

# Evolve Public Participation: Content Analysis Report

Town of Victoria Park

February, 2017



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## 1.0 Executive Summary

The following *Evolve Public Participation – Content Analysis Report* draws on three key engagement methods: surveys, workshops and online feedback. These methods have created eight discrete data sets: (1) Vision Summaries, (2) Levels of Service, (3) Short Term Recommendations, (4) Surveys, (5) Forum, (6) Land Use Expectations, (7) Burswood Residents and (8) Victopia. Some of the key themes to come from these data sets are as follows:

### *Vision Summaries*

- When considering future visions, the theme of safety and security is a significant element identified by participants. Some of the ways in which this vision can be achieved included community education and awareness, as well as physical measures eg CCTV.
- The two other popular themes for the future visioning of the Town of Victoria Park (ToVP) are connectivity and sustainability. There is overlap in the thematic focus for safety and security, and connectivity, with the former being achieved by the latter.

### *Surveys*

- In regards to the engagement processes of the ToVP, areas where improvements could be achieved included major renewal projects (eg Town Centre and the Lathlain Precinct); public open spaces (eg John MacMillan park), and parking issues.
- A number of improvements to communications suggested include the ToVP's website and social media usage, as well as through more traditional media avenues.
- When reflecting on the three most important services provided by the ToVP, waste management is easily the most common response, with general waste management the most important, over bulk waste, green waste and recycling.
- Following waste management, the maintenance of public open space is considered an important service, followed by Aqualife, general sport and recreation, and Leisure Life.
- When reflecting on what services most need improvement, the most common themes are traffic management, parking and streetscapes; followed, by sustainability measures, which primarily included suggestions for improved cycling and walking infrastructure.
- A more vibrant community could be achieved with successful events, improved community engagement and inclusivity. Additionally, participants suggested that vibrancy could be improved with sustainability and development of arts within the ToVP, including cinema and street art.
- The highest priorities for the ToVP included the following: traffic management, parking and streetscapes; sustainability; and community development. For participants, sustainability was conceptualised as alternative and active transport (eg rail, buses, walking and cycling) and/or renewable energy and water management. While community development could be achieved with improved community events, engagement measures and inclusivity.

### *Levels of Service*

- In regards to levels of service (LoS) responses, the business units with the most number of responses are neighbourhood enrichment, parks services, Leisure Life and Aqualife.
- Multiculturalism was also a popular theme to come from the LoS data, including the recognition of the community's multiculturalism, and, suggestions for the provision of English language classes to non-English speaking residents.

### *Short Term Recommendations*

- Short-term recommendations from participants identified parks services as the most important, within which trees, street improvements and indigenous ecology composed the majority of responses.
- Moreover, trees within the ToVP are very important to residents, with a number of responses raising concerns about the maintenance of existing trees and the use of appropriate indigenous species.
- Neighbourhood enrichment recommendations were composed largely from community development measures, including community governance development and issues pertaining to safety and security.

### *Forum*

- Reflecting LoS data, the responses from the forum data overwhelmingly suggested parks services are of importance to participants, followed by street operations and street improvements.

### *Land Use Expectations*

- Land use expectations data suggested that transit-oriented developments are the most popular theme to emerge amongst participants, in locations that included, Burswood, Albany Hwy, major retail and Curtin University.

### *Burswood Residents*

- Data generated from Burswood residents indicated a preference for the provision of civic infrastructure (BBQs, picnic tables etc), as well as exercise infrastructure. Beyond this, there are also issues raised regarding parking, safety and security, and waste management.

### *Victopia*

- The Victopia community engagement process is a wide-ranging assessment of community perceptions across eleven themes. Amongst this group of themes the four accounting for the largest number of mentions is land use & wildlife (16%), culture & community (16%), zero waste (12%), and sustainable transport (11%).
- Across all themes, categories were used to prompt participant responses that included: Challenges, Enhance, Solutions, Doing Well and Comments. Most mentions are identified for Enhance (38%), follows by, Challenges (26%), Doing Well (19%), and Comments (4%).

## 2.0 Thematic Analysis

The Evolve project has utilised thematic content analysis of data gathered through surveys, online and in workshops. Thematic analysis involves three key processes:

- (1) Preliminary Themes: in which the data/text is reviewed for initial themes.
- (2) Secondary Themes: themes are compared, seeking any relationships or differences between themes, forming a hierarchy of themes. For example, several codes – walking, cycling, rail transport – fall under the broader theme of alternative transport; and, further, alternative transport is a subset of sustainability.
- (3) Final Themes: a final stage where definitive theming of data/text is conducted, with established theme structures in place.

At all stages of the thematic analysis, the researcher is alert to any patterns that emerge within the data, iteratively reviewing existing theme hierarchies and amending these as necessary until the process is exhausted; leaving an analysed data set from which a report can be based. The report writing seeks to identify broader, more abstract patterns, across larger data sets, which form the basis for the report narrative.

## 3.0 Glossary

**Civic Infrastructure:** refers to any infrastructure that enables the collective activities of individuals whose primary objective is to enhance the quality of life for themselves and their community.

**Engagement:** refers to the process, in this case, by a local government authority, to seek to establish genuine communication with the local community with a view to improving mutual understanding of all stakeholders. Amongst other aims, community engagement seeks to identify the strengths, needs and aspirations of a community.

**Functional Design:** refers to any design, be that of a house, civic building or infrastructure, that anticipates distinctive patterns of future use and uses this to guide physical form.

**Governance:** refers to the various modes of collective decision-making within a community. In practice, community governance may be enhanced by building the capacity of communities to make decisions for themselves, in collaboration with relevant stakeholders.

**Mention:** refers to a discrete topic or subject raised by a participant. For example in the following sentence “I would like to see more playgrounds (mention 1) in Vic Park and more dog friendly park spaces (mention 2)”; there are two discrete themes being raised by the participant. Mention 1 refers to playgrounds, mention 2 refers to more dog parks.

**Theme:** refers to the categorization of a mention. Staying with the above example of the playground (mention 1) and dog parks (mention 2): mention 1's theme is playgrounds; mention 2's theme is dog parks. Furthermore, both of these themes would fall within the broader theme of public open space.

**Total Mentions:** refers to the entire number of mentions that are identified within a set of data. (These are located at the bottom of tables in this report.) The following scenario provided below shows how total mentions are deducted:

Q: Where would you like to see the Town of Vic Park spend the majority of its 2017-2018 operational budget?

*Participant 1:* "I want to see more roads and playgrounds"

*Participant 2:* "We need more public pools and trees"

*Participant 3:* "footpaths and cycle ways need repair"

Six mentions are identified in the preceding example of responses, these are shown in more detail below:

*Participant 1:* "I want to see more roads (mention 1) and playgrounds (mention 2)" (sub-total = 2)

*Participant 2:* "We need more public pools (mention 3) and trees (mention 4)" (sub-total = 2)

*Participant 3:* "footpaths (mention 5) and cycle ways (mention 6) need repair" (sub-total = 2)

Addition of all sub-totals equals the total number of mentions, eg six.

## *Data Analysis*

### *Evolve: Workshops*

#### **4.0 Vision Summaries**

| <i>Vision Themes</i>       | <i>Percentage of Mentions</i> |
|----------------------------|-------------------------------|
| 1. Safety & Security       | 21.5%                         |
| 2. Connectivity            | 16%                           |
| 3. Sustainability          | 15%                           |
| 4. Community               | 14%                           |
| 5. Environment             | 10%                           |
| 6. Diversity               | 9%                            |
| 7. Human Scale Development | 7%                            |
| 8. Vibrancy                | 5%                            |
| 9. Green Space             | 1.5%                          |
| 10. Lifestyle              | 1%                            |
| Total mentions: 396        |                               |

#### **Key Points**

- Safety and security is easily the most important element of a future vision for the ToVP, with more than one in five participants concerned with this theme.
- Within safety and security, participants consider engagement methods (education and awareness of residents, communications between the ToVP and residents, and collaborations) to be the most likely way in which a safe and secure future for the ToVP could be achieved.
- Crime Prevention through Environmental Design (CPTED) was also viewed as a viable method to achieve a safe and secure future for the Town's residents. In particular, participants identified CCTV and lighting improvements as interventions that could achieve this vision.
- As with the levels of service workshop data, sustainability is a significant theme, with 15% of all mentions.
- Connectivity is the next most significant theme; that is, engagement between the ToVP and residents, and, between residents. Within the connectivity theme, communications are often identified, being double the proportion of mentions for the next mention (civic hub).
- Elements of communications that are identified include: the use of "old school" print media, online methods, the use of plain language, and the provision of material in a timely fashion.

- Echoing the proposed Town Centre, a civic hub is identified as a physical mechanism to achieve a more connected community.
- The sustainability theme identified in this visioning process, included several sub-themes: built form (37%), administration and corporate (20%), public open space (10%) and community governance (7%).

The following table summaries represent the most significant vision themes. Significant themes are defined as four mentions or more.

#### 4.1 Safety & Security

| <i>Themes</i>  | <i>Percentage</i> | <i>Mentions</i> | <i>Examples</i>   |
|--|-------------------|-----------------|---|
| <b>Engagement</b>                                    | 34%               | 29              |   |
| - Communications                                     | 12%               | 10              | Phone app; Social media alerts/info; Reporting/collating/advising e.g. hotspots; Advertising; Stickers; Trailer; Online; Signage; coverage -a-docket; Phone app   |
| - Education & Awareness                              | 10.5%             | 9               | Education/awareness; Education = intelligence; Education; Awareness; Education forums; Library activities; Library; Schools and Curtin University; Education  |
| - Collaboration                                      | 7%                | 6               | Information sharing; Expertise sharing; Intel sharing Partnerships; Collaborate with schools (education); Involve businesses (coaster)  |
| - General  | 5%                | 4               | Stakeholder forums; Forums; involve the community; Involve and engage   |
| <b>Crime Prevention Through Environmental Design</b> | 13%               | 11              |   |
| - CCTV   | 5%                | 4               | CCTV; CCTV; Business incentive to have own cameras e.g. hotspots; Businesses getting together (CCTV)  |
| - Lighting   | 4%                | 3               | Lighting; Lighting (quality) (maintenance); Activate parks (lighting)   |
| - Signage  | 1%                | 1               | Signage   |
| - Street Improvements                                | 1%                | 1               | Increase medium strips  |
| <b>General</b>                                       | 13%               | 11              | Reduction of road incidents; Security scheme (could be broader); Advocacy (insurance and horse patrols) Security scheme; incidents; ToVP facilities; Rate notice e.g. info attached; Bus stop; Support; Security scheme; Zoned areas (different users)  |
| <b>Neighbourhood Watch &amp; Social Capital</b>      | 9.5%              | 8               | Neighbourhood Watch 2.0 (electronic format); Neighbourhood Watch 2.0; Neighbourhood Watch 2.0; Neighbourhood Watch 2.0; Sense of community/caring community; Build relationships i.e. know your neighbours; Neighbourhood Watch 2.0                     |
| <b>Research &amp; Reporting</b>                      | 9.5%              | 8               | Document hotspots; Reporting; Information sharing (i.e. police database); Reporting/collating/advising e.g. hotspots; Anonymous (confidential) feedback on minor; Every quarter highlight a current issue to focus on and Hotspots; Increased reporting |



|                       |    |   |  |
|-----------------------|----|---|--|
| <b>Street Patrols</b> | 5% | 4 |  |
| - Ranger              | 2% | 2 | Ranger availability / access; Ranger accessibility |
| - Noongar Patrol      | 1% | 1 | Partnerships e.g. Noongar patrols                  |
| - Move on Powers      | 1% | 1 | Move on powers?                                    |
| Total mentions: 85    |    |   |  |

## 4.2 Connectivity

| <i>Themes</i>                       | <i>Percentage</i> | <i>Mentions</i> | <i>Examples</i>   |
|-------------------------------------|-------------------|-----------------|---|
| <b>Engagement</b>                   | 40%               | 26              |   |
| - Communications                    | 12%               | 8               | Use of language; Sight/hearing; Old school media not just electronic; Range of ways for different groups; Information about Town/ anything; 100% of communication in plain English; 100% of communication in a timely manner; 95% of visitors satisfied with Town website |
| - Civic Hub                         | 6%                | 4               | 90% community centre participation; There are spaces and opportunities for community groups to connect and share ideas, resources, knowledge - like the mini-lab; Meeting place; a hub  |
| - Community Governance              | 4.5%              | 3               | Activity groups and support; Connecting community groups - town role to link groups; There are spaces and opportunities for community groups to connect and share ideas, resources, knowledge - like the mini-lab   |
| - Councillors                       | 3%                | 2               | Monthly councillor visits to community groups; Monthly councillor visits to business groups   |
| - Events                            | 3%                | 2               | Events and attendance; Events e.g. Street BBQ   |
| - Community                         | 3%                | 2               | Engagement of council staff/ residents across different councils; No surprises, timely  |
| - Internal                          | 1.5%              | 1               | Engagement of council staff   |
| - Other LGAs                        | 1.5%              | 1               | residents across different councils   |
| - Values & Principles               | 1.5%              | 1               | 100% of engagement follows IAP2 values  |
| - Volunteers                        | 1.5%              | 1               | Volunteering  |
| <b>Values &amp; Characteristics</b> | 12%               | 8               | Respect; Tolerance; Acceptance; Accessibility; Sense of belonging and self-worth; Friendly; socialise; Maintain knowledge base of good/ interesting; things other councils are doing worldwide  |
| <b>Internet</b>                     | 9%                | 6               |   |
| - Digital Hub                       | 3%                | 2               | Digital hub usage; CALD patronage at the Digital Hub  |
| - Connection Speeds                 | 1.5%              | 1               | Average connection speeds   |
| - Training                          | 1.5%              | 1               | TOVP provides training using the internet and stuff   |
| - Users                             | 1.5%              | 1               | Total number of users   |

|                    |      |   |  |
|--------------------|------|---|--|
| - Wellbeing        | 1.5% | 1 | Our diverse community is supported to access and use technology that improves their wellbeing                |
| <b>Other</b>       | 7.5% | 5 | Basics; What, when; Ten minutes to everything<br>Integration; TOVP facilitates access to a library of things |
| Total mentions: 65 |      |   |  |

### 4.3 Sustainability

| <i>Themes</i>              | <i>Percentage</i> | <i>Mentions</i> | <i>Examples</i>   |
|----------------------------|-------------------|-----------------|---|
| <b>Built Form</b>          | 37%               | 22              |   |
| - Housing                  | 8.5%              | 5               | Diversity in housing type; Affordability; Diversity of housing products; Affordability; Self-sustaining units (within reason) |
| - Energy                   | 5%                | 3               | Microgrids - policies and incentives to support; Compulsory solar on new buildings; Grid level battery storage                |
| - ESD & Evaluation         | 5%                | 3               | diversity in housing type; Affordability; Diversity of housing products; Affordability; Self-sustaining units (within reason) |
| - Commercial               | 5%                | 3               | diversity in business type; Number of businesses per annum; Street interface  |
| - Livability               | 3%                | 2               | liveability index; Place for life   |
| - Asset Management         | 3%                | 2               | asset management; lean management strategy  |
| - Cultural Centre          | 2%                | 1               | Cultural centre   |
| - Zoning                   | 2%                | 1               | R-Codes   |
| <b>Admin and Corporate</b> | 20%               | 12              |   |
| - Efficiency               | 5%                | 3               | value for money; Look after money; Financial Sustainability (ACL)   |
| - Expenditure              | 5%                | 3               | Distribution of wealth; Sensible spending on assets and services; Divest from fossil fuel investments                         |
| - Revenue                  | 5%                | 3               | % of income other than rates; Diversity in income i.e. not overly reliant on rates income; Medium income per capita           |
| - Accountability           | 3%                | 2               | Annual audit and financial reporting; Management accountability   |
| - Governance               | 2%                | 1               | Centralised governance  |
| <b>Public Open Space</b>   | 10%               | 6               |   |
| - Trees & Plants           | 5%                | 3               | More trees; 70% urban tree cover; Revegetate sumps  |
| - Indigenous Ecology       | 3%                | 2               | Grants program and biodiversity; Locally native planting  |
| - Playgrounds              | 2%                | 1               | Epic playground to draw in family crowds  |

|                             |    |   |  |
|-----------------------------|----|---|--|
| <b>Community Governance</b> | 7% | 4 |  |
| - Engagement                | 5% | 3 | Community feedback mechanism; Community engagement; Citizen jury |
| Total mentions: 59          |    |   |  |

#### 4.4 Community

| <i>Themes</i>                   | <i>Percentage</i> | <i>Mentions</i> | <i>Examples</i>  |
|---------------------------------|-------------------|-----------------|--|
| <b>Town of Vic Park</b>         | 23%               | 13              |  |
| - Engagement                    | 10.5%             | 6               | Increased community engagement; Use local expertise; No surprises; Two-way communication; Inform/educate community; Forums |
| - Council                       | 7%                | 4               | Council transparency; Accountability; Inform/educate staff and Councillors; Info-graphic for Council minutes               |
| - Communication                 | 3.5%              | 2               | More electronic means of communicating with the;<br>Readable   |
| - Partnerships                  | 2%                | 1               | Public/Private partnerships  |
| <b>Governance</b>               | 16%               | 8               |  |
| - Community Groups & Leadership | 7%                | 4               | Network of community groups; memberships to community groups; increase in community facilitated activities; Leadership     |
| - Cohesion                      | 3.5%              | 2               | Increase social connectedness; community   |
| - Volunteers                    | 2%                | 1               | More use of volunteers   |
| - Political Participation       | 2%                | 1               | local voting turnout   |
| Total mentions: 57              |                   |                 |  |

#### 4.5 Environment

| <i>Themes</i>            | <i>Percentage</i> | <i>Mentions</i> | <i>Examples</i>   |
|--------------------------|-------------------|-----------------|---|
| <b>Public Open Space</b> | 54%               | 21              |   |
| - Indigenous Ecology     | 23%               | 9               | Bushland reserves; Preserve and improve all bushland; Biodiversity; More habitat corridors; Weed prevention/management; More understory plants; Eliminate Rainbow Lorrikeets; Create more habitat; More Black Cockatoo            |
| - Trees & Plants         | 18%               | 7               | Plantings (ecosystems, hydro-zones); Increased tree planting; Succession tree planting; Tree protection; Increased % of green spaces in developments; Increased perception of value of green spaces/trees; More understory plants |

|                       |       |   |  |
|-----------------------|-------|---|--|
| - General             | 10%   | 4 | Access to green spaces (proximity); Sustainable parks management; Development impact on green spaces (More information); Less lawn                                 |
| - Dog Parks           | 2.5%  | 1 | Dog poo (composting)   |
| <b>Sustainability</b> | 20.5% | 8 |  |
| - Water Management    | 13%   | 5 | Good water quality; Water sensitive urban design (WSUD); Water/Fertilizer wise; Water (conserving, protecting from pollution); WSUD (Water Sensitive Urban Design) |
| - Education           | 5%    | 2 | Education (environmental, behavioural, travel smart); Increasing awareness and education   |
| - General             | 2.5%  | 1 | Transportation concepts (bike share, championing town, green corridor for cars)  |
| Total mentions: 39    |       |   |  |

#### 4.6 Diversity

| <i>Themes</i>               | <i>Percentage</i> | <i>Mentions</i> | <i>Examples</i>   |
|-----------------------------|-------------------|-----------------|---|
| <b>Business Development</b> | 19%               | 7               | Creative enterprise; Businesses; Employment<br>Retail; The town supports entrepreneurs focused on innovation and technology; Diverse mix of retail, restaurants and other business; Town supports and encourages independent businesses |
| <b>Arts</b>                 | 13.5%             | 5               | Culture and arts; Arts; There are multigenerational spaces to enjoy culture and the arts; There is a strong program of public and accessible art and culture; Independent cinema  |
| <b>Planning</b>             | 13.5%             | 5               |   |
| - Anti Gentrification       | 3%                | 1               | Planning policy to support anti-gentrification  |
| <b>Housing</b>              | 11%               | 4               |   |
| - General                   | 8%                | 3               | Different places to live; Affordability; Zoning to support diversity of housing   |
| - Homelessness              | 3%                | 1               | Homeless  |
| <b>Public Open Space</b>    | 11%               | 4               |   |
| - Indigenous Ecology        | 5.5%              | 2               | Nature corridors; Wildlife  |
| - Dog Park                  | 3%                | 1               | Dog park (fenced)   |
| - Trees & Plants            | 3                 | 1               | Trees/Green canopy  |
| Total mentions: 37          |                   |                 |   |

## 4.7 Human Scale Development

| <i>Themes</i>      | <i>Percentage</i> | <i>Mentions</i> | <i>Examples</i>  |
|--------------------|-------------------|-----------------|--|
| <b>Development</b> | 82%               | 18              |  |
| - Planning         | 27%               | 6               | Local Planning Strategy; Local Planning Scheme<br>Local Planning Strategy; Local Planning Scheme<br>Design Guidelines; Local Planning Policies |
| - General          | 18%               | 4               | Don't want to be overpowered by buildings; Liveability criteria; Review of rules; Process awareness  |
| - Height           | 13.5%             | 3               | Cascading design (i.e. lower building height at the street front and then increasing the further away from the street.)                        |
| - Compliance       | 9%                | 2               | Regular reviews; DRC   |
| - Engagement       | 9%                | 2               | No surprises i.e. town centre; Young People  |
| - Objections       | 4.5%              | 1               | Understand what you can object to  |
| Total mentions: 22 |                   |                 |  |

## 4.8 Vibrancy

| <i>Themes</i>                   | <i>Percentage</i> | <i>Mentions</i> | <i>Examples</i>  |
|---------------------------------|-------------------|-----------------|--|
| <b>Built Form</b>               | 38%               | 8               |  |
| - Disability Access & Inclusion | 9.5%              | 2               | Government building DAIP compliant; Business DAIP compliant                        |
| - Graffiti & Litter             | 9.5%              | 2               | Graffiti and rubbish removal within 24hrs; clean up Australia day turnout increase |
| - General                       | 5%                | 1               | Longevity  |
| - Housing                       | 5%                | 1               | Affordability / Lost   |
| - Zoning                        | 5%                | 1               | 50% retail 50% other Albany Hwy  |
| - Public Art                    | 5%                | 1               | 5% of development awarded to public art  |
| Total mentions: 21              |                   |                 |  |

## 5.0 Levels of Service

| Business Unit               | Percentage of Mentions |
|-----------------------------|------------------------|
| 1. Neighbourhood Enrichment | 12%                    |
| 2. Parks Services           | 11%                    |
| 3. Leisure Life             | 11%                    |
| 4. Aqualife                 | 10%                    |
| 5. Customer Relations       | 10%                    |
| 6. Street Operations        | 9%                     |
| 7. Street Improvements      | 9%                     |
| 8. Asset Management         | 9%                     |
| 9. Strategic Town Planning  | 7%                     |
| 10. Building                | 6%                     |
| 11. Urban Planning          | 5%                     |
| Total Mentions: 435         |                        |

### Key Points

- Neighbourhood enrichment (12%) tallied the most number of mentions, while urban planning had the lowest (5%). The most important elements identified by participants within neighbourhood enrichment are for events (16%), followed by multiculturalism (12%) and inclusivity (8%).
- When considering multiculturalism, it is interesting to note that the 6% of participants' mentions suggest that English language classes could be provided; when taken together, this theme and multiculturalism accounted for 18% of responses, making these two related themes the most prominent for the neighbourhood enrichment category.
- Within the parks services category (11%), the most common mentions by a significant percentage are trees and plants, with almost one in three mentions relating to this theme.
- Following trees and plants is indigenous ecology. When taking this theme along with trees and plants, the total amounts to just under 40% of mentions.
- With regard to Leisure Life and Aqualife, a significant focus by participants is placed on improving economic sustainability.
- Communications are also considered to be important to participants with regard to these two business units, including, consistent and timely responses.
- Leadership is an important area for participants regarding Aqualife, in particular delegation to non-management staff and the transparency of decision-making by management.

- Within the business units of street operations and street improvements, waste management is the most common theme. Additionally, both business units recorded a significant proportion of mentions regarding sustainability, with participants highlighting alternative and active modes of transport, such as walking and cycling.

The following table summaries represent the most significant themes per business unit. Significant themes are defined as three mentions or more.

### 5.1 Neighbourhood Enrichment

| <i>Themes</i>                   | <i>Percentage</i> | <i>Mentions</i> | <i>Examples</i>  |
|---------------------------------|-------------------|-----------------|--|
| <b>Events</b>                   | 16%               | 8               | Focus on local street/neighbourhood activities (not just Albany Highway); Music Events/Festivals; Entertainment; Multicultural Events; Well communicated and publicized services and events; Performing arts hub (theatre space) e.g. Old Mill Theatre in South Perth sound shell at River; More things like TGIF Markets in Parks across Park |
| <b>Multiculturalism</b>         | 12%               | 6               | Indigenous engagements; Various people/groups in local community needs; Language Classes; Multicultural Events; Free or affordable services for overseas residents (language classes); More inclusiveness of different cultures  |
| <b>Inclusivity</b>              | 8%                | 4               | Various people/groups in local community needs; Full range of offerings, variety, equal and wide; Accessible and inclusive to all<br>More inclusiveness of different cultures  |
| <b>Community Governance</b>     | 6%                | 3               | Opportunities for Secondment of NE Staff into community organisations; Focus on building long-term relationships/certainty;<br>More substantial financial contributions that provide a service or benefit to the community (e.g. Vic Park rentals should remain subsidized)  |
| <b>English Language Classes</b> | 6%                | 3               | Language Classes; Educational; Free or affordable services for overseas residents (language classes)   |
| <b>Planning</b>                 | 6%                | 3               |  |
| Total mentions: 50              |                   |                 |  |

## 5.2 Parks Services

| <i>Themes</i>                | <i>Percentage</i> | <i>Mentions</i> | <i>Examples</i>  |
|------------------------------|-------------------|-----------------|--|
| <b>Trees &amp; Plants</b>    | 29%               | 14              | Double tree coverage in Town of Victoria Park within ten years; Condition of gardens; Maintain verge and public space trees so people don't get hurt; Tree for tree program – cut one down/replace it; Apply for pruning trees over certain size; Tree lined streets<br>No weeds everywhere!; Tree reservation orders for public and private; Increase small green pockets throughout all suburbs; Increase urban tree canopy coverage to; Increase garden beds in all suburb transport routes; Verge rebate scheme to include planting of food – herbs, vegetable, fruit trees; Increase underground power so pruning is reduced to only side trees; Urban forest style parks (bush feel, with understory and birds visiting) |
| <b>Indigenous Ecology</b>    | 10%               | 5               | Bushland – more sites such as Kensington Bush – diversity etc.; access<br>Foreshore – improved setting; Integrate natural bush areas as well – reclaim what was Wetlands; Increase native plantings and biodiversity especially local/WA native species with a wide variety of species; Urban forest style parks (bush feel, with understory and birds visiting); Wildlife corridors   |
| <b>General</b>               | 8%                | 4               | Look like Burswood estate; Balance of aesthetics build, green, paths; No litter<br>Well maintained parks   |
| <b>Playgrounds</b>           | 8%                | 4               | Better playgrounds including nature play e.g. McDougall Park, Hyde Park<br>Balance trees/modern play; Soft mats<br>Increase shade over playgrounds, seating areas, recreational facilities, etc.   |
| <b>Safety &amp; Security</b> | 6%                | 3               | Total park safety in all aspects; Public toilets – clean/serviced at parks and available at parks (i.e. Night markets scary toilets); Security for peace of mind   |
| <b>Water Management</b>      | 6%                | 3               | Sustainable water usage; Include water sensitive urban design throughout; Better usage of sumps (e.g. playgrounds, edible gardens, etc – like State Street)  |
| Total mentions: 49           |                   |                 |  |

## 5.3 Leisure Life

| <i>Themes</i>                     | <i>Percentage</i> | <i>Mentions</i> | <i>Examples</i>  |
|-----------------------------------|-------------------|-----------------|--|
| <b>Income &amp; Profitability</b> | 17%               | 8               | Café and crèche support the centre – not run at a loss (profit/revenue); Employ a person that has the business skills to look at different areas of Aqua Life/Leisure Life and [has] an opinion on what can turn a profit or not and drive change; Cross-subsidisation<br>Return percentage of profit to programs or subsidise?; Expand things that make income e.g. quiz night, bingo, hiring out facilities<br>User pays principle however; Subsidies/concessions for local community needs (ToVP) |



|                                      |     |   |   |
|--------------------------------------|-----|---|---|
|                                      |     |   | (Groups and individuals)<br>Passive income opportunities e.g. towers;<br>Optimal return on leases – awareness of community need   |
| <b>Maintenance</b>                   | 11% | 5 | Improve the standard of the unction/meeting rooms at Leisure Life; Maintenance – need schedule long term and medium and short<br>Leisure Life needs significantly more updating compared to Aqua Life; Maintain buildings in a timely manner; Use of innovative technologies and style in the maintenance process   |
| <b>Recruitment &amp; Outsourcing</b> | 11% | 5 | Appropriate employees for the job or outsourcing; Employ a person that has the business skills to look at different areas of Aqua Life/Leisure Life and [has] an opinion on what can turn a profit or not and drive change; Mix of private (external) run (outsource/ volunteers); Outsource cafe, creche, gym; Management skills – may need to recruit business expertise for hybrid |
| <b>Marketing</b>                     | 9%  | 4 | Rebranding (profit/revenue); More effective marketing; Constantly marketing products and services e.g. local paper/social media<br>Advertising and marketing of facilities e.g. own website, one name, open day, what's on...   |
| <b>Maximise Usage</b>                | 9%  | 4 | Expand things that make income e.g. quiz night, bingo, hiring out facilities; Room hire, function rooms; Fully utilise buildings;<br>Transparent Land Optimisation Strategy   |
| <b>Funding Opportunities</b>         | 7%  | 3 | Actively pursue government funding – stay on your feet; Actively pursue sponsorships<br>Sponsorships e.g. naming rights   |
| <b>Locational Benefits</b>           | 7%  | 3 | Capitalising on the context [of] the geography of the building; Utilise John Macmillan Park!;<br>Leisure Life: Separate, outside space? Should be healthy food. -Should not make loss.  |
| <b>Renewable Energy</b>              | 7%  | 3 | Bring utilities down – solar panels etc.<br>Renewable energy is a major component of utility costs; Electric charging points part of future vision  |
| Total mentions: 46                   |     |   |   |

#### 5.4 Aqualife

| <i>Themes</i>                     | <i>Percentage</i> | <i>Mentions</i> | <i>Examples</i>   |
|-----------------------------------|-------------------|-----------------|---|
| <b>General</b>                    | 20%               | 9               | Helpfulness; Smile; Over and beyond; Comparison to others in the field and making change; Friendly; Attention to detail; Approachable   |
| <b>Income &amp; Profitability</b> | 13%               | 6               | Rebranding (profit/revenue); Café and crèche support the centre – not run at a loss (profit/revenue); Employ a person that has the business skills to look at different areas of Aqua Life/Leisure Life and [has] an opinion on what can turn a profit or not and drive change; Cross-subsidisation |

|                                      |     |   |  |
|--------------------------------------|-----|---|--|
|                                      |     |   | Return percentage of profit to programs or subsidise?; Outsource, café, creche, primer movers, gym, learn to swim  |
| <b>Communications</b>                | 11% | 5 |  |
| - Consistency                        | 4%  | 2 | Consistency of information; Regular and consistent communication internally  |
| - Online                             | 2%  | 1 | Regular customer feedback (use of technology)  |
| - Timely response                    | 4%  | 2 | Timely response to requests; Responsiveness to requests  |
| <b>Leadership</b>                    | 9%  | 4 |  |
| - Delegation                         | 2%  | 1 | Empowerment of counter staff and lifeguards  |
| - Transparency                       | 2%  | 1 | Transparency with management decisions   |
| - General                            | 4%  | 2 | Leadership; Examples are lead from the top   |
| <b>Recruitment &amp; Outsourcing</b> | 7%  | 3 | Appropriate employees for the job or outsourcing; Employ a person that has the business skills to look at different areas of Aqua Life/Leisure Life and [has] an opinion on what can turn a profit or not and drive change; Mix of private (external) run (outsource/volunteers) |
| <b>Inclusivity</b>                   | 7%  | 3 | Be able to communicate with a diverse population; Maximise the use of the pool for different age groups (0-100+) and cultural groups; Place centre for toddlers (indoors)  |
| <b>Staff Knowledge</b>               | 7%  | 3 | Knowledge of product – be able to direct to those that know; Correct information/knowledge or if doesn't know will find out for you; Keep up-to-date with best practice models   |
| Total mentions: 45                   |     |   |  |

## 5.5 Customer Relations

| <i>Themes</i>                       | <i>Percentage</i> | <i>Mentions</i> | <i>Examples</i>  |
|-------------------------------------|-------------------|-----------------|--|
| <b>Values &amp; Characteristics</b> | 33%               | 14              | Consistent service standards; Helpfulness; Accountability; Responsiveness to requests; Smile; Over and beyond; Friendly; Efficient; Correct information/knowledge or if doesn't know will find out for you; Listening to customers wants/needs; Attention to detail; Approachable; Duty of care; Staff have vision for improvement |
| <b>Communications</b>               | 35%               | 15              |  |
| - External Communications           | 12%               | 5               | Acknowledge presence in all communications; Communications can be tracked; Comms + Customer Relations integrated; Timely response to requests; Consistency of information  |
| - Online                            | 7%                | 3               | Pdf electronic forms available i.e. choice; Website that works i.e. can find things on it + context to explain fees; Regular customer feedback (use of technology)   |

|                    |     |   |  |
|--------------------|-----|---|--|
| - In person        | 5%  | 2 | Answer on first contact (prompt and knowledgeable + capacity to act); Human contact! e.g. phone or face-to-face  |
| - Multilingual     | 5%  | 2 | Multi-lingual information; Be able to communicate with a diverse population  |
| - Phone            | 2%  | 1 | Human contact! e.g. phone or face-to-face  |
| <b>Management</b>  | 12% | 5 | Leadership; Empowerment of counter staff and lifeguards; Examples are lead from the top; Transparency with management decisions; Comparison to others in the field and making change |
| Total mentions: 43 |     |   |  |

## 5.6 Street Operations

| <i>Themes</i>           | <i>Percentage</i> | <i>Mentions</i> | <i>Examples</i>   |
|-------------------------|-------------------|-----------------|---|
| <b>Waste Management</b> | 37%               | 15              |   |
| - General (waste)       | 24%               | 10              | Campaign to reduce waste and litter generation (maintain or decrease costs overall); Discourage non-recyclable waste; Bin weighing system (used elsewhere) (research house demographic and usage) (relevance); Education program development to address waste and lifestyle shifts; e.g. more bins (3)/reducing landfill<br>Reduced waste collection costs (\$4.9 million this year) across the sector (avoid paying levy); Bulk contracting between Councils e.g. unite with City of Belmont/South Perth and save money by using same contractor<br>Biodegradable rubbish bags – local businesses and for residents to recycle;<br>Sorted garbage to eliminate all waste to landfill; ‘User pays’ system for waste to landfill (promote use of smaller bins) |
| - Recycling             | 7%                | 3               | Better recycling programs to reduce landfill<br>bottle recycling ten cents per bottle; Biodegradable rubbish bags – local businesses and for residents to recycle   |
| - Green                 | 5%                | 2               | Grinding mulch for residents; Additional bin service for compostable waste.   |
| <b>Roads</b>            | 27%               | 11              |   |
| - Lighting              | 7%                | 3               | Investigate energy efficient lighting alternatives for public lighting system and upgrade; More solar lighting as technology develops; Well distributed and unobtrusive street lighting   |
| - Laneways              | 5%                | 2               | User pay on right of way in back lanes/strata fees; All ROWs surfaced and lit and maintained  |
| - Traffic Management    | 5%                | 2               | More evenly distributed street calming (where possible); Improve traffic calming and pedestrian crossings/support infrastructure (furniture) along traffic corridors and within all   |

|                         |     |   |   |
|-------------------------|-----|---|---|
|                         |     |   | town centres (not just Albany Highway)  |
| - General               | 2%  | 1 | Higher quality well maintained roads  |
| - Litter                | 2%  | 1 | Campaign to reduce waste and litter generation (maintain or decrease costs overall)   |
| - Street Improvement    | 2%  | 1 | Landscape architecture input into streetscape design  |
| - Underground Power     | 2%  | 1 | Underground power to Burswood/Carlisle etc (fast tracked)   |
| <b>Sustainability</b>   |     | 7 |   |
| - Alternative Transport | 17% | 6 |   |
| - Cycling               | 7%  | 3 | Increase investment in bicycle 'network' – research lane vs. footpath bike traffic (impact); Strategic priority for pedestrians/cyclists in transport planning<br>Appropriate infrastructure for cyclists based on road classification/role |
| - Walking               | 7%  | 3 | Increase investment in bicycle 'network' – research lane vs. footpath bike traffic (impact); Strategic priority for pedestrians/cyclists in transport planning; Footpaths on both sides of all streets                                      |
| - Water Management      | 2%  | 1 | Water sensitive urban design incorporated into all streetscapes   |
| Total mentions: 41      |     |   |   |

## 5.7 Street Improvements

| <i>Themes</i>           | <i>Percentage</i> | <i>Mentions</i> | <i>Examples</i>  |
|-------------------------|-------------------|-----------------|--|
| <b>Waste Management</b> | 35%               | 14              |  |
| - General (waste)       | 20%               | 8               | Campaign to reduce waste and litter generation (maintain or decrease costs overall); Discourage non-recyclable waste<br>Bin weighing system (used elsewhere) (research house demographic and usage) (relevance); e.g. more bins (3)/reducing landfill; Reduced waste collection costs (\$4.9 million this year) across the sector (avoid paying levy); Biodegradable rubbish bags – local businesses and for residents to recycle; Sorted garbage to eliminate all waste to landfill; 'User pays' system for waste to landfill (promote use of smaller bins) |
| - Recycling             | 7.5%              | 3               | Better recycling programs to reduce landfill<br>bottle recycling ten cents per bottle; Biodegradable rubbish bags – local businesses and for residents to recycle  |
| - Green                 | 5%                | 2               | grinding mulch for residents; Additional bin service for compostable waste.  |
| <b>Sustainability</b>   |                   | 6               |  |
| - Alternative Transport | 15%               | 6               |  |
| - Cycling               | 7.5%              | 3               | Increase investment in bicycle 'network' – research lane vs. footpath bike traffic (impact);   |

|                    |      |   |  |
|--------------------|------|---|--|
|                    |      |   | Strategic priority for pedestrians/cyclists in transport planning<br>Appropriate infrastructure for cyclists based on road classification/role   |
| - Walking          | 7.5% | 3 | Strategic priority for pedestrians/cyclists in transport planning; Footpaths on both sides of all streets; Improve traffic calming and pedestrian crossings/support infrastructure (furniture) along traffic corridors and within all town centres (not just Albany Highway) |
| Total mentions: 40 |      |   |  |

## 5.8 Asset Management

| <i>Mention/Node</i>                    | <i>Percentage</i> | <i>Mentions</i> | <i>Examples</i>  |
|--|-------------------|-----------------|--|
| <b>Energy Usage &amp; Renewability</b> | 21%               | 8               | Bring utilities down – solar panels etc.; Renewable energy is a major component of utility costs; Electric charging points part of future vision; Renewable energy; Save energy; Economy cycle aircon (circulate only 50% of year minimum); Solar PV; Prioritise solar pv for admin building now and plan for all others |
| <b>General</b>                         | 21%               | 8               | Well-developed system/plan for – R & M<br>Capital works; Materials; Long term; Not degrading; Fit-for-purpose; Public register of council assets   |
| <b>Income</b>                          | 10%               | 4               | Optimal return on leases – awareness of community need; Passive income opportunities e.g. towers; ToVP maximising return on investment for appropriate assets<br>User pays   |
| <b>Ecologically Sustainable Design</b> | 8%                | 3               | Use environmentally friendly building materials and design; Sustainable buildings new and renovations – best practice affordable; Non-toxic (e.g. paint)   |
| <b>Maximise Usage</b>                  | 8%                | 3               | Fully utilise buildings; Transparent Land Optimisation Strategy; Strategic Plan for use existing assets when population increases (community involvement, strategic acquisition)   |
| Total mentions: 39                     |                   |                 |  |

## 5.9 Strategic Town Planning

| <i>Themes</i>                         | <i>Percentage</i> | <i>Mentions</i> | <i>Examples</i>   |
|---------------------------------------|-------------------|-----------------|---|
| <b>Planning Features &amp; Values</b> | 35%               | 11              |   |
| - Character & Heritage                | 10%               | 3               | Flexible policies to allow higher density (if not demolish existing home ensure good design outcomes) – keep existing landscape; Character is more than the skin of a building or landscape; Maintain heritage housing - introduce new housing that has a similar and sympathetic style |

|                                   |     |   |   |
|-----------------------------------|-----|---|---|
| - Intergenerational               | 10% | 3 | Community/ Aged/Youth facilities availability to match growth; Flexible housing for stages of life – disability standards in all new builds; Designed for children in mind – if safe for children, safe for everyone        |
| - Sustainability                  | 10% | 3 | Integrated planning approach (Transport, green space, ecology etc)<br>Promote sustainable homes – new and existing; Sustainable green cover (40%)All new housing solar powered/ water efficient                             |
| - Employment                      | 3%  | 1 | Aim for a balance of housing/commercial/ industrial that promotes job opportunities   |
| - Integration                     | 3%  | 1 | Integrated planning approach (Transport, green space, ecology etc)  |
| <b>Engagement &amp; Education</b> | 13% | 4 | Go to the people first, early community engagement; Community consultation through to the end of projects; Regular community education on the planning process; Continuous consultation (set up community reference groups) |
| <b>Zoning</b>                     | 16% | 5 |   |
| - Mixed Use (zoning)              | 10% | 3 | Multiple use on each site; Flexible use of commercial/residential spaces<br>Integrated/mixed/ diverse housing complexes   |
| - Density                         | 6%  | 2 | Concentrated development along the lines of Transport and facilities;<br>Flexible policies to allow higher density (if not demolish existing home ensure good design outcomes) – keep existing landscape                    |
| Total mentions: 31                |     |   |   |

## 5.10 Building

| <i>Themes</i>                     | <i>Percentage</i> | <i>Mentions</i> | <i>Examples</i>  |
|-----------------------------------|-------------------|-----------------|--|
| <b>Applications Process</b>       | 21%               | 6               | Fee for service; Digital assistance to help lodge applications and complaints; Online forms now; Faster approvals for low level (eg pools); Building complaints registered online – more efficient – track progress; Improve ToVP website for info and forms etc |
| <b>Licensing &amp; Compliance</b> |                   |                 |  |
| - <i>Compliance Checks</i>        | 11%               | 3               |  |
| - Safety                          | 7%                | 2               | Regular building inspection to guarantee safety and health; Site inspections (building) to ensure they are safe  |
| - General                         | 4%                | 1               | Stage inspections for all projects to ensure built form complies with permit documents   |
| - Licensing                       | 4%                | 1               | Lobby for licensing of all building industry personnel   |
| Total mentions: 28                |                   |                 |  |

## 5.11 Urban Planning

| <i>Themes</i>                | <i>Percentage</i> | <i>Mentions</i> | <i>Examples</i>   |
|------------------------------|-------------------|-----------------|---|
| <b>Development Approvals</b> |                   |                 |   |
| - <i>Application Process</i> | 17%               | 4               |   |
| - DAPs                       | 9%                | 2               | All applications only to ToVP no DAP;<br>Get off the fence – fight for approval; rights – legislate to stop DAP process   |
| - General                    | 9%                | 2               | 100% online applications; Aim for 14 day approval turnover  |
| - Density                    | 9%                | 2               | Mixed development (balance of high and low density development)- maintenance and coexist with existing streetscape (heritage, vitality, greenery);<br>Implementation of high density block planning recommendations from previous session |
| - General                    | 13%               | 3               | Reduce delegated authority to protect state and community interests; Make compliance 80% proactive and 20% reactive – employ more compliance staff<br>Structure plan in place first for areas of development                              |
| - Heritage                   | 9%                | 2               | Holistic approach to what character is<br>Mixed development (balance of high and low density development)- maintenance and coexist with existing streetscape (heritage, vitality, greenery)   |
| - Zoning                     | 9%                | 2               | Mixed development (residential over commercial); Preserve backyards in existing areas – don't rezone – contributes to a mix of dwellings  |
| - Right of Appeal            | 4%                | 1               | Right of appeal for community members/affected parties  |
| - Transparency               | 4%                | 1               | Open and honest information to all parties  |
| Total mentions: 23           |                   |                 |   |

## 6.0 Short Term Recommendations

| Business Unit               | Percentage of Mentions |
|-----------------------------|------------------------|
| 1. Parks                    | 19%                    |
| 2. Active Life              | 13%                    |
| 3. Neighbourhood Enrichment | 11%                    |
| 4. Aqualife                 | 10%                    |
| 5. Strategic Planning       | 7%                     |
| 6. Leisure Life             | 6%                     |
| 7. Urban Planning           | 5%                     |
| 8. Street Operations        | 5%                     |
| 9. Digital Hub              | 5%                     |
| 10. Building                | 5%                     |
| 11. Parking                 | 4%                     |
| 12. Asset Management        | 4%                     |
| 13. Street Improvements     | 3%                     |
| 14. Environmental Health    | 3%                     |
| 15. Customer Relations      | 1%                     |
| Total Mentions: 372         |                        |

### Key Points

- When considered short-term recommendations, almost one in five participants recommended the ToVP focus on parks services.
- Within parks services participants are most concerned with trees (17%), followed by street improvements (13%) and indigenous ecology (12%).
- Beyond these issues within parks services, infrastructure accounted for 17% of mentions, within which playgrounds are by far the most important, with nine mentions (13%).
- Other themes of note within parks services are strategy and management (9%), engagement (7%) and sustainability (7%).
- Active Life and Aqualife together, accounted for almost a quarter (23%) of all mentions from workshop participants, while neighbourhood enrichment accounted by 11% of all mentions.
- Almost a quarter (24%) of Active Life recommendations related to alternative transport, including cycling, walking and buses.
- Aqualife's most popular theme is communication and engagement (35%), of particular interest is feedback and evaluation.
- Neighbourhood enrichment recommendations centred on community development (46%), which includes governance development (17%), and safety and security (10%).



- The next most common short-term recommendations within the neighbourhood enrichment category are those pertaining to management (15%), which is composed of equal mentions relating to bookings processes (5%) and revenue (5%). While, events (15%) and marketing (7%) are the remaining themes within the neighbourhood enrichment category.

The following table summaries per business unit represent the most significant themes. Significant themes are defined as four mentions or more.

## 6.1 Parks

| <i>Themes</i>         | <i>Percentage</i> | <i>Mentions</i> | <i>Examples</i>   |
|-----------------------|-------------------|-----------------|---|
| <b>General</b>        | 59%               | 41              |   |
| - Trees               | 17%               | 12              | Tree canopy increase to thirty percent minimum with diverse planting, native species and incorporating our sumps; Evergreen trees to stop leaves<br>Combination trees/nature play/modern play equipment; Increasing tree cover; Increase of tree's;<br>Selection of tree's for bird habitat;<br>Selection of tree's appropriate for the location; Street tree pruning should be paused during bird nesting season;<br>Identification of high and low maintenance trees. Replace existing and save on root damage;<br>Fruit tree's / gardens around playgrounds;<br>Plant more tree's, and in the correct location; Increased tree's at McCullum Park (Canopy) |
| - Street Improvements | 13%               | 9               | Verge improvement and beautification including underground power, decrease weeds, cleaning etc;<br>Verge beautification applications<br>Fruit trees on verges/planting your verge (grants available); Streetscape management;<br>Street tree pruning should be paused during bird nesting season; Structural streetscape/verge tree planting; Third party verge adoption; Verge green waste pickup is put back on verge after mulching<br>"Opt in" for council verge mowing   |
| - Indigenous Ecology  | 12%               | 8               | Tree canopy increase to thirty percent minimum with diverse planting, native species and incorporating our sumps; Bushland maintained;<br>Increasing biodiversity and habitat;<br>Natural area management;<br>Selection of tree's for bird habitat;<br>Selection of tree's appropriate for the location; Increased community awareness of "Birds  |

|                                  |      |    |   |
|----------------------------------|------|----|---|
|                                  |      |    | in backyard” program (education); Street tree pruning should be paused during bird nesting season   |
| - Maximise Public Open Space     | 6%   | 4  | Tree canopy increase to thirty percent minimum with diverse planting, native species and incorporating our sumps; Utilise unused spaces e.g. Sumps for planting; SUMP rehabilitations/re-use/diversification<br>Activate the hidden land i.e.: SUMPS  |
| <b>Infrastructure</b>            | 17%  | 12 |   |
| - Playgrounds                    | 13%  | 9  | More modern playgrounds; Combination trees/nature play/modern play equipment; Soft fall not sand (combat allergies/sand shifting not necessary etc.); Playground developments;<br>Fruit tree’s / gardens around playgrounds; Nature play (replacement of aging equipment)<br>Examine placement of playgrounds;<br>Implement Nature Playground i.e.: Kings Park; Increase variety of play equipment. Plastic / Wood / Nature |
| - General                        | 1.5% | 1  | Increase park facilities  |
| - Power Utilities                | 1.5% | 1  | Verge improvement and beautification including underground power, decrease weeds, cleaning etc.   |
| - Sport & Recreation             | 1.5% | 1  | Sustainable multi-use sporting-recreation areas (include water, etc neutral – waterwise)  |
| <b>Strategy &amp; Management</b> | 9%   | 6  |   |
| - Planning                       | 4%   | 3  | Different plans/ideas available from ToVP for residents; Design park improvement plans; Long-term (greater than five year) strategy   |
| - Outsourcing                    | 3%   | 2  | Contract supervision; Work to be done by a subcontractor for value for money.   |
| - Events & Revenue               | 1.5% | 1  | Revenue Streams - Increased marketing and encouragement for events  |
| <b>Engagement</b>                | 7%   | 5  |   |
| - General                        | 4%   | 3  | Greater planting and utilisation of McCallum Park and Harold Rossiter Reserve; Inclusion of local school in parks and garden development.<br>Increase community consultation  |
| - Education                      | 1.5% | 1  | Better community education regarding the care and maintenance of parks and gardens  |
| - Volunteer Management           | 1.5% | 1  | Adopt a garden not just a verge (schools, groups, individual)   |
| <b>Sustainability</b>            | 7%   | 5  |   |
| - Water Management               | 6%   | 4  | Sustainable multi-use sporting-recreation areas (include water, etc neutral – waterwise); Water-sensitive urban design; Water recycling - Maintain minor reserves to higher standard; Increase tree and water and solar sustainability requirements to actively value these assets.   |

|                    |      |   |   |
|--------------------|------|---|---|
| - General          | 1.5% | 1 | Increase tree and water and solar sustainability requirements to actively value these assets. |
| Total mentions: 69 |      |   |   |

## 6.2 Active Life

| <i>Themes</i>                | <i>Percentage</i> | <i>Mentions</i> | <i>Examples</i>  |
|------------------------------|-------------------|-----------------|--|
| <b>Alternative Transport</b> | 24%               | 12              |  |
| - Cycling                    | 10%               | 5               | Safer bicycling roads; Combine with other groups i.e. Over 55's cycling group; Bike lanes EVERYWHERE;<br>Safe cycling and public transport priority on all street; bike lanes and bus lanes; Extend to active sustainable transport e.g. for utility trips/walking/cycling   |
| - Walking                    | 8%                | 4               | Safety with walkability; Public amenities to make people walk<br>Walkable streets; Extend to active sustainable transport e.g. for utility trups/walking/cycling   |
| - Other                      | 4%                | 2               | Scooter Safety program; Mobility vehicle safety program  |
| - Buses                      | 2%                | 1               | Safe cycling and public transport priority on all street; bike lanes and bus lanes   |
| <b>Marketing</b>             | 16%               | 8               | Better promotion and outreach; Increase in community marketing<br>Last page of flyer - Provide links to all innovative projects offered by agencies in the community; More marketing to create awareness of programs; This is resource intensive but could get better participation rates; Note Aqualife and Active Life names too close/confusing could/should be same business unit.<br>Public relations and marketing for programs; Be clear with messages as separate to other level of services (differentiate to Aqualife and Leisurelife) |
| <b>General</b>               | 8%                | 4               | Higher strategic level "filter" from top to bottom - part of business plan;<br>Note Aqualife and Active Life names too close/confusing could/should be same business unit; Be clear with messages as separate to other level of services (differentiate to Aqualife and Leisurelife); Use recreation river   |
| <b>Communications</b>        | 6%                | 3               | Better communication/didn't know about this until now; strategic communications plan; More people on e-newsletter list   |
| Total mentions: 50           |                   |                 |  |

### 6.3 Neighbourhood Enrichment

| <i>Themes</i>                | <i>Percentage</i> | <i>Mentions</i> | <i>Examples</i>   |
|------------------------------|-------------------|-----------------|---|
| <b>Community Development</b> | 46%               | 19              |   |
| - Governance Development     | 17%               | 7               | Self-funding's & charity club involvement; Increased encouragement of resident associations for safety; Redistribute of funding for community safety and crime prevention to more community; engagement and support of resident associations; Grow and support community led enrichment. Town of Victoria to support and not lead, or take over; Clubs development – Existing and new clubs need ongoing support eg Raphael Soccer Club shut down due to lack of membership<br>Establish a forum for agencies;<br>Someone to facilitate networking and relationship building between community groups and Not For Profits |
| - Safety & Security          | 10%               | 4               | Increased encouragement of resident associations for safety;<br>Redistribute of funding for community safety and crime prevention to more community engagement and support of resident associations;<br>Security Incentive Scheme – Needs to be streamlined and easier to claim;<br>Crime prevention seminars / how to physically be safer in the town.   |
| - Cultural Development       | 5%                | 2               | Accessible & inclusive programs for all people (cultural & social inclusiveness);<br>Interpreters - accredited and non-accredited (as volunteers)   |
| - Engagement                 | 5%                | 2               | Redistribute of funding for community safety and crime prevention to more community engagement and support of resident associations; Community participation  |
| - Funding & Grants           | 5%                | 2               | Upgrade amounts payable to deserving community services from \$500 to \$7500; Better differentiation of grants and sponsorships   |
| - Volunteers                 | 5%                | 2               | Recruit volunteers; Interpreters - accredited and non-accredited (as volunteers)  |
| <b>Management</b>            | 15%               | 6               |   |
| - Bookings Process           | 5%                | 2               | Bookings of Parks and Reserves – System needs to be updated ie direct deposit; Existing booking system. Make it easier  |
| - Revenue                    | 5%                | 2               | Self-funding's & charity club involvement; Increase revenue events at major parks i.e.: 4wd drive show  |
| - Communication              | 2%                | 1               | Better dissemination of community directory   |
| - Partnerships               | 2%                | 1               | Partnership with corporates and education providers   |

|                    |     |   |  |
|--------------------|-----|---|--|
| <b>Events</b>      | 15% | 6 | Increase residential knowledge of community events i.e.: app, newspaper, Facebook and a new website; Increase revenue events at major parks i.e.: 4wd drive show; Edward Millen Park – more events. I.e. Dinner in the park or a long lunch?; Use the park and not the building; Increased events small and large; Car free – close Albany Hwy permanently as a pedestrian mall for residents; Cultural progressive event dinners i.e.: different cuisines 2 monthly |
| <b>Marketing</b>   | 7%  | 3 | Awareness of the enrichment opportunities available. i.e. ‘school bag’ type app for adding to personal calendar; Information dissemination of programs; For child, youth services, partners in youth ministries for volunteers / advertising forums  |
| Total mentions: 41 |     |   |  |

#### 6.4 Aqualife

| <i>Themes</i>                          | <i>Percentage</i> | <i>Mentions</i> | <i>Examples</i>  |
|--|-------------------|-----------------|--|
| <b>Communication &amp; Engagement</b>  | 35%               | 13              |  |
| - Feedback & Evaluation                | 19%               | 7               | Public liaison; Feedback ability via non-verbal means; Public tracking of customer satisfaction (monthly)<br>Number of members attending Aqualife (monthly); Feedback mechanism (qualitative); Comparison of performance with other pools in Perth eg. attendees increased or decreased vs other pools; Benchmark against other Councils and be in the top 10% |
| - General                              | 5%                | 2               | Community consultation about assets and plan for assets; Public register assets - open and transparent   |
| - Collaborations & Partnerships        | 5%                | 2               | Do away Rift between centre and clubs – it should be inclusive and a partnership; Partnership recognition (swimmers)   |
| - Internal                             | 3%                | 1               | Communication needs to improve from top down   |
| <b>Customer Service &amp; Capacity</b> | 19%               | 7               |  |
| - Booking Procedures                   | 3%                | 1               | Encourage group bookings – don’t make them difficult   |
| - Facility Entry System                | 3%                | 1               | Better front entry system eg. turnstiles to keep flow of traffic incl. any pass holders can swipe including squad  |
| - General                              | 14%               | 5               | Empower staff; More informed staff; More attentive/aware staff; Peak periods not managed well (to the point where people walk in without paying); Customer service   |

|                                   |     |   |  |
|-----------------------------------|-----|---|--|
| <b>Sustainability</b>             | 14% | 5 |  |
| - Renewable Energy                | 8%  | 3 | Renewable energy initiatives; Renewable energy initiatives; PV on Admin Building/ All buildings (be battery ready) |
| - Ecologically Sustainable Design | 3%  | 1 | Use environmentally friendly building materials and design   |
| - Decision Making                 | 3%  | 1 | Incorporate sustainability across business unit in decision making   |
| Total mentions: 37                |     |   |  |

## 6.5 Strategic Town Planning

| <i>Themes</i>                         | <i>Percentage</i> | <i>Mentions</i> | <i>Examples</i>  |
|---------------------------------------|-------------------|-----------------|--|
| <b>Planning Features &amp; Values</b> | 28%               | 7               |  |
| - Trees & Vegetation                  | 12%               | 3               | Greening of environment immediately<br>Retention of trees (increase tree cover to 40% minimum); Green spaces/ multiuse (2x existing in Vic Park) |
| - Sustainability                      | 8%                | 2               | Integration of ecology and urbanisation;<br>Compulsory solar panels (investigate wind turbines)  |
| - Architecture                        | 4%                | 1               | Human scale architecture (no boxes and inc trees/ greenery)  |
| - Public Open Space                   | 4%                | 1               | Parks/ open spaces near to new; Developments and part of the initial planning  |
| Total mentions: 25                    |                   |                 |  |

## 6.6 Leisure Life

| <i>Themes</i>                     | <i>Percentage</i> | <i>Mentions</i> | <i>Examples</i>  |
|-----------------------------------|-------------------|-----------------|--|
| <b>Sustainability</b>             | 29%               | 3               |  |
| - Energy Efficiency               | 29%               | 3               | Renewable energy initiatives; Renewable energy initiatives; PV on Admin Building/ All buildings (be battery ready) |
| - Decision Making                 | 10%               | 2               | Incorporate sustainability across; Business unit in decision making; Short term                                    |
| - Ecologically Sustainable Design | 5%                | 1               | Use environmentally friendly building materials and design   |

|                    |     |   |   |
|--------------------|-----|---|---|
| <b>Marketing</b>   | 14% | 3 | Rebranding (profit/revenue) and More effective marketing; Room hire, function rooms - renovate and advertise; Room hire seminars and conference, renovate & advertise |
| Total mentions: 21 |     |   |   |

## 6.7 Urban Planning

| <i>Themes</i>                          | <i>Percentage</i> | <i>Mentions</i> | <i>Examples</i>   |
|--|-------------------|-----------------|---|
| <b>Sustainability</b>                  | 58%               | 11              |   |
| - Trees & Vegetation                   | 11%               | 2               | Maintain and enhance existing green streetscape; Retain trees – mandatory to plant more trees   |
| - Alternative Transport                | 11%               | 2               |   |
| - Bus                                  | 11%               | 2               | Shuttle service in lieu private ownership of motor vehicles; No car parks for buildings adjacent to transport hubs (railway stations, light rail, high frequency buses) |
| - Rail                                 | 5%                | 1               | No car parks for buildings adjacent to transport hubs (railway stations, light rail, high frequency buses)  |
| - Parking                              | 5%                | 1               | No car parks for buildings adjacent to transport hubs (railway stations, light rail, high frequency buses)  |
| - Planning                             | 5%                | 1               | Transport issues resolved   |
| - Renewable Energy                     | 5%                | 1               | Alternative power – PV systems, wind, batteries, underground power lines etc  |
| - Social Planning                      | 5%                | 1               | Planning for people   |
| <b>Engagement &amp; Communications</b> | 16%               | 3               |   |
| - External                             | 5%                | 1               | Reverse 80-20 compliance to be more proactive – use time saved from online app/better use of existing staff   |
| - General                              | 5%                | 1               | External and Internal consultations and engagement  |
| - Internal                             | 5%                | 1               | External and Internal consultations and engagement  |
| Total mentions: 19                     |                   |                 |   |

## 6.8 Street Operations

| <i>Themes</i>         | <i>Percentage</i> | <i>Mentions</i> | <i>Examples</i>   |
|-----------------------|-------------------|-----------------|---|
| <b>Sustainability</b> | 39%               | 7               |   |
| - Water Management    | 17%               | 3               | Stormwater drainage – use water sensitive urban design; Water sensitive urban design for all projects including water drainage construction; Use more effective street repair using |

|                                   |     |   |  |
|-----------------------------------|-----|---|--|
|                                   |     |   | water sensitive and sustainable urban design do reconstruction not overlay   |
| - Renewable Energy                | 11% | 2 | Solar/LED lights – distributed energy efficient lighting – no dark areas; More solar and energy efficient lighting |
| - Walking                         | 6%  | 1 | Footpaths – use of segmented pavers (more durable)   |
| - Ecologically Sustainable Design | 6%  | 1 | Use more effective street repair using water sensitive and sustainable urban design do reconstruction not overlay  |
| Total mentions: 18                |     |   |  |

## 6.9 Digital Hub

| <i>Themes</i>                    | <i>Percentage</i> | <i>Mentions</i> | <i>Examples</i>   |
|----------------------------------|-------------------|-----------------|---|
| <b>Site &amp; Infrastructure</b> | 33%               | 6               |   |
| - Design & Layout                | 11%               | 2               | More privacy for clients (less open space)<br>Redesign the building - make it colourful   |
| - Location                       | 11%               | 2               | Parking and access to facility. Nearer to town population centres; Remove location next to Liquorshop   |
| - Parking                        | 6%                | 1               | Parking and access to facility. Nearer to town population centres   |
| - Renewable Energy               | 6%                | 1               | Use P.V / solar power - turn of synergy   |
| <b>Services</b>                  | 28%               | 5               |   |
| - Residential Support            | 11%               | 2               | Computer on loan for 6 months with no costs to digitise home / your community with free wifi supplied;<br>Buddying up with clientele who need home digital assistance |
| - Inclusivity                    | 6%                | 1               | HUB for marginalised people   |
| - Multilingual                   | 6%                | 1               | Interpreters needed   |
| - Online Support                 | 6%                | 1               | Online support in 2025  |
| Total mentions: 18               |                   |                 |   |

## 6.10 Building

| <i>Themes</i>               | <i>Percentage</i> | <i>Mentions</i> | <i>Examples</i>   |
|-----------------------------|-------------------|-----------------|---|
| <b>Applications Process</b> | 28%               | 5               |   |
| - Online                    | 17%               | 3               | Digital assistance to help lodge applications and complaints; |



|                                   |     |   |   |
|-----------------------------------|-----|---|---|
|                                   |     |   | Online forms now; improve ToVP website for info and forms etc   |
| - General                         | 11% | 2 | Fee for service; Faster approvals for low level (eg pools)  |
| <b>Licensing &amp; Compliance</b> | 22% | 4 |   |
| - Compliance (Safety)             | 11% | 2 | Regular building inspection to guarantee safety and health; Site inspections (building) to ensure they are safe |
| - Compliance (General)            | 6%  | 1 | Stage inspections for all projects to ensure built form complies with permit documents                          |
| - Personal Licensing              | 6%  | 1 | Lobby for licensing of all building industry personnel  |
| Total mentions: 18                |     |   |   |

### 6.11 Parking

| <i>Themes</i>              | <i>Percentage</i> | <i>Mentions</i> | <i>Examples</i>  |
|----------------------------|-------------------|-----------------|--|
| <b>Infringement System</b> | 13%               | 2               | An efficient and cost effective infringement system; Strict parking policy around new stadium and events in the peninsula area |
| <b>Safety</b>              | 13%               | 2               | Zero pedestrian accidents; Zero residential incident requests  |
| Total mentions: 15         |                   |                 |  |

### 6.12 Asset Management

| <i>Themes</i>                     | <i>Percentage</i> | <i>Mentions</i> | <i>Examples</i>  |
|-----------------------------------|-------------------|-----------------|--|
| <b>Sustainability</b>             | 38%               | 5               |  |
| - Renewable Energy                | 23%               | 3               | Renewable energy initiatives; Renewable energy initiatives; PV on Admin Building/ All buildings (be battery ready) |
| - Decision Making                 | 8%                | 1               | Use environmentally friendly building materials and design   |
| - Ecologically Sustainable Design | 8%                | 1               | Incorporate sustainability across business unit in decision making   |
| Total mentions: 13                |                   |                 |  |

### 6.13 Street Improvements

| <i>Themes</i>         | <i>Percentage</i> | <i>Mentions</i> | <i>Examples</i>   |
|-----------------------|-------------------|-----------------|---|
| <b>Sustainability</b> | 67%               | 8               |   |
| - Water Management    | 25%               | 3               | Street trees in swales (part of water sensitive urban design); Water sensitive urban design |

|                         |     |   |   |
|-------------------------|-----|---|---|
|                         |     |   | [on] all streets (implement as upgrades [are] needed); Water sensitive urban design and engineering                             |
| - Alternative Transport | 33% | 4 |   |
| - Cycling               | 25% | 3 | Bike paths crossing through intersections (lobby Main Roads); Bike racks in busy destinations; Bike paths (or lanes) everywhere |
| - General               | 8%  | 1 | Prioritise active modes of all transport in road design   |
| - Trees                 | 8%  | 1 | Street trees in swales (part of water sensitive urban design)   |
| Total mentions: 12      |     |   |   |

#### 6.14 Environmental Health Services

| <i>Mention/Node</i>                 | <i>Percentage</i> | <i>Mentions</i> | <i>Examples</i>   |
|-------------------------------------|-------------------|-----------------|---|
| <b>Staff Resources</b>              | 25%               | 3               | Increase in inspections officers<br>More allocation of resources to this area; Efficient and up to date technology    |
| <b>Food Safety</b>                  | 17%               | 2               | Zero food poisoning incidents<br>Food inspection reports with score to be made public and visually placed on premises |
| <b>Mosquitoes</b>                   | 17%               | 2               | More notice of spraying weeds and mosquito's to residents; All waters mosquito free                                   |
| <b>Noise Pollution</b>              | 17%               | 2               | Noise pollution easier process at major events; No noise pollution near residence (Casino)                            |
| <b>Air Pollution</b>                | 8%                | 1               | No wood fire emissions  |
| <b>Aqualife</b>                     | 8%                | 1               | Aqualife complex, improve hygiene and make showers mandatory before entering the pool.                                |
| <b>Public Open Space Management</b> | 8%                | 1               | Monitoring and inspections of public spaces i.e.: bbq facilities and toilets  |
| Total mentions: 12                  |                   |                 |   |

#### 6.15 Customer Relations

| <i>Themes</i>          | <i>Percentage</i> | <i>Mentions</i> | <i>Examples</i>   |
|------------------------|-------------------|-----------------|---|
| <b>Communications</b>  | 75%               | 3               | Trackable communication; Integration of CR + Comms services; Comprehensive and accessible information on council sponsored/supported events |
| <b>Payment Methods</b> | 25%               | 1               | Choice of method of payment and form completion   |
| Total mentions: 4      |                   |                 |   |

## 7.0 Land Use Expectations

| Land Use Theme       | Percentage of Mentions |
|----------------------|------------------------|
| 1. Important Aspects | 35%                    |
| 2. Livability Values | 65%                    |
| Total Mentions: 43   |                        |

### Key Points

- Land use expectations are divided into two categories for participants to consider: important aspects (35%) and livability aspects (65%).
- When considering important aspects, transit-oriented development is easily the most popular theme, accounting for 40% of mentions.
- A number of sites are identified for improved planning and/or new development to develop transit-oriented developments, including: Burswood Station, Albany Hwy, Curtin University and the Park Centre.
- Similarly, Curtin University and Technology Park are identified as preferred sites for increased density. While improved zoning approaches are also suggested, including more flexible and targeted zoning.
- Considering livability values, density is identified by participants most often (18%), followed by architectural design and heritage, both with 11% of respondents. Some suggestions within this category included: the retention and sympathetic architecture, a mix of building heights ranging from high to low, and a desire for “good architecture”, with one respondent suggesting there should be “no boxy designs”.

The following section provides a summary of the most significant themes raised by participants regarding Land Use Expectations. Significant themes are defined as two mentions or more by participants.

## 7.1 Important Aspects

| <i>Themes</i>                                  | <i>Percentage</i> | <i>Mentions</i> | <i>Examples</i>  |
|--|-------------------|-----------------|--|
| <b>Transit-Oriented Development</b>            | 40%               | 6               | Extra input to planning on Burswood Station East; Close to public transport; Build density around train line/ Albany Highway/ Curtin<br>Spread the density – perhaps close sections of Albany Highway (mall); Railway station underground with development and parking available e.g. Subiaco; Build above Park Centre with rail underneath? |
| <b>Technology Park &amp; Curtin University</b> | 13%               | 2               | Yes to high density in Technology Park and Curtin University; Build density around train line/ Albany Highway/ Curtin  |
| <b>Flexible &amp; Targeted Zoning</b>          | 13%               | 2               | Targeted density rather than broad brush zoning?; Flexible approach to zoning according to block size and parking/ driveway availability   |
| <b>Burswood</b>                                | 13%               | 2               | Extra input to planning on Burswood Station East; Remove the ghetto/ reduce density re Burswood  |
| Total mentions: 15                             |                   |                 |  |

## 7.2 Livability Values

| <i>Themes</i>               | <i>Percentage</i> | <i>Mentions</i> | <i>Examples</i>   |
|-----------------------------|-------------------|-----------------|---|
| <b>Density</b>              | 18%               | 5               | Medium density with sky lounge etc.; Low, medium, high density; Low rise; Medium rise<br>High rise  |
| <b>Architectural Design</b> | 11%               | 3               | Good architecture and attractive facades; No boxy designs; Keep the 'Vic Park' look   |
| <b>Heritage</b>             | 11%               | 3               | Good architecture and attractive facades – maintain historical housing; Retain heritage/ character; Maintaining streetscape and heritage buildings (sympathetic to human scale development) |
| <b>Other</b>                | 7%                | 2               | Desirable characteristics; Keep the backyard  |
| <b>Civic Infrastructure</b> | 7%                | 2               | Multi-use community spaces; Facilities to suit  |
| Total mentions: 28          |                   |                 |   |

## *Evolve: Your Thoughts*

### **8.0 Forum**

| <b>Business Units</b>       | <b>Percentage of Mentions</b> |
|-----------------------------|-------------------------------|
| 1. Parks                    | 53%                           |
| 2. Street Operations        | 26%                           |
| 3. Street Improvements      | 13%                           |
| 4. Project Management       | 5%                            |
| 5. Neighbourhood Enrichment | 4%                            |
| Total Mentions: 78          |                               |

#### **Key Points**

- Participants identified 78 total mentions, from five business unit categories. Over half (53%) of participants provided issues and suggestions relating to parks services, followed by street operations (26%), street improvements (13%); while a similar proportion of responses are recorded for project management and neighbourhood enrichment business units.
- With regard to parks services, the two main themes for participants are tree canopy and maintenance (29%), as well as the impact of urban development on trees and plants (24%).
- Consistent with other engagement data, trees and plants are of particular importance to residents, with trees being especially so, including the use of appropriate tree species (eg indigenous species), and, maintenance and damage sustained via contractors and development.
- With regard to development impacts and planning measures on trees and plants, it is suggested that a lobby group be developed “...to persuade the Western Australian Planning Commission (WAPC) to encourage low-rise developments with a smaller footprint to enable the retention of private property trees”. Another suggestion is to create an inventory of trees on ToVP land, with a view to preserving trees and plants.
- Street operations responses included the suggestion for a green waste bin to be provided to residents, along with improved recycling and general waste management.
- With regard to street improvements, enhanced pedestrian infrastructure is suggested, along with improved traffic management.

The following section provides a summary of the most significant themes raised by participants according to business units. Significant themes are defined as three mentions or more by participants.

## 8.1 Parks

| <i>Themes</i>                             | <i>Percentage</i> | <i>Mentions</i> | <i>Examples</i>   |
|---|-------------------|-----------------|---|
| <b>Tree Canopy &amp; Maintenance</b>      | 29%               | 12              | Protect existing tree canopy on all public open space, as well as on private land. Other states have done so, don't wait for the State govt, follow Freo's lead and just do it. Plant native species - the birds need food! Any more Jacarandas is out of the question; We have many old peppermint trees on our section of Planet Street. I'd like to see more care taken in relation to pruning for power lines; Age and long term preservation should be considered.; I also agree more care is needed when the are pruned. I've watched the contractors slash away at them. There seems to be a few trees really struggling after the harsh pruning. Also the builders and contractors are damaging trees with the heavy machinery. The mature fruiting macadamia on Mars street where the black cockies would come to feed is really struggling after the villas were built on this block...   |
| <b>Development Impacts &amp; Planning</b> | 24%               | 10              | A whole heap of bottle brush have recently gone in on street verges, they should have been donated to people in battleaxe developments instead; Start up a lobby group to persuade the Western Australian Planning Commission (WAPC) to encourage low-rise developments with a smaller footprint to enable the retention of private property trees. The WAPC carries more weight with developers than local government; City of Fremantle is currently considering adopting a policy that will make it more difficult to remove mature trees on private property. The Town should do same. We need an inventory of all land owned by the town and any impact on canopy cover is to be seriously considered before any disposal is considered. Currently we lose (parts of) reserves due to rezoning for residential or roads or footy ovals without properly considering impacts. Local food production needs to become an important element...   |
| <b>Appropriate Trees</b>                  | 10%               | 4               | We need trees that grow between 15-20 metres on most of our streets, to shade the road from the sun. Bottle brush needs to be removed from the street tree plan. The objective of street trees needs to be made clear to residents - to form a canopy from one side to the other. Therefore, tree choice that does not meet this objective should not be supported. The trees will be around for much longer than any resident so we must make the tree and the objective of canopy coverage more important, for the greater good of the town's amenity; There are 6 different tree varieties in my street and most of them provide problems. Roots breaking up footpaths and road Small filaments blocking my drains and filters Branches interfering with footpaths; Many of the existing street trees are inappropriate - some shed mini "gumnuts" all over the footpaths making it dangerous to walk. Others cannot cope with the WA climate. It is obviously impractical to replace them all at once, but any new trees should be West Australian natives, and should be fully assessed for suitability... |
| <b>Sump Vegetation</b>                    | 7%                | 3               | Plant trees on every sump, including those owned by water corporation; Very much agree. I have been attending the evolve workshops and there is a strong consensus that we need more tree canopy. I have proposed the council need to increase their tree canopy from the current 17% to  |

|                    |  |  |  |
|--------------------|--|--|--|
|                    |  |  | 40% over a period of years. The council need to set a clear achievable target and have a tree strategy to achieve this. I would suggest a working group including experts and community members to develop the plan. This would also require a commitment in the council budget. The main areas where the council could provide more trees are verges, the 90 or so sumps, Kent St. Sand Pit which is next to the Kensington Bushland, the old bowling club site on Bishopsgate St. It is not just numbers of trees but creating ecosystems that support habitat for wildlife; I would like to see trees planted in the vacant sump land in the Town of Victoria Park. |
| Total mentions: 41 |  |  |  |

## 8.2 Street Operations

| <i>Themes</i>           | <i>Percentage</i> | <i>Mentions</i> | <i>Examples</i>  |
|-------------------------|-------------------|-----------------|--|
| <b>Waste Management</b> | 95%               | 19              |  |
| - Green                 | 40%               | 8               | From experiences elsewhere it would seem that introducing a greenwaste bin would be a good option: <a href="http://www.abc.net.au/news/2016-09-15/three-kerbside-wheelie-bins-improve-perth-recycling-rates/7848192?WT.ac=localnews_perth">http://www.abc.net.au/news/2016-09-15/three-kerbside-wheelie-bins-improve-perth-recycling-rates/7848192?WT.ac=localnews_perth</a> (External link); The beginning of this week you had a green waste collection. Two of my neighbours were doing pruning and asked me when the next GW collection was due. I went to your website and it told me the dates of collection for the four areas but no map to know which area I was in. The trucks came past the next day and not one person in the street had green waste out for collection. I also went to the newsletter I received with my rate notice a week before, guess what, no map there either. Think about it guys; I'll echo previous comments - Recycle bin needs to be weekly service and a greenwaste bin would be nice - however if that impacted on the verge collection im not so sure. That's good for more bulkier branches etc. |
| - Bulk                  | 20%               | 4               | Service works fine, thought wouldn't mind a greenwaste bin like other councils provide. The twice yearly kerbside collection system is a joke that makes the whole area look like trash for weeks on end though, but that's for another forum :); Skip bin idea is excellent, but I would like to see a comparative cost with issuing tip passes instead. DFSD; The amount of illegal dumping in the TOVP alarms me. Every month I report illegal dumping on Bishopsgate Street and nothing happens to stop it. I complain to the council. The council comes and take the rubbish away. I see no effort to catch the people who do this even when it's obvious who they are. I would like to know how much illegal dumping costs ratepayers.   |
| - Recycling             | 15%               | 3               | As a family of 5 our recycling bin is always filled to capacity, although our general rubbish bin is rarely full, and we sometimes have to hold back recycling until after collection or dispose of it with our regular waste due to lack of alternatives. A weekly recycling collection is required; I have far more recyclable waste than non-recyclable waste. The recycling bin should be emptied weekly and   |

|                    |     |   |  |
|--------------------|-----|---|--|
|                    |     |   | the general waste bin fortnightly;<br>Another problem with skip bins is there is perhaps less opportunity for recycling as items would be damaged as they are hauled into the skip. Some councils operate reuse-recycle outlets run by volunteers to sell the items that are still in pretty good condition  |
| - General          | 15% | 3 | I'm generally pretty happy with it. It's probably a while away, but I like the idea of measuring (weighing) bins and charging accordingly, to encourage people to generate less waste; The beginning of this week you had a green waste collection. Two of my neighbours were doing pruning and asked me when the next GW collection was due. I went to your website and it told me the dates of collection for the four areas but no map to know which area I was in. The trucks came past the next day and not one person in the street had green waste out for collection. I also went to the newsletter I received with my rate notice a week before, guess what, no map there either. Think about it guys; My bins are usually left with the lids open when they have been emptied - this means they fill with rain! They are sometimes left lying down - it's hard for elderly and disabled people to restore them to an upright position. Sometimes they are lying balanced on the open lid, which breaks the hinges! This probably happens because the operators do not bring their vehicle to a halt when emptying the bins |
| - e-waste          | 5%  | 1 | I've tried searching a few times but I have no idea what to do with e-waste (batteries, e-cords, cabling, computer, electronics). Can I put them in recycling or take them somewhere?  |
| Total mentions: 20 |     |   |  |

### 8.3 Street Improvements

| <i>Themes</i>      | <i>Percentage</i> | <i>Mentions</i> | <i>Examples</i>  |
|--------------------|-------------------|-----------------|--|
| <b>Pedestrians</b> | 40%               | 4               |  |
| - Foot-path        | 20%               | 2               | more attention needs to be given to pedestrian amenity - there are many disjointed and indirect footpaths especially at road crossings. it seems that in general the roads are maintained and upgraded in such a way that preferences cars and overlooks the needs of people walking. vic park has a high walk score but unfortunately our footpaths are in disrepair, or lack logic, and can be inaccessible and actually dangerous in places. this is a huge barrier to people making the decision to leave the car at home. walking infrastructure should come first; Not just the roads but also Footpaths! I'm not happy about how density has increased in Carlisle and Lathlain yet some streets still only have one side with a path. Most if not all streets in Vic Park and East Vic Park have paths on both sides I also don't like path's next to the road. A barrier of verge with a tree and landscaping is safer and it looks better. To promote walkability (and for children to start riding in a safe environment) we must start discussing footpaths! |



|                           |     |   |   |
|---------------------------|-----|---|---|
| - Problem Spots           | 10% | 1 | Traffic on Roberts/Miller, originating from Orrong Road and heading towards Shepperton, Albany Highway and beyond has increased significantly in recent years. At peak times, traffic can back up from the lights at Shepperton Road, over the Miller Street Bridge and almost to the Bishopgate roundabout. It can be very difficult for parents delivering their children to East Vic Park Primary in the morning, for dogwalkers visiting Bissett Reserve, seniors, seniors in gofers, community members in wheelchairs and others to negotiate the traffic and cross this corridor, particularly at the Miller and Sunbury/Beatty roundabout at peak times. As a result of the congestion some drivers seek alternate routes and congestion then spills onto local roads such as Sunbury and Bishopsgate. On three occasions in the last six months, I have also encountered motorcycles - in once case two large Harleys - using the pedestrian underpass below the Miller St Bridge connecting Rutland Road as a rat route. That passage can be treacherous enough when commuting bicycle riders enter and exit at speed, particularly given that riders can be blinded to the presence of pedestrians in the underpass. If we are struggling to deal with current vehicular loads now, I fear the consequences when additional vehicles are added by the Lathlain Park commercial development. |
| - Traffic Lights          | 10% | 1 | The corner of Kent St and Berrick street has traffic lights but no pedestrian walk signal. This corner is just up the road from Kent street high school. Young people use this crossing and are at risk of turning vehicles. I was personally swiped on this corner.  |
| <b>Traffic Management</b> | 40% | 4 | I have been chatting to some of the businesses on Archer St... They want the speed reduced along Archer St to 40, similar to Albany Highway. Archer St should be promoted as a pedestrian space and deserves a more pedestrian friendly approach to traffic management. There are two paved crossovers, why are these not marked for pedestrian crossings?; As opposed to increasing capacity, how about looking into the smaller side streets that are handling too much traffic due to the main arterial routes being jam packed? The amount of non-local rat runners that come off Orrong rd to use Carlisle/Lathlain as a shortcut is excessive, especially during peak times. Maybe TOVP need to lobby main roads to expand Orrong into a 3 lane road?; Coverage The town is wasting big money on Lathlain, installing ugly and annoying traffic calming devices because of regional traffic issues on Orrong Rd that cause the rat running you mention. I do not want the same thing occurring in Carlisle! Orrong has been at capacity for 16 years, its time for an upgrade. However, I don't want a 6 lane major road carrying in excess of 60,000 cars a day (today's numbers) going up to 80,000 or more (if its upgraded) dividing our community. That will involve removing a lot of trees that are purifying this rancid polluted air. We need a TUNNEL Orrong?                         |
| Total mentions: 10        |     |   |   |

## 8.4 Project Management

| <i>Themes</i>         | <i>Percentage</i> | <i>Mentions</i> | <i>Examples</i>  |
|-----------------------|-------------------|-----------------|--|
| <b>Major Projects</b> | 50%               | 2               | Whenever the Town decides to embark on a significant change undertaking, whether project, development or policy, each rate paying household should be informed. Direct communications from the town concerning the commercial development of Lathlain Park were 'ring-barked' - limited to only residents in immediate proximity. Not acceptable. In such instances, the Town should outline for ratepayers and residents the process, timeline and schedule that will unfold, indicating key dates and benchmarks including decision-making deadlines; If we embark on a development that involves a Major Land Transaction such as the Town Centre and Lathlain Park then every resident of the town deserves to be notified by post. I found the discussion of Lathlain Park to be very Lathlain focused despite the impact being town wide and even impacting the surrounding local councils. If a similar proposal occurred at Harold Rossiter or Raphael Park, as a resident of Carlisle I would still like to know and wouldn't want to rely on the Southern Gazette (which i don't get) or a random visit to the Admin building to stumble upon it. The essential issue with notification is not everyone is on Facebook, not everyone tweets, not everyone follows all the quirky community groups who help share the town's material, however everyone has a mail box. It's the most basic form of notification. Perhaps it's time developers pay the cost of notification to residents for the developments they wish to conduct. |
| <b>Communications</b> | 50%               | 2               | Whenever the Town decides to embark on a significant change undertaking, whether project, development or policy, each rate paying household should be informed. Direct communications from the town concerning the commercial development of Lathlain Park were 'ring-barked' - limited to only residents in immediate proximity. Not acceptable;<br>The Town should transparently disclose whenever private consultants or contractors have been or will be engaged to manage the process, and indicate any components of the process that the Town expects to be held in-confidence from ratepayers and residents. Ratepayers should be informed of the collaborative and consultative tools to be used at the onset. The consultative process should be clearly staged to ensure that in-progress draft proposals are widely known and made available for comment and critique, providing ongoing opportunity for revision and improvement. Ideally, the consultative process should lead to approval of proposed projects, developments and policy changes by positive affirmation from the ratepayer and residents - the ToVP's principle stakeholders. Letter-boxing using Auspost would likely cost less than half of the \$11K quoted to mail each ToVP household.   |
| Total mentions: 4     |                   |                 |  |

## 8.5 Neighbourhood Enrichment

| <i>Themes</i>                              | <i>Percentage</i> | <i>Mentions</i> | <i>Examples</i>  |
|--|-------------------|-----------------|--|
| <b>Equitable Resources</b>                 | 33%               | 1               | I think the town does an OK job. There is obviously only so much money to go around. It seems some clubs do better than others, but I'm not sure if it's out of their own pockets or otherwise. For instance, the bowls club has a fantastic set up with bar and function area etc (allowing for revenue streams) where as some other clubs don't even have hot water in the change rooms available (Fraser Park). Where is the equality?  |
| <b>Not-for-Profit Sports Organisations</b> | 33%               | 1               | Only support to sporting clubs that are not for profit. The Town should not be investing in any way to a for profit organisation like the West Coast Eagles. The West Coast Eagles will allow the community access to the second oval for 100 daylight hours a month. So when the \$10 million state government funding over 4 years comes through if the Town hands even one dollar towards this it will be not for the residents but for a for profit corporate body.  |
| <b>Sports Facilities (Children)</b>        | 33%               | 1               | TOVP has the fastest growing population of children in the metro area - we should have a range of quality sporting facilities for these kids. Vic Park Raiders AFL footy club (at Higgins Park) has the biggest Auskick participation in the Perth Demons District which is great. The Tennis Club next door however has a pitiful number of children playing tennis there - kids that live within a few hundred metres are playing at clubs in South Perth, Canning and Belmont. The Tennis Club seem to have a good following for adult social but not much for the kids - coaching is available but no real interest or participation from a club level. Why doesn't the Town combine the footy club rooms and tired, dilapidated tennis club rooms and create a fabulous combined facility like the one happening at Manning? The cricket club, footy club, tennis club and bowls club could all be co-located and have an incredible combined facility to support the kids of the town. |
| Total mentions: 3                          |                   |                 |  |

## 9. Levels of Service

| Business Unit                    | Percentage of Mentions |
|----------------------------------|------------------------|
| 1. Aqualife                      | 27%                    |
| 2. Parks                         | 23%                    |
| 3. Building                      | 23%                    |
| 4. Leisure Life                  | 10%                    |
| 5. Environmental Health Services | 7%                     |
| 6. Neighbourhood Enrichment      | 3%                     |
| 7. Parking                       | 3%                     |
| 8. Street Improvements           | 3%                     |
| Total mentions: 30               |                        |

### Key Points

- In contrast to the workshop derived data regarding Levels of Service, which generated 435 total mentions, there are significantly less mentions, and hence, participants online (30 total mentions). By virtue of this significant difference in total number of mentions, it is prudent to keep this in mind when assessing this online derived data.
- The three most dominant business units within this online engagement process are Aqualife (27%), parks (23%) and building services. In comparison to the workshop derived data, Aqualife and parks are also significant business units for workshop derived data, however, building services was not.
- The most common themes to be raised regarding Aqualife, is friendly services and hygiene/cleanliness, together accounting for 50% of mentions. Other less popular responses related to staff numbers, fitness classes and responsive/alert staff.
- With regard to parks services, the provision and maintenance of trees and plants are the most common issue raised by online participants, with reference made to the loss of canopy from “urban infill” in Carlisle is highlighted.
- Interestingly, almost 30% of mentions suggested that they are very satisfied with parks services, with one participant suggested that parks services “do an amazing job”.
- Within the building services unit, issues of engagement and communications are the most common (29%), with participants identifying a need for better stakeholder engagement, signage and website services for development applications.

The following table summaries represent the most significant themes per business unit. Significant themes are defined as three mentions or more.

## 9.1 Aqualife

| <i>Themes</i>                    | <i>Percentage</i> | <i>Mentions</i> | <i>Examples</i>  |
|----------------------------------|-------------------|-----------------|--|
| <b>Friendly Service</b>          | 25%               | 2               | Friendly staff; friendly instructors   |
| <b>Cleanliness &amp; Hygeine</b> | 25%               | 2               | Cleaning of the spa tiles (yeuch); monitoring of people coming straight from the sauna to the spa without showering (yeuch)  |
| <b>Alert &amp; Responsive</b>    | 13%               | 1               | switched on lifeguards   |
| <b>Facility Entry</b>            | 13%               | 1               | Queuing in line at the pool reception just to walk through as a parent, or children who are swim club members (and unable to swipe) having to queue just to et in                              |
| <b>Fitness Classes (12-16yo)</b> | 13%               | 1               | Would love to see after school fitness classes for 12-16 year olds - a mix of swim/ gym/ aquarobics etc use all the facilities and mix it up. Teach kids to goal set and have fun being active |
| <b>Staff Numbers</b>             | 13%               | 1               | sufficient staff presence - don't have to go looking for them.   |
| Total mentions: 8                |                   |                 |  |

## 9.2 Parks

| <i>Themes</i>              | <i>Percentage</i> | <i>Mentions</i> | <i>Examples</i>  |
|----------------------------|-------------------|-----------------|--|
| <b>Satisfied with ToVP</b> | 29%               | 2               | I believe they do a great job considering the amount of use the parks get; Parks services do an amazing job, particularly in the last couple of years. Street trees are tidy and healthy. They respond quickly to resident concerns such as branches overhanging footpaths.  |
| <b>Trees &amp; Plants</b>  | 29%               | 2               | I would like to see more tress planted, especially near main roads and in or around car parks. Say for example the car park behind the IGA off Albany highway or the large car park in the main shopping centre. It makes the atmosphere feel more inviting and in summer, the shade is a valued contribution to keeping cars and people cool; All Parks services are essential. This is the funding which i am most concerned about as it has perhaps the greatest impact upon my life. Proximity to the city is why i bought in Carlisle but trees are why i stay. With the rapid loss of tree canopy in T.O.V.P due to urban infill Parks services will need to be expanded so that the quality of life is not diminished to such a point that residents leave. |
| <b>Accessibility</b>       | 14%               | 1               | I would like to see more public green spaces in Carlisle. In the 9 years I have lived in the area I have lost access to my closest park(which is now behind Aqualife's fence)  |
| <b>Active POS</b>          | 14%               | 1               | I believe they do a great job considering the amount of use the parks get. All year round it's cricket and football and hockey. It must be a thankless task attempting to keep the fields playable.  |

|                       |     |   |  |
|-----------------------|-----|---|--|
| <b>Child Friendly</b> | 14% | 1 | Parnham reserve is utilised so much for adult sports that it is often not possible for children to use it. Carlisle reserve is a twenty minute walk each way for myself and my daughter. I usually go to Tomato lake or Kent st weir as time wise they are closer and have better facilities, such as cafes and walking paths. |
| Total mentions: 7     |     |   |  |

### 9.3 Building

| <i>Themes</i>           | <i>Percentage</i> | <i>Mentions</i> | <i>Examples</i>  |
|-------------------------|-------------------|-----------------|--|
| <b>Engagement</b>       | 29%               | 2               |  |
| - Signage               | 14%               | 1               | Stakeholder consultation needs much work. Signage is poor, often it is not in the most prominent position so fewer stakeholders comment. Details on signage asking for comment have been wrong, again this makes comment more difficult. |
| - ToVP website          | 14%               | 1               | Development applications on the t.o.v.p. website can be difficult to decipher, incomplete or can contain many mistakes.  |
| <b>Update policy</b>    | 14%               | 1               | Building policy seems to be Torrens Title specific. Policy should be updated to also cater for Strata Titles.  |
| <b>Applicant Advice</b> | 14%               | 1               | When applying for a building permit or seeking clarification if a permit is required on a strata title, residents should at the very least be advised that they must also comply with the Strata Titles Act.                             |
| <b>DA Assessments</b>   | 14%               | 1               | Greater scrutiny should be undertaken before D.A.'s are to be viewed by stakeholders.  |
| Total mentions: 7       |                   |                 |  |

### 9.4 Leisure Life

| <i>Themes</i>            | <i>Percentage</i> | <i>Mentions</i> | <i>Examples</i>  |
|--------------------------|-------------------|-----------------|--|
| <b>Customer Services</b> | 33%               | 1               | Provide the service to the community   |
| <b>Value for Money</b>   | 33%               | 1               | Levels of competent officials refereeing the sports. The price to play seems to increase every year but the quality for money decreases. |
| <b>Complaints</b>        | 33%               | 1               | The Sports Coordinators are very poor in handling complaints and there seems to be no official process to follow involving complaints.   |
| Total mentions: 3        |                   |                 |  |

## 9.5 Environmental Health Services

| <i>Themes</i>         | <i>Percentage</i> | <i>Mentions</i> | <i>Examples</i>   |
|-----------------------|-------------------|-----------------|---|
| <b>Local Industry</b> | 50%               | 1               | What about industry compliance? Holcim is a major polluter in Carlisle and very little has been done to curb their expansion or monitor their pollution |
| <b>Restaurants</b>    | 50%               | 1               | There seems to only be mention of restaurant, salon compliance.   |
| Total mentions: 2     |                   |                 |   |

## 9.6 Neighbourhood Enrichment

| <i>Themes</i>             | <i>Percentage</i> | <i>Mentions</i> | <i>Examples</i>   |
|---------------------------|-------------------|-----------------|---|
| <b>Inclusive Services</b> | 100%              | 1               | Neighbourhood enrichment needs to be better targeted and more inclusive. Some areas of T.o.v.p. seem to have an abundance of activities whilst others have nothing. |
| Total mentions: 1         |                   |                 |   |

## 9.7 Parking

| <i>Themes</i>           | <i>Percentage</i> | <i>Mentions</i> | <i>Examples</i>   |
|-------------------------|-------------------|-----------------|---|
| <b>Resident Permits</b> | 100%              | 1               | Rate payers should be able to park outside their homes for as long as they like. They should be given permits |
| Total mentions: 1       |                   |                 |   |

## 9.8 Street Improvements

| <i>Themes</i>             | <i>Percentage</i> | <i>Mentions</i> | <i>Examples</i>  |
|---------------------------|-------------------|-----------------|--|
| <b>Traffic Management</b> | 100%              | 1               | I'd love to know what the plan is in controlling the rat running that occurs through Carlisle/Lathlain daily. Many many vehicles are coming off the very congested Orrong Rd to fly down Star St which runs parallel. Even trucks coming out of the light industrial area in Carlisle/Welshpool are using suburban streets to circumvent the traffic dramas on Orrong. |
| Total mentions: 1         |                   |                 |  |

## *Evolve: Surveys*

### 10.0 Surveys

The following section provides a summary of the most significant themes raised by participants regarding the Evolve Survey.

#### 10.1 - Question 1a. In terms of community engagement, what could the Town have done better?

- A total of 236 mentions are identified in this initial question regarding the performance of the Town of Vic Park's community engagement. Responses vary from general comments about improved engagement, to those that provided specific feedback on particular engagement processes (eg Town Centre).
- The majority of responses (81%) identified areas in which they believed the ToVP could have done better, while 19% of mentions are positive or neutral. Given the intent of the question, it is expected that the majority of responses will be critical of the ToVP.
- Of the 75 mentions that are critical, the most commonly identified areas are urban renewal projects (12%), including the proposed Town Centre and the Lathlain Precinct; followed by public open space (John MacMillan Park) (11%), parking (9%), Evolve (8%), general (5%), council process (5%).

Examples of responses reflecting these percentages included the following:

| <i>Themes</i>            | <i>Examples</i>  |
|--------------------------|--|
| <b>Town Centre</b>       | I understand (and want) the town to move forward towards a better town centre and facilities, however the release of a plan signally major changes without asking what people want from their public places was never going to be received well. A consultation period outlining changes the council were after but asking for a plan of attack would have been better; I was disappointed with the level of community engagement on the plans for the town centre; Marked down because the big ticket items, Town Centre Redevelopment & Paid Parking intro were not shining lights. Acknowledge though that some other smaller areas (of engagement) have been more successful; I think the tone and structure of the consultation that the Town's undertaken in the last 6 months is much more appropriate than it's previous approach to consultation; The consultation associated with the town center, parking, and potential name change was not clear, transparent, or comprehensive - but it's fair to say they hear that, and have improved. |
| <b>Lathlain Precinct</b> | You put out info--on parking or street trees. You plant jacarandahs in Carlisle yet allow a magnificent specimen to be cut down. On parking---cars,builders cement mixers are on paths. Yet you do nothing to issue infringement notices. I would love to be able to walk on a path once before I die without having to walk around these obstructions; I've received email updates about Lathlain Oval, but apart from that I've never heard from the council. The Council's social media presence/updates is also really good.   |
| <b>Public Open Space</b> | Been transparent about plans for John McMillan Park and surrounding infrastructure being considered for shopping centre development - rather than finding out during Q/ A where a few ratepayers knew the real story and brought it out during a   |



|                        |   |
|------------------------|---|
| (John MacMillan Park)  | <p>"facilitation" session under the trees. Honestly, that was pretty shameful. Kicking the bowls club out of carlsile and not developing it (still... it's been an eye sore for years), left me feeling the town's credibility to be truthful is very low; I find that the council makes decisions and then informs us of the decisions (particularly relating to development - think about John MacMillan Park recently) and expects us to agree to them. The consultation process is lacking;</p> <p>Actual transparent communication to the rate payer and acknowledging the feedback. This lack of communication was noticed in such roll outs such as the paid parking debacle and the attempted privatization and development of John Mcmillian Park; I love the events that are put on in the local area and long should that continue. An aspect where i feel engagement hasn't been good is consultation with the community on the direction of the City planning wise. I think the city realised this over the ill conceived John McMillan Park development fiasco...</p> |
| <b>Parking</b>         | <p>Marked down because the big ticket items, Town Centre Redevelopment &amp; Paid Parking intro were not shining lights. Acknowledge though that some other smaller areas (of engagement) have been more successful; I think the tone and structure of the consultation that the Town's undertaken in the last 6 months is much more appropriate than it's previous approach to consultation. The consultation associated with the town center, parking, and potential name change was not clear, transparent, or comprehensive - but it's fair to say they hear that, and have improved;</p> <p>Actual transparent communication to the rate payer and acknowledging the feedback. This lack of communication was noticed in such roll outs such as the paid parking debacle and the attempted privatization and development of John Mcmillian Park...</p>   |
| <b>Evolve</b>          | <p>Mail out to all residents including concise reading material, surveys etc. As a minimum, a mail out informing residents of the initiative and providing web site addresses could have occurred;</p> <p>Evolve has not been well advertised.</p> <p>The question 'are you aware of what the Strategic Community Plan is?' should be unnecessary if there was sufficient explanation in the Evolve webpage about the scope of the SCP and some of the key issues that the Town will need to deal with over the next 10 years (the life the of SCP); This survey on 'ask the people' is very odd as it purports to be a survey on preferences for participating in the project. However it is a combination of questions on Council's history of consultation, about services and priorities for the Town, methods for disseminating information and potential interest in workshops...</p>   |
| <b>General</b>         | <p>try listening to us; no gentlemen handshakes - accountability and trust via paper trail please; Surveys and focus groups on important topics rather than assume the administration and council know what's best for the community;</p> <p>Better, clearer promotion and advertising of events; Coverage</p> <p>try different channels of communication to try and engage with as many residents within the town...</p>   |
| <b>Council Process</b> | <p>updates from council meetings; Not everybody can attend Council meetings, so maybe the Council can open up online forums when important decisions are going to be made by the Council that affect ratepayers; Also there is a lack of good / adequate marketing of council decisions / change in services. If the council put in as much effort to inform the community to the same extent that councillors go to during election time, I think the impact in the community and the level of participation of the community would be increased dramatically; have service to email council meeting briefing notes/ minutes;</p> <p>Things tend to happen without enough notification or time to comment. We can't all get to council meetings.</p>   |
| Total mentions: 236    |   |

- Conversely, although Evolve received negative appraisal within this question, it also received commendations from participants, with 44% of positive or neutral mentions being accounted for by the Evolve project.
- Many participants identified a range of values and practice improvements that they would like to see from the ToVP, with communications accounting for over half (52%) of all mentions in this category.
- When considering communications in some depth, improvements with online methods accounted for 69% of mentions and 41% for traditional media (newspapers, flyers etc).
- In relation to community engagement, some participants suggested more time should be provided.
- By far the most important value identified by participants is inclusivity, followed by trust and transparency.

Examples of communication themes are shown in the table below:

| <i>Communication Themes</i> | <i>Examples</i>  |
|-----------------------------|--|
| <b>In Person</b>            | Educate the public more, repeat the key messages, provide information early and in varied ways --face to face, online, newspaper, forums/workshops, etc; and the town should continue and strengthen its presence at community events. The town should continue trying to catch people where they perform necessities of life (i.e. commuter facilities, local shopping centres etc. electronic / email engagement, rather than hard copy and / or having to visit in-person...  |
| <b>New Techniques</b>       | One idea might be a suburb-by-suburb community meeting once a year, where residents can meet with the council and ask questions and voice opinions on the future planning of their suburbs. This should be preceded by a letterbox notification; The youth and parents with young children don't have time to attend council meetings etc. I think this is how the Vic Park Collective have made headways, they've encouraged participation in fun, interesting and easy ways; A welcome pack for people who have just moved into the town would be great; Coverage more interactive communication methods. less old school letter heads and writing and more innovative methods such as post cards, public boards etc; the town should continue and strengthen its presence at community events. The town should continue trying to catch people where they perform necessities of life (i.e. commuter facilities, local shopping centres etc)...                           |
| <b>Website</b>              | The website is not user friendly; Up to the minute website (effective communications); I have lived here as a rate payer for 30 years. It is only now due to social media via facebook and the Town's website that I have access to information about the Town, its services and the opportunity to have a voice. Prior to that, it was hit and miss regarding finding out what the Town was up to if I received a copy of the Southern Gazette; I feel that the evolve campaign has been very comprehensive and extensive. Im very impressed with the level of engagement the Town has set out to achieve. I hope my fellow residents are appreciative of how lucky they are to have an LG that is actually asking for them to get meaningfully involved in the operation of their community. I did find it was a little confusing once you came to the website to try and get involved though. So perhaps that process could be simplified?; improve website navigation... |

|                     |   |
|---------------------|---|
| <b>Social Media</b> | I like the social media interaction, but whenever social media points to the website, the momentum is lost due to the non mobile friendliness of the site; I have lived here as a rate payer for 30 years. It is only now due to social media via facebook and the Town's website that I have access to information about the Town, its services and the opportunity to have a voice. Prior to that, it was hit and miss regarding finding out what the Town was up to if I received a copy of the Southern Gazette; Better communications & social media. More opportunities for engagement & a more strategic focus on engagement; I think that social media is not being used to its fullest potential; Don't entirely rely on vic park collective for engagement... |
|---------------------|---|

## 10.2 - Question 2. What are the three most important services provided by council?

- In sum, 457 mentions were identified by participants in relation to this question.
- By far the most common service area identified was waste management (22%), with the majority relating to general waste (18%), followed by bulk waste (2%), green waste (1%) and recycling (1%).
- Management of the ToVP's public open space was the next most common service area (13%), then sport and recreation (11%), general planning (9%), events (6%) and road maintenance (5%).
- Those service areas accounting for the remainder were library services (4.5%), street improvements (3%) and safety and security (3%).

| <i>Themes</i>            | <i>Examples</i>   |
|--------------------------|---|
| <b>Waste Management</b>  |   |
| - General                | Rubbish removal Parks Roads; Waste management Footpaths and street scapes; Sanitation, roads/paths, public spaces; 1. Rubbish cleanup 2. Streetscaping 3. Recreational Facility provider...   |
| - Bulk                   | Community events, John Hughes slopestyle, council pickups; Domestic and roadside waste collection maintaining and beautifying parks/gardens/streets community events ie market gardens/street festivals; Kerbside collections (household waste/greenwaste) Keeping parks litter free; markets and free family events - bins and verge collection! - community; Social events (markets, events for kids) 2) Rubbish/ verge side collection 3) Investing in community spaces and parks... |
| - Green                  | Green waste collection; Rubbish Collection including the green waste and white goods collection. Safe and efficient traffic movement throughout the town. Library, Swimming pool and Recreation Centre; Parks and like facilities Bulk and green waste; Rubbish collection including the green waste, bulk household verge pick ups and the hazardous waste disposal. Town planning and development of the area and the land The lieasurelife and aqualife...                           |
| - Recycling              | recycling & rubbish removal; Rubbish and recycling pick up; waste management and recycling; Rubbish and Recycling Collection; Rubbish/recycling   |
| <b>Public Open Space</b> |   |
| - Playgrounds            | Community Facilities (parks, playgrounds, Library etc) Rubbish Removal Infrastructure<br>Public recreation spaces / centres Parks / playground areas / green spaces<br>Parks, children's facilities/activities and markets<br>Creation of community infrastructure and its maintenance - this should include support to groups wishing to create projects   |

|                               |  |
|-------------------------------|--|
|                               | <p>around the town e.g. Community garden, adventure playgrounds etc.</p> <p>public and recreation facilities, such as parks, playgrounds, library, aquatic centres town planning rubbish removal</p> <p>Library, playgrounds, waste management</p> <p>- creating awesome neighbourhoods through parks/playgrounds (eg Kate Street Reserve) - support innovative community things like Enkel and the Vic Park Mini Lab and giving the Street Party to the Vic Park Collective - Love the pool...</p>                    |
| - Litter                      | <p>Kerbside collections (household waste/greenwaste) Keeping parks litter free</p> <p>Community Services (library, pool, gym etc) Parks Refuse</p> <p>1. &amp; 2. Events and community venues to build a vibrant and connected community. 3. Infrastructure and services to encourage and maintain a clean community (Yes. I mean rubbish)...</p>  |
| <b>Sport &amp; Recreation</b> |  |
| - Aqualife                    | <p>'leisure' services including gym, pool and library; Community Services (library, pool, gym etc) Parks Refuse; Aqualife/ leisurelife</p> <p>Library Rubbish and recycling pick up; public and recreation facilities, such as parks, playgrounds, library, aquatic centres town planning rubbish removal; Maintenance and improvements to local infrastructure. Parks/libraries/leisure centres. Helping regulate planning/development works.</p>   |
| - General                     | <p>Community services such as library, parks, leisure and swimming centres Waste management Footpaths and street scapes; infrastructure investment Sport and recreation; Recreational Facility provider; the gym facilities recycling &amp; rubbish removal and maintaining roads and signage; Waste Roads and lighting Recreational Facilities</p>  |
| - Leisure Life                | <p>Recreation Centre; Local Roads &amp; Traffic Management Parks and Community Facilities Planning &amp; Development; Maintenance of roads, paths, verges, parks and gardens. Waste collection. Providing community and recreation facilities and centres; facilities and administration; Basic services (rubbish, safety, etc), - A sense of community (concerts, street party, AquaLife and LeisureLife, etc).</p> <p>- Guiding the future of the town (what do we want TVP to look like in 10 years? 50 years?)</p> |
| <b>Planning</b> (general)     | <p>Provide clear guidelines for businesses (retail and manufacturing) residential and commercial construction etc for the economic development for Vic Park; Planning and development services; 2. Planning, development, environment and Health services; Public recreational facilities. Shaping the culture of the Town through town planning; Planning, waste management and 'leisure' services including gym, pool and library; Street trees, planning control, waste services.</p>                               |
| <b>Events</b>                 | <p>Community events, John Hughes slopestyle, council pickups; Waste management Community Engagement and events</p> <p>Streetscape management; domestic and roadside waste collection maintaining and beautifying parks/gardens/streets community events ie market gardens/street festivals; Childcare (indirectly via the facilities provided by the council initially) Events - markets etc Public places general services such as waste management community activities...</p>                                       |
| Total mentions: 457           |  |

### 10.3 - Question 3. What services most need improvement?

- When reflecting on what services most needing improvement, a total of 295 mentions are identified by participants.
- Traffic management, parking and streetscapes related issues are top of mind for participants; with more than one in five mentions relating to street improvements (6.5%), parking (5.5%) and/or traffic management (4%).

- Sustainability is the next most common theme for participants, with 14% of mentions; with the most common sub-themes being either cycling (6%) or walking (4.5%).
- Covering a wide range of sub-themes, planning is the next most common response from participants, with 12% of mentions, the majority of these mentions are for general planning issues.
- The remaining three theme categories are community development (11%), waste management (9%) and public open space (8%).

| <i>Themes</i>   | <i>Examples</i>  |
|---|--|
| <b>Traffic Management, Parking &amp; Streetscapes</b> |  |
| - Street Improvements                                 | Road and street verge maintenance Open spaces; Street verge improvements ie replacing half dead box trees with jacaranda trees (start with Balmoral Steet!);<br>Street trees Vacant lots left open for years Aqualife - kids' pool is sad;<br>Planning regulations: tighter control on removal of trees and ensuring adequate landscaping for new development. Numerous examples around town of entire front yards being paved (35 Hubert, 49 Roberts, 40 Sunbury, 47 Raleigh, 6 Blair Athol). This adds to our hot climate, reduces fauna habitat and severely impacts the streetscape (which otherwise, is extremely attractive). Street trees: maximise canopy. consider different species as the common ones being used other little; Environmental care, particularly retaining and protecting older trees and vegetation. Tree planting... |
| - Parking   | Management of services which are user pay and should be catering to customer service Parking - why do people get charged past 6pm and on Sunday's!;<br>Parking and Ranger Services Communication with Residents Offering Value for Money for Rates Levies; I have only recently moved into Vic Park. Parking, footpaths, duties of the Rangers (?) are a starting point; Parking management and delivery of Bays in all Public Areas and all private developments to reduce the shortfall of available bays across the Town; Parking and traffic management on Albany Hwy...   |
| - Traffic Management                                  | Traffic management; Sustainable infrastructure (eg bike paths, car-free zones etc); Parking and traffic management on Albany Hwy; Work closer with the police to stop the speeding in the streets particularly by the people who work in the car yards (I live near Youngs Holden and Duncan Nissan and these guys should have their licenses taken off them); Road safety: - enforcing the 40km/h speed limit by installing permanent speed cameras - making Albany Highway in (East) VicPark a bike boulevard - road safety awareness training for drivers<br>Street safety for pedestrians and cyclists. Particularly Speed limits and stop sign violations in residential streets...   |
| <b>Sustainability</b>                                 |  |
| - Cycling   | On road Cycle paths Footpaths in Carlisle; Riding pathways, riding areas for children; Better quality and more of footpaths and Bike Lanes - separate cars from pedestrians/cyclists; Sustainable infrastructure (eg bike paths, car-free zones etc); Cycling infrastructure Security & safety...  |
| - Walking   | Footpaths in Carlisle; Walking infrastructure; Better quality and more of footpaths and Bike Lanes - separate cars from pedestrians/cyclists; I have only recently moved into Vic Park. Parking, footpaths, duties of the Rangers (?) are a starting point;  |

|                              |  |
|------------------------------|--|
|                              | Delineated areas for running/cycling/walking routes, road surface conditions, more street markets/ fairs; Pathway sweeping, leaf removal. Drain cleaning. So we don't have another disaster if it rains heavily, clear the paths & drains regularly; footpath/cycle path /road maintenance...  |
| - Water Management           | Pathway sweeping, leaf removal. Drain cleaning. So we don't have another disaster if it rains heavily, clear the paths & drains regularly; Drainage, some bad areas along Oats St between the railway line and Orong road flood in heavy rain; Developing the community Sustainable development (e.g. greywater policy is antiquated) Public Safety; Run down areas to be improved i.e. sumps Better street lighting. Address increasing local crime...  |
| <b>Planning</b>              |  |
| General                      | Enquiry direction and response - still waiting to hear about a submission regarding a zoning change; Vacant lots left open for years Aqualife - kids' pool is sad; Planning approvals (include sustainability requirements); Sustainable infrastructure (eg bike paths, car-free zones etc); Planning and development standards, approvals and visioning to a clean green energy efficient sustainable Town adaptive towards Climate Change; Planning...   |
| Amenities                    | Amenities, infrastructure and services; Public Open Space (Parks, Verges, High Streets) - StreetScape. Quality of public Areas - Community engagement to address common issue across many public services, focus on small things; Infrastructure needs to be modernised Mobile friendly website; Better community engagement on planning matters; Streetscapes, tree planting. Extend the underground power. Review the parking policy, which is a blight on the residents...  |
| Business Development         | Doing what Council can to keep improving the Victoria Park; Business/restaurant strip; Ease of access along the "strip" and safety parks and open space management / development / activation economic development infrastructure renewal / replacement...   |
| <b>Community Development</b> |  |
| Engagement                   | Community engagement; Engagement is the most important initiative Council will undertake ... through that collective responses to this question will reveal the answers; Public Open Space (Parks, Verges, High Streets) - StreetScape. Quality of public Areas - Community engagement to address common issue across many public services, focus on small things; Development Approvals, Council Operations and Community Leadership; Infrastructure needs to be modernised Mobile friendly website Better community engagement on planning matters...  |
| Events                       | Community events! The more the merrier including the involvement of the diverse ethnicity and religions in the area; Delineated areas for running/cycling/walking routes, road surface conditions, more street markets/ fairs; - night time activities - public transport awareness/ bike paths - fresh food sales; I love the events that are put on in the local area and long should that continue; Be more open when it comes to important decisions; Many events the Town has organised are poorly attended. Only put on events which are well supported. Be more in tune with what rate payers want... |
| <b>Waste Management</b>      |  |
| - Bulk                       | Bulk rubbish needs to be collected on time Enquiry direction and response - still waiting to hear about a submission regarding a zoning change. Verge rubbish is on the increase. Who removes it?; Despite telephoning, visiting the office, and supplying every detail needed to have a vehicle moved or kerbside rubbish collected nothing happens; Implement a strategy that deals with the dumping of rubbish outside large complexes of housing (flats, units, apartments) - it is really unsightly; Roadside pick up -   |

|                     |  |
|---------------------|--|
|                     | consider skip bins 2. Parking along Albany Highway...  |
| - General           | Rubbish; Waste Management Services, local laws and waste standards and policies to reduce the losses and lessen the impact of landfill levies on all community and business collections and all of the Town Operations to provide a cleaner Town; Don't outsource your waste management - its frustrating to deal with a third party when you have an issue; Bin collection and verge side parking it's a mess where we are in Vic Park (McMaster St); The town should be actively educating businesses/residents on how to reduce waste.... we should move to the half size green bins as people's behaviour changes...   |
| - Green             | I'd like to see rubbish services improved with a dedicated green bin and free mulch provided, like some other councils; The town should be actively educating businesses/residents on how to reduce waste.... we should move to the half size green bins as people's behaviour changes; Green waste collection. Parking infringements; Waste management needs improving. 2 annual waste collections for green/general is not sufficient and results in an ugly eyesore suburb for weeks on end. It's also given people the idea they can just dump their junk on the verge anytime. Come on and get the tip passes out there, or provide skip bins to residents... |
| - Recycling         | Recycling and more green spaces; need more recycling opportunities   |
| Total mentions: 295 |  |

#### 10.4 - Question 4. What should the town do to improve vibrancy?

- A total of 283 mentions are identified in this question regarding improving vibrancy in the ToVP.
- By far the most common driver of vibrancy identified by participants are community development measures (34%), and, of this theme, events are perceived as the most important (11%), followed by engagement (5%) and inclusivity (4%).
- Consistent with other responses in the engagement process, sustainability is identified as an important element in vibrancy by participants, with 12%. Walking (4%) is the most common sustainability element, followed by cycling, car-free streets and rail, each with 2%.
- Various artistic and cultural events (7%) are also identified as important contributors to vibrancy in the ToVP, composed of street art (2%), art (2%) and cinema (2%).

| <i>Themes</i>                | <i>Examples</i>   |
|------------------------------|---|
| <b>Community Development</b> |   |
| - Events                     | Community events!; A luna cinema (open air) Utilise Edward Millen Reserve and House for community access/activities ie markets / festivals / cafe - that could be used as a hospitality training centre for TAFE / cafe book store and/or art gallery are some examples. It is a lovely building and park that is wasted; Expansion of the existing childcare facilities Continuation of the utilisation of the public places for events such as the markets and festivals.<br>More street events (like the Christmas Street Party) where people reclaim the streets; Encourage more sporting events within the town; allow buskers in the restaurant strips/shopping malls on the weekends; have a free movie night for children/adults in |

|               |  |
|---------------|--|
|               | summer; encourage more music/concerts in the streets and Events like the Summer Street Party really showcased ToVP, it was almost like a coming of age party. Place activation like that is really great, so more of that would be lovely...   |
| - Engagement  | Consult with Resident Interest Groups on a regular basis; Greater publicity for the groups that work to bring about that change eg vic Pk Collective, Transition Town network, Arts Centre, local choirs; Engage local stakeholders in planning; Consider how we could culturally draw in Burswood so it truly is part of ToVP; Provide better opportunities and access for people with disabilities to engage in all community activities; Encourage residents to participate more in the Town; Community education (keep our town and the environment clean/ promoting diversity and inclusiveness/ find ways to integrate the children and the elderly) Small, vibrant hubs throughout all the suburbs, encouraging people to be outside, active and proud to be in the town of Vic Park. Rewarding people for shopping locally!...   |
| - Inclusivity | Increase in modern and contemporary aged residential facilities that link to child care centres. (Supports age groups at both ends of the spectrum and benefits both. Encourages their family to participate within the community).; Doing fine so far, but not sure how far your reach is with all ages. At the moment I rely on what The Park Centre is advertising to know what is going on.; Community education (keep our town and the environment clean/ promoting diversity and inclusiveness/ find ways to integrate the children and the elderly) Small, vibrant hubs throughout all the suburbs, encouraging people to be outside, active and proud to be in the town of Vic Park. Rewarding people for shopping locally!; Develop the a true town centre - suitable for all people. Young families, teenagers, the elderly. Teenagers are often kicked out to the fringes and marginalised - it doesn't work.; The Town also needs to look further than just injecting life and vibrancy into Victoria Park and Albany highway, and realise that there are other suburbs in this council and other precincts that need increased services and attention, such as Carlisle, Archer St, Burswood Road and Lathlain... |
| - Governance  | I like the collaboration between TOVP and community groups like the Collective and the Transition network. It makes sense that the community drive activation and the council supports it as much as possible; Greater publicity for the groups that work to bring about that change eg vic Pk Collective, Transition Town network, Arts Centre, local choirs.; Continue to support initiatives by groups such as Vic Park Collective whose endeavours add a dimension that Council can't provide.; The vibrant lifestyle will flow as a result of Vic Park being a good place to live, where people have a say and are part of decision-making, where policies are designed with long term in mind and include as many segments of the community as possible. It shouldn't be seen as something the Town needs to do, but instead facilitate by providing residents/local businesses/NGO groups with flexibility, adaptability, forward thinking...   |
| - Cultural    | The more the merrier including the involvement of the diverse ethnicity and religions in the area.; Develop a Community Foundation Duly incorporated for the development of community facilities, activities and events to lessen the impact and involvement of the Town delivering a vibrant strong community recognised as the place to live, work and recreate in an amazing environment welcoming to all cultures.; Community education (keep our town and the environment clean/ promoting diversity and inclusiveness/ find ways to integrate the children and the elderly); Small, vibrant hubs throughout all the suburbs, encouraging people to be outside, active and proud to be in the town of Vic Park. Rewarding people for shopping locally! - I think we are Mixed Race Couple capital in Perth. My husband and I are a "MRC". Heaps of our friends are MRCs and when they come to Vic Park they feel at home. Isn't that great! The thing that's cool is that this isn't new...there are many generations of  |



|                                 |  |
|---------------------------------|--|
|                                 | MRCs in our hood. It would be fun to profile this...   |
| - General                       | <p>it has gone some way towards improving the ambience of the community and offering more access to the less privileged in our community would go towards improving the community as a whole; Allow residents to Adopt-a-Space (any space): Unlock under-utilised spaces for community improvement/beautification (Verges, Ugly chain link fences around residential Lots allocated to rainwater/storm water sumps with no gardens)</p> <p>Interaction with neighbours through community pride by caring for our environment.; People connect more when they get out of their cars. Parks can help this. In my neighbourhood there is a resident who has family friendly parties in their front yard quite regularly. I've never been to one of these parties but it pleases me to see this in my hood. Also kids regularly play outside with out adult supervision - indicating that it's a safe neighbourhood. A grandma was worried when her grand daughter started riding her bike to primary school (it's 3 blocks away), but over time her confidence was built up. This is just WONDERFUL....I grew up in a country town and never imagined that a neighbourhood could exist like this in the city. - I think it would be fun to have a few pool parties.... a kids one with inflatable water slides. Like a mini escape the city one but much smaller...</p> |
| <b>Sustainability</b>           |  |
| - Walking                       | <p>Improve width of pathways and cycleways. More greenery. A general 'freshen up' of the street scape along the major roads (Albany Hwy, Shepparton Rd, etc).; 1. More open areas for foot traffic 2. Move used car yards and clean those areas up. 3. More open areas with trees etc; Re-think paths and (remove) curbs (for pram and bicycle access) to allow a more human-flow of people from/between places people like to go (ie. shopping centres though car parks to surrounding streets); I can't see it happening any time soon given to the political landscape in WA at the moment, but i felt light rail along Albany Hwy had a lot of potential for improving resident access to various parts of the entertainment strip and the City of Perth, creating an even more walkable community and lifestyle. So continued support and advocacy for that or similar projects would be great...</p>   |
| - Cycling                       | <p>-Fund the toy library (plus recurrent funding/FTE) -Cycle paths in Carlisle (particularly connecting to Burswood along Bishopsgate St -unsafe!); Improve width of pathways and cycleways. More greenery. A general 'freshen up' of the street scape along the major roads (Albany Hwy, Shepparton Rd, etc).;</p> <p>2. Re-think paths and (remove) curbs (for pram and bicycle access) to allow a more human-flow of people from/between places people like to go (ie. shopping centres though car parks to surrounding streets); Focus on cycling, walking &amp; public transport, public fruit trees, sharing resources Improved communal public open spaces...</p>   |
| - Car-Free Streets              | cars out of Albany Highway; A vehicle free town centre.; Make cars our last priority and pedestrians, families and children our first this will create interaction at street level.; more events. more POS. car-free streets. street art...  |
| - Rail                          | <p>Put more parking meters around the railway stations. This makes the commuters park further away and so get more exercise; I can't see it happening any time soon given to the political landscape in WA at the moment, but i felt light rail along Albany Hwy had a lot of potential for improving resident access to various parts of the entertainment strip and the City of Perth, creating an even more walkable community and lifestyle. So continued support and advocacy for that or similar projects would be great.</p> <p>improve &amp; promote more transportation options - light rail...</p>   |
| <b>Music, Arts &amp; Cinema</b> |  |
| - Street Art                    | <p>Love the street art (the graffiti art is great); It has been doing quite a lot recently to make the town look attractive - streetscaping and planting new trees, replacing dead ones, some good art, some fun art.; Allow small bars Un-metered parking More street arts perhaps in other suburbs not just on Albany highway; The town should become more involved in place making strategies for its</p>   |

|                     |   |
|---------------------|---|
|                     | local centres, it should also put more effort into beautifying streetscapes and public infrastructure by using street art, local branding by way of colour and architectural styles...  |
| - Art               | Greater publicity for the groups that work to bring about that change eg vic Pk Collective, Transition Town network, Arts Centre, local choirs.; Keep services here - like Art Centre, Library. Great to be walking distance; Take inspiration from south melbourne/mount lawley (beaufort street) and help to create a dynamic artistic area Continue beautification works to ALL of the city...                                 |
| - Cinema            | A luna cinema (open air I would still like to see a cinema here. The pop up cinema of the last couple of summers didn't quite hit the mark for me. Nice idea but a) the films were too weird even for me; b) not frequent enough to build up an audience. A bit hit and miss.; I'd like to see: - better use of unused spaces eg pop up markets with cheap stallholder fees or local talent galleries - open air cinema nights... |
| Total mentions: 283 |   |

### 10.5 - Question 5. What should be the highest priorities for the town?

- A total of 386 mentions are identified in this initial question regarding the highest priorities for the ToVP.
- The three most important priorities identified by participants are traffic management, parking and streetscapes (18%), sustainability (14%) and community development (12%).
- Within traffic management, parking and streetscapes, the most common mention is street improvements (8%), followed by traffic management (4%) and parking (3%).
- For sustainability, the sub-themes are cycling and walking, both with 4%, and rail (2%).
- While for community development, the most common mentions are for engagement and events, both recording 3%, followed by inclusivity (2%).

| <i>Themes</i>   | <i>Examples</i>  |
|---|--|
| <b>Traffic Management, Parking &amp; Streetscapes</b> |  |
| - Street Improvements                                 | Underground power pocket parks with facilities trees trees trees; Greening the suburbs. 3. Events that bring people together (concert, party, movies in park, tree planting; Green the landscape Change your street tree pruner to someone who doesn't hack them off with absolutely no skill or thought<br>-John McMillan Park is the best and well used local meeting place. This must be protected from development. -More street trees...  |
| - Traffic Management                                  | Roads (speeding and unsocial behavior), the elderly, cost cutting, crime prevention, swimming pool safety, lessen duplex developments (increases unsocial behavior); Control rat run traffic through Carlisle --trying to avoid the hopeless lights at Oats/Orrong. Mercury St /Harris St need traffic calming /closure urgently to stop the speeders, Transperth buses, cement trucks,TNT delivery trucks,taxis fuel tankers, and many others; Parking, traffic management, crime; 4. Review speed on great |

|                              |   |
|------------------------------|---|
|                              | eastern - 60km/h is a joke on a 3 lane hwy otherwise call that stretch a street...  |
| - Parking                    | More Infrastructure Focus on Parking problems both now and in the future once stadium is completed Maintain Lawns and Gardens to the current standard, without additional charges Support the Estates residents when they have legitimate complains about Crown More community events within our community; Parking, traffic management, crime; Security - particularly in car parks; Traffic and Parking Reduce the number of car yards on Albany highway - so ugly Develop a healthy community team...  |
| <b>Sustainability</b>        |   |
| - Cycling                    | better built form that supports linked-up, accessible, sustainable transport - walking first, then cycling, public transport and finally cars prioritised LAST<br>Increase/encourage community physical activity through better pedestrian and cycling paths. It would be nice if a 'circuit' could be made encompassing some of the parks in the town.; Maintaining and planting trees to provide shade, shelter and carbon uptake as the climate warms. Providing safe cycling and walking paths. Increasing sustainability.; 3. Running/cycling and walking routes 4. Review speed on...   |
| - Walking                    | better built form that supports linked-up, accessible, sustainable transport - walking first, then cycling, public transport and finally cars prioritised LAST<br>Increase/encourage community physical activity through better pedestrian and cycling paths. It would be nice if a 'circuit' could be made encompassing some of the parks in the town.; Focusing on linking public places so easy access for pedestrians. People need to feel comfortable to move around at night time with adequate light and feeling; Maintaining and planting trees to provide shade, shelter and carbon uptake as the climate warms. Providing safe cycling and walking paths. Increasing sustainability...  |
| - Rail                       | better built form that supports linked-up, accessible, sustainable transport - walking first, then cycling, public transport and finally cars prioritised LAST<br>1. Link Lathlain over rail line - sink the rail line. 2. Lathlain park; Redevelopment 3. Clean up and in fill of vacant areas; Promoting light rail though the town - linking to other transport hubs. Community markets 1/2 per month Albany Hwy; Lobby for a tram through the town. Cut of access to Albany Highway, to create to malls one in East Victoria Park and one in Victoria Park. Sort out the Duncan St/ Albany Highway intersection. One of the two lanes needs to be designated right turn only or left turn only to avoid drivers in the left lane overtaking cars on the inside when they are not turning right... |
| <b>Community Development</b> |   |
| - Engagement                 | Listen to the needs of the ratepayers. Try and get more of a balanced consensus from the multicultural population.; Keep on engaging with the community as you are, presence of elected members and staff n public Listening to the community How to integrate urban infill into the community and providing a sense of community; Community involvement and beautification; Working with residents on our busier local streets to improve these streetscapes as they are our entry statement roads and should reflect a high standard that can flow onto other streets by way of encouraging residents to be more active and contribute to community.; Get the people who live here involved in their community...   |
| - Events                     | be inclusive and ensure that all residents get to enjoy these priorities - ensure therefore that there are community events that allow for youth and unemployed to be engaged.; Support the Estates residents when they have legitimate complains about Crown More community events within our community; 3. Events that bring people together (concert, party, movies in park, tree  |

|                              |   |
|------------------------------|---|
|                              | planting); + Focus on sustainability (financial and environmental). + Maintain a progressive and open mind when assessing proposals for events and new venues...  |
| - Inclusivity                | be inclusive and ensure that all residents get to enjoy these priorities - ensure therefore that there are community events that allow for youth and unemployed to be engaged.; 2.Encourage art and culture 3.Encourage diversity and inclusiveness in out community for people from CALD backgrounds, Aboriginal background, seniors and people with disability<br>Listen to the needs of the ratepayers. Try and get more of a balanced consensus from the multicultural population.; 6. LGBT, volunteering, helping kids/ adults/ seniors, etc a hub for people to find out more on how to contribute...   |
| <b>Admin &amp; Corporate</b> |   |
| - Fiscal Management          | Run the Town of Victoria Park like a business. Set Priorities as Must do, Should do, Could do. Ongoing Rates increase of 6-9% are unreasonable. i.e. Rates Doubling every 8 -10 years. Adjust budget spend to have no, or 1-2% rate increases; Identify sustainable income opportunities through asset acquisitions (Minimise burden on ratepayers into the future) Underground power installed; + Focus on sustainability (financial and environmental). + Maintain a progressive and open mind when assessing proposals for events and new venues.; Greater fiscal management.; 5. Focus on costs and spend - make every dollar count!; Keep rate increases to the rate of inflation...   |
| - Vision & Strategy          | 3, Review all Corporate Business, Long Term Financial Plan, the strategic Plans to fully integrate the Strategic Community Plan to ensure it can deliver the strategic vision and mission, cultural framework, Governance with emotional intelligence for the most improved rationalised delivery of all services to a growing vibrant, integrated and connected community who are willing to take responsibility for community development in a shared partnership with the Town.; A long term vision for the community supported by the community that prioritises public spaces and not developers. Take inspiration from south melbourne/ mount lawley (beaufort street) and help to create a dynamic artistic area Look to upgrade infrastructure; Develop a holistic vision for the entire town. Plan a roadmap to that vision, 5 years at a time. If people know they can look forward to a greater plan, then even if the changes are minor in 5 years; Listen to residents, local businesses and NGO groups, encourage their participation in civic life and public space, as well as innovation. Abandon box-ticking mentality, think long term, adopt a flexible approach... |
| <b>Public Open Space</b>     |   |
| - Parks                      | Increase/encourage community physical activity through better pedestrian and cycling paths. It would be nice if a 'circuit' could be made encompassing some of the parks in the town.; Build an indoor sports centre catered toward riding, skateboarding and music. This will help direct youth off the streets and give them powerful outlets.; completed Maintain Lawns and Gardens to the current standard, without additional charges; Maintaining the use of parks for things such as TGIF Hawkers and Vic Park Farmers Market<br>Use the sumps as public spaces / community gardens Introduce a free CAT bus; Plant more verge trees and provide incentives for residences to maintain their tree, upgrade shade structures at local parks, maintain the parks we have, upgrade the library area...  |
| - Playgrounds                | improving local parks and playgrounds - ways to encourage; Playgrounds<br>Park/Playgrounds! Improve safety.; Safety Not sure if these are top priorities. Only just signed up and am sure I'll have better ideas later after time to really think about it Playgrounds / parklands / BBQ facilities for families Skip bin availability Feral cat control Better looking street verges Water fountains for when exercising (I know there is one at post office in Vic park)...   |

|                              |   |
|------------------------------|---|
| <b>Safety &amp; Security</b> | <p>Infrastructure development and improvements Continual improvements to community safety in the area; Actively discourage all type of anti-social behaviour that attracts criticism of the town as destination to have safe fun.</p> <p>Roads (speeding and unsocial behavior), the elderly, cost cutting, crime prevention, swimming pool safety, lessen duplex developments (increases unsocial behavior); Community Building (Town Hall) Crime and Safety Aged Care; Parking, traffic management, crime...</p>  |
| <b>Business Development</b>  | <p>I'm not sure what can be down about this... but tasteful medium rise condos with retail promote people into the area... bars... cafes and activities.</p> <p>Maintain bar etc hours as they are - we don't want problems like Northbridge. Look at CAT bus or similar from Albany Highway strip to the city- but fee paying model.; Safety. Innovative Common Areas. Families Areas, Support local Business, Street Scape to draw the people in. GREEN.; 2. Continuing to improve the Albany Highway precinct and support store owners - and improving the street scape...</p> |
| Total mentions: 386          |   |

## *Evolve: Topic Specific*

### **11.0 Victopia**

The Victopia community engagement process is a wide-ranging assessment of community perceptions across eleven themes (see table below). Amongst this group of themes the four accounting for the largest number of mentions is land use & wildlife (16%), culture & community (16%), zero waste (12%), and sustainable transport (11%). Each of the themes will be analysed in the following section.

| <i>Themes</i>         | <i>Mentions</i> | <i>Percentage</i> |
|-----------------------|-----------------|-------------------|
| Land Use & Wildlife   | 143             | 16%               |
| Culture & Community   | 143             | 16%               |
| Zero Waste            | 103             | 12%               |
| Sustainable Transport | 96              | 11%               |
| Zero Carbon           | 80              | 9%                |
| Equity & Economy      | 63              | 7%                |
| Sustainable Food      | 60              | 7%                |
| Additional            | 51              | 6%                |
| Health & Happiness    | 49              | 6%                |
| Sustainable Materials | 46              | 5%                |
| Sustainable Water     | 41              | 5%                |
| Total mentions: 875   |                 |                   |

Across all themes categories were used to prompt participant responses that included: Challenges, Enhance, Solutions, Doing Well and Comments. As indicated in the table below the most mentions were identified for Enhance (38%), follows by, Challenges (26%), Doing Well (19%), and Comments (4%). Comments were provided by participants over seven themes, instead of eleven.

| <i>Themes</i> | <i>Percentage</i> |
|---------------|-------------------|
| Enhance       | 38%               |
| Challenges    | 26%               |
| Doing Well    | 19%               |
| Solutions     | 14%               |
| Comments      | 4%                |

## 11.1 Land Use & Wildlife

| Categories          | Percentage of Mentions |
|---------------------|------------------------|
| 1. Enhance          | 37%                    |
| 2. Doing Well       | 30%                    |
| 3. Challenges       | 20%                    |
| 4. Solutions        | 11%                    |
| 5. Comments         | 3%                     |
| Total Mentions: 143 |                        |

### Key Points

- As with culture & community, land use & wildlife totaled 143 mentions within this theme; that is, 16% of all themes in the Victopia data.
- With a total of 51 mentions, the Enhance category shows a number of themes, with indigenous ecology and trees & plants being the most common, together accounting for 57% of mentions in this category.
- Indigenous ecology is the most common theme (35%), followed by trees & plants (22%), sumps (12%), zoning (8%), and verges (8%).
- Reflecting the Enhance category, when participants reflected on what the ToVP are Doing Well: verges (24%), indigenous ecology (20%) and trees & plants (15%) are common mentions from participants.
- Key Challenges identified within this broader theme are trees & plants (26%), development industry (15%) and valuing the environment (11%).
- Finally, community engagement is the most common theme regarding Solutions, with 40% of mentions.

The following table summaries represent the most significant themes per business unit. Significant themes are defined as three mentions or more per category.

## 11.2 Enhance

| <i>Themes</i>             | <i>Percentage</i> | <i>Mentions</i> | <i>Examples</i>  |
|---------------------------|-------------------|-----------------|--|
| <b>Indigenous Ecology</b> | 35%               | 18              | Native planting program - privet land; More Kent st high to Curtin and sue space as a sustainable destination like white gum valley in Freo; establish wildlife corridors; Use verges for native vegetation and or edible gardens... |
| <b>Trees &amp; Plants</b> | 22%               | 11              | Protection of significant trees; Shade trees on nature strips; More trees mature trees; planning protection for trees...   |
| <b>Sumps</b>              | 12%               | 6               | Protection of significant trees; Shade trees on nature strips; More trees mature trees; planning protection for trees...   |
| <b>Zoning</b>             | 8%                | 4               | Multti use zoning on lots to enable existing house to be kept; improvements on deification of lots more mixed; More mixed use development retile dwellings apartments; Low rise housing.   |
| <b>Verges</b>             | 8%                | 4               | Better verge trees + replace existing dying verge trees; Fund reside to improve verges; Plant trees on every verge; maintain all the verges.   |
| Total mentions: 51        |                   |                 |  |

## 11.3 Doing Well

| <i>Themes</i>             | <i>Percentage</i> | <i>Mentions</i> | <i>Examples</i>  |
|---------------------------|-------------------|-----------------|--|
| <b>Verges</b>             | 24%               | 10              | promoting adopt verge project; verges - adopt - verge programmed; Verge garden Grants Adopt a verge tree program...      |
| <b>Indigenous Ecology</b> | 20%               | 8               | Kensington re vegetation project; Kensington bush land; Urban bush land; Hill view bush block...                         |
| <b>Public Open Space</b>  | 20%               | 8               | Hoots of open spaces; some great public open space; Reference 3: 0.03% coverage; 2 great parks Parks / out door space... |
| <b>Trees &amp; Plants</b> | 15%               | 6               | tree planting; steer trees shade; tuart tree report; Adopt a verge tree program...                                       |
| Total mentions: 41        |                   |                 |  |



## 11.4 Challenges

| <i>Themes</i>               | <i>Percentage</i> | <i>Mentions</i> | <i>Examples</i>  |
|-----------------------------|-------------------|-----------------|--|
| <b>Trees &amp; Plants</b>   | 26%               | 7               | Lack of place to find trees; Require each house to plant a tree with free seeding; Get priorities ; trees. find out what community want; Heritage listing trees - see other council for process...   |
| <b>Development Industry</b> | 15%               | 4               | Inertia within development industry; Give compassions to developers who build sustainability\ Develop be likely oppose any change that limit partial develop permit; Developers + Profit driven initiative with no consideration for sustainability. |
| <b>Valuing Environment</b>  | 11%               | 3               | Desire for material "wealth " over environmental; Its not expensive . need to be seen as a priority not as economic recession; Developers + Profit driven initiative with no consideration for sustainability.                                       |
| Total mentions: 27          |                   |                 |  |

## 11.5 Solutions

| <i>Themes</i>               | <i>Percentage</i> | <i>Mentions</i> | <i>Examples</i>   |
|-----------------------------|-------------------|-----------------|---|
| <b>Community Engagement</b> | 40%               | 6               | nature walk with councillor; Look for opportunities to create shared value.; Connection |
| Total mentions: 15          |                   |                 |   |

## 11.6 Culture & Community

| <b>Categories</b>   | <b>Percentage of Mentions</b> |
|---------------------|-------------------------------|
| 1. Doing Well       | 43%                           |
| 2. Enhance          | 39%                           |
| 3. Challenges       | 10%                           |
| 4. Solutions        | 9%                            |
| Total Mentions: 143 |                               |

## Key Points

- Along with land use & wildlife, this theme attained the highest number of mentions, 143, resulting in more substantial results.
- Doing Well and Enhance accounted for the largest proportion of mentions, with 43% and 39% of mentions respectively.

- In regards to Doing Well mentions, community groups & volunteers has the most mentions (21%), followed by community events (15%), the community garden (11%) and community engagement (10%). The remainder of the themes included the arts centre & programs, street and public art and business development.
- As for enhancements, the two most significant themes are community events (16%) and community engagement (15%); followed by heritage & history (7%), men's sheds & tool library (5%), and arts centre & programs (5%).
- With regard to the Challenges, an equal proportion of mentions are identified for community participation, competing priorities and time & resources, each with 21% of mentions.

The following table summaries represent the most significant themes per business unit. Significant themes are defined as three mentions or more per category.

### 11.7 Doing Well

| <i>Themes</i>                            | <i>Percentage</i> | <i>Mentions</i> | <i>Examples</i>  |
|--|-------------------|-----------------|--|
| <b>Community Groups &amp; Volunteers</b> | 21%               | 13              | Reaching out to community groups; Supporting community groups; Vic Park collection , local voice<br>Community collective...                              |
| <b>Community Events</b>                  | 15%               | 9               | Friday night - night market; Active interest groups organize community events; Sustainable farmers market; Free summer concerts...                       |
| <b>Community Garden</b>                  | 11%               | 7               | Community garden in read park; Green Farm; Community garden; Assisting allowing the community garden...  |
| <b>Community Engagement</b>              | 10%               | 6               | Awareness that community wants more involvement; The evolve project is shaping our suture; Community consultation; Engage community with many n.g.o.s... |
| <b>Arts Centre &amp; Programs</b>        | 8%                | 5               | Winter art program; Community arts center; support of the arts; Art house work shop...   |
| <b>Street &amp; Public Art</b>           | 7%                | 4               | Graffiti arts; public sculpture; Public art; Street art emerging...  |
| <b>Business Development</b>              | 5%                | 3               | vibrant cafe / restraint strip; A variety of shops; Lots of cafes.   |
| <b>Other</b>                             | 5%                | 3               | Strong a wariness of sustainable issues and option; Innovative ready for charge; Accessible amenities  |
| Total mentions: 61                       |                   |                 |  |

## 11.8 Enhance

| <i>Themes</i>                         | <i>Percentage</i> | <i>Mentions</i> | <i>Examples</i>  |
|---------------------------------------|-------------------|-----------------|--|
| <b>Community Events</b>               | 16%               | 9               | Support for community events soup movies etc; Neighbourhood street parties; More promotion of street alive or neighborhood or program; Street walk to raise funds...       |
| <b>Community Engagement</b>           | 15%               | 8               | Increasing co design; Networking opportunities community with council for better opportunities; Community oriented town planning; Involving local children in urban design |
| <b>Heritage &amp; History</b>         | 7%                | 4               | Better incentives for protection of heritage buildings; prevent heritage listed; Acknowledge local history; Keeping our VP character in place - old buildings...           |
| <b>Men's Sheds &amp; Tool Library</b> | 5%                | 3               | Tool library; Additional men's sheds pregnant tenure; Why have men shed and no women's shed...   |
| <b>Arts Centre &amp; Programs</b>     | 5%                | 3               | More community arts activities; Community Art space for recycled materials; Writers group...   |
| Total mentions: 55                    |                   |                 |  |

## 11.9 Challenges

| <i>Themes</i>                  | <i>Percentage</i> | <i>Mentions</i> | <i>Examples</i>   |
|--------------------------------|-------------------|-----------------|---|
| <b>Community Participation</b> | 21%               | 3               | Volunteers; Lack of commitments; Community involvement...                             |
| <b>Competing Priorities</b>    | 21%               | 3               | Competing ideas/objective?; Competing priorities; Sustainability vs. self interest... |
| <b>Time &amp; Resources</b>    | 21%               | 3               | Limited time and resources; People resources to run libraries; Money funding...       |
| Total mentions: 14             |                   |                 |   |

## 11.10 Solutions

| <i>Themes</i>               | <i>Percentage</i> | <i>Mentions</i> | <i>Examples</i>  |
|-----------------------------|-------------------|-----------------|--|
| <b>Community Engagement</b> | 31%               | 4               | Use evolve and similar engagement process; Encourage community to participate in council meetings; Education of community to community thinking + engagement; Highlight community benefits consult |
| Total mentions: 13          |                   |                 |  |

## 11.12 Zero Waste

| Categories          | Percentage of Mentions |
|---------------------|------------------------|
| 1. Enhance          | 52%                    |
| 2. Solutions        | 19%                    |
| 3. Challenges       | 16%                    |
| 4. Doing Well       | 11%                    |
| 5. Comments         | 5%                     |
| Total Mentions: 103 |                        |

### Key Points

- The zero waste theme has the third most number of mentions in the Victopia engagement data, supporting more nuanced analysis.
- Enhance is the most common category in this theme of zero waste, accounting for over half (52%) of mentions. Following this category is Solutions, Challenges, Doing Well and Comments.
- Inspecting Enhance in more detail, recycling has the most significant proportion of mentions (23%), with a number of others that include: mulch & compost (10%), plastic bags (10%), bulk waste (8%), green waste (6%) and reusable bags (6%).
- Similarly, when considering Solutions participants identified recycling and reusable bags as the most important, both with 16% of mentions.
- The primary Challenge identified is education & promotion (19%), while the ToVP was considered to be Doing Well by over half (55%) of participants.

The following table summaries represent the most significant themes per business unit. Significant themes are defined as three mentions or more per category.

### 11.13 Enhance

| <i>Themes</i>              | <i>Percentage</i> | <i>Mentions</i> | <i>Examples</i>   |
|----------------------------|-------------------|-----------------|---|
| <b>Recycling</b>           | 23%               | 12              | School recycle bins; Hard plastic bottle re-use insured of recycling; More info about use of recycling; more multi recycle points at shopping centre + education... |
| <b>Mulch &amp; Compost</b> | 10%               | 5               | community mulched; community compost bins; Verge composting; Free mulch to delivery; Composting station   |
| <b>Plastic Bags</b>        | 10%               | 5               | Ban plastic bags in major shopping centres; No plastic bag council; Ban plastic bags; ban plastic bags in shops...  |
| <b>Bulk Waste</b>          | 8%                | 4               | Verge collection protocols to equable use of working goods; verge collection protocols; Verge collection council; Free bulk bins to delivery                        |
| <b>Green Waste</b>         | 6%                | 3               | Less green bin pickup days; Subsidized rates if composting and not using green bin<br>Reduce size of green bins; Green waste bin system                             |
| <b>Reusable Bags</b>       | 6%                | 3               | Reduce the price of reusable shopping bags; Make non-plastic reusable shopping bags because the ones at the moments are woven plastic; Recycling shopping bags      |
| <b>Food Security</b>       | 6%                | 3               | Food recycling program; Food recovery recycling; Program to distribute food...  |
| Total mentions: 52         |                   |                 |   |

### 11.14 Solutions

| <i>Themes</i>        | <i>Percentage</i> | <i>Mentions</i> | <i>Examples</i>   |
|----------------------|-------------------|-----------------|---|
| <b>Recycling</b>     | 16%               | 3               | Attractive recycling creates extra bins for recycling; Increase plastic recycle points at supermarkets; Encourage the recycling station should be in shopping centre... |
| <b>Reusable Bags</b> | 16%               | 3               | Recycle bags with Town of Victoria park latest events adv. on their to end; council to give out re usable bags; Reusable bags...  |
| Total mentions: 19   |                   |                 |   |

### 11.15 Challenges

| <i>Themes</i>                    | <i>Percentage</i> | <i>Mentions</i> | <i>Examples</i>  |
|----------------------------------|-------------------|-----------------|--|
| <b>Education &amp; Promotion</b> | 19%               | 3               | Public retraining; Community workshop; Integrated education... |
| Total mentions: 16               |                   |                 |  |

### 11.16 Doing Well

| <i>Themes</i>      | <i>Percentage</i> | <i>Mentions</i> | <i>Examples</i>  |
|--------------------|-------------------|-----------------|--|
| <b>Recycling</b>   | 55%               | 6               | recycling waste; Recourse recycling centre; Reusable coffee cups no throw always; Recycling for some products... |
| Total mentions: 11 |                   |                 |  |

### 11.17 Sustainable Transport

| <b>Categories</b>  | <b>Percentage of Mentions</b> |
|--------------------|-------------------------------|
| 1. Enhance         | 31%                           |
| 2. Challenges      | 27%                           |
| 3. Doing Well      | 27%                           |
| 4. Solutions       | 13%                           |
| 5. Comments        | 2%                            |
| Total Mentions: 96 |                               |

#### Key Points

- Within the sustainable transport theme the most common mentions pertained to Enhance (31%), Challenges (27%) and Doing Well (27%); these are followed by Solutions (13%) and Comments (2%).
- Enhance shows bike lanes & paths to be the most common theme (30%), followed by bike loan scheme, electric charge station and light rail, all with 10% of mentions.
- In regards to Challenges, costs & funding (19%) and car dominance (12%) are the most common themes amongst participants.
- In part reflecting the Enhance category, when considering that the ToVP are Doing Well bike lanes & paths are identified (31%), while the most common theme is public transport (42%).
- The most common theme identified to Solve this broader theme is community education (33%).

The following table summaries represent the most significant themes per business unit. Significant themes are defined as three mentions or more per category.

### 11.18 Enhance

| <i>Themes</i>                  | <i>Percentage</i> | <i>Mentions</i> | <i>Examples</i>   |
|--------------------------------|-------------------|-----------------|---|
| <b>Bike Lane &amp; Paths</b>   | 30%               | 9               | Working with city of south Perth for shore development bike lines; Protected bike paths network; Cycle lanes on every streets; Working with PTA to get cycle path extended... |
| <b>Bike Loan Scheme</b>        | 10%               | 3               | Cargo bike loan scheme; Share bike station; Bike loan system...   |
| <b>Electric Charge Station</b> | 10%               | 3               | Electrical bike + car charging net work of stations; High speed electric car charge stations\ Electric car charge station...  |
| <b>Light Rail</b>              | 10%               | 3               | Knowledge arc light rail; Free tram along Albany Hwy; Light rail collaboration with other councils...   |
| Total mentions: 30             |                   |                 |   |

### 11.19 Challenges

| <i>Themes</i>              | <i>Percentage</i> | <i>Mentions</i> | <i>Examples</i>  |
|----------------------------|-------------------|-----------------|--|
| <b>Costs &amp; Funding</b> | 19%               | 5               | Funding; Lack of money/Funding; Funding sources cost...            |
| <b>Car Dominance</b>       | 12%               | 3               | Car priority in street; Motorist prejudice; Car centric culture... |
| Total mentions: 26         |                   |                 |  |

### 11.20 Doing Well

| <i>Themes</i>                 | <i>Percentage</i> | <i>Mentions</i> | <i>Examples</i>   |
|-------------------------------|-------------------|-----------------|---|
| <b>Public Transport</b>       | 42%               | 11              | Public transport options available; Town of Victoria park is well connected to public transport; Railway line transport asset; Rail+bus+bike network... |
| <b>Bike Lanes &amp; Paths</b> | 31%               | 8               | Cycle ways included on major roads; many folk ride bikes some cycle ways; Bike path network; Accesses bike on footpaths...                              |
| <b>Bike Stands</b>            | 12%               | 3               | Bicycle repair stands; Bike racks; Bike fit and fix...  |
| Total mentions: 26            |                   |                 |   |

### 11.21 Solutions

| <i>Themes</i>              | <i>Percentage</i> | <i>Mentions</i> | <i>Examples</i>  |
|----------------------------|-------------------|-----------------|--|
| <b>Community Education</b> | 33%               | 4               | Educating the community of the benefits; ingrate parent and kids to walk to school; Educate business slow down traffic = good for business; Education re benefits to community of cycling... |
| Total mentions: 12         |                   |                 |  |

### 11.22 Zero Carbon

| <b>Categories</b>  | <b>Percentage of Mentions</b> |
|--------------------|-------------------------------|
| 1. Challenges      | 45%                           |
| 2. Enhance         | 35%                           |
| 3. Solutions       | 10%                           |
| 4. Doing Well      | 9%                            |
| 5. Comments        | 1%                            |
| Total Mentions: 80 |                               |

### Key Points

- Challenges and Enhance are the most commonly mentioned categories, with 45% and 35% respectively. These two taken together accounted for 80% of all mentions in this theme, followed by far fewer mentions for Solutions, Doing Well and Comments.
- Inspecting Challenges in more detail, it is shown that costs are the common theme identified (19%) impeding zero carbon, followed by community education, funding and resistance & ignorance, each with 11% of participant mentions.
- In regards to Enhance, renewable energy & storage is easily the most common theme with 36%, followed by recycling (14%) and food packaging (11%).
- Reflecting Challenges, the Doing Well category suggested that the ToVP is achieving results with regards to renewable energy, accounting for over half (57%) of mentions from participants.

The following table summaries represent the most significant themes per business unit. Significant themes are defined as three mentions or more per category.



### 11.23 Challenges

| <i>Themes</i>                     | <i>Percentage</i> | <i>Mentions</i> | <i>Examples</i>  |
|-----------------------------------|-------------------|-----------------|--|
| <b>Costs</b>                      | 19%               | 7               | Setup Costs; Need a price on GHG emissions; High Construction costs; Initial expenses...                             |
| <b>Community Education</b>        | 11%               | 4               | Education how to bring the people along with us; Start at school educated them young; Educating people; Education... |
| <b>Funding</b>                    | 11%               | 4               | Establishing seed funding for start ups; Priorities funds; Federal government funding; State government funding...   |
| <b>Resistance &amp; Ignorance</b> | 11%               | 4               | people ignoring it; Understanding; Stubbornness; Ignorance...  |
| Total mentions: 36                |                   |                 |  |

### 11.24 Enhance

| <i>Themes</i>                         | <i>Percentage</i> | <i>Mentions</i> | <i>Examples</i>   |
|---------------------------------------|-------------------|-----------------|---|
| <b>Renewable Energy &amp; Storage</b> | 36%               | 10              | Town-owned renewable energy generation facility( solar/wind)?; Solar street humps; windmills- windy city but not making the most of this?; Community Solar... |
| <b>Recycling</b>                      | 14%               | 4               | get kids engaged in recycling project; council to support schools to recycle; A central map of where of what I can recycle in Vic Park; Salvage yard...       |
| <b>Food Packaging</b>                 | 11%               | 3               | Remote reusable lunch wraps in all school; Zero waste from lunch boxes at school; Plastic free July promoted...   |
| Total mentions: 28                    |                   |                 |   |

### 11.25 Doing Well

| <i>Themes</i>           | <i>Percentage</i> | <i>Mentions</i> | <i>Examples</i>   |
|-------------------------|-------------------|-----------------|---|
| <b>Renewable Energy</b> | 57%               | 4               | Solar panels; Solar panels on council building; Solar panel at Pool; Council use of solar energy... |
| Total mentions: 7       |                   |                 |   |

## 11.26 Equity & Economy

| Categories         | Percentage of Mentions |
|--------------------|------------------------|
| 1. Enhance         | 43%                    |
| 2. Challenges      | 25%                    |
| 3. Doing Well      | 17%                    |
| 4. Solutions       | 14%                    |
| Total Mentions: 63 |                        |

### Key Points

- Enhancement mentions are the most common with this equity & economy theme (43%), followed by Challenges (25%), Doing Well (17%) and Solutions (14%).
- Within Enhance mentions for business development are easily the most common, accounting for 43% of mentions, with sustainability following with only 11% in comparison.
- Similarly, business development is most commonly mentioned when identifying Challenges within this broader theme, with 38%.

The following table summaries represent the most significant themes per business unit. Significant themes are defined as three mentions or more per category.

## 11.27 Enhance

| <i>Themes</i>               | <i>Percentage</i> | <i>Mentions</i> | <i>Examples</i>  |
|-----------------------------|-------------------|-----------------|--|
| <b>Business Development</b> | 41%               | 11              | Encouraging business "cluster"; Reduce / remain excessive car deal; More share spaces for start up businesses; Utilize and promote/sustainable industry to operate in tech park... |
| <b>Sustainability</b>       | 11%               | 3               | Sustainability step of Victoria Park; Eco education center and sustainability hub; promote sustainable material/ commercial enterprises...   |
| Total mentions: 27          |                   |                 |  |

## 11.28 Challenges

| <i>Themes</i>               | <i>Percentage</i> | <i>Mentions</i> | <i>Examples</i>  |
|-----------------------------|-------------------|-----------------|--|
| <b>Business Development</b> | 38%               | 6               | Subsidies by normal rents from businesses; One stop shop with local food local business with sustainable product and education; education bout business structures; Impact on bricks and motor business... |
| Total mentions: 16          |                   |                 |  |

## 11.29 Solutions

| <i>Themes</i>               | <i>Percentage</i> | <i>Mentions</i> | <i>Examples</i>  |
|-----------------------------|-------------------|-----------------|--|
| <b>Sustainability</b>       | 44%               | 4               | Use social media to spread sustainability values; Council needs to employ sustainability officer<br>Council needs to lead on sustainability issues; Make it policy make a stand... |
| <b>Business Development</b> | 33%               | 3               | provide short term financial help to business to encourage change; More promotion; incentives...   |
| Total mentions: 9           |                   |                 |  |

## 11.30 Sustainable Food

| <b>Categories</b>  | <b>Percentage of Mentions</b> |
|--------------------|-------------------------------|
| 1. Enhance         | 47%                           |
| 2. Doing Well      | 23%                           |
| 3. Challenges      | 15%                           |
| 4. Solutions       | 12%                           |
| 5. Comments        | 3%                            |
| Total Mentions: 60 |                               |

### Key Points

- By far the most common category mentions for the sustainable food theme is Enhance, with 47%, followed by Doing Well (23%), Challenges (15%), Solutions (12%), and Comments (3%).
- With regard to Enhance the three most common themes – community garden, food security & sharing, verges - each accounted for 18% of mentions. These are followed by urban farm and trees & plants, both with 11% of mentions from participants.
- Reflecting on things that the ToVP were Doing Well with regard to sustainable food, half of mentions identified community events (eg farmer's market) and almost a third suggested the community garden.

- Solutions identified most often in this theme were community groups & volunteers, with 43%.

The following table summaries represent the most significant themes per business unit. Significant themes are defined as three mentions or more per category.

### 11.31 Enhance

| <i>Themes</i>                      | <i>Percentage</i> | <i>Mentions</i> | <i>Examples</i>   |
|------------------------------------|-------------------|-----------------|---|
| <b>Community Garden</b>            | 18%               | 5               | Connect TOVP with community garden with other city councils; Promote the community garden; Expand community gardens to inner suburbs; More community - small gardens... |
| <b>Food Security &amp; Sharing</b> | 18%               | 5               | Food is free project; Food is free - home grown - share excuses; free food project; food sharing network...   |
| <b>Verges</b>                      | 18%               | 5               | Food plants on verge grow + share; Food providing verges / Street trees; Fruit trees on nature strip; Edible street trees...  |
| <b>Urban Farm</b>                  | 11%               | 3               | Urban farm; urban farming; urban farm...  |
| <b>Trees &amp; Plants</b>          | 11%               | 8               | Food providing verges / Street trees; Fruit trees on nature strip; Edible street trees...   |
| Total mentions: 28                 |                   |                 |   |

### 11.32 Doing Well

| <i>Themes</i>           | <i>Percentage</i> | <i>Mentions</i> | <i>Examples</i>  |
|-------------------------|-------------------|-----------------|--|
| <b>Community Events</b> | 50%               | 7               | Night food markets; Farms market; market on Sunday to bring people together; Access to fresh produce farms market... |
| <b>Community Garden</b> | 29%               | 4               | Community gardens; Community garden; Community garden; Community garden...   |
| Total mentions: 14      |                   |                 |  |

### 11.33 Solutions

| <i>Themes</i>                            | <i>Percentage</i> | <i>Mentions</i> | <i>Examples</i>   |
|--|-------------------|-----------------|---|
| <b>Community Groups &amp; Volunteers</b> | 43%               | 3               | Engage community groups; Recognition of volunteers and support; Cooperatives... |
| Total mentions: 7                        |                   |                 |   |

### 11.34 Additional

| Categories         | Percentage of Mentions |
|--------------------|------------------------|
| 1. Challenges      | 33%                    |
| 2. Enhance         | 31%                    |
| 3. Solutions       | 16%                    |
| 4. Doing Well      | 12%                    |
| 5. Comments        | 4%                     |
| Total Mentions: 51 |                        |

### Key Points

- Challenges and Enhance accounted for the largest proportion of mentions, with 33% and 31% of mentions respectively.
- Within the Challenges category the most common response pertained to the cultural resistance in the community amongst residents and business owners; almost accounting for a quarter of mentions.
- The remainder of themes – communication, community education, community engagement and funding – each accounted for 12% of mentions each.
- When considering ways in which enhancements could be achieved in the ToVP, these are split evenly between waste management (13%) and the Victoria Park emblem (13%).
- While regarding Solutions, recycling is identified by a quarter of participants.

The following table summaries represent the most significant themes per business unit. Significant themes are defined as two mentions or more per category.

### 11.35 Challenges

| <i>Themes</i>                              | <i>Percentage</i> | <i>Mentions</i> | <i>Examples</i>   |
|--|-------------------|-----------------|---|
| <b>Community &amp; Business Resistance</b> | 24%               | 4               | Community lethargy; Local business opposition top pedestrian precept on Albany Highway Tradition; Businesses not supportive |
| <b>Communication</b>                       | 12%               | 2               | good communications; good communication   |
| <b>Community Education</b>                 | 12%               | 2               | Community education; community education lack of awareness  |
| <b>Community Engagement</b>                | 12%               | 2               | More regular , well organized, and open consultant; lack of consultation for opportunities                                  |
| <b>Funding</b>                             | 12%               | 2               | Lack of funding; Lack of money  |

|                     |     |   |  |
|---------------------|-----|---|--|
| <b>Plastic Bags</b> | 12% | 2 | Resistance to charge of plastic bags; resistance to change by plastic bags |
| Total mentions: 17  |     |   |  |

### 11.36 Enhance

| <i>Themes</i>           | <i>Percentage</i> | <i>Mentions</i> | <i>Examples</i>  |
|-------------------------|-------------------|-----------------|--|
| <b>Vic Park Emblem</b>  | 13%               | 2               | change up emblem for the local tree; Change VP emblem for a local tree |
| <b>Waste Management</b> | 13%               | 2               | waste stations; Battery and Globe waste stations                       |
| Total mentions: 16      |                   |                 |  |

### 11.37 Solutions

| <i>Themes</i>     | <i>Percentage</i> | <i>Mentions</i> | <i>Examples</i>   |
|-------------------|-------------------|-----------------|---|
| <b>Recycling</b>  | 25%               | 2               | Recycling point in high pedestrian areas also shopping centers; put them in well used areas library shopping center school etc. |
| Total mentions: 8 |                   |                 |   |

### 11.38 Health & Happiness

| <b>Categories</b>  | <b>Percentage of Mentions</b> |
|--------------------|-------------------------------|
| 1. Enhance         | 37%                           |
| 2. Doing Well      | 27%                           |
| 3. Challenges      | 20%                           |
| 4. Solutions       | 16%                           |
| Total Mentions: 49 |                               |

### Key Points

- Enhance and Doing well are the most common categories in this theme of Health & Happiness, with 37% and 27% respectively, this was followed by Challenges (20%) and Solutions (16%).
- Equally distributed with the Enhance theme are mentions for cycling, inclusive services and playgrounds, each accounting for 17% each in this category.

- While, library programs and recreation are identified by participants are areas that the ToVP were Doing Well, each attaining 23% of mentions.

The following table summaries represent the most significant themes per business unit. Significant themes are defined as three mentions or more per category.

#### 11.39 Enhance

| <i>Themes</i>             | <i>Percentage</i> | <i>Mentions</i> | <i>Examples</i>   |
|---------------------------|-------------------|-----------------|---|
| <b>Cycling</b>            | 17%               | 3               | Bike lanes with separated; More safe cycle paths; Bike paths...   |
| <b>Inclusive Services</b> | 17%               | 3               | community programs for the fame poor; Enable stay home + remain engaged in community<br>Improved facilities service for ageing population...  |
| <b>Playgrounds</b>        | 17%               | 3               | parks as destinations high quality child friendly as community building spaces; Community<br>expertise to co design +build new turn turn/ play space is engine, etc.<br>Provide playground... |
| Total mentions: 18        |                   |                 |   |

#### 11.40 Doing Well

| <i>Themes</i>           | <i>Percentage</i> | <i>Mentions</i> | <i>Examples</i>   |
|-------------------------|-------------------|-----------------|---|
| <b>Library Programs</b> | 23%               | 3               | Little libraries; library   |
| <b>Recreation</b>       | 23%               | 3               | Aqua life center; Recreation facilities; local amenities - library-swimming |
| Total mentions: 13      |                   |                 |   |

#### 11.41 Sustainable Materials

| <b>Categories</b>  | <b>Percentage of Mentions</b> |
|--------------------|-------------------------------|
| 1. Enhance         | 39%                           |
| 2. Challenges      | 35%                           |
| 3. Solutions       | 17%                           |
| 4. Comments        | 7%                            |
| 5. Doing Well      | 2%                            |
| Total Mentions: 46 |                               |

## Key Points

- Enhance (39%), Challenges (35%), and Solutions (17%) are the three most common categories in this theme of sustainable materials; with much lesser percentages for Comments (7%) and Doing Well (2%).
- Within the Enhance recycling is the most common theme (28%), followed by non-plastic bags and sustainable development, each with 17% of mentions from participants.
- While for Challenges, the two most common themes are cost (31%) and availability (19%).

The following table summaries represent the most significant themes per business unit. Significant themes are defined as three mentions or more per category.

### 11.42 Enhance

| <i>Themes</i>                  | <i>Percentage</i> | <i>Mentions</i> | <i>Examples</i>   |
|--------------------------------|-------------------|-----------------|---|
| <b>Recycling</b>               | 28%               | 5               | More frequent recycling; Community recycling workshops; Increase recycles waste material<br>Communitate plan recycling into new proses                              |
| <b>Non-Plastic Bags</b>        | 17%               | 3               | Campaigning shops to use paper bags only; Plastic carrier bag charge; String bags in shops<br>instead of plastic bag  |
| <b>Sustainable Development</b> | 17%               | 3               | Council or reward ne development for sustainability not rates; New developments must be<br>more sustainable ( water/ power); sustainable housing development policy |
| Total mentions: 18             |                   |                 |   |

### 11.43 Challenges

| <i>Themes</i>       | <i>Percentage</i> | <i>Mentions</i> | <i>Examples</i>  |
|---------------------|-------------------|-----------------|--|
| <b>Cost</b>         | 31%               | 5               | Cost Issue; Cost of materials. Council planning insist on use; Cultural and commercial ( cost )<br>Making business and resident pay for it |
| <b>Availability</b> | 19%               | 3               | Availability of sustainable material; Needs to be timely accurate; Time frames   |
| Total mentions: 16  |                   |                 |  |



#### 11.44 Sustainable Water

| Categories         | Percentage of Mentions |
|--------------------|------------------------|
| 1. Challenges      | 41%                    |
| 2. Enhance         | 32%                    |
| 3. Solutions       | 22%                    |
| 4. Doing Well      | 5%                     |
| Total Mentions: 41 |                        |

#### Key Points

- Challenges (41%), Enhance (32%) and Solutions (22%) are the most common categories with regard to the theme of sustainable water.
- As with sustainable transport, the Challenges category identified costs & funding as the most mentioned (24%), with water management accounting for almost a quarter of mentions (24%).
- While enhancement of this broader theme is best achieved with better water management by the ToVP.

The following table summaries represent the most significant themes per business unit. Significant themes are defined as three mentions or more per category.

#### 11.45 Challenges

| <i>Themes</i>              | <i>Percentage</i> | <i>Mentions</i> | <i>Examples</i>  |
|----------------------------|-------------------|-----------------|--|
| <b>Costs &amp; Funding</b> | 24%               | 4               | Home owners not willing to pay \$; Cost of installation; Funding; Sponsorship/Grants                               |
| <b>Water Management</b>    | 24%               | 4               | courage water harvesting off roof; recycling storm water; rain water - tanks shared between houses; Infrastructure |
| Total mentions: 17         |                   |                 |  |

#### 11.46 Enhance

| <i>Themes</i>           | <i>Percentage</i> | <i>Mentions</i> | <i>Examples</i>   |
|-------------------------|-------------------|-----------------|---|
| <b>Water Management</b> | 23%               | 3               | require third pipe in all new homes; Local smaller waste water management systems; Rain water thanks for new new houses |
| Total mentions: 13      |                   |                 |   |

## 12.0 Burswood Residents

The following section provides a summary of the most significant themes raised by participants regarding the workshops with Burswood residents. The responses by participants have been broken down into five categories, according to the prompt questions posed to workshop attendees.

| Workshop Question / Category       | Percentage of Mentions |
|------------------------------------|------------------------|
| 1. If you had \$50,000 to spend... | 40%                    |
| 2. What needs improving?           | 24%                    |
| 3. What doesn't work well?         | 21%                    |
| 4. Key concerns                    | 10%                    |
| 5. What works well?                | 6%                     |
| Total mentions: 72                 |                        |

There is some continuity in the questions posed to the Burswood participants with regard to questions 2–4, together these questions account for 65% of the total number of mentions. In comparison, only 6% of responses from the Burswood residents were concerned with what was working well in their community. Significant responses are defined as two mentions or more by participants. Where no theme reached two mentions, all responses have been provided.

### 12.1 – Question 1. If you had \$50,000 to spend...

When prompted to consider how \$50,000 would be best spent in the community, exercise/recreational, and civic infrastructure is the most popular, accounting for 38% of mentions. More specifically, exercise/recreational infrastructure included: exercise equipment, basketball and half-courts, bikes, improved bike-paths and a garden maze. In regards to the civic infrastructure, this includes BBQs, picnic tables and seating and benches. The capacity of this civic infrastructure is further suggested to accommodate “medium to large groups”, with one participant suggesting a capacity of about 20-25 people.

| <i>Themes</i>                    | <i>Percentage</i> | <i>Mentions</i> | <i>Examples</i>  |
|----------------------------------|-------------------|-----------------|--|
| <b>Exercise &amp; Recreation</b> | 21%               | 6               | Exercise area and/or equipment; The ability to quickly exercise without leaving the estate; Equipment that is the same as on foreshore to South Perth; Stationary bikes, row boats; Basketball hoop/half court Small for locals; A plant or flower maze; Improved bike paths |
| <b>Functional Design</b>         | 17%               | 5               | Cabana The ability to hold events and/or meetings; A fixed, sheltered structure located at Lake Park that is; Includes seating and tables; A BBQ that allows for medium to large groups, is easy to clean; More benches  |

|                    |     |   |  |
|--------------------|-----|---|--|
| <b>Playground</b>  | 10% | 3 | Not just at children's playground, but scattered throughout park; Adventure playground like at Kings Park                  |
| <b>Capacity</b>    | 7%  | 2 | Designed to fit approximately twenty to twenty five people; A BBQ that allows for medium to large groups, is easy to clean |
| <b>Lighting</b>    | 7%  | 2 | Well lit; Lighting, lighting in parks To be able to see better   |
| <b>Utilities</b>   | 7%  | 2 | Powered; Power, lighting   |
| Total mentions: 29 |     |   |  |

## 12.2 – Question 2. Key Concerns

Although a relatively small number of responses were achieved for this question, the most common response pertained to safety and security (29%). Some of the specific suggestions related to this mention are: safety workshops to educate residents, and the production and distribution of a “safety tips” flyer by the local Neighbourhood Watch group.

| <i>Themes</i>                 | <i>Percentage</i> | <i>Mentions</i> | <i>Examples</i>  |
|-------------------------------|-------------------|-----------------|--|
| <b>Safety &amp; Awareness</b> | 29%               | 2               | Organise Safety Workshops for Peninsula residents; Burswood group to form a NHW group and produce a 'Safety Tips' flyer for distribution |
| Total mentions: 7             |                   |                 |  |

## 12.3 – Question 3. What doesn't work well?

Relatively well responded to, this question resulted in parking being the most common suggestion for things that do not work well in the community. Some of the issues identified within the theme of parking are: making a distinction between rental and own-occupied residences (although no specific intervention was provided); concern is raised regarding the ability of emergency vehicles to access residences, along with a less than optimal performance of the plaza drop zone. The remaining two equally popular themes are boundary easement (13%) and waste management (13%).

| <i>Themes</i>            | <i>Percentage</i> | <i>Mentions</i> | <i>Examples</i>   |
|--------------------------|-------------------|-----------------|---|
| <b>Parking</b>           | 27%               | 4               | Owner Vs Rental parking; Cars parked long term – Mews; Issues with access by emergency services vehicles (vehicles parking illegally, across driveways etc. – issue recently where Ambulance could not gain access to pick up patient – concerned that if a Fire Engine had to gain access it would not let through the streets); Plaza drop zone not working as intended |
| <b>Boundary Easement</b> | 13%               | 2               | Change boundary of easement; Ability to issue tickets (look at moving the easement further)   |

|                         |     |   |   |
|-------------------------|-----|---|---|
| <b>Waste Management</b> | 13% | 2 | Towers – Bin Collection – Timing (prefer before 12 noon due to large number of bins out) (Would like rubbish picked up about 12 noon to allow for the bins to be placed on verge in the morning and put away earlier in the afternoon – 50 + bins at a time); coverage<br>Bulk Waste Collection – Waste out too early, lateness of collection (Contractor taking too long to collect waste - always late – explained issues with existing Contractor that will improve in future) |
| Total mentions: 15      |     |   |   |

#### 12.4 – Question 4. What needs improving?

When considering what needs improving, parking is identified most often by participants. Accounting for almost two in three responses, a number of parking issues are identified, including: a perception that eastern states number plated cars are not being issued with parking fines, as well as, complications that eventuated from Crown casino events. Some suggested interventions to achieve better parking outcomes including the potential for wheel-clamping and tow-away responses by parking services, as well as the removal of trees to enable more parking options.

| <i>Themes</i>      | <i>Percentage</i> | <i>Mentions</i> | <i>Examples</i>  |
|--------------------|-------------------|-----------------|--|
| <b>Parking</b>     | 59%               | 10              | Implementation of wheel clamping in Burswood (In an attempt to reduce the amount of long term illegal parking in the area); Tow Away/Clamp Areas in the Mews<br>More weekend parking tickets (believe that current ticketing of 3 vehicles per day per weekend is not enough); Parking issuing tickets to vehicles with Eastern States license plates (Believe tickets are not issued to these vehicles due to the difficulty in chasing up non-payments); Work Zone permits for weekly Contractors (Mon & Wed) (Contractors being fined for attending to weekly maintenance requirements); Future developments to look at angle parking (may provide more parking if angled); Special Event Parking (Crown Events) (parking issues created by Crown Events); Future Planning to include loading zones at each Tower. Will assist with residents moving in and out (People moving in and out have to park illegally to move furniture, will assist for this and deliveries); Charnley Gardens – Redesign of parking bays (tree/bay/tree/bay – possible removal of some trees) (one bay, one tree in place – believe removal of some trees will give more parking); Vantage Way – Long Term Cars parking – installation of parking restriction signage (parking restrictions to 24hr or similar to reduce the number of long terms cars – some as long as 3 weeks without moving) |
| <b>Lighting</b>    | 12%               | 2               | Lights – Future replacement costs (poles and light replacement is expensive); The Promenade – Needs more street lights (audit to be undertaken to provide better illumination of street – some dark areas)   |
| Total mentions: 17 |                   |                 |  |

### 12.5 – Question 5. What works well?

On a more positive note, of equal popularity for elements of the community and/or the ToVP that worked well included, library services, and the maintenance of parks, roads and footpaths.

| <i>Themes</i>                | <i>Percentage</i> | <i>Mentions</i> | <i>Examples</i>   |
|------------------------------|-------------------|-----------------|---|
| <b>Library Services</b>      | 25%               | 1               | Library Facilities  |
| <b>Parking</b>               | 25%               | 1               | Parking – Additional yellow lines has; reduced parking issues |
| <b>Parks Maintenance</b>     | 25%               | 1               | Maintenance of Other Parks                                    |
| <b>Roads &amp; Footpaths</b> | 25%               | 1               | Well maintained roads and footpaths                           |
| Total mentions: 4            |                   |                 |   |