



Alice Springs Town Council Community Questionnaire March 2010

The Alice Springs Town Council is surveying the citizens of Alice Springs to assist with review of the Council's strategic plan. The strategic plan will set Council's directions for the next four years, and define its role and relationship with the community. Your participation is important to the Council's decision, and your assistance in completing this questionnaire would be appreciated.

Approximately 9,300 questionnaires will be circulated, and more can be provided upon request for those not receiving one.

Thank you.

Rex Mooney
Chief Executive Officer

1. DEMOGRAPHIC DATA

Sex (please circle)	M	F
Is your age between? (please circle)		
18 - 25	26 - 65	66 and over
How long have you lived in Alice Springs? (please show years)		

2. COUNCIL SERVICES

Please rate how well you think Council delivers services (Service Delivery column)	
Please rate how important you think the service is to you (Service Importance column)	
Make your assessment using the following scoring by placing a circle around the figure:	
• Most satisfactory/very high – indicate:	+
• Satisfactory – indicate:	0
• Unsatisfactory/low – indicate:	-
• Unsure / Don't know – do not mark	

Service	Service Delivery			Service Importance		
1. Maintenance of Council properties (i.e. Civic Centre, Parks, dump)	-	0	+	-	0	+
2. Council web site	-	0	+	-	0	+
3. Use of advisory committees – waste, access, cemetery, sports facilities	-	0	+	-	0	+
4. Civic activities – Citizenship, Australia Day	-	0	+	-	0	+
5. Animal control and management	-	0	+	-	0	+
6. Town cleanliness	-	0	+	-	0	+

Service	Service Delivery			Service Importance		
	-	0	+	-	0	+
7. Pest control – spiders, etc in public places	-	0	+	-	0	+
8. Mosquito Control	-	0	+	-	0	+
9. Seniors facilities	-	0	+	-	0	+
10. Cemeteries	-	0	+	-	0	+
11. Open drainage	-	0	+	-	0	+
12. Underground drainage	-	0	+	-	0	+
13. Street bins – removal of rubbish	-	0	+	-	0	+
14. Todd & Charles Rivers	-	0	+	-	0	+
15. Todd River rechanneling	-	0	+	-	0	+
16. Cleaning of public conveniences	-	0	+	-	0	+
17. Tree maintenance	-	0	+	-	0	+
18. Landfill management	-	0	+	-	0	+
19. Household rubbish collection	-	0	+	-	0	+
20. Street lighting	-	0	+	-	0	+
21. Todd Mall maintenance	-	0	+	-	0	+
22. Community grants – Development, Assistance, Araluen	-	0	+	-	0	+
23. Youth programs	-	0	+	-	0	+
24. National youth week, Bushmob, Athletes as role models	-	0	+	-	0	+
25. Green waste recycling	-	0	+	-	0	+
26. Cash for Containers	-	0	+	-	0	+
27. Anti-litter promotion	-	0	+	-	0	+
28. New residents information	-	0	+	-	0	+
29. Sports and recreational facilities	-	0	+	-	0	+
30. Aquatic and Leisure Centre	-	0	+	-	0	+
31. Parks & reserves – condition and facilities	-	0	+	-	0	+
32. Cenotaph (Anzac Hill)	-	0	+	-	0	+
33. Shade provision	-	0	+	-	0	+
34. Support for cultural and community events	-	0	+	-	0	+
35. Skate park	-	0	+	-	0	+
36. Art collection maintenance	-	0	+	-	0	+
37. Library – operational, youth & children's services, outreach services, inter-library loans, special collections, indigenous access, homework program, promotions and events, Friends of the Library, community information	-	0	+	-	0	+
38. Alice Springs Show stall	-	0	+	-	0	+
39. Christmas promotions	-	0	+	-	0	+
40. Parking – provision, enforcement	-	0	+	-	0	+
41. Roads maintenance	-	0	+	-	0	+
42. Street furniture – amount, condition, appropriateness	-	0	+	-	0	+

Service	Service Delivery			Service Importance		
	-	0	+	-	0	+
43. Footpaths and cycle tracks	-	0	+	-	0	+
44. Road verges	-	0	+	-	0	+
45. Bus shelters	-	0	+	-	0	+
46. Traffic lights	-	0	+	-	0	+
47. Masters Games Support / Sponsorship	-	0	+	-	0	+
48. Tourism events and promotion	-	0	+	-	0	+
49. Public Art – Gathering Garden	-	0	+	-	0	+
50. Disability access	-	0	+	-	0	+
51. Alice Solar City	-	0	+	-	0	+
52. Town Band	-	0	+	-	0	+
53. Community Childcare Centre maintenance	-	0	+	-	0	+
54. Town Crier	-	0	+	-	0	+
55. Anti-graffiti	-	0	+	-	0	+

3. FUTURE DIRECTIONS

56. Which services if any, should be delivered at a higher standard? (Note: This may increase costs.)

57. Which services if any, should be delivered at a lower standard? (Note: This may reduce costs.)

58. What services that are not provided, should be? (In providing your response, has anything in particular influenced your view?)

59. Are there any comments that you would like to make about Council services? (In providing your response, has anything in particular influenced your view?)

60. Do you plan to be in Alice Springs in 5 years time?

YES / NO

61. What improvements would you like to see in Alice Springs in 5 years? (In providing your response, has anything in particular influenced your view?)

62. Are there any cultural or community issues you would like the Council to address? (In providing your response, has anything in particular influenced your view?)

63. Are there any issues about the environment you would like the Council to address? (In providing your response, has anything in particular influenced your view?)

64. Are there any tourism issues you would like the Council to address? (In providing your response, has anything in particular influenced your view?)

65. Council has only minor responsibility for water provision and conservation strategies; however are there any water issues you would like Council to address with the NT Government? (In providing your response, has anything in particular influenced your view?)

66. Council has only minor responsibility for planning in Alice Springs; however are there any planning issues you would like the Council to address with the NT Government? (In providing your response, has anything in particular influenced your view?)

67. Are there any specific projects you would like the Council to undertake? (In providing your response, has anything in particular influenced your view?)

68. What do you think is the most effective and preferred way for Council to communicate with you? – television, radio, newspaper, letter drop, email, brochures, news articles or other _____

69. Specify one issue in Alice Springs that most concerns you.

70. Overall are you satisfied with the direction of Council? YES / NO ? Please comment.

71. Overall are you satisfied with the position Council has taken on recent issues? YES / NO? Please comment.

72. Is there any other comment you wish to make that will benefit the Council's development of Alice Springs?

73. Should Alice Springs be recognised as a "City" rather than a "Town"?

YES / NO

4. SERVICE QUALITY

Please rate how well you think Council delivers services.

Make your assessment using the following scoring by placing a circle around the figure:

• Most satisfactory – indicate;	+
• Satisfactory – indicate;	0
• Unsatisfactory – indicate:	-

74. Have you found staff to be courteous when contacted by you?	-	0	+
75. How quickly has the Council responded to your requests for service?	-	0	+
76. Is the information provided by Council clear and consistent?	-	0	+
77. How satisfied are you with the overall performance of Council?	-	0	+

THANKYOU FOR YOUR COOPERATION

**PLEASE RETURN THIS QUESTIONNAIRE BY 12 MARCH 2010
 IN REPLY PAID ENVELOPE AS SUPPLIED
 OR DROP OFF AT CIVIC CENTRE
 93 Todd Street, Alice Springs**