections on Palmer/Miller Sts and Amherst/Miller Sts just between traffic lights turning left and right is difficult to get out of near the school side / both congested from pedestrian and cars turning left and right
	Bannerman St, Cremorne - has had installed three speed bumps of which two have since been removed/the one remaining is bad for my car a Subaru Outback/
	At school times if you are coming from Mosman to Cremorne it can take 40 minutes you have to stay off the local roads/ We have done a lot of work on roads to the detriment of locals for people on the Northern Beaches/ Bus stops have changed for example the Bus stop for the Orpheum Theatre is now a lot further away. It makes it more difficult for people/
	Always packed too much traffic going down Bannerman St congested in peak hour, alternative to Military Rd, am and pm.
	Always congested/too many 40 zones even if not near schools/ always seems to be roadwork's or construction going on
	Always a lot of construction and road work going on at the same time esp. Around Aldi in North Sydney. This causes traffic to build up
North Sydney Olympic Pool	Too many people they need to build another one - to use it I think it's overcrowded and not friendly and too many people in one swimming pool
	They got a grant for regional pools. That was a bit cheeky! Then trying to justify it by saying that people come from regions to use pool. So, ethically questionable.
	The seating, the footpaths, lack of parking/general condition of dilapidation/
	The parking very difficult/admission is expensive/not suitable for children because the Olympic pool is far too deep/the salt water stings children's' eyes the indoor pool is full of swimming lessons which take up too many lanes/ also very limited shade/
	The new development is gone back to the drawing board again and it's just a continual process that we haven't done anything with the pool - the Council doesn't need to spend millions of dollars to expand it or go back to planning they need to make a quick decision now as it's been seven years in planning - some of the funding decision should also fall onto the federal government not just North Sydney Council as it's such an iconic place
	The gym is too expensive for a community gym. I'm not opposed to proposed development in principle, I think it does need a refurbishment, just don't do anything that detracts from the heritage.
	The facilities are pretty rundown in comparison to the price charged for entry. Entry fee doesn't cover everything such as showers /
	The condition is run down. It is the change room and the pool itself has a rubber lining which is substandard.
	The change rooms/ they are really out-dated, not very functional and you have to pay to have a hot shower.
	Parking access, cost of admission (\$5 ??) Are impediments to regular use/
	Just the bathrooms / they don't have places where you can change privately and the showers don't look very clean to me/
	It's closed down and won't be reopening until the proposed restructure is on. It finished without warning.
	It needs to be redone/ major upgrade, which taking long from when planning started to commencement of development/
It is the design. I don't approve of the money to do it. It must cost a lot to change the design.	

	It is no longer available as a result of which their swimming carnival was held in Pymble/there no longer being shade protection for the children was the prime factor in my child's swimming carnival having to be moved from North Sydney Pool/
	It is closed.
	It is a tired old place needing upgrading/
	I think it is rundown and needs some love/ It needs to be revamped/
	I have read it's not well designed, The Mayor and her daughter are going down to Melbourne to look at pools and spending a lot of money as well as also spending money on themselves
	Change rooms are dirty/ need a family change room because older people don't like kids in them
	Apparently, they are not going to reopen and they did not going to communicate it to anyone and they are just being sneaky about it. Instead of coming with a practical and cost effective design, this proposed design is expensive and it extended the timeline and hence it is not being worked on.
	All the money that was spent on it/I don't think it was really necessary.
	North Sydney Pool is completely past it's use by date and is falling apart, built 85 years ago
Pedestrian and cycle paths	Too many bicycles on the footpath going at some speed without warning - no bell - it is very dangerous/
	They take up too much space, and they are not being used. Also when you are driving and coming out of a lane way it makes it difficult to see, it creates blind spots, and are a waste of money.
	They don't have cycle paths lined on some streets on my area (Cater St) - a lot of the times I drive and I see cyclists drive on the main road and it's dangerous and I almost bump into them
	They could be more of them. They should have more pedestrian and cycle paths.
	They are too narrow which makes cyclists come at you at speed especially at night this is very dangerous as a lot don't sound their bell if they indeed do have one/council should place more lighting along these paths/
	There were three 3 speed bumps which the Council reduced to 1 in around Shellcove Rd (back way through to Mosman area). It's still too many and I don't believe it shouldn't exist.
	There is a disconnect of the cycle path from North Sydney to Narrabeen. There is no nice and easy continuous cycle path. The cycle path is connected to sections of roads and footpaths.
	There is a cycle path going East but none going into the city. The roads not wide enough. But that doesn't stop cyclists going into the City.
	There is a cycle path going downhill from Military Rd straight down to Ernest St and it's a steep hill and they come down to traffic. In doing this the Council reduced the road and I don't understand why they did this as it is dangerous
	There aren't enough/
	There are too many cycle paths/
	There are too many cycle paths and they don't get used. They just block off parking and make it dangerous for cars. It is just a one way street. The cycle paths should leads to somewhere and not just little section of it. It is just a waste of money.
	There are not enough. The paths for cyclist are not big enough and there needs to education for drivers/ The helmet for cyclist is not enough protection/
There are not enough footpaths/ cyclists are forced use footpaths/	

	The way they did footpaths near our house is not good the drainage is dangerous/ kids can fall into the gutter/ speed bumps on the roads are visible/
	The way cyclists use these is dangerous and unclear resulting in possibilities of a cyclist going at high speed knocking over a pedestrian /police do not know much about this conundrum/
	The street I live in was narrowed significantly to include a bike path therefore I can barely get out of car and it has become very dangerous esp. When getting kids out of the car
	The plan is clearly not well thought through/ paths start and stop such as in Murdoch St the effect of which is to make it unsafe for cyclist and hazardous for motorists/
	The main thing for me is military road, there is no easy way to cross it. North Sydney itself is still pretty good. It takes ages for traffic to stop. Day and night, you have to wait to cross the road. When you see the lights, you have to run for it
	The lack of them and cyclists having to be on the road/ they have to use narrow streets in rush hour and its and everyone for themselves.
	The footpaths are taking up too much space. Especially the cycle lanes
	The fact they installed them at great expense to the rate payers and the cyclists don't use them. Cyclists think the cycle paths are unsafe with the materials they used. At Young street they took away the round-a-bout because they put in the cycle path and it is unsafe - The round-a-bout slowed down the traffic/
	The ever increasing use by cyclists of footpaths as a protected form of roadway/
	The cyclists around here are arrogant and purposely stick to the middle of the road/There do not appear to be any dedicated cycle lanes/
	The cyclists are unpredictable, eg Kurraba Rd from Milsons Point -- a narrow road. / Cycleway slow down the traffic. Everyone has to maintain 3 metre distance. / Also on Sutherland St a roundabout has gone and cycleway put in. Confusing people.
	The cycle path down the Murdoch St is ridiculous, it's so busy.
	The cycle paths are too wide for traffic to pass/our street scape doesn't lend itself to cycleway/
	The cycle paths are not clearly defined on roads - North Sydney has dangerous routes for cyclist
	The creation of cycle ways in Ridge St are not used which is a colossal waste of money/
	The corner of Pacific Hwy and Miller St / the pedestrian crossing there makes it difficult for traffic to turn left onto Miller St from heading north from the Pacific Hwy / bike traffic in the left lane also creates an issue Lighting over the pedestrian crossing in Blues Point Rd is not bright enough / it is difficult to see pedestrians stepping on the crossing at night
	That cyclists rarely use the cycle paths which has caused problems for the traffic flow, and for pedestrians, who have to look out for cyclists who use the footpaths or the roads rather than cycle paths (got them everywhere and are never sure which way they're going) - I'd like there to be some public acknowledgement that pedestrians have right of way and cyclists need to obey the road rules and don't have right of way on footpaths.
	Some of the roads are not wide to have cycle paths/ Bannerman St, it not wide enough for a cycle path
	Pedestrian areas are invaded by cyclist/not good for the elderly/
	One night am walking I fell due to uneven footpath/ and the pedestrian path well lit at night/
	Not well maintained / not clearly visible / they are a hazard for older residents going for a walk

	Not enough roads for cyclists/we need more facilities for disabled people/
	Not being used properly e.g. Cyclists are still on the road/loss of car space/
	North Sydney is a bad area to cycle on the streets especially in the mornings and afternoons. It is not organised well enough to be safe for them or for us. Especially Miller St and Pacific Hwy
	No direction arrows, bike riders' observance of rules, arrows on the pedestrian crossings. Help the elderly get across. I understand that it may be State responsibility
	Need to add a cycle way in my street where lots of people use bicycles/ no bicycle lanes / could cause a collision between a cyclist and car
	Mixing cycle paths and roads is dangerous/they separate/
	Lack of cycling infrastructure from the north side of the harbour bridge along arterial roots / a lot of roads are falling into disrepair
	It is the footpath. There are tree roots that pushed up the cement. You have to very careful when walking on the footpath.
	It is not clear where the paths are and it does not seem obvious to me that is available to me and it doesn't feel safe for me.
	If you take a drive to Cremorne Point, they are all covered by cars. It is hard for cyclists to use the cycle lanes because there are all car. There are no room for cyclist
	I'd like to see more dedicated cycle ways
	I don't see much cycle paths in my area/ not enough/
	I don't think there are enough cycle paths I could tell you where there are any. Cyclists are dangerous on the roads themselves. Footpaths are quite dark, too dark for safety/ I personally don't like bikes on highways that don't have cycleway.
	I don't believe that the layout of our streets are made for cars and bikes to share. Because it is a very hilly area, if you get behind a bike you are traveling at 5 miles an hour up hill. And you never know what they are doing - no indicating.
	I don't agree with the placement of cycle paths and the impacts this has had on traffic flows in both Young St, Cremorne and Park Ave in Cammeray/
	Especially on Alfred street going to Milsons point station the walkway and footpath is congested with bicycles are going too fast and it could kill you if hit/more injury. That should not be used with bicycles the footpath and should not be allowed to use it
	Cycle paths I don't get. At Young Street they took away a round-about/ It's changed and you nearly get creamed. I have never seen a cyclist on the cycle way/
	Cycle paths are not cont. From the beginning of Willoughby to the Sydney Harbour Bridge/this should be a cycle path built along the freeway to connect to the Sydney Harbour Bridge./elevated
	Cycle paths - just insufficient and not safe and need to be fully separated from the road. Painted lane ways don't protect cyclists as much and many people don't ride bikes. Sydney is poor for cycling and lack of high quality cycle paths. Pedestrian - the signals in the area are giving mixed signals in neutral bay junction
	Crows Nest area - not policed
	As there is a lot of bicycles coming off the bridge I think there is a safety issue.
	Absence of cycle path is dangerous/ cyclists have to travel in heavy traffic too close to cars
Policing of parking	We have to pay for resident parking stickers and there is insufficient parking spots for residents. Parking is not well policed. More effort in put for parking for patrons of local cafes than residents/
	We have in our street our section you can park all day but many people use it. Inordinate number of car next door services and my car and they use up space and park in our areas all the time and I don't think they are rate payers

<p>Too much policing of parking. The 1h parking limit is too short and there are too many parking inspectors around. They need to provide another free car park in North Sydney</p>
<p>They're very strict with motorcycles - there's a restricted amount of spots available, and if your motorcycle is just a little skewed in the way it's parked and not exactly within square, they'll fine you - even though they're more environmentally friendly - sometimes it does feel like the parking is a money making machine in North Sydney</p>
<p>They concentrate too much on the parking near schools. Hang around like vultures.</p>
<p>They are too rigid far too rigid, I have received three fines for being two minutes over.</p>
<p>They are only ever around schools not in your street when they have been parking for days in a row/in Holtermann St for example there is no parking for residents as the streets are full and no one is monitoring that street for example/we have paid for stickers but others make the street unmonitored and parking for free to the detriment of those who have paid for the privilege/</p>
<p>There's not enough parking for the area. Not enough near services and shops such as in Neutral Bay or North Sydney, I'll often need to drive and it's both expensive and difficult to park. It's fine with people that can get the train or bus but there's no buses near me to North Sydney. I'm expecting so visiting the doctor in North Sydney there just isn't enough parking and it's too expensive</p>
<p>There is not enough free parking / there is too much fining infringement given out</p>
<p>There could be more policing of parking. It is sporadic and a lot of cars are parked illegally without apparent effect. They should police more.</p>
<p>The way it is conducted which seems focused on returns on North Sydney Council</p>
<p>The two hour parking zone is misused as there has been cars abandoned and it just sits there</p>
<p>The triangle of Milroy Ave, Shirley Rd and Telopea St are chocka block with cars wildly exceeding their allotted time to park and no one does anything about it/there is no policing here at all/</p>
<p>The rangers are very aggressive but inconsistent. They over police in areas where there should show discretion e.g. outside day-care. Where you want them to police they don't! Lack common sense.</p>
<p>Some of the time limits in residential areas are too short - not enough resident parking - in and around Willoughby Rd in Crows Nest in particular</p>
<p>Some of the finagle is ambiguous particularly along Mary Mackillop Convent Church / a lot of parking meters on my street / visitors have to pay to park / I believe locals can buy tickets to put on cars but it's not well advertised / I don't know much about it</p>
<p>Overzealous parking officers/</p>
<p>Over-metered - very often, you might only have a task that takes a couple of minutes but you have to pay on the meter for that time - e.g. At the post office</p>
<p>Not enough parking to begin with. They fine you for anything/ Parking is over policed</p>
<p>Not enough of it/ Not enough parking and the rangers are active/</p>
<p>My husband had a problem with a disabled parking sticker/ one was sent out and it didn't arrive so we requested a new one/ the new one was sent out and the original one arrived/ not knowing it was the wrong sticker/ we used it and got fined/ my husband is 80 and uses a walking stick/ we went to court and had to pay a \$600 fine + legal fees putting us \$1600+ out of pocket.</p>
<p>Lots of cars parked too close to intersections/ double parking at night/ all standard rules of parking aren't policed</p>
<p>It is difficult to find a car park space. There are many penalties even if it is just 2 minutes past and sometimes the ranger did not tell me that I need to move. He should tell me</p>

	that I need to go instead of just giving me a penalty. The ranger should give driver a chance to do the correct thing.
	In our area there are lots of boats from out of towners. They park them here for months. Can't get rid of them!
	I think it absolutely disgusting that they are handing out parking fines given the COVID-19 situation. There are some people who are staying home with no places to park. They are on residential street. It is 2P during the day because it is near the bus stop. At this point where everyone should be staying home, they should not be handing out parking fines
	I pay for a residential parking permit/people to park in Cremorne Ln on the footpath/this upsets me/as I pay for the parking permit
	I hate the 2 hour parking rule / if you're a resident here you cannot part in your street without being fined / needing to buy a permit is wrong
	I got booked outside my home.
	I don't think residence are given enough parking areas / Neutral Bay shopping centre car park on Grosvenor St, the residents parking is an hour and a half / it should be a least two hours /
	I don't see that they go round my area. Neutral Bay.
	I don't drive so cannot answer
	Got fined twice for one offence/ by police and by Council \$100 each/ accidentally parked where I shouldn't have a midnight
	For a start the parking restrictions are too tight. Going to North Sydney for a meeting is impossible, with one hour restrictions. The parking police (bombers) see from their electronic sensors where overstaying cars are.
	Don't crack down enough/ people double park in my street and don't seem to get booked/ get away with stupid parking/ I live near Post Office/ parking police don't seem to be around on weekends
	Boats on trailers/ I asked to put in a traffic bump to slow traffic on Palmer St as cars speed. A lot of people use parking in our street for commuter parking to go to the city and it is made worse by the boats. They need to check people are not parking where they shouldn't/
	Boats on the street and trailers on the street and the owners move them elsewhere until the attention dies down and then they move them back again/
	All the parking meters / there are a lot of residents and not enough parking / the parking that they can park at is with parking meters / there should be free parking spots /
Provision of parking (commercial areas, residential areas) e.g. parking management, residents parking, parking facilities, restrictions, parking in shopping areas	Woolworths car park in Crows Nest has been so poorly planned that motorists queue around the block to gain entry/
	Where the restaurants are in Holtermann St and Burlington St they need to increase the parking time for patrons/the setup of the Woolworth parking station of itself causes traffic jams/
	When we have the Jacarandas bloom tourists come to view them. A month when hundreds come here, park. I cannot move my car all weekend. I can't do anything. Stuck! / When the theatre is on, everyone drives to that. No parking.
	We should have a lot more underground parking.
	We find it very hard to park on our street it is close to the City and North Sydney CBD therefore everybody takes our spot
	Very often, you might only have a task that takes a couple of minutes but you have to pay on the meter for that time - e.g. At the post office. There could be some short-term 5 minute free parking for those sorts of short tasks

Very hard to find parking, too many limited 2hr spaces so when friends come they cannot park. Too many cars, not enough parking. Even I as a resident have only 1 spot.
Very expensive
Too much timed parking (2hr zones) and should have been more open parking for people off the main streets (Willoughby Rd in Crows Nest where I used to live - all the parking in the back streets was also timed - one parking space for three bedroom house was insufficient - should have been more residential parking/at least free parking on weekends)
This was noted in error however, we refer and re-enforce to the answer above/
They should police them better. The boats should be moved after 28 days. There are boats parked for 5 months in Jenkins St, Cammeray./ Parking is in short supply/
There's too many parking restrictions in the backstreets / they should allow more time around the shopping centre
There's not sufficient longer term parking. A lot is 2-3 hours. Fees are ridiculously high.
There's not enough parking so there's a bit of a fight to get into a parking spot - not enough motorcycle parking when that's a more efficient (environmental, and space wise) solution for single person transport - around Mount St or anywhere near the train stations are a big issue (in the heart of the CBD of North Sydney)
There's not enough - in North Sydney CBD in particular, Neutral Bay and some areas around Cremorne - hard to find a spot
There isn't any parking spots around my area. If I have a visitor they have to drive around to find parking which is quite a distance away
There is not enough untimed street parking.
There is no free parking in North Sydney CBD and you don't get 1-2 hours in free parking. On weekends that should be done.
There is a two hour parking restriction on Rawson St and yet outside my area there is unrestricted parking and outsider's park there and gets filled up with cars. I have written to the Council to explain this issue and the council is not interested to listen to my solution.
There is a lot of two hour parking which is limited in residential areas
There are too many parking meters and we pay our rates. We don't get a sticker from the council like Mosman Council. At Mosman Council, the residents can go to Balmoral Beach and they don't have to pay.
There are not enough space for the cars to park/although I don't have an answer/
There are higher residential buildings and there is not enough space for everyone. It is more and more difficult to get parking space/
The whole is filled with cars becoming difficult for residents to park houses/
The way they handle parking around Wollstonecraft and Waverton Stations/ they are expanding unlimited parking for commuters who live outside the area to park as long as they please/resulting in limited parking for locals
The way the administer the residential parking permit is not flexible and should be more beneficial to locals and on case to case basis/
The parking signs changes regularly without notice to residents/
The local residents should not be charged for parking in locals streets/stickers to use for free parking in own street/
The free parking has all been changed and it is a safety issue for my daughter as she is going around and around the area trying to find parking during midnight and she is a nurse a shift worker in emergency in north shore. Everything is 2 hour parking and residents permit which I can't get for her because I have two bedroom unit with one car

park. Why don't Council build extra parking spots and give most residents two car parking permits as they live in the area.
The fact that they are going to take all of it away in neutral bay as they are going to expand the high way and take away 47 car parks and it will block my area
The fact that caravans, boats, trailers take up parking. A lot of people who work at hospital try to get a park and they can't because it is taken up with boats, caravans. It is too expensive to park in North Sydney to shop. Private car parks are expensive and there is little parking on the street/
The expense of parking in North Sydney (metre parking which is \$15-\$20 is too much in North Sydney) and lack of regulation around un-timed parking - street parking should be for people that come and go
The cost of commercial parking is more expensive than Sydney CBD/ my work is in North Sydney as well my residence/ it's expensive for me to at work/
The amount of the parking that's absorbed by the students in Waverton - I understand they can't provide more but it just makes it hard for visitors around our area to find parking during the week in the university semester
Residents should receive preferential free parking stickers as in other councils/
Poor parking management for residents / insufficient areas and time / not well policed
Parking of boats in streets. People leave their boats on trailers parked in street and stop others from parking there
Parking just doesn't seem to be available for e.g. When friends come to visit me/
Parking is very limited and the streets around Kirribilli and Milsons Point are very narrow/
Parking is most difficult where one requires an opportunity to enter a store for a few purchases. There's so little available and it's always full such as if I were to go to the news agent, it's full. Far too many meters and they are too expensive for a 3 minute visit to a shop/ It can be helped by allowing shorter meters such as 15 minutes around quick shopping
Parking in Miller St. There could be a free 20 minute provision , I never know how much to put in the metre so I don't get a ticket, so it is stressful as I don't know where to park, when I need to go to the library.
Not enough street parking for residents and visitors/ number of residents far outweighs parking available
Not enough parking and almost no free parking. For example outside my home it gets very congested and as I have no driveway I have to find street parking and can be fined outside of own home if I forget to move my car. I think the council should allow some leeway, in the year for residence to make mistakes with parking. In terms of commercial parking, the parking near the Hub in North Sydney is very hard. The Neutral Bay area is good due to there being no big events there so there's a lack of congestion and parking. It is difficult however for people visiting North Sydney, due to lack of trains and parking which is a shame.
Not enough loading docks / I run a shop and need use of them/ only two loading zones in the surrounding streets/ nowhere for shoppers to park
My experience in my immediate area Alfred St South, not enough parking/less parking because of cycle ways/
Large population of North Sydney does not have street, no drive ways and because of signage outsiders can park on our streets whole day/
Lack of short term free of term parking to allow one to dash in a shop to grab something from a store, more so if you a handicapped person/ the restrictions have suit the

business hours of the area/driving around the block several times just adds to traffic chaos/
Lack of parking. Like parking for residents and guests. I should have a resident`s parking tag for my guests
Lack of parking spaces in general /Woolworths parking at Crows Nest is a nightmare/
Lack of parking or restrictions such that I can't park anywhere other than my driveway which in turn disqualifies me from a resident sticker/I live in Darley St, Neutral Bay/
Lack of parking in general/ applied for a parking sticker to park on the street and was told there is not enough space/we were told to park in the building/ only one spot/ we have two cars/ in the street there are only 2 hr. Parking zones and if you leave your car there too long you are bound to be fined
Lack availability of parking/ consequences of heavy density population/
It is the hours. There is a 24 hours parking meter. There is no need for 24 hours meters. It is over the top. The meter is on Blues St.
It is quite expensive in Greenwood Plaza during the week
It is just that I live in a little one way street, and there is not enough parking spaces and too many cars, not really the Council's fault, I must apply for a disabled parking place.
It doesn't give resident parking permits/
It cost so much to go to the shops 1 hour \$5.90 which is expensive
Insufficient numbers of parking places. Throughout the whole area.
I resent to pay for parking permanent outside my house / Northern Beaches Council give parking permits for free / I do not like how expensive the parking station on Ridge St is to use for the Library it is run by the council and it should be for free for at least two hours
I own and live in apartment that used to be commercial. They rezoned it. So we don't have car space. They wouldn't give one to us. So we have to park on street and keep moving the car!
I live in this place and find it hard to have pay parking/
I find it the same as above / they should make it easier for people to park / they should not have to worry about paying for parking / there should be more free parking spaces / visitors have to park near parking meters / I cannot get a permit for parking even though I am a resident / they can only give me a maximum of 30 parking permits per calendar year / I live here and I get booked /
I don't think they consider that rate payers and owners should have priority parking and should not allow outsiders to priority/should be restricted and is out of balance/
I don't have any off street parking and I have to drive several times around the block to find somewhere to park in my own street and I have a resident parking sticker./
Heaps of apartments, so number of spaces not sufficient for people.
Having to pay for parking making it difficult to go for a movie coffee, tea, because of the 2hrs limit/
Hard to find parking in shopping centres - North Sydney Council should provide 30 min free parking rather than paid parking. It would help the businesses as well
Families coming to visit find it very difficult to find any parking. Always a parking meter there. Be good if there were more spaces without meters.
In Murdock St near Bannerman St, Cremorne Point the no parking signs are placed so close together so that an additional car could have utilised that space and parked there/
Confusing signs / all around the North Sydney CBD /
Can't blame the Council but they can only do so much to improve
Being a resident and having to buy a parking sticker/ too many restricted parking areas

	<p>Bayview St, Lavender Bay, it should be one way street with parking only on one side/ As my landlord used the only car parking permit, although I am the only one living in his premises, was denied a car parking permit/ Amount of parking during certain periods is almost impossible e.g. Towards Neutral Bay streets off Military Rd where restaurants, shops etc. is almost impossible to park Additional parking places for the train travellers/residential parking is limited/ residents with no off street parking are impacted</p>
Quality of commercial and residential development	<p>We have trucks everywhere/ Very ugly buildings have been going up without any architectural plans / it's overcrowded / Ugliness of buildings being put up/ they look like butter boxes/ how a Council can approve some of them - I do not know Too many residential high-rises/causes overcrowding of transport/ Too many high rises near Pacific Hwy near St Leonards and there isn't the infrastructure and road to cope with that and also increased traffic congestion Think that we're overdeveloping, too many people, not a lot of thought goes into new developments these days There is too much development especially around St Leonards and this should stop/ There is too much development around the railway stations. Not enough pocket parks/ There is over development in the pacific highway and soon off Willoughby Rd I don't think we should have 27 stories only a maximum of 7 stories. There are two applications for residential development within 100 meters of my home / both developments should not be going ahead at the same time / There are too many high rise. It is too high density. They need to lower the density around the new metro station that is going to be built at Crows Nest. The amount of high rise is too many at St Leonards, Crows Nest and North Sydney There are too many high rise apartment blocks. It stretches from North Sydney to St Leonards. It is unnecessary over development. There are too many apartments in Waverton and the high rise apartments and the roads are so narrow. The streets aren't built for the traffic as they shove everyone into residential. The selling off of public housing flats e.g. on Spruson St, Neutral Bay which was sold to developers and now home units are being built. The proposed developments are too dense. The main role of council is confusing and slow in residential development/ the Council imposes its own view and is not objective/Council should focus on streetscape and make the streets look good/ The infra-structure is not keeping up with development e.g. the increased pathways are not keeping up with the surge in pedestrian numbers/too much traffic for the infrastructure to cope/ The high density of some of the developments and it is a miss-match and it feels it is excessively high rise The height and scale of new developments are out of character with the village feel of the area. / Incongruous with regards to older Federation architecture in Wollstonecraft, North Sydney. Scale and appearance at odds with character. The development at Kurraba Point the Council is looking at approving things that should not be approved e.g. the height, trees are going to be removed and too many apartments. Only one lift for the car park going in and out which will not be enough - banking traffic. The height of the buildings will cast shadows/</p>

	The design is not very innovative as it looks like a box and been no attempt to get any visual aesthetics is missing and there are no vertical gardens. The visual impact is very important to me and North Sydney Council has not done what the Sydney Council has done in Central Park and Broadway.
	The building standard and rigorous and subjective approvals process. Builders try to cut corners and assessors are not independents. That is our particular experience in out strata plan - water membranes etc. At the time when my building was built they were overwhelmed/
	The building are far too high and look terrible/so high that they become like concrete jails-isolating people/
	The amount and everything has been dug up. There is dust everywhere/
	St Leonards is appalling - there is too much shadow
	Sometimes there is too much of it. I am not convinced of the quality of the residential buildings/
	Overdevelopment / they knock down houses and build apartments / too many units on a block of land / St Leonards too many tower blocks there such as units
	No/ Too many high rises/
	No comment
	Must not be any more development/we are already over developed
	More and more tall glass buildings and elimination of old street scapes and knocking down buildings of character to replace them with glass towers/
	Just the design quality of the new buildings / imp an architect and they are low quality/
	Just don't feel that they are looking after heritage buildings / some being demolished /
	It's becoming bulk. The wall to wall glass architecture - extremely unpleasant/
	It is the amount of new commercial areas. There are so many of them and the towers are so high. North Sydney is just office blocks and towers and they cut out the sunlight
	In my area they should leave it alone from further development.
	I live next to a school/council just rubber stamp what the schools want to do in terms of new buildings, they have a free hand/ this done in disregard of residents/council should have more spine in knocking out some of these approvals/
	I just reckon too many blocks of units are going up / it's good when you walk past houses but then whole rows are bought up and apartments go up/
	I find too much commercial development and residential development as it causes traffic problems and parking problems. Too many people and not enough spaces etc...
	I find there are so many little boxes, hundreds of little boxes, developer buys one block and puts a lot of little flats rather than buying a few blocks and building decent flats. Traffic and roads can't cope with scale of development / Just think it's ridiculous that there are all these separate, non-uniform flats/ generally dissatisfied with scale of development/ by boxes I mean flat units.
	Frustrated about the absence of any KPIs in regards to the development processes when dealing with Council offices/
	Find there's a lot of old properties -- residential mainly. Better if more modern apartments.
	Every single application for development in my area I was sent showed proposals exceeded what was permitted. They sent me plans. Laws literally say these were limitations. But always, building soared above them!
	Due to the new buildings many of the stores have closed because too expensive to operate around the area so many shops have left - also parking is a problem as the new buildings have taken a lot of space

	Current development is inappropriate; excessive density and excessive height/poor relationship to the street below/no contribution or public benefit in the commercial areas/no defence of local interests and no strategy/
	Big developments are going up in places where they shouldn't such as Carter St, Cammeray where a far higher adjoining building is going up next to my house and I am baffled as to how such a monstrosity could have been approved/
	Because of the huge development at Kurraba Point which Council is supporting and which the residents are totally against/
Range of arts and cultural experiences in North Sydney	
	They could do with a small cinema / a small multi-cinema or a boutique cinema /
	There isn't enough of them especially compared to other areas such as the Inner West and Ultimo area. There's a real lack of galleries and it feels like its lacking culture. There's a lot less activity than other places. The area is lovely and bars are getting better, but feels less cosmopolitan and lively than across the bridge. I think the reason why people don't hang around North Sydney on weekends is because there isn't much to do besides being on the lower north shore. There's a lacking of vibrant restaurant scene. And it's a shame due to the nice scenery, it would be nice to make use of it with things to do. The area is very suburban but would be nice with some liveliness here and there.
	There is total lack of it/
	There is not a lot of them and the quality is low / expensive not widely accessible and not content rich /
	There aren't enough, or seem to be enough, Council run art centres/ plenty of private ones
	The lack of communication to residents from council about what's going on and when it is on about cultural and arts experiences
	Senior's week is quite boring, no feedback provided or forum provided.
	Not enough art (performance art and exhibitions) and they can do more as illustrated by the big crowds these exhibitions draw/
	Not an extensive enough range and few exhibits/
	It would be good if there was outdoor theatre, more promotions for artist events, it would be good if they had more.
	It is hard to know what they are doing/ are they doing anything? / not visible or well-advertised
	I have no experience in this area - because I am not walking around in North Sydney to give a critic
	I don't think there have been too many art experiences. I'm familiar with some public and temporary artworks (knitting exhibition) but I think we need more interactive, community inclusive things like that.
	I don't have a sense that there's much of it - it's not something high on my radar or I'd think to go to North Sydney for
I can't answer that one/I find that there is not actually enough art although not of critical importance to me but more space for art would be beneficial to the community/	
I don't think we need art , but I feel the area is in chaos with all the building going on, it used to be vibrant in the 80's with cinema and advertising firms , its devoid of culture , it's very pedestrian now.	
Range of public art in North Sydney	There is no art in North Sydney and we don't have an art gallery and there is only an empty shop. Art is not a thing that goes with North Sydney as there is no encouragement for this type of activity
	There are only two places where I can remember. They don't publicize it.

	There a blue statue thing that is outside the Tree House Hotel / I do not know what that is for / does not have a meaning
	The volume / I think there could be more / I have noticed some pieces of public art and there isn't enough around
	The sculptures have removed public seating and tables, unnecessarily
	The mall in North Sydney the Council spent \$100,000 and wasted a lot of money on nothing. Absolute rubbish on wasting money on useless things. The community gardens are also rubbish
	Not enough it/ when you see them, they don't represent the community living here/
	Not enough be a bit more imaginative / a bigger creative variety of art /
	Not a lot of it around/ you don't notice any so how can you be satisfied with it?
	Lack of it/
	Just that there is a lack of it
	Just not enough of it and not noticed it
	I want more public art / things like exhibitions, mosaics and sculptures.
	Lack of sculpture in the public domain
	I think there could be more of it - I've travelled extensively in Scandinavia and they have some wonderful street art, it would be really nice to have more of that here
	I think there could be more and some of it could be of a larger scale such as murals or sculpture pieces/
	I haven't seen any art in North Sydney and it's that lack which I find unsatisfactory/
	I don't see any local art around as there is only a little bit of mosaic art near neutral bay and that's nice but apart from that I don't see anything
	I don't know where it is. They're not letting people know where. / I think there's one in the park near Crows Nest Community Centre. It's not good. Doesn't impress.
	I don't know that there's any. Don't see it. So it's lacking.
	I don't know that there is any, of any public art events
	I couldn't recall so does not apply
	Everyone I know thinks that every piece of public art is a failure/
	Don't know much about what there is/ not sure what there is
	Council doesn't support arts enough/ no art centre/ other councils have art centres for sculpture photography, painting etc./ I have to go out of the area to participate
	Art at Blues Point Rd near shore to me looks odd/ don't see it as a point of beauty/ not a timeless piece
Recreation facilities (e.g. North Sydney Oval, North Sydney Indoor Sports Centre, McCullum Pool)	There are not many tennis courts. There are hardly any art galleries. There is only one live theatre.
	North Sydney Oval is not actually available for the public.
	Make better use of them for the community. People are looking for music. Looking for entertainment. Must go to city instead! No venues, esp. For live music.
	It would be good to have more facilities.
	I was assuming that the numbers of recreation areas given were the limit to the question and so, while I find these examples from the question very exemplary, there should be more of them at this standard/
	I don't have any idea.
Satisfaction with the way North Sydney as	There needs to be more residential living in North Sydney as it feels a little heartless and this would add a little life to the place/with more bars and cafes to spark a little life particularly after 5pm/

a whole looks and feels	The whole lot/they want to in the past/they still want restore those old building, we live in modern world/we don't need those old buildings/
	The same issue as above. Population growth is too high in Australia. Big part is immigration. Too high. / Through traffic and densification near Crows Nest area is too great. Through traffic is excessive. / Lack of green space is too great. Need more greenery.
	The replacement of trees along the Pacific Hwy with cinder matting has, with the effluxion of time seen the roots of those new trees dismember the matting which has very quickly become an eyesore and a safety hazard/
	The cycle paths mar the overall concept/
	Some of the planning decisions are sometimes erratic e.g. the Mount St development and the large buildings under construction/some of the development is geared towards developers rather than pedestrians and human beings on the ground/
	So much visual pollution and too many streetlamps, poles and electric wires and all the slowdown signs, parking signs and it's just too much. Too much going on in the pavement
	North Sydney CBD is overbuilt / it is lifeless / nothing happens after business hours or on the weekend / it's like a ghost town / no entertainment facilities / parking should be free after 6pm
	Neutral Bay is solace and we don't have diversity in the shopping precinct. There is not much happening and it seems North Sydney is mainly for business and offices. It is missing vibrancy. There is no arts and culture in Neutral Bay area.
	Needs more trees and flowers planted/ looks very ordinary/ Mosman always has flowers and trees
	My business is in Neutral Bay/they are closing Young St in Neutral Bay because the B-line are paying for the public area upgrade /they have moved it 100 metres back to Young St and have lost half the space for buses/wheel chairs have new difficulty in accessing the Grove which has only one set of escalators behind Military Rd/
	It's just that I know I it is difficult to achieve, because of private ownership of land. Large developments are not as people friendly as they should be. There are "wind tunnel" effects. Routing all the traffic through Walker St is a mistake. Too much through traffic connecting onto the Warringah Expressway, Lane Cove, Chatswood bound traffic goes through and it shouldn't.
It doesn't feel inviting/	
Stanton Library	Parking at the Library/ There is no free period/ Just to return one book the parking cost me \$20. /When I asked the librarian, she said "I just work here."
The appearance of local village centres (prompt: public domain/streetscape)	Took out all the trees along Military Rd. Before Watson St. Feels awful. Need some more greenery.
	They destroyed buildings that heritage/ the building they did are ugly/
	The position and fix up with renovations
	Neutral Bay Junction, Military Rd through the middle is too busy; Car park behind the shops there could be deeper, deeper levels, more shops.
	It should be greener. There should be more trees and hedges and not just pavements so that it is nicer to be in
	It is just all uncoordinated and it is just a mess / doesn't mix together
	It is a bit messy at the moment when the renovation is done
Neutral Bay a garden type area at Military Rd and Falcon St where they combine is overgrown un kempt/	

	A complete run down of the local village. There is no balance in the type of premises- all restaurants and one Woolworths. People cannot afford rent and shops are closing down more and more/ Kirribilli in particular/
The appearance of public spaces in the North Sydney CBD (prompt: public domain)	Too crowded / there is not enough green and free space anywhere in North Sydney
	They put in statues but they only lasted three weeks and they pulled them down/one or two art installations on the corner down from Stanton Library and the pub near the post office and more than two stories high pulled them down!/
	The ongoing construction in the CBD/makes the look rather ordinary/
	Not enough public spaces in the North Sydney CBD.
	Not enough open spaces so that those that do exist are overcrowded/
	No public open space when they put the Victoria Station in Miller St /instead of having open space when the station was put in they put a multi-storey building in/ no provision for open space for residents
	Modern art. And modern paving. Don't like it. / Mount St they've redone the paving. Don't like it because of the modern design.
	Just that it's nothing special. Aesthetically speaking. Nothing stands out.
	I think there is a lack of any real beautification - they haven't done anything to make it look pretty especially where plants have been placed. Miller St in North Sydney and Miller St in Cammeray as well.
	I just don't like the look of them/they are not attractive/the park opposite St Peters used to have benches and tables/the tables have now been removed/ - why ??
	Construction going up / there are cranes everywhere / the noise at night is not acceptable /
All that construction which leaves less clear spaces for breathing and feeling at peace and at one with oneself/	
The customer service/information provided by Council staff	When I ring them, there are too many departments and they don't ring back.
	Wait time on the phone and constantly on the phone and queries not answered and not resolved and have to follow up in person and lack of response from Council for queries from residents
	Very hard to get people any questions takes days to solve and I generally call Council
	They put a no stopping sign at the end of my street without consulting me. They booked my rental car when my normal car was at the mechanic because it didn't have the parking pass. The staff don't even smile at you. I went in to ask about the no stopping sign, they were very unhelpful just gave me an email address even though I booked a time to discuss it.
	There was construction outside our house. They were working at night and did not consider my family which has small kids/ I called the Council but they never responded /
	The building surveyor/ information wasn't too good/ /
	It's very bureaucratic. Composed by somebody who wants to "tick all the boxes". / This mostly seen in written material. It's the way info is presented. It's not really well thought out for people's needs and interests. / It's more about serving bureaucracy than the people.
	I wanted to see the plans for my building at Northcliffe St, Milsons Point and when I phoned and emailed council there was no response about 6 months ago for a 3 week period until I went to the Council when they couldn't find them and the whole saga of getting to that point was particularly unhelpful and frustrating/
I have had trouble getting action when I requested something and getting access to people	

	Had an issue with parking in my residence. The Council could not allow me to get a parking permit/ so I keep getting parking fines/
	Customer service is zero/they never tell what you want to know/they declined DA before expiry period even after taking my money/
	Council request input re developments. We put in suggestions / no acknowledging or reply
	The fact you can never get hold of people/ Particularly like building (information about building requirements for doing something on our own home contact times between 9 and 10 and get through) and tree removals and types of trees that are put in are trees that block sunlight and kills everything in - river gums/
Waste and recycling collection services	We were recently surveyed and asked if we wanted to get big giant bins or keep the smaller bins. We said we wanted to keep the smaller bins but they replaced them, and the larger ones are inconvenient to manage, as I am a small person. Other aspects (e.g. collection itself) are satisfactory, and regular
	We were given a new red bin and told to leave the old red bin upside down out front/it took over 5 weeks and 3 phone calls for the old bin to be removed during which time many residents kept up righting the bin and filling it with rubbish/ this drove me to distraction as the old bin kept on being uncollected full of rubbish as it was/
	We have asked several times for our bins to be replaced and it had not been done. It had been 3 months. Our bins have been broken. The company came and took them and they did not replace them. We still have one recycling bin that has not been replaced. Also, the garbage collection team leave the bins in the middle of the footpath with the lid open and so when it rains, it get soaked with water
	They don't have any 10c recycling/we all believe that any conscientious separation is useless as it all ends up in the same mound of rubbish/
	The way the frequency of recycling needs to be more often and to improve having more recycling options we only have two garbage of recycling and need more recycling options
	The miss our garbage now and again/ only occasionally, but this does happen/
	The contractors leave rubbish behind. They leave rubbish on the street consistently/
	The bins are not fully emptied. On many occasions. I understand the job is difficult and they're in a rush, but often there will be a lot of papers left in the bin. Usually happens to at least one bin each time and we have six.
	People esp. Older people confused by colours of bins/ not clear what bin to use
	My neighbours have asked to have their broken bins changed, it hasn't happened, and they have to use ours. People put dog poo in our bins.
	Just that they have this collection arrangement with its residents / people stacking rubbish next to their bins on the nature strip/
	It's just that it's hard to book in council pickups/ e.g. Thermal coat packaging and styrofoam has to take to the recycling centre in Artarmon/
	In our Unit Block there is only one bin for the whole floor a yellow bin as all our rubbish goes down the chute/

Appendix 4b: Reasons for dissatisfaction – business

Facility or service	Reason for dissatisfaction
The way North Sydney as a whole looks and feel	Use contractors for everything/ don't control personal trainers using council areas & not paying fees/ other councils e.g. Mosman charge fees to personal trainers, North Sydney don't. All their clients coming into the parks around North Sydney cause traffic issues
	Particularly would be the Crows Nest park. There's no grass. I don't remember the last time it had grass all over.
	Mainly gazing this on Crows Nest, its v run down and they have done nothing to fix it. They have done plant boxes and they're dead. Nothing appealing about that and this is gaged on Crowns Nest which is looking very tired, needs to be spruced up.
	It feels a bit flat / all the construction drives me crazy / trying to walk around with all the construction is a bit difficult and you don't feel safe as things may fall down/
Cleanliness of local roads and footpaths	There is not enough bins to throw their rubbish so they just leave their rubbish on the floor. / These are people working in North Sydney.
	The state them / they are in despair
	The area close to my office in North Sydney CBD, near the Greenwood Hotel. There are people who congregate and smoke there and the rubbish do not get cleared regularly. The cigarette butts are on the footpath.
	Some of the quality of the footpaths are pretty bad and people with difficulties find it difficult because of the trees / because the trees are in the way and the streets are all uneven. An example is Ridge St / the people with difficulties are people with disabilities and elderly people who can't see the road well'.
	Laneways too narrow/
	It's quite a leafy area and the leaves aren't cleaned often enough, and we have some problems with mice that could stem from clean-up issues. The Council clean-ups could be more often
Maintenance of commercial areas	You have small discontentions or misunderstandings concerning the footpaths, maintenance.
	They have spent a lot of money on the Mitchell St Plaza and the general upkeep is disappointing / the garden beds haven't been properly maintained the kerbs and gutters need to be swept / no consultation with us regarding the improvement of Mitchell St Plaza
	Parks poorly looked after / overgrown with weeds/ Roads - too many pot holes
	I rang about rats they are everywhere, they came only came once and the problem is still there.
	A whole area regarding North Sydney amenities are simply below par. Pig sty. The Council not proactive, have to be notified by us. Rubbish is dumped in the gutters. / Services are inadequate for what we have here now, get the basics before you expand. Sensitivity required because it is a long term residential area. Maintenance of parks and streets has progressively gone downhill. I have been working here since 1994!
Quality of commercial and residential development	We objected to a DA for 54-58 Wycombe Rd/ didn't comply with DCP & LEP/ it was rezoned or modified to get it out of the way
	Ugly units along Pacific Hwy. Cast shadows/ ugly design and positioning/ look like slums of future / no gaps between them to create open space
	Too much of it/they are knocking of offices to build residential/ we need local business in the area/
	They won't let you do anything. I want to build things and they keep stopping me. A long DA process

	There's too much going on ion at once there's too much empty buildings which affect people moving to other suburbs, approvals should be staggered so buildings aren't kicked out so ppl are moving to the city, so tenants must leave without a choice
	There are too many residential development. It is like Crows Nest where it kills the commercial side. By having too many residential areas, it ruins the supply chain for business. The more commerce you take away from the North Sydney CBD, you are pushing the commercial businesses to move away from North Sydney CBD. It doesn't seemed like a place to do business anymore by having too many residents move into North Sydney. Also there are too many cafes in North Sydney. I don't see how they can survive in the long run.
	The general architecture the general design no excellence / it will be an ageing precinct after three years /
	The development it worrying commercial building and strata building and how they mix our businesses it's very convenient a very good business hub. I own two commercial properties in North Sydney and I use one and 'I'm owner occupied one of the properties run one is education business but we are pushed out by Mirvac trying to develop three buildings acquired together and like a compact and I don't want to sell to Mirvac but some people want to, some owner want a because I want to get a big payout. Then you think then you worry it's a diversified place and you worry soon we will be a big plaza place we will look like Mascot in Sydney like high rise, I don't think that is good in itself.
	The building you work in industry is finding defects, so we specialize in building defects, a lot of building have a lot of structural defects.
	It's just too many at once, and really extreme from suburb to suburb, to many at one and none at the other.
	It's really the scale of development, high-rise has overtaken the community feel of the Council area /
	Always happening/ there is always some form of development going
	A lot of development is going on but I'm not sure they're making it safe for people to walk around during construction. Would be nice if we got more notification, especially near schools, of everything that's happening - for example when planning kids excursions (early learning business) we need to plan around construction sites - sometimes have to replan excursions to work around development sites that pop up - in order to walk kids through safe areas (need to include in risk assessments) - it would be nice to have summaries of current and upcoming construction/development in a newsletter or something to make it easier to plan.
The look and feel of commercial centres and local villages	Willoughby Rd, Crows Nest looks pretty tired, buildings need better facades etc.
	Where the new metro station is going - a tall building is going in where there was some public space - Mount St and Miller St is too cold especially in winter - not physically cold just grey the atmosphere - Brett Whitley Place
	Mount St and Miller St and Brett Whiteley Place it is too grey and there needs to be more public space
	Too many properties - high buildings - cluttered along Pacific Hwy between St Leonards and North Sydney not very attractive
	They have old buildings that are not properly maintained/ Council should make owners to clean house/ do spot on car park and lobbies/
	Old and tired/
	Neutral Bay is boring / they don't spend enough to make it better /spruce it up
	Need more public toilet access to keep up with growing development
	Looks quite dated esp. around Neutral Bay/ feels old/ doesn't look modern
It is the empty shops that I don't like.	

	Because there are a lot of empty shops. We feel it's because of the high rent so a lot of shops are gone. So commercially not so good no variety, quite dull
Customer service/information provided by Council staff	We don't get any notices of what events / communication as to what Council are doing
	They have little customer service. It is their planning information services. There is nobody to speak to and lack of information as well as lack of consistent level of information. It cost a lot of money in terms of the das, cost of parking and it does not translate to the service they provide.
	The preschool asked for some info about early learning and the council had nothing to provide to us /
	Planning and business compliance, the consultation process of the North Sydney planning with landowners was appalling and the handling of new building compliance matters was also poor
	I had the lease on a property that is zoned commercial and residential and they won't provide parking permits because I have a business here, even though I live here as well
	From strategic and development assessment the response timeframe is extremely slow. Very non-committal on the time frame and response.
	Can't get a straight answer when you ring them/ quite often because they don't know the answer / I've asked questions relating to my home and about parking and they can't give me an answer
Maintenance of local roads and footpaths	Utilities and construction companies put markings and or dig up the footpath and not replace with like
	There was Military Rd upgrade/ it's be going six months past dead line but no one has communicated with us as local business/
	There was a specific length of footpath on Berry St that was really damages with cracks and pot holes and I witnessed a few people tripping , some who were quite old and I contacted someone at the council but no one got back to me - so I left it at that as I didn't know what else to do /
	Road work around our building is unsatisfactory because a lot of bricks and humps in the road, I think the tree roots are growing out and making humps in the roads
	There is construction in front of my shop. They started last week. Customers cannot access my restaurant from Military Rd and Ranger Rd.
	There is a huge bump next to my office that can cause damage to any car/ I have never seen Council maintain any local roads/
	Since recent rain a couple of months ago there are potholes all over the roads
	Road works being done and note notifying us/ road blocked off
	Quality of roads/ there are pot holes in the roads that have been there a while/ nothing seems to be done about them/ it seems they are big enough to be annoying but too small to be on the Council's priority list
	If they're not maintained they will get worse / I don't know
	I think a better master plan is to be considered, as what we find the maintenance of the road are focused in dense areas. If there was better planning they could better plan not just for North Sydney but for outer districts as well
	I find that the unevenness of the surface is a huge problem around here
	Gutters aren't clean, when it rains they flood because they're clogged with leaves especially around our area with lots of trees
	Footpaths are not smooth and have tripped in past/ they should be paved/at the moment they hazard/
Definitely the maintenance of footpaths they're very uneven to the point of being dangerous. We have had to members of our community who have recently had severe	

	<p>injuries. One broke both ankle and the other once broke a shoulder, wrist and humorous. Going over uneven pathways.</p> <p>Channel 9 is putting up a new building and destroying the roads with all the trucks stopping anywhere/ trucks not observing clearway signs or any other signs/ parking wardens don't do anything about it</p> <p>Around where they are developing/the paths have been dug up all the time</p>
Policing of parking	<p>We have a side road next to our building where we enter/ delivery vehicles continually park next to 'no stopping' signs and get away with it/ it is never policed</p> <p>Walker street is rampant with rangers and no common sense regarding pickups and drop off - it is too strict totally - North Sydney worse than the airport</p> <p>Too vigilant on people parking no leeway /</p> <p>Too on the ball/ our practice is within the hospital and we are an easy target</p> <p>Too much of it. Officers make people feel harassed / people don't feel they can visit shops and casually browse around</p> <p>Too aggressive / rather than say to a car owner ' Sir, you have exceeded your time limit; would you mind moving your car? ', they want to be aggressive and fine you.</p> <p>They seem to keep fining people even though we have been done there is no longer fines in green zones</p> <p>They pounce on us too quickly, the loading zone is half an hour and they come in exactly on the half hour, I was booked two minutes past</p> <p>They jump on you - they are too strict with times</p> <p>They have changed the system of how long you can park for and not being able to top up parking areas, sometimes our patients apt are longer than one hour which limits their parking ability to the area</p> <p>They don't police people parking where they shouldn't. We have a sign near our building saying ' authorised parking only', anyone and everyone parks there and nothing happens</p> <p>It is because of the business park. It is the way they make the traffic direction. They remove the parking and keep fining people. It should be a one way traffic instead of two way traffic. It was a one way traffic originally but they make it a two way traffic. It is ridiculous and dangerous.</p> <p>They are very good, but as a consumer they are heavy on the fines.</p> <p>They are overzealous/they don't show any leniency/</p> <p>The time and metred zones are getting further from the town centres / it means when we have clients visit there is a good chance they we will be fined / I resent the \$800 levy for our one privately owned parking spot /</p> <p>That the hours are too long (especially weekends) and that the cost is too high.</p> <p>Some of my employees have parked in my driveway, I sent a letter to Council, it's a private driveway, and they fined my employees even after I sent a letter.</p> <p>Personally I don't think they cater for people working in the area to provide for parking permits.</p> <p>Over officious parking officers who don't give any leeway if you are a bit late/ if you are 1 minute late getting back to your car they are ready to pounce.</p> <p>Outside day-care centre there's 10 min zones that's never policed which is frustrating. They choose where to police based on revenue potential rather than where will actually help. I got a fine because there was a crack in my disabled parking sticker. I got booked for parking in metered parking at 9:55 on a Monday night with no cars around when metered parking ended at 10.</p> <p>On street where I work people just roll their cars to avoid tickets/ it's hard for customers to find parking in area/</p>

	Officers not very engaging/ don't want to explain signs when you ask/ don't use common sense/ heavily patrol some areas and don't patrol others
	Not enough free parking/we lose business because people don't have time to come to our store/
	It is the cost. It is way too expensive which \$8 or \$9 an hour
	It is not supporting businesses. It is too restrictive. For example, I have a restaurant and behind the restaurant, it is all 1 hour parking for the whole day. I don't know why. People can't have a meal in 1 hour. It is not business friendly for me.
	It is a revenue raiser/ too many people policing parking and picking on people who just go a little bit over the time
	In relation to our building we have several staff who can't park on site / this has been constantly managed to avoid fines / this is detrimental to our staff productivity
	I think the time limits are way too short and they're way too strict, will give you a huge fine if you're one minute over.
	I have been unsatisfied since the council changed all the unlimited parking spaces and replaced them with time limited parking spots, particularly in the Crows Nest area, and especially with ruthlessness of parking rangers in checking these spots
	I feel like we should be able to have permits for businesses that need more time like a hair service which takes 2 hours. Customers need to rush to make parking/ stops them spending in other businesses
	I have no problems with that
	Don't police parking of illegal parking/ vehicles park all day in loading zones and don't get booked/ only should be there to load and unload for 15 mins/ same vehicles park there all day every day/ I have recorded it
	Difficult to park in the area / if you are 5 mins over you get fined / no flexibility /in Auburn St you get fined \$400 for being too close to corner / even if not causing hindrance
Management of traffic flow (congestion) on local roads	Well it's probably the traffic that you have in Alexander St between Burlington St and Falcon St is congested all the time.
	Union St - people are always speeding/it's dangerous with a school around/
	Too many cars in the area better traffic flow needed /
	Too busy on Military Rd./
	They've just made some very foolish decisions with traffic engineering lately - I think their engineers are looking at theory and not the reality of how it works in practice - specifically centre of road speed bumps are causing cars to divert to go into bike lanes - attempting to make something safer and in doing so are making it more dangerous - also, at the corner of Ridge St and Miller St (not 100% sure this is within Council though) there's an issue with trying to balance pedestrians, bicycles and traffic safely and efficiently
	There is limited free parking, roads are narrow, congestion /
	The granting of construction zones up and down Walker St and Mount St. I just think it's been poorly planned
	The congestion around Mount St and Walker St is unsatisfactory.
	School zones coming down Miller St/ buses have a whole lane, which hinders traffic flows/
	Poor changes to traffic flow/ banks up because cars go into bicycle lanes/ need installation of bike/car/ pedestrian flow esp. near Ridge St and Miller St/ timing needs to be adjusted to accommodate demand e.g. 3pm should be longer for pedestrians because of school kids and 7 am longer for cars because there are fewer pedestrians
	Particularly around Woollies at Crows Nest / too many cars/ traffic lights often fail and police manually direct traffic/ Often takes an hour to get through/ No traffic lights corner

	Clark St and High St only stops signs which are often ignores/ see 20+ accidents there in last 12 months/
	My area has only one street exit point/ I have to wait for more five minutes to exit to get on to Falcon St -lights don't change frequently/I have complained on several occasions but nothing has been done/this is the corner Miller St and Carlow St/
	Military Rd always congested/ a light flow arrow would be a good way of fixing it i.e. 5 lanes going one way in morning peak hour and 1 lane the opposite direction/ visa-versa in the afternoon
	Little Mount St coming south off the gore hill freeway is very congested and full of potholes / there is 3 developments happening and lots of trucks and sometimes it can take up to 20mins to get through /
	Just poor organisation - there's a lot of development and the traffic isn't diverted well around that - poor planning of the redirection
	It's very congested because people don't know where to go for parking. Public parking is hard to find no signs
	It just bottle necked all the time
	In particular where you have parking spots narrowing roads to the point where it can become dangerous for actual traffic/
	I just felt that the traffic flow is not good.
Provision of parking (commercial areas, residential areas)	With military road upgrading/ lots of parking has been taken away/
	When discussing some issues with council we never achieved much. Very difficult for residents to park/ not enough parking for our clients (we are in property management). Mainly 2 hr. metered parking
	Well there's a lot of restaurants around this area and not a lot of long term parking provisions for staff.
	Well there isn't a lot. It is limited to hour to 2 hours, so if I wanted to drive its very limited
	Well council have a remiss to reduce parking overall they try to reduce traffic coming into North Sydney so there's not much parking available.
	We are retail business/ people have very far to walk to our business/
	We are a dental practice and there is not enough parking for our customers
	Very expensive, and there is also not many options, availability of places to park.
	Very expensive and not many around/
	Used to be lots of unlimited parking for people working in the area/ they have taken that away and now have too many limited parking areas
	They took half of the parking spaces away and there are not enough parking spaces. When we first rented the building, there were plenty of room for trucks to pass through because it was a one way traffic but and now they make it two way traffic
	They are not allowing enough all day parking. Parking meters cover every nook and cranny, they are too stringent, and there is no flexibility. Council parking stations needed.
	There's not enough parking in the North Sydney CBD area - the parking availability hasn't kept up with the commercial development, particularly retail development
	There should be more parking available, parking it is the problem, needs more in Neutral Bay
	There not enough public parking spots and what is available is too short. If a customer wants to see you, half an hour parking time is not enough and it is so difficult to find a 1 hour parking spot. The customers have to park far away. It is hard to do business face to face. Ideally we should have a spot that has 3 hours free parking just like in Crows Nest
There isn't enough parking around where we are - North Sydney CBD - if you just wanted to park short-term on the street to drop something off it's almost impossible (no vacant	

spots, metered parking). I have nothing against paid parking, but there should be a couple of short term spots that aren't metered
There is not much free parking in Crows Nest /
There is not enough street parking / you cannot park before 8.30am /I cannot use local business like cafes etc./
There is not enough street parking for all day parking for our staff. Too many 2 hour metre parking and not enough all day parking
There is not enough parking/ they earmarked an area for a parking station years ago and then sold it to build units to make more money.
There enough unpaid parking and where the paid parking, the size of bay is too small/ meaning that is restricts car movement on the street/
There are not enough of parking spaces.
The ranger is constantly hanging around. We're a hotel with 20 year old female staff that leave at midnight and have to have a security guard leave with them because they have to park so far away. Ranger was around Monday booking cars during middle of pandemic which is already terrible for hotels
The parking is very limited not enough parking near the shops, some of my elderly patients have to park and walk a fair distance.
The New Year's Eve controlled event. Because apart from cutting the road off because of the fireworks. Well it's just the way they've controlled it no one can get in and the council sells tickets to this and no one else can get to restaurants cafes etc. because of strict security so local traders severely affected for 3 days.
The main issue is the reduction of the amount time, they have changed certain areas from 1 hour to half an hour and it effects my business.
The is no free parking / or long term free parking / as an employer there is very limited long term parking /
The fact that you cannot feed a meter you have to drive out and drive back in, why the meters can't be timed and why are they in some areas.
The 90s we paid for a parking permit which was very expensive / upfront fees/ ongoing fees etc./ then that took it away from us
Sometime the ranger is strict. I don't have a car but sometimes when I see that when someone park their car for a few minutes and then the ranger came to fine them. I think that the rangers are quite strict. In terms of the parking provision, the loading zone is under construction at the moment. We are a restaurant. There are no alternatives for the delivery drivers.
Should be more Council owned parking facilities/ not enough loading zones
Quite difficult to find parking and when you do it's expensive.
Probably insufficient parking and particularly outside out churches in McKenzie St and Willoughby St there is a 1 hour parking and does not give people sufficient time.
Only one hour limit is not enough/we need customer to able to park and do some shopping/this keeps customers away/
Not much parking available to start with/
Not enough, parking in general.
Not enough parking/ only 30 minute zones
Not enough parking.
Not enough parking space for my customers, time is really limited
Not a huge amount of parking available/ mainly meter parking which is very expensive
More dedicated parking for commercial use/ clients coming to see me have difficulty parking/ available parking has decreased by 50% over last 10 years

Limited parking/ very limited all day parking for people who work in the area/ got to park miles away
Lack of parking/very hard to find street parking/it costs our business additional costs/
Lack of parking spaces in surrounding streets
Lack of parking availability, it's so built up with units with no parking so there's no parking spaces left
Just that it is all metered you have to move your car if you drive in there is not enough short parking
It's the levies, they are too expensive.
It's really hard for our staff to park for the whole day at a reasonable price
It's all metered parking - there's limited free parking - it's policed heavily as a revenue generator - lack of parking - no disabled parking and I have disabled clients (there's a disabled ramp/toilet) but no disabled parking - they have a lot of highly allergic trees (e.g. London plane trees) that can cause respiratory illness around too
It stinks / our staff have to go out every 2 hrs. to move their cars / its disruptive to my staff/we should get passes as a local business to be able to park in the street not in the side streets as we do now
It is insufficient there is not enough of it, and also the time allowed is minimal and they get a hefty fine.
In the day time it's difficult, we deliver and the 5 minute limit is very difficult for our staff delivering, they get booked quite often, more loaded dock maybe 30 minutes would make it less stressful
In my area (St Leonards) not enough parking needs more parking for customers
I think that places at least 1km away from the North Sydney CBD should have at least 4h parking, instead of 1-2h currently
I find everything to do with parking to be unfair/ mainly to customers and my kind of business
With the density of population in the area parking need to be improved and freely available / more car parks included within new commercial developments /
Hideous parking time limits/ time limits too short/ not enough parking
Gradually the available parking has been reduces/ used to be more unrestricted parking/ have had parents booked in 5 min zone/ builders for school nearby park all day in limited parking area and don't get booked
For business the people around here don't get much time to do their business before the rangers are on top of them / in some areas its only 230 mins parking in others it 1 hr. //
Everything/they charge you to park/its conducive to business/ time limits are unreasonable/they issues tickets on residential streets/
Difficult to get parking when we're installing signs on residential and commercial buildings
Cost of parking for 1 hr. meter parking the cost is too high/ I can spend up to \$20 per day on parking/ need parking permits for businesses
Client parking is a disaster/ hard to find and expensive/ always have to keep an eye on it so you don't get fined/ I have clients coming from places like Frenchs Forest and Macquarie Park - public transport not an option for them
Can do nothing really - just a sign of the times - not enough space
Because we run a restaurant we need rear access, In front of our business it's no parking until after 7pm that is very inconvenient.
Amount available/ limited time to park/ visitors to my office can't park close/ have to park far away and walk

	Also not enough all day parking around office areas and villages for workers, parking time limits are too short
	All metered 2 hr. parking. If I drive to work I have to walk for half an hour to get to office
Council's business processes	Town planning process can be very frustrating, too much bureaucracy, can't talk to people that actually make decisions, incompetence, get different answers from different people in Council, lack of common sense.
	They have the worst record for DA approval and management
	The planning process is very slow and cumbersome/ The time period for notifications when there's an issue is long and the actual process is long beyond the time stipulated for planning matters and the whole process is far too tedious and long. / Planning officers sometimes are too pressured by local groups rather than making the hard decision that are required; an issue may become too hot politically for decision to be made in an expedient manner./
	The length of time it takes to do something e.g. anything to do with development is very slow and onerous
	The fact that the Council relies heavily on parking tickets revenue to fund their green initiatives/
	The biggest issue is when there are events, such as New Year's Eve. The roads block direct customers access going to local business. Event food trucks take away from business from everyday shops/stores- around Bradfield Park. I would like to see more encouragement to local business from Council.
	That's parts I suppose
	Slow and difficult to obtain permit e.g. New Year's Eve fire work tickets especially for overseas people
	Planning process is long hard to find progress in terms of where they are up in their approvals/
	Its hard work for us / for me the Council comes to check our restaurant every year, but every time they keep changing what they want so it's hard for us to keep up with the changes.
	Inconsistent, I deal with a lot of different planners some will call back others do not.
	Dealing with Council is very difficult to get in contact with, timeliness with which you can get a response and they're reluctant definitive with answers
	Council is more concerned with keeping developers of high-rise property happy rather than listening the concerns of ratepayers. Generally, the developers come in from outside of the Council area and disrupt the residents and businesses that are located permanently within the Council area /

Appendix 5a: Other areas for prioritisation - residents

- *Stakeholder satisfaction/we are getting very angry as stalkholders/Major tenants are leaving North Sydney Council area which should be a warning bell to Council/e.g. Optus, IBM, advertising companies/*
- *Reforming former lands and keeping them in public hands e.g. the Submarine base (HMAS Platypus).*
- *Safety is the most important /*
- *To make money for themselves especially the Mayor/*
- *Looking after residents/ providing services for all age groups and social economic status/*
- *Climate Change/*
- *Safe neighbourhoods - council to focus on maintaining the low crime rates*
- *Send them all to church, so people in general can learn about Christ.*
- *One thing i am worry about is the neutral bay area is that the shops are closing down. It will be important to get people and businesses into neutral bay area*
- *Making sure there is accessibility for disabled people and fair and equal access including the aged and disabled*
- *Drainage to get fixed/in front of our building/*
- *Safety for kids*
- *Don't have much to say but I guess health and safety, and general maintenance of hygiene in light of the pandemic*
- *Plaza to finish renovating that so that I can see it in my life time*
- *Keep planning and maintaining a good quality of life and safety in the area for everybody*
- *I would like to see less signage. Some parts of North Sydney have 5 signs for parking on one pole and drivers can't read them all.*
- *Wi-Fi networks, I think having good network connections to every household is going to be very important. The area should keep up with the higher demand for data speeds. /Should focus mainly around residential areas*
- *Shopping, lack of variety of shops, so many are closing.*
- *How the small businesses will continue to survive the current crisis/*
- *They need to remove the Indian Mynahrs to allow native birds to return/*
- *Environmental issues / that is going to be something that would have an impact on the direction of our future*
- *Quality of life / preserve the quality of life for residents*
- *To see more retail businesses opening. In recent times a lot have closed. A vital business community - shops and things. It gives a good vibe/*
- *Less racial / to be understanding of multi-cultural society /*
- *Pandemic/if not this one then another one/*
- *Safety and pedestrian. It is behaviour of cyclists. A number of cyclists do not obey the road rules. There were a number of times where I were ran over by cyclist*
- *Cost management/they need to be on top of how they spend revenue/parking fines cannot be major source of revenue/it's not beneficial to spend more on technology just to get more money from parking tickets/*
- *They (council) need to focus on the safety of the people due to the commercialisation of north Sydney. The traffic lights and pedestrian areas need to improve and made safer to the public.*
- *Digging ourselves out of the upcoming recession maybe depression /*
- *Stay motivated and be as it is/*
- *Climate change / no body is doing anything about it / that is the outstanding matter*

- *Now with the coronavirus situation and climate change, we should have something to keep North Sydney free of these. They should keep North Sydney out of the 5G network. I heard horrible things about 5G network.*
- *The sea level rising and them having to preserve the shoreline/*
- *Improve street appearance/*
- *Money management how they spend rate payers` money/ people will them to be more accountable*
- *Electric vehicle charging points - should at least attempt to go carbon neutral*
- *Global warming /*
- *Online interconnectedness. NBN, etc. (I know it's not really their responsibility but it's still an issue.)*
- *Private schools buying residential blocks. When this happens, council loses rates. / Shaw school took over Grey Thwaite. Was donated to returned soldiers originally. But council lost that!*
- *Council does nothing about their air bnbs / it allows way too many air bnbs and does nothing about it*
- *A Marina needs to be developed at Balls Head it has been vacant for 5 years. It is the perfect site for a marina and they need to get on with it/*
- *The coloured obelisk near the North Sydney station in a little park on the corner of Blue's point road. I would like to see more attractive sculptures like this in the future.*
- *There are no shops in Kirribilli Avenue / we have to walk up a steep hill to Milsons Point to get to the shops for supplies / bad for the elderly*
- *Residents are valued as much as commercial operations / for our rates and use for facilities and parking*
- *Easy access to services/ shops, medical etc./*
- *Water/ This is a very old area so we have a lot of problems with sewage and water pipes. I understand we can't dig the whole area up, but some of the pipes under my property are 80 years old.*
- *A priority to make sure all electrical wiring should be underground, electrical and telephone wiring.*
- *I don't want the North Sydney pool to be revamp/change in the look of.*
- *There are no dog parks in Milsons Point and because of this residents let their dogs off leash and some dogs attack people and other dogs/council should police these parks and indeed the whole suburb of Milsons Point as being off leash is not allowed and certainly not complied with/*
- *Private schools should have to pay rates/especially the houses they have bought up/ because this takes funds away from the rates system meaning that we have to pay more/*
- *The quality of life for their residents as well as safety and security*
- *Bat infestation / Bats in big trees at Kurraba Point Reserve / they're encouraged rather than discouraged / it's a hygiene concern between bats and humans / bats are a huge carrier of viruses*
- *Climate issues being included in all planning by the council.*
- *Maintaining diversity in the area/*
- *Safety/personal safety/ have seen women being harassed along train stations/*
- *Beautifying of public spaces and services to help those in need/*
- *Going energy friendly - solar being used*
- *Private Schools in the area eg Loreto and Aloysius want to expand/ There is a lot of construction - digging and construction materials. It creates a road hazard as the roads are not wide enough/*

Appendix 5b: Other areas for prioritisation - businesses

- *Trying to put pressure on buildings to reduce the lease so there can be more business for everyone.*
- *Transport, I ride on a bicycle I think they could think about where they could put that in the next ten years, if they could prepare on that and roads are not getting any quieter*
- *Freeway running from northern beaches to harbour bridge and how it will impact North Sydney LGA*
- *Community health care and crisis management - there's been no infrastructure in place for situations like we have now*
- *Recovering from where we are now from covid19 - it will take a long time*
- *Encourage more people to come to the area, and not as strict with regulations*
- *I believe they have to set up a taxi rank in North Sydney. Major issue. Taxis are blocking main areas for companies they know who use taxis a lot such as companies like NBN or companies with a lot of executives who uses taxis to go for their meetings. It becomes a nightmare for others. They are taking up the parking spot which clearly say no taxis. They will wait till the ranger come and move their cars and come back after the ranger has moved onto another spot. They are doing it on Walker St. Miller St. They should be heavily penalised and the current situation is not working. This problem had been going on for 10 years. Even when the taxi drivers have been caught by the ranger or police, they still come back and occupy the parking spots.*
- *I hope they can link North Sydney to St Leonards and form a lower North Sydney CBD*
- *Keep rats under control/ I have a restaurant / I can control inside the restaurant but not outside in the streets and surrounds/ need to put a strategy in place for rat control*
- *The North Sydney mall should have a school zone and speed zones and no drinking zones. It doesn't work at the moment people drink alcohol out of soft drink cans*
- *Just the immediate concern of covid-19 and its effect on businesses - a lot of businesses have had to close - can't say any long-term issues at the moment*
- *Balancing economic growth*
- *The pedestrian crossing, I think the safety of them before corona virus they were meant to start construction on the crossing to prevent j walkers and keep people safe*
- *Flexible workspaces / a lot of businesses will move away from having offices and paying rent to working remotely / day by the day renting of premises/*
- *You will see a lot of commercial businesses shifting operations online and not requiring brick and mortar premises and no rent*
- *The tunnel, the northern beaches tunnel. People are up in arms because of the unfiltered smoke stacks.*

Appendix 6: Other aspects valued about residing in the North Sydney LGA

- *Urbanisation of North Sydney*
- *Good for downsizing//*
- *Community feeling*
- *Being close to medical services*
- *It is an open council. Council staff will listen to you*
- *Residents opinions count, are valued. Have input into what happens in area.*
- *I'm lucky I can afford it (at this moment in time)*
- *The direction from the library, they are helpful and give good information.*
- *The Stanton library*
- *Bushland environment*
- *The way they look after the streets, mow the lawn and collect the garbage.*
- *The space. Sense of freedom.*
- *Quality of life*
- *Lack traffic and lots spaces/ not crowded*
- *The foreshores around the harbour and bridge are very well looked after//*
- *Overall pleasantness of lifestyle //*
- *The speed of development and increased population concerns me*
- *Not too commercialised*
- *The way it is well kept*
- *The range of sport and recreation facilities.*
- *The villages*
- *Views of harbour*
- *I like the rates being low, and the fact that services are commensurate with low rates.*
- *It's built properly not having one-way streets, lanes and not knowing where you are //*
- *The quality of life living in the North Sydney environment/this includes the street scapes connectivity with public transport as well as the open spaces//*
- *Our home is here*
- *Waterfront parkland*
- *Low density living*
- *Life style, rising house prices*
- *North Sydney Olympic pool*