



Council Agenda

NOTICE OF MEETING

Notice is hereby given that an ordinary meeting of Council will be held in the

**Council Chamber – Glenelg Town Hall
Moseley Square, Glenelg**

Tuesday 8 May 2018 at 7.00pm

Justin Lynch
CHIEF EXECUTIVE OFFICER

Please note: This agenda contains Officers' reports and recommendations that will be considered by the Council. Any confidential items listed on the agenda will be circulated to Members separately.



Ordinary Council Meeting Agenda

1. OPENING

The Deputy Mayor will declare the meeting open at 7:00pm.

2. KAURNA ACKNOWLEDGEMENT

We acknowledge Kaurna people as the traditional owners and custodians of this land.

We respect their spiritual relationship with country that has developed over thousands of years, and the cultural heritage and beliefs that remain important to Kaurna People today.

3. PRAYER

Heavenly Father, we pray for your presence and guidance at our Council Meeting. Grant us your wisdom and protect our integrity as we carry out the powers and responsibilities entrusted to us on behalf of the community that we serve.

4. APOLOGIES

4.1 Apologies Received

4.2 Absent

5. ANNUAL BUSINESS PLAN CONSULTATION

Under Section 123(4)(a)(i)(B) of the Local Government Act 1999, Council will provide a period of at least one hour for members of the public to ask questions and make submissions in relation to the Draft 2018/19 Annual Business Plan and Budget.

6. DECLARATION OF INTEREST

If a Council Member has an interest (within the terms of the Local Government Act 1999) in a matter before the Council they are asked to disclose the interest to the Council and provide full and accurate details of the relevant interest. Members are reminded to declare their interest before each item.

7. CONFIRMATION OF MINUTES

Motion

That the minutes of the Ordinary Meeting of Council held on 24 April 2018 be taken as read and confirmed.

Moved Councillor _____, Seconded Councillor _____

Carried

8. PUBLIC PRESENTATIONS

8.1 Petitions

8.1.1 Petition – Use of Dover Square South Brighton (Report No: 159/18)

- 8.2 **Presentations - Nil**
- 8.3 **Deputations - Nil**
- 9. **QUESTIONS BY MEMBERS**
 - 9.1 **Without Notice**
 - 9.2 **On Notice**
 - 9.2.1 Question on Notice – Electronic Communication with Ratepayers (Report No: 162/18)
- 10. **MEMBER’S ACTIVITY REPORTS - Nil**
- 11. **MOTIONS ON NOTICE**
 - 11.1 Motion on Notice – Identify a Site within a Council Reserve for a Climbing Wall – Councillor Bouchee (Report No: 160/18)
- 12. **ADJOURNED MATTERS - Nil**
- 13. **REPORTS OF MANAGEMENT COMMITTEES, SUBSIDIARIES AND THE DEVELOPMENT ASSESSMENT PANEL**
 - 13.1 Minutes – Alwyndor Management Committee – 17 April 2018 (Report No: 157/18)
- 14. **REPORTS BY OFFICERS**
 - 14.1 Items in Brief (Report No: 158/18)
 - 14.2 Community Bus Review (Report No: 161/18)
- 15. **RESOLUTIONS SUBJECT TO FORMAL MOTIONS**

Presented for the information of Members is a listing of resolutions subject to formal resolutions, for Council and all Standing Committees, to adjourn or lay on the table items of Council business, for the current term of Council.
- 16. **URGENT BUSINESS – Subject to the Leave of the Meeting**
- 17. **CONFIDENTIAL**
 - 17.1 Alwyndor Action Plan Progress
- 18. **CLOSURE**

JUSTIN LYNCH
CHIEF EXECUTIVE OFFICER

Item No: **8.1.1**

Subject: **PETITION – USE OF DOVER SQUARE PARK, SOUTH BRIGHTON**

Date: 8 May 2018

Written By: Team Leader Governance

General Manager: Business Services, Mr R Bria

SUMMARY

Council has received a petition requesting:

“We the undersigned do not agree to the City of Holdfast Bay granting to any person or group exclusive private use of any portion of the Dover Square Park, Broadway, South Brighton.

The reason for bringing this petition to council are:

1. Dover Square is an important and much loved open space. It is heavily used by families and people of all ages and interests who find great benefit from mutual support and friendship. This vital area used for socialising, friendship, play and exercise is only just adequate for these uses at present. Reducing the area will be highly detrimental to this use.

2. The planned development has screening which can harbour undesirable and illegal activities.

Please note that we are not opposed to incorporated bodies developing gardens as such and would actively support a garden in an unused area such as the vacant land east of the Dover Square tennis courts.”

The 44 pages of the petition received from Mr G Hogben, which includes 670 signatures, meet the relevant criteria for a petition, as outlined in the Council’s Code of Practice – Meetings Procedures.

A further page of the same petition, with an additional 6 signatures, was received separately. This page does not meet the relevant criteria as it does not contain the details of the head petitioner.

RECOMMENDATION

- 1. That the petition from Mr G Hogben of 35 Broadway South Brighton, containing 670 signatures be noted.**
 - 2. That the additional page of 6 signatures which did not meet the Council’s requirements for a petition be noted.**
-

COMMUNITY PLAN

Culture: Supporting excellent, efficient operations

COUNCIL POLICY

City of Holdfast Bay Code of Practice – Procedures at Meetings

STATUTORY PROVISIONS

Local Government Act 1999

Local Government (Procedures at Meetings) Regulations 2013

REPORT

The petition presented to Council by Mr Graham Hogben of 35 Broadway, South Brighton, meets all of the requirements for petitions which is contained in the Council's Code of Practice – Meeting Procedures. The 44 pages of the petition received from Mr Hogben contains 670 signatures.

A further one page, containing 6 signatures, of what appear to be the same petition was received separately. This page does not meet Council's requirements for a petition, in that it does not contain the contact details of the head petitioner. Therefore these 6 signatures are not taken into account when considering this petition. The relevant sections of Council's Code of Practice – Meeting Procedures, are as follows:

Chapter Three – Supplementary Meeting Procedures

- 3.1.7 Each page of a petition is to be presented by the head petitioner to Council's Administration and identify the name and contact details of the head petitioner.*
- 3.1.8 Each page of a petition presented to the Council is to restate the whole of the request or submission of the petitioners.*
- 3.1.9 Where a page of a petition does not comply with paragraph 3.1.8 above the signatures on that page are not to be taken into account by the Council when considering the petition.*

A full copy of the petition has been made available to Elected Members electronically. In accordance with clause 3.1.10 of the Code of Practice – Meeting Procedures, the petition is available for viewing upon request and is not attached to this agenda item.

ADMINISTRATION COMMENT

A comprehensive Council report on the final results of the consultation for the Community Garden, including this petition, will be presented to the Council for its consideration at its meeting on 22 May 2018.

BUDGET

Not applicable.

LIFE CYCLE COSTS

Not applicable.

Item No: **9.2.1**

Subject: **QUESTION ON NOTICE – ELECTRONIC COMMUNICATION WITH RATEPAYERS**

Date: 8 May 2018

QUESTION

Councillor Bradshaw asked the following questions:

- “1. What percentage of HFB ratepayers are currently choosing to pay their Council Rates via BPay?**
- 2. Are there any plans in the foreseeable future, for Council to research if ratepayers would like the option of receiving rates notices and Council information via their email?**
- 3. Council recently hand-delivered some 350 brochures into the letter boxes of residents in the Dover Square area:-**
 - (a) Were Council staff engaged to deliver these brochures?**
 - (b) Please advise the estimated wage cost to Council for this form of distribution?”**

Background

These days, due to the increasing cost of postage, more and more service providers are offering their clients the option of receiving accounts and information via their email. Council currently have 4 mail-outs annually with rates notices, plus regularly look to engage in Community Consultations for input to guide the future direction of the city.

ANSWER – Manager Finance and General Manager City Services

1. Approximately 42% (8,600 rateable properties) of owner/ratepayers pay by B-Pay.
2. We currently offer rate notice delivery via email through EzyBill (offered since July 2017). There are 731 rateable properties registered for EzyBill (3.6% of rateable properties). Any inserts with the rate notices are sent via email to the owner as well.

Also all members of the community who are registered with Your View (Council’s on-line engagement portal), receive notification via email of any new engagement on the day that the engagement commences. Depending on the nature of the engagement,

registered members will also receive a reminder email half-way through the engagement process.

3. One staff member delivered the notices with the help of volunteers. It took approximately one hour of time for the paid employee, the equivalent of approximately \$40/hour (including super).

Item No: **11.1**

Subject: **MOTION ON NOTICE – IDENTIFY A SITE WITHIN A COUNCIL RESERVE FOR A CLIMBING WALL – COUNCILLOR BOUCHEE**

Date: 8 May 2018

PROPOSED MOTION

Councillor Bouchee proposed the following motion:

- 1. That Administration:**
 - 1.1 identify a further site within Council reserves where a climbing wall as described by Master Mack Wagner could be installed;**
 - 1.2 determine design/costings/risks to be in readiness for consideration in the 2019/2020 budget;**
 - 1.3 endeavour to source any grants for this project;**
 - 2. That the Acting Mayor send a letter of thanks to Master Mack Wagner for his enlightening presentation to council on 24 April 2018.**
-

BACKGROUND

The presentation and proposal has merit and I believe would be a positive addition to the recreational activities in our City.

ADMINISTRATION COMMENT

Administration are currently investigating suitable sites within the City where a climbing boulder could be located, including the Brighton Pump Track site. This involves assessing the various designs, purchase costs and associated factors such as recurring maintenance requirements, provision of adequate fall zones, exposure to risk and the preference to co-locate with other youth recreation facilities.

Administration are also determining which grants may be suitable to apply for funding for this project. A report on all of the above will be brought to Council later in the year.

Item No: **13.1**

Subject: **MINUTES – ALWYNDOR MANAGEMENT COMMITTEE – 17 APRIL 2018**

Date: 8 May 2018

Written By: Personal Assistant, GM Alwyndor

General Manager: Alwyndor, Mr R Kluge

SUMMARY

The minutes of the Alwyndor Management Committee meeting held on 17 April 2018 are provided for information.

RECOMMENDATION

- 1. That the minutes of the Alwyndor Management Committee meeting on 20 March 2018 be noted.**
 - 2. That having considered Attachment 2 to Report No: 157/18 Minutes – Alwyndor Management Committee – 17 April 2018 in confidence under section 90(2) and (3)(b) of the Local Government Act 1999, the Council, pursuant to section 91(7) of the Act orders that Attachment 2 be retained in confidence for a period of 24 months and that this order be reviewed every 12 months.**
-

COMMUNITY PLAN

Community: Building a healthy, active and resilient community
Community: Providing welcoming and accessible facilities
Culture: Supporting excellent, efficient operations

COUNCIL POLICY

Not applicable

STATUTORY PROVISIONS

Not applicable

BACKGROUND

This report is presented following the Alwyndor Management Committee Meetings.

The Alwyndor Management Committee was established to manage the affairs of Alwyndor Aged Care Facility. The Council has endorsed the Committee's Terms of Reference and given the Committee delegated authority to manage the business of Alwyndor Aged Care Facility.

CITY OF HOLDFAST BAY

Minutes of the meeting of the Alwyndor Management Committee of the City of Holdfast Bay held at Alwyndor Aged Care, Dunrobin Road, Hove on Tuesday 17 April 2018 at 6.30 pm.

PRESENT

Elected Members

Councillor R Aust
Councillor S Lonie

Independent Members

Chairman – Mr D Royans
Ms T Aukett
Mr T Bamford
Dr O Peters
Mr I Pratt

Staff

General Manager Alwyndor – Mr R Kluge
Personal Assistant – Ms R Gordon
Chief Financial Officer – Ms N Andjelkovic

1. OPENING

The Chairman declared the meeting open at 6.32 pm.

2. KAURNA ACKNOWLEDGEMENT

With the opening of the meeting the Chairman stated:

We acknowledge the Kaurna people as the traditional owners and custodians of this land.

We respect their spiritual relationship with country that has developed over thousands of years, and the cultural heritage and beliefs that remain important to Kaurna People today.

3. APOLOGIES

- 3.1 For Absence - Nil
- 3.2 Leave of Absence - Ms J Bonnici, Ms J Cudsi, Ms L Wills

4. DECLARATION OF INTEREST

Members were reminded to declare any interest before each item.

5. CONFIRMATION OF MINUTES**Motion**

1. That the minutes of the Alwyndor Management Committee meeting held on 20 March 2018 be taken as read and confirmed noting the following corrections:
 - Cr S Lonine was an apology for the meeting
 - Item 7.1 Home Support Services Update (Report No: 19/18) commentary: 'contract with the Southern Health Network has been signed'.

Moved by Cr Lonie, Seconded by Mr Peters

Carried

2. That the minutes of the Alwyndor Management Committee special meeting held on 28 March 2018 be taken as read and confirmed.

Moved by Mr Peters, Seconded by Cr Lonie

Carried

6. CONFIDENTIAL**6.1 Monthly Financial Report – March 2018 (Report No: 21/18)****Exclusion of the Public – Section 90(3)(d) Order****Motion**

1. That pursuant to Section 90(2) of the *Local Government Act 1999* Alwyndor Management Committee hereby orders that the public be excluded from attendance at this meeting with the exception of the General Manager and Staff in attendance at the meeting in order to consider Report No: 21/18 Monthly Financial Report – March 2018 in confidence.
2. That in accordance with Section 90(3) of the *Local Government Act 1999* Alwyndor Management Committee is satisfied that it is necessary that the public be excluded to consider the information contained in Report No: 21/18 Monthly Financial Report – March 2018 on the following grounds:
 - d. pursuant to section 90(3)(d) of the Act, the information to be received, discussed or considered in relation to this Agenda Item is commercial information of a confidential nature (not being a trade secret) the disclosure of which could reasonably be expected to confer a commercial advantage on a third party of Alwyndor, in addition Alwyndor's financial position is reported as part of Council's regular budget updates.

In addition, the disclosure of this information would, on balance, be contrary to the public interest. The public interest in public access to the meeting has been balanced against the public interest in the continued

non-disclosure of the information. The benefit to the public at large resulting from withholding the information outweighs the benefit to it of disclosure of the information.

Moved Mr Pratt, Seconded Mr Peters

Carried

Ms Andjelkovic left the meeting at 6.49pm

Motion

RETAIN IN CONFIDENCE - Section 91(7) Order

5. That having considered Agenda Item 6.1 Monthly Financial Report – March 2018 (Report No: 21/18) in confidence under section 90(2) and (3)(d) of the *Local Government Act 1999*, the Alwyndor Management Committee, pursuant to section 91(7) of that Act orders that the Attachments and Minutes be retained in confidence for a period of 18 months and that this order be reviewed every 12 months.

Moved Mr Bamford, Seconded Mr Peters

Carried

6.2 Clinical Incident Evaluation – October to December 2017 (Report No: 24/18)

Exclusion of the Public – Section 90(3)(d) Order

Recommendation – Exclusion of the Public – Section 90(3)(d) Order

1. That pursuant to Section 90(2) of the *Local Government Act 1999* Alwyndor Management Committee hereby orders that the public be excluded from attendance at this meeting with the exception of the General Manager and Staff in attendance at the meeting in order to consider Report No: 24/18 Clinical Incident Evaluation - October to December 2017 in confidence.
2. That in accordance with Section 90(3) of the *Local Government Act 1999* Alwyndor Management Committee is satisfied that it is necessary that the public be excluded to consider the information contained in Report No: 24/18 Clinical Incident Evaluation - October to December 2017 on the following grounds:
 - d. pursuant to section 90(3)(d) of the Act, the information to be received, discussed or considered in relation to this Agenda Item is commercial information of a confidential nature (not being a trade secret) the disclosure of which could reasonably be expected to confer a commercial advantage on a third party as they outline operational resources and financial position of Alwyndor.

In addition, the disclosure of this information would, on balance, be contrary to the public interest. The public interest in public access to the meeting has been balanced against the public interest in the continued non-disclosure of the information. The benefit to the public at large resulting from withholding the information outweighs the benefit to it of disclosure of the information.

3. The Alwyndor Management Committee is satisfied, the principle that the meeting be conducted in a place open to the public, has been outweighed by the need to keep the information or discussion confidential.

Moved Cr Lonie, Seconded Mr Bamford

Carried

Motion

RETAIN IN CONFIDENCE - Section 91(7) Order

2. That having considered Agenda Item 6.2 in confidence under section 90(2) and (3)(d) of the *Local Government Act 1999*, the Alwyndor, pursuant to section 91(7) of that Act orders that the Report, Attachment and Minutes be retained in confidence for a period of 18 months and that this order be reviewed every 12 months.

Moved Mr Peters, Seconded Cr Lonie

Carried

6.3 **Uniquity Review Update (Report No: 26/18)**

Exclusion of the Public – Section 90(3)(a and e) Order

1. That pursuant to Section 90(2) of the *Local Government Act 1999* Alwyndor Management Committee hereby orders that the public be excluded from attendance at this meeting with the exception of the General Manager and Staff in attendance at the meeting in order to consider Report No: 26/18 Uniquity Review Update in confidence.
2. That in accordance with Section 90(3) of the *Local Government Act 1999* Alwyndor Management Committee is satisfied that it is necessary that the public be excluded to consider the information contained in Report No: 26/18 Uniquity Review Update on the following grounds:
 - a. pursuant to section 90(3)(a) of the Act, the information to be received, discussed or considered in relation to Report No: 26/18 Uniquity Review Update is information the disclosure of which would involve the unreasonable disclosure of information concerning the personal affairs of any person (living or dead), being Alwyndor staff.

- e. pursuant to section 90(3)(e) of the Act, the information to be received, discussed or considered in relation to this Agenda Item is related to matters affecting the security of employees of Alwyndor.
3. The Alwyndor Management Committee is satisfied, the principle that the meeting be conducted in a place open to the public, has been outweighed by the need to keep the information or discussion confidential.

Moved Cr Lonie, Seconded Mr Bamford

Carried

Motion

RETAIN IN CONFIDENCE - Section 91(7) Order

3. That having considered Agenda Item 6.3 Uniquity Review Report (Report No: 26/18) in confidence under section 90(2) and (3)(a and e) of the *Local Government Act 1999*, the Alwyndor, pursuant to section 91(7) of that Act orders that the Report, Attachments and Minutes be retained in confidence for a period of 24 months and/or the Chief Executive Officer is authorised to release the action plan, and retain the Uniquity Review Report and Report No: 26/18 in confidence for a period of 36 months and that this order be reviewed every 12 months.

Moved Cr Lonie, Seconded Mr Bamford

Carried

6.4 **Confidential Business Proposal (Report No: 28/18)**

Exclusion of the Public – Section 90(3)(d) Order

1. That pursuant to Section 90(2) of the *Local Government Act 1999* Alwyndor Management Committee hereby orders that the public be excluded from attendance at this meeting with the exception of the General Manager and Staff in attendance at the meeting in order to consider Report No: 28/18 Confidential Business Proposal in confidence.
2. That in accordance with Section 90(3) of the *Local Government Act 1999* Alwyndor Management Committee is satisfied that it is necessary that the public be excluded to consider the information contained in Report No: 28/18 Confidential Business Proposal on the following grounds:
 - d. pursuant to section 90(3)(d) of the Act, the information to be received, discussed or considered in relation to this Agenda Item is commercial information of a confidential nature (not being a trade secret) the disclosure of which could reasonably be expected to prejudice the commercial position of the person who supplied the information contained in the proposal.

In addition, the disclosure of this information would, on balance, be contrary to the public interest. The public interest in public access to the meeting has been balanced against the public interest in the continued non-disclosure of the information. The benefit to the public at large resulting from withholding the information outweighs the benefit to it of disclosure of the information.

3. The Alwyndor Management Committee is satisfied, the principle that the meeting be conducted in a place open to the public, has been outweighed by the need to keep the information or discussion confidential.

Moved Cr Lonie, Seconded Mr Bamford

Carried

Motion

RETAIN IN CONFIDENCE - Section 91(7) Order

2. That having considered Agenda Item 6.4 Confidential Business Proposal in confidence under section 90(2) and (3)(d) of the *Local Government Act 1999*, the Alwyndor, pursuant to section 91(7) of that Act orders that the report, attachments and minutes be retained in confidence for a period of 24 months and that this order be reviewed every 12 months.

Moved Cr Aust, Seconded Cr Lonie

Carried

7. REPORTS/ITEMS OF BUSINESS

7.1 Cessation of Contract with Resthaven – Transition Plan (Report No: 25/18)

This report outlines the transition plan for the transfer of management of the Commonwealth Home Support Programme (CHSP) contract from Alwyndor to Resthaven at the cessation of the contract on 30 June 2018.

The Committee noted the detailed action plan for the cessation of contract with Resthaven and the General Manager provided an update on the transition process so far. Staff have been understanding and ok with changes. Feedback was provided that future correspondence to clients requires refinement and simplification.

Motion

That the Alwyndor Management Committee receive and note the information outlined in this report and transition plan for the cessation of the CHSP contract with Resthaven.

Moved Cr Lonie, Seconded Mr Bamford

Carried

7.2 Minutes – Governance and Operations Committee – 6 April 2018 (Report No: 23/18)

The minutes of the Governance and Operations Committee meeting held on 6 April 2018 are provided for information.

The Committee noted this as an example of the many improvements going on at Alwyndor.

Motion

That the minutes of the Governance and Operations Committee meeting held on 6 April 2018 be noted.

Moved Mr Peters, Seconded Cr Lonie

Carried

7.3 Corporate Risk Register (Report No: 27/18)

The Corporate Risk Register, outlining principles, framework and processes, along with a risk matrix is presented to the Alwyndor Management Committee for information and review.

The Register has been updated for each risk and is in-line with Council's new framework. The General Manager sought feedback from Committee members on whether they believe all necessary risks have been satisfactorily covered. The Committee indicated that the Uniquity review action plan should be included.

The General Manager indicated that a review of the register in October would be an appropriate time to evaluate current risks, with the view of removing some.

It was suggested that risk 10 'lack of income diversity' may need to be adjust to 'loss of income' or similar. As it stands, lack of income diversity is an issue but not a risk.

Motion

That the Alwyndor Management Committee note the Corporate Risk Register as outlined in Attachment 1 to this report and that the Committee provided feedback and recommendations by 7 May.

Moved Cr Aust, Seconded Mr Peters

Carried

7.4 General Manager's Report (Report No: 22/18)

These items are presented for the information of Members. After noting the report any items of interest can be discussed and, if required, further motions proposed.

The General Manager provided an explanation regarding reports not presented per the task schedule. Traffic light indicators will be included in the WHS attachment from next month. The General Manager also provided an update on SkyTrust. As much of

the same information is required by both SkyTrust and the new finance system, the decision was made to up-date the shared data at the same time, in order to streamline the process.

Motion

1. That the following items be noted and items of interest discussed:
 1. Meeting Dates and Task Schedule
 2. WHS Implementation Plan
 3. Inaugural Dorothy Cheater Award
2. That the General Manager congratulate the recipients of the Dorothy Cheater Award on behalf of the Alwyndor Management Committee.

Moved Cr Lonie, Seconded Mr Bamford

Carried

8. URGENT BUSINESS – Subject to the leave of the meeting

8.1 Staffing update (verbal)

The General Manager provided an update on a number of staffing matters.

Ms Gordon left the meeting at 8.58

Ms Gordon re-joined the meeting at 9.00pm

The General Manager provided an up-date on an additional review undertaken by an external consultant and expects a report by 20 April 2018. The outcomes of this review will be shared with the Committee.

9. DATE AND TIME OF NEXT MEETING

The next meeting of the Alwyndor Management Committee will be held on Tuesday 15 May 2018 in the Meeting Room, Alwyndor Aged Care, 52 Dunrobin Road, Hove.

10. CLOSURE

The meeting closed at 9.09 pm.

CONFIRMED 15 May 2018

CHAIRMAN

Item No: **14.1**
Subject: **ITEMS IN BRIEF**
Date: 8 May 2018
Written By: Personal Assistant
General Manager: Business Services, Mr R Bria

SUMMARY

These items are presented for the information of Members.

After noting the report any items of interest can be discussed and, if required, further motions proposed.

RECOMMENDATION

That the following items be noted and items of interest discussed:

1. **Fixed Speed Camera – Brighton Road, Seacliff**
 2. **Quarterly 2017-18 Grants Update**
-

COMMUNITY PLAN

Culture: Supporting excellent, efficient operations

COUNCIL POLICY

Not applicable

STATUTORY PROVISIONS

Not applicable

REPORT

1. **Fixed Camera – Brighton Road, Seacliff**

At its meeting of 27 February 2018 Council resolved that the CEO should write to the Department of Transport Planning and Infrastructure requesting the installation of a fixed speed camera adjacent to the pedestrian crossing on Brighton Road in close proximity to the Seacliff Primary School.

Council has received correspondence back from the Acting Chief Executive Officer of the department saying they don't believe the deployment of a safety camera is warranted at this time.

Refer Attachment 1

2. **Quarterly 2017-18 Grants Update**

For the 2017-18 financial year (at the third quarter) Council is expected to receive \$8,571,125 in external grant funding. This consists of:

- \$5,470,783 in capital grants
- \$305,981 in operating and other projects
- \$2,794,361 in recurring grants.

The attached schedule provides the details of our external grant position. This shows the total for the third quarter, \$6,054,773 has been received. For quarters 1, 2 and 3, a total of \$7,410,050 has been received from the confirmed total for the financial year (not including any operating subsidies from Alwyndor).

Refer Attachment 2

In the third quarter, of eight applications, four submissions for grant opportunities were awaiting notification (totaling \$959,092) and three application was unsuccessful (\$1,050,000). Council was also notified that it was successful in securing \$2 million for Stage 1 of the Brighton Oval Sporting Complex, which will be received in 2018-19.

Council will continue to monitor grant opportunities throughout the year with the aim for applying for funding where applicable and suitable.



In reply please quote

MRS18D0109

OFFICE OF THE CHIEF
EXECUTIVE

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Adelaide SA 5000

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Telephone: 08 8343 2222
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ABN 92 366 288 135

Mr Justin Lynch
Chief Executive Officer
City of Holdfast Bay
PO Box 19
BRIGHTON SA 5048



Dear Mr Lynch,

I refer to your letter to the former Minister for Road Safety, requesting the installation of a safety camera at the pedestrian actuated crossing on Brighton Road, near Seacliff Primary School. Given the recent election result, your enquiry was referred to the Department of Planning, Transport and Infrastructure (DPTI) to respond.

Site selection for the fixed safety camera program is primarily determined by crash statistics on a priority basis, with individual sites suitably governed by site geometry, road alignment and the presence of obstructions. The site selection process takes into account crash history, other cameras in the overall network, traffic volume and patterns, existing and planned infrastructure, intelligence from the South Australia Police (SAPOL), road safety audits, and community feedback or concern.

Crash statistics do not currently highlight this location as a high priority for the installation of a fixed safety camera. Please be assured that DPTI will continue to monitor driver behaviour at this site and should the need for change become evident the appropriate action will be taken in the interest of road safety.

Members of the public who notice any unsafe road practices, such as speeding or red-light running, are encouraged to report them directly to SAPOL via its Traffic Watch Program on 131 444, or in person at their local police station. These reports assist SAPOL to detect dangerous and irresponsible drivers and allow better long-term planning to prevent dangerous driving in particular areas, including the operation of mobile speed cameras.

I trust this information is of assistance.

Yours sincerely,

A handwritten signature in black ink, consisting of a series of fluid, connected strokes that form a stylized, cursive representation of the name Julienne TePohe.

Julienne TePohe
A/CHIEF EXECUTIVE

9 April 2018

SUCCESSFUL APPLICATIONS**Grant - Capital**

Bid Title	Grant Total	Received in Previous Financial Year(s)	2017-18 Total	Received 2017-18 - Quarter 3	Total Received for 2017-18	Project Date	Acquittal Date	Status
CPTED - Partridge House (Lighting and CCTV)	\$ 60,000	\$ 54,000	\$ 6,000	\$ -	\$ -	1/06/2016	30/07/2018	Grant Awarded
Distinctive Coloured Pavement Bicycle Lanes	\$ 6,000	\$ -	\$ 6,000	\$ -	\$ 6,000	1/07/2017	30/6/2018	Grant Awarded
Coast Park Minda Dunes	\$ 4,345,510	\$ -	\$ 4,345,510	\$ 4,345,510	\$ 4,345,510	21/02/2018	31/08/2019	Grant Awarded
Fund My Neighbourhood - Angus Neil Reserve Playground	\$ 100,000	\$ -	\$ 100,000	\$ 100,000	\$ 100,000	3/04/2018	29/11/2018	Grant Awarded
Fund My Neighbourhood - Community Garden	\$ 50,000	\$ -	\$ 50,000	\$ 50,000	\$ -	2/07/2018	21/12/2018	Grant Awarded
Glenelg North Rain Gardens	\$ 47,000	\$ -	\$ 47,000	\$ 21,150	\$ 42,300	1/07/2017	25/5/2018	Grant Awarded
Jetty Road Brighton - Railway Crossing - Blackspot (additional funding)	\$ 335,000	\$ 296,000	\$ 39,000	\$ -	\$ 39,000	1/07/2016	30/6/2017	Grant Awarded
Kauri Parade Sporting and Community Hub	\$ 3,100,000	\$ 3,000,000	\$ 100,000	\$ -	\$ -	1/07/2015	31/12/2016	Grant Awarded
Solar Panels at the Brighton Surf Life Saving Club	\$ 10,000	\$ -	\$ 10,000	\$ -	\$ 10,000	1/07/2017	30/6/2018	Grant Awarded
Solar Panels at the Seacliff Surf Life Saving Club	\$ 9,091	\$ -	\$ 9,091	\$ -	\$ 9,091	5/12/2017	5/12/2018	Grant Awarded
Solar Panels at the Somerton Surf Life Saving Club	\$ 10,000	\$ -	\$ 10,000	\$ -	\$ 10,000	1/07/2017	30/6/2018	Grant Awarded
Wattle Reserve Court Resurfacing	\$ 5,000	\$ -	\$ 5,000	\$ -	\$ -			Grant Awarded
Tarlton Street Stormwater Infrastructure	\$ 775,000	\$ 31,818	\$ 743,182	\$ 585,117	\$ 585,117	1/03/2017	31/12/2017	Grant Awarded
Total	\$ 3,381,818	\$ 3,381,818	\$ 5,470,783	\$ 5,101,777	\$ 5,147,018			

Grant - Non-Cash Receipt Council Owned Assets

Bid Title	Grant Total	Received in Previous Financial Year(s)	2017-18 Total	Received 2017-18 - Quarter 3	Total Received for 2017-18	Project Date	Acquittal Date	Status
Libraries Capital Materials Funding	\$ 114,362	Recurring	\$ 114,362	In kind contribution	\$ -	1/07/2017	30/06/2018	Grant Awarded
Total	\$ 114,362	\$ -	\$ 114,362	\$ -	\$ -			

Grant - Operating Project and other

Bid Title	Grant Total	Received in Previous Financial Year(s)	2017-18 Total	Received 2017-18 - Quarter 3	Total Received for 2017-18	Project Date	Acquittal Date	Status
Arts SA Public Art & Design Seed Funding Grant	\$ 9,000	\$ -	\$ 9,000	\$ -	\$ 9,000	29/09/2017	28/02/2018	Grant Awarded
Compostable bags to be supplied by supermarkets pilot	\$ 92,962	\$ -	\$ 92,962	\$ 4,091	\$ 80,000	1/07/2017	30/06/2018	Grant Awarded
New Years Eve Event	\$ 30,107	\$ -	\$ 30,107	\$ -	\$ 30,107	19/10/2017	20/11/2018	Grant Awarded
Rain Gauges (for Flood Preparedness)	\$ 52,500	\$ -	\$ 52,500	\$ 41,485	\$ 41,485	1/06/2017	30/11/2017	Grant Awarded
Community Museums-Little River : the story of Glenelg Patawalonga	\$ 5,800	\$ -	\$ 5,800	\$ 5,800	\$ 5,800	1/01/2018	31/07/2018	Grant Awarded
Sporting Club Volunteer Pool	\$ 1,250	\$ -	\$ 1,250	\$ -	\$ 1,250	1/07/2017	30/06/2018	Grant Awarded
Total	\$ -	\$ -	\$ 191,619	\$ 51,376	\$ 167,642			

Grant - Recurring

Bid Title	Grant Total	Received in Previous Financial Year(s)	2017-18 Total	Received 2017-18 - Quarter 3	Total Received for 2017-18	Project Date	Acquittal Date	Status
Commonwealth Home Support Program (CHSP)	\$ 893,830	Recurring	\$ 893,830	\$ 235,077	\$ 681,992	1/07/2017	30/06/2018	Grant Awarded
Financial Assistance Grant - General Purpose	\$ 761,251	Recurring (\$381,818 advanced payment in 2016-17)	\$ 379,433	\$ 94,738	\$ 284,214	1/07/2017	30/06/2018	Grant Awarded
Financial Assistance Grant - Roads	\$ 375,683	Recurring (\$188,082 advanced payment in 2016-17)	\$ 187,601	\$ 47,020	\$ 141,060	1/07/2017	30/06/2018	Grant Awarded
Libraries Board Grant - Brighton Library	\$ 77,153	Recurring	\$ 77,153	\$ -	\$ 77,153	1/07/2017	30/06/2018	Grant Awarded
Libraries Board Grant - Glenelg Library	\$ 60,007	Recurring	\$ 60,007	\$ -	\$ 60,007	1/07/2017	30/06/2018	Grant Awarded
NRM Biodiversity and Coastal Project Officer	\$ 158,794	Recurring	\$ 158,794	\$ 48,000	\$ 147,620	1/07/2017	30/06/2018	Grant Awarded
Roads to Recovery funding	\$ 536,558	Recurring	\$ 536,558	\$ 129,734	\$ 356,292	1/07/2017	30/06/2018	Grant Awarded
Supplimentary Roads Grant	\$ 187,797	Recurring	\$ 187,797	\$ 187,797	\$ 187,797	1/07/2017	30/06/2018	Grant Awarded
SA HACC	\$ 313,188	Recurring	\$ 313,188	\$ 159,254	\$ 159,254	1/07/2017	30/06/2018	Grant Awarded
Total	\$ 569,900	\$ 569,900	\$ 2,794,361	\$ 901,620	\$ 2,095,390			

Total of Grant Funding for 2017-18 Confirmed**\$ 8,571,125****Total Received 2017-18 - Quarter 3****\$ 6,054,773****Total Received for 2017-18****\$ 7,410,050**

Grant funding applications								
Bid Title	Amount Applied For	Department	Column1	Column2	Column3	Fund	Column4	Status
Brighton Oval Sporting Complex (to be received in 2018-19)	\$ 2,000,000.00	Government of South Australia						Successful
Glenelg Oval Masterplan - Stage 1: Resurface Courts	\$ 217,900.00	Office of Recreation and Sport				Sporting Surfaces Program		Submitted
Glenelg Oval Masterplan - Stage 1: Resurface Courts (Tennis SA)	\$ 15,000.00	Tennis SA						Submitted
Glenelg Oval Masterplan - Stage 1: Clubroom & Fencing	\$ 273,500.00	Office of Recreation and Sport				Sports Facilities Funding		Submitted
Anzac Highway Bike Lane	\$ 452,692.00	Department of Infrastructure, Regional Development and Cities				Black Spot Program		Submitted
Angus Neil Reserve Playspace Stege 2	\$ 60,000.00	Department of Planning, Transport and Infrastructure				Open Space Grant Funding		Unsuccessful
Chappel Street Glenelg Upgrade - Design and Construction	\$ 900,000.00	Department of Planning, Transport and Infrastructure				Open Space Grant Funding		Unsuccessful
Kingston Park Masterplan - Stages 4 and 6 Detailed Design	\$ 90,000.00	Department of Planning, Transport and Infrastructure				Open Space Grant Funding		Unsuccessful
Total	\$ 1,791,192.00							

Item No: **14.2**

Subject: **COMMUNITY BUS REVIEW**

Date: 8 May 2018

Written By: Manager Community Wellbeing

General Manager: Community Services

SUMMARY

This report responds to three key questions;

- Does the service respond to identified community need?
- Is it operating at optimum efficiency; and
- Will there be a demand for this service into the future?

The overwhelming response to the review is positive, with clear evidence that it meets the needs of the community and that there will continue to be a demand for the service, particularly for the older members of the community, well into the future. Evidence also shows that there are opportunities to maximise the potential of the service, particularly around greater choice, frequency and flexibility of the current service model, as well as increased awareness and promotion of the service.

RECOMMENDATION

- 1. That Council receives and endorses the report.**
 - 2. That Council supports:**
 - **the continuation of the community bus service for the duration of the CHSP contract to June 2020; and**
 - **the continued lobbying for funding to continue after June 2020.**
 - 3. That Council supports the recommended changes to the service model, including:**
 - **an increase in number of trips to meet demand;**
 - **an update to the collateral (including printed timetables, as well as advertising and promotional materials);**
 - **greater flexibility in the service model; and**
 - **increased promotion through a variety of channels.**
-

COMMUNITY PLAN

Community: Building a healthy, active and resilient community
Community: Fostering an engaged and contributing community
Economy: Making it easier to do business
Culture: Providing customer-centred services
Culture: Supporting excellent, efficient operations

COUNCIL POLICY

Access & Equity Policy

STATUTORY PROVISIONS

Commonwealth Home Support Program
South Australian Home and Community Care Program
Passenger Transport Regulations (2009)

BACKGROUND

Council's community bus service is a long standing service, operated in the past by both the Cities of Brighton and Glenelg and continued by the City of Holdfast Bay post amalgamation in 1997. Council has been in receipt of funding to provide transport since the introduction of grant funded programs in 1985.

A Community Transport Needs Analysis was undertaken in June 2013 that responded to an earlier Council resolution (C131112/717) to investigate the community's need for a Council funded transport service. Council resolved to continue providing a community bus service for the frail older population and people who no longer drive, with opportunity still being offered to other community residents who may wish to access the bus on occasion. (C110613/952)

This review considered Council's current community bus service, which comprises regular trips to local shopping precincts, libraries and community centres and low cost bus hire to local not for profit community groups. The review includes benchmarking against other metropolitan and regional councils.

The review did not include Council's CHSP funded Transport & Social Connections program that provides 1:1 transport and support in private vehicles, nor did it include a number of other local service providers (including Alwyndor) that own and operate a bus service, usually restricted to their patrons/clients.

REPORT

The Passenger Transport Regulations clearly define a community transport service as one that does not principally operate for profit or commercial gain. What categorically sets community transport apart from other transport options is the commitment to meeting the specific needs of the local population and putting service models in place that are specific to the local area.

Whilst public transport, including taxi, tram and train, is an affordable transport option for concession card holders, there are individuals in every community for whom the private motor vehicle and/or mainstream public transport are not suitable or available. Moving about within the city does pose a challenge for people who do not drive or are unable to walk any distance or who wish to travel relatively short distances within the city.

It is clear from research into Council and State planning documents that Local Government is the primary provider of community transport across the nation, with grant funding providing a significant portion of the financial resources to supply transport services locally. Research further highlights the importance for government at all levels to focus on the health and wellbeing of the population. This is achieved through opportunities for healthy and active lifestyles, encouraging people to connect to their local community and supporting volunteering. Transport is an integral component to all of these ideals.

It is evident that an effective Community Transport service meets a need that cannot be met by other transport services. Local Government, being the tier of government closest to the people is well placed to provide a service that is tailored to the needs of the people it serves. By maintaining a partnership with funding bodies the cost associated with delivering a localised transport service is shared.

Given the City of Holdfast Bay's ageing population, the community bus service remains one of the most valuable community services available to people who need support to maintain their connection with their local community.

Whilst the community bus service is available to any local resident in the community who has a specific transport need, the buses are tailored to people with frailty or mobility difficulty. As a result, the current average regular user is 86 years of age and is no longer driving and rely on the service to maintain their independence and social connections. This makes it important to maintain this service over the next two decades as the current demographic of 60 -75 year olds reach that milestone.

The report illustrates that the community bus service is responsive to identified community need, is valued by current users as well as potential future users, and that demand for the service will continue well into the future.

There are other benefits that may not always be immediately evident or overt, or even associated with the service, but nonetheless have a significant impact and would add a burden to the community if the service was not available. These include a reduction in traffic congestion and travel times on the city's roads, reducing greenhouse gas emissions and improving air quality and

economic opportunities for local traders, as the service brings transport disadvantaged people through their doors.

Another factor that contributes to the efficiency of the service is the model of using volunteer drivers and assistants. The total contribution of volunteers to this service is valued in excess of \$118,000 per annum.

Key findings have highlighted that whilst the service is effective, it is not currently operating at optimum efficiency.

Promotional materials that are appropriate for the target audience are essential to ensuring optimal levels of service use. The importance of promotion and raising community awareness about the service is imperative, and responding to the demand for greater choice and flexibility will ensure that the service remains a viable option, with full buses and a fully engaged and participating community.

The service charges a fee of \$2.00 per one way trip. Due to various relevant legislative requirements, fees are managed on an honesty based system, with passengers depositing into a locked donation box rather than operating a ticketing system. Takings are regularly deposited at our customer service counter and recorded as revenue in the community bus account.

The unit cost for the service is calculated on the number of annual kilometres travelled by the fleet rather than number of passengers, as the majority of the cost to have the vehicles on the road is incurred irrespective of whether the bus is carrying a full load of passengers or not.

The current average cost of the service is \$5.62 per kilometre. (The total cost of the service divided by the total kilometres provides an average of the service per kilometre.)

An increase in revenue (other than grant funding) could be achieved with a careful balance between increasing the number of passengers carried and a more accountable fee system. Increasing the charter hire opportunities is also an option, but it needs to be carefully balanced with the core purpose of the service, which is to ensure that transport disadvantaged residents can maintain their independence and maximise opportunities for engagement to reduce social isolation. The Passenger Transport Regulations (2009) must also be borne in mind as they stipulate that a community transport service can not be operated for profit or commercial gain.

Refer Attachment 1

BUDGET

All the recommendations in the report can be accommodated in the draft 2018/19 budget. As a result Council's contribution remains at 25% of the total operating costs (\$50,803).

REVENUE 2018/19	AMOUNT \$	EXPENDITURE 2018/19	AMOUNT \$
Fees & Donations	\$16,200	Community Bus 304	\$203,212
Grant Funding	\$136,209		
Council 25% of Operating Costs	\$50,803		
TOTAL	\$203,212		\$203,212

LIFE CYCLE COSTS

With grant funding secured for a further two years to 2020, the majority of the cost of the service will continue to be funded through the Commonwealth Home Support Program, with Council contributing 25% of the operating costs of the service.



Community Bus Review 2017/18

Lisa Darby
Quality & Compliance Officer
Community Wellbeing
March 2018

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Acknowledgement

I would like to express my deepest appreciation to everyone that made this report possible and acknowledge the crucial role of the residents, volunteers and other Local Government organisations that participated in the community engagement that informed this report.

Special thanks go to the student on placement, Nadia Bishop and staff Elena Pereira and Gordon Hampton, who did the background research and helped me assemble the parts. Last but not least, many thanks go to the Manager Community Wellbeing, Monica du Plessis who invested her full effort in guiding the team to achieve this result.

Definitions

ACRONYM or TERMINOLOGY	MEANING
HACC	<p>Home and Community Care Joint Federal and State Government funding for older people, younger people with disabilities and their carers. As part of the National Aged Care Reforms, this program was replaced by the CHSP and SA-HACC programs.</p>
CHSP	<p>Commonwealth Home Support Program Federal Government grant funding for frail older people aged 65 years and over.</p>
SA HACC	<p>South Australian Home and Community Care State government grant funding for younger people (under 65 years) with moderate, severe or profound disability and their carers.</p>
Kerb to kerb	<p>A bus service that, wherever possible, picks passengers up at the kerb of their home address and drops them off at the closest point to the entrance of their destination, ensuring that passengers do not have to cross a road or navigate traffic to use the bus.</p>
Charter trips/charter hire	<p>When a community bus is hired at low cost to a local not for profit community group. Dependent upon availability of a vehicle and a volunteer driver.</p>
Bus Run (#)	<p>A unique identifier allocated to a particular bus route.</p>

Executive Summary

The aim of the Community Transport Review 2017/18 is to identify whether the Council's current community bus service model

- responds to identified community need;
- operates at optimum efficiency; and
- if there is a demand for this service into the future.

The review considered Council's current community bus service, operating out of 'Wilton House', 17 Wilton Avenue, Somerton Park. The service comprises regular trips to local shopping precincts, libraries and community centres and low cost bus hire to local non profit community groups.

Council's community bus service is a long standing service, operated in the past by both the Cities of Brighton and Glenelg and continued by the City of Holdfast Bay post amalgamation in 1997. Council has been in receipt of funding to provide transport since the introduction of grant funded programs in 1985.

Research into the Council and State planning documents referenced in this report all highlight the importance of maintaining the health and wellbeing of the population. This is achieved through opportunities for healthy and active lifestyles, encouraging people to connect to their local community and supporting volunteering. Transport is an integral component to all of these ideals.

It is clear from the research that Local Government is the primary provider of community transport across the nation, with grant funding providing a significant portion of the financial resources to supply transport services locally.

The size and capacity of buses differs in each Council and is dependent upon the configuration of seating to accommodate the modifications that are a requirement when providing a community bus service.

What sets community transport apart from other transport options is the commitment to meeting the specific needs of the local population and putting service models in place that are specific to the local area.

Given the City of Holdfast Bay's ageing population, the community bus service remains one of the most valuable community services available to people who need support to maintain their connection with their local community. Despite the availability of public transport, including taxi, tram and train to travel outside of Holdfast Bay, moving about within the city does pose a challenge for people who do not drive or are unable to walk any distance or travel relatively short distances.

The value that is placed on the community bus service is overwhelmingly evident from the community engagement phase of the review. Key themes highlight that the service promotes a sense of community and friendship, provides a level of convenience and support that is not available through any other transport service and that the care and concern shown by the volunteers provides a sense of comfort, safety and reassurance.

The help that the volunteers provide and the social support that is gained from the service are described as being 'invaluable' and 'a lifeline'. Being able to do their own shopping is paramount to people's feelings of independence and people consider the City of Holdfast Bay "the best council to live in" due to the level of community support offered.

Respondents are in agreement that it would be a big loss to the community if the service were to cease, as it would herald the loss of independence, increase social isolation and result in an inevitable decline in mental health and wellbeing for the most vulnerable in our community.

The report illustrates that the community bus service is responsive to identified community need and that demand for the service will continue well into the future.

Key findings have highlighted that whilst the service is effective, it is not currently operating at optimum efficiency. Key recommendations to address the inefficiencies include improvements to the current service model to meet identified needs, as follows:

1. Design new printed collateral that is easy to read and interpret and ensure more promotion of the service as numerous responses indicated a lack of knowledge about the service, its eligibility and timetabling.
2. Map the activities at each of the community centres and Alwyndor and plan regular bus runs to support patronage to the centres, further capitalising on the opportunity to keep the community connected.
3. More frequent trips to Westfield Marion and greater flexibility with arrival/departure times and longer time to shop, as this location is seen as an 'ideal' destination due to the variety of stores enabling people to 'shop the specials', as well as medical, banking and shopping options all under one roof, cited as being convenient all year round, despite the weather.
4. Promote the service directly by speaking to local community groups and including flyers with the rates notice and new resident packs. Also advertise more frequently in the Messenger Press and investigate options for advertising on community radio.

Part A
Introduction
&
Background

Introduction

The aim of the Community Transport Review 2017/18 is to identify whether the current community bus service model

- responds to identified community need;
- operates at optimum efficiency; and
- if there is a demand for this service into the future.

Previous Reports

A Community Transport Needs Analysis was undertaken in June 2013 that responded to an earlier Council resolution (C131112/717) to investigate the community's need for a Council funded transport service. Council resolved to continue providing a community bus service for the frail older population and people who no longer drive, with opportunity still being offered to other community residents who may wish to access the bus on occasion. (C110613/952)

Scope

The review considered Council's current community bus service, operating out of 'Wilton House', 17 Wilton Avenue, Somerton Park. Council's Community Bus Service comprises regular trips to local shopping precincts, libraries and community centres and low cost bus hire to local non profit community groups.

The review includes benchmarking against other metropolitan and regional councils.

Council's Commonwealth Home Support Program (CHSP) funded Transport and Social Connections Program also provides a component of community transport, but is out of scope for this project. A brief synopsis of this service is included to contextualise the extent of the Community Transport Program in the City of Holdfast Bay.

There are a number of other local service providers, including Alwyndor Aged Care, that own and operate a bus service, usually restricted to their patrons/clients that, whilst acknowledged, were not included in the review as they do not provide the same extent of community transport as Council's community bus service does.

What is Community Transport?

The **Passenger Transport Regulations (2009)** define a community transport service as follows:

community transportation service means a community based or community orientated transportation service—

- (a) that is designed—
 - (i) to benefit individuals or groups within a local community who are in need of some form of assistance; or
 - (ii) to assist individuals or groups within a local community to participate to a greater degree in the life of the community (including the wider community); or
 - (iii) to achieve some other form of community, charitable, educational, benevolent, religious, recreational, sporting or philanthropic purpose at the local level; and
- (b) that is not established, or is not principally established, with a view to profit or commercial gain;

Whilst public transport is an affordable transport option, especially for concession card holders, there are individuals in every community for whom the private motor vehicle and mainstream public transport are not suitable or available.

Approximately one third of people with a disability report difficulty in using public transport¹. People with mobility challenges, including frail older people and people with temporary physical impairments (such as people recovering from surgery) often find it difficult to walk to a bus stop or a station. They may also find access and egress physically challenging due to the lack of personalised support.

Things may be equally difficult for people who live in areas where there are gaps in public transport services. Evidence suggests that the taxi industry is reluctant to accept fares for short distances, making it challenging for people to depend upon taxi services to move around within a relatively localised area.

What sets community transport apart from other (public) transport services is that it is an affordable, flexible and accessible option that addresses identified gaps, adapts to people's needs and responds to the specific priorities of the local community it serves.

“My problem is trying to order a taxi, they will not take me as it is only a short distance to Moseley Street”

¹ Victorian Council of Social Services Community Transport Snapshot Project (2008)

Community Transport in the City of Holdfast Bay

Background

Council's community transport service is a long standing service, operated in the past by both the Cities of Brighton and Glenelg with one bus each. The City of Brighton employed a full time bus driver whilst the City of Glenelg operated its bus with volunteer drivers. After amalgamation in 1997, the City of Holdfast Bay continued to provide a community bus service, opting for the volunteer model of service delivery.

With the introduction of HACC (Home and Community Care) grant funding in 1985, the community bus as well as a "personal transport" service have made up Council's community transport service, with grant funding subsidising the majority of the operating costs.

The personal transport service offers individualised transport to eligible residents who are no longer able to access a bus. Volunteers use their own vehicles to transport residents to local medical and social appointments or to take them shopping. The personal transport service was not included in this review.

A separate 'Bay City Roller' service was operating within Council from 2005 to 2009. This service was contracted by Council and focussed on supporting visitor/tourist patronage to the Glenelg area, enabling a commute to Glenelg and use of the bus to navigate around the precinct in a fixed loop. The service followed several alterations to the service model and after a review, was eventually ceased in 2012. The community bus service increased the frequency of its service to the Glenelg precinct as a result, ensuring that locals who had become accustomed to using the previous service were not disadvantaged.

Other Community Transport Providers in Holdfast Bay

A number of other non-profit organisations within the council area own and operate their own buses. These include Holdfast Bay Community Centre, Alwyndor Aged Care, Grow SA, Minda Inc., Holdfast Baptist Church and Stocklands (Masonic Homes). All of these organisations use their vehicles exclusively for their own client groups.

Eligibility

The City of Holdfast Bay currently receives grant funding through the Commonwealth Home Support Program (CHSP) and the State SA HACC Program, with specific eligibility criteria for funded services stipulating that service users must either be frail older people (over 65 years of age) or younger (under 65) and living with a moderate, severe or profound disability, and their Carers.

The grants provide total funding of \$1.2million for a range of services², including a combined sum of \$178,912* for transport, along with stated outputs of 11,160 one way trips per annum. Of these, 9,960 trips are for frail older people and 1,200 are for younger people with disability. (*\$136,209 for community bus and \$42,703 for the individualised Transport & Social Connections service, which was not included in the scope for this review).

Whilst the terms and conditions of the grants define the eligibility for the grant funded service, Council currently funds 25% of the running costs of the bus service, ensuring that eligibility to use the bus is not restricted to those who meet CHSP or SA HACC eligibility.

² Grant funding is provided for Domestic Assistance, Home Maintenance, Minor Home Modifications, Social Support - Groups, Social Support – Individual and Transport.

The community bus service is therefore available to any local resident of Holdfast Bay who wishes to use the bus for reasons including temporary inability to drive, ease of access, convenience or environmental factors such as a commitment to reducing their personal carbon footprint. Whilst there is evidence of some use by other members of the community, the majority of regular users continue to be frail older people and younger people with disability.

The community buses are made available for hire to local not for profit community groups when the buses are not already in use.

Current Service Model

The Community Bus service is a regular kerb to kerb service that operates from 'Wilton House' at 17 Wilton Avenue, Somerton Park and travels across all the suburbs within the city.

There are currently 23 specified routes per week to all the major commercial precincts and libraries within the City of Holdfast Bay and two trips per month to Westfield Marion. The buses are also used to transport groups of local residents to venues and destinations for social and recreational purposes as per the stipulations of the CHSP and SA HACC grant funding. This service provides 90% of the expected outputs for transport under the grant funding, and is key to ensuring that the outputs for Social Support are met too.

The buses are made available for low cost charter hire to local non-profit community groups when they are not in use for Council's Community Transport service and dependent upon availability of one of our accredited volunteer drivers. Revenue from these charter hires is returned to the service and partly offsets the running costs of the service.

The service is supported by a 0.8FTE paid staff member, administration support from the Intake/Support area of the Community Wellbeing team and 40 community transport volunteers. Of these, 23 are community bus drivers and 17 provide hands-on support to passengers, including assisting with shopping bags and helping people navigate access and egress on the buses.

The value of the volunteers cannot be underestimated, as their commitment and dedication ensure that vulnerable residents can still enjoy a level of independence. There are a number of residents with early memory loss who regularly use the service. Volunteers will pay special attention to these residents, e.g. gently reminding somebody that they do not need to purchase an item because they had already purchased it previously or helping them to calculate the exact amount needed for a purchase, etc.

“The volunteers are greatly appreciated. They not only give their time, but also their care and friendliness to turn a bus trip into a happy social experience!”

Volunteers also regularly provide feedback to the coordinating staff on the general wellbeing of residents, particularly if they are concerned about a decline in health or cognition. This type of feedback generally leads to a 'check visit' or phone call by one of the other Community Wellbeing team to determine the best course of action. On more than one occasion this has resulted in timely interventions with subsequent referrals to medical practitioners or others.

The service charges a fee of \$2.00 per one way trip. Due to various stipulations in the Passenger Transport Regulations, the Passenger Transport Act and the Fee Guidelines of the

Commonwealth Home Support Program, fees are managed on an honesty based system, with passengers depositing into a locked donation box rather than operating a ticketing system. Takings are regularly deposited at our customer service counter and recorded as revenue in the community bus account.

Operating large buses incurs specific obligations such as monthly and quarterly inspections and annual roadworthy tests. Every five years Council is required to renew its operator accreditation status.

The Fleet

The Community Bus service currently utilises four vehicles to deliver the service:

Two 21 seater Toyota Coasters, modified to carry 14 passengers. Modifications include the addition of grab rails, a wheelchair lifter and capacity to securely carry one wheelchair, an electric step for ease of access and egress for mobile passengers and dedicated storage space for shopping bags and walkers. These buses are primarily used for shopping trips. A valid LR licence is required to drive these vehicles.

Two 12 seater Toyota Hi Ace vans, modified with the addition of electric step and grab rails for passenger access and egress. (no wheelchair facility available). A regular C Class licence is required to drive these vehicles.

The Toyota Hi Ace vans were recently purchased when the previous Mercedes Sprinter and Kia Carnivale had reached the end of their useful life and were fully depreciated. These two vehicles provide more seating than the old vehicles, enabling more passengers to be carried.

All vehicles are branded with the Community Wellbeing “Live.Local Live.Well” messaging in vinyl wrap.



The Passengers

There are currently an average of 350 passengers per month, accessing the buses at least once per week on a regular basis for shopping, library visits or social outings. Passenger numbers and frequency of use varies dependent upon resident need and preference at any given time.

Development and redevelopment are factors that influence demand for the service. Where demand was for the Glenelg precinct before, more recently we have seen an increase in

passengers on the bus runs in the Brighton and Seacliff area, with specific demand for transport to the recently redeveloped Foodland precinct at Brighton.

Regular charter trips attract a wide age range, including a local kindergarten that visits the Brighton Library once per fortnight; Paringa Park Primary who take a group of special needs students to the Minda pool on a monthly basis; a local Legacy group who use the bus to take their members to meetings once per month and the Holdfast Bay Community Centre to supplement the transport they provide in their own small bus to transport community centre patrons to and from activities.

Whilst the community bus service is available to any local resident in the community who has a specific transport need, the buses are tailored to people with frailty or mobility difficulty. As a result, the current average regular user is 86 years of age and is no longer driving.

In the past five years three younger residents have requested and used the service. In all instances it was a short term solution, with two residents needing to use the service whilst recovering from surgery and the third a young mum for a period after giving birth. In all cases the service ended when the residents were able to resume driving.

The majority of users of the service typically:

- Do not drive or choose not to
- May not be able to access public transport or choose not to
- Are frail older people with mobility challenges and use a walking cane or frame
- Value the familiarity and consistency of volunteer drivers and assistants
- May lack family or social network supports

The Budget

Grant funding provides the majority of the direct financial resources for the service, with Council funding 25% of the running costs of the service. Grant funding has not kept pace with inflation and award increases over the years, resulting in salary costs absorbing the majority of the grant amount. Annual resourcing analyses and subsequent adjustments to FTE assist with managing the ongoing increases in salary costs.

Council also provides a significant amount in 'in-kind' support, including office furniture and fittings, utilities and accommodation and most significantly, capital funding for the vehicles.

The figures below represent the actual result for the 2016/17 financial year, as well as the current budget for 2017/18 and the draft budget for 2018/19. The draft budget for 2018/19 accommodates the additional costs associated with the proposed changes to the service, with a slight increase in the Council contribution to the program.

Revenue	2016/17	2017/18	2018/19
Passenger donations	\$15,176	\$15,260	\$16,200
Council Contribution (25%)	\$45,973	\$46,025	\$50,803
Grant Funding	\$130,682	\$133,485	\$136,209
TOTAL REVENUE	\$191,831	\$194,770	\$203,212

Expenses	2016/17	2017/18	2018/19
Salaries, Superannuation, Workers Comp	\$147,796	\$144,925	\$141,742
Promotional Materials	\$410	\$1,051	\$5,000
Contractual Services		\$615	0
Registrations, Accreditation & licensing	\$5,220	\$5,866	\$6,895
Fuel	\$5,167	\$5,859	\$8,500
Maintenance & Repair	\$9,718	\$12,400	\$12,000
Cleaning Contract	\$18,543	\$18,673	\$23,846
Volunteer Costs	\$4,977	\$5,381	\$5,229
TOTAL EXPENSES	\$191,831	194,770	\$203,212

The vehicles travelled a combined total of 37,010 kilometres in 2016/17.

The unit cost for the service is calculated on the number of annual kilometres travelled by the fleet rather than number of passengers, as the cost to have the vehicles on the road is incurred irrespective of whether the bus is carrying a full load of passengers or not.

The total cost divided by the total kilometres provides an average of the service per kilometre.

The current average cost of the service is \$5.26 per kilometre

As vehicles age the cost of maintenance and repairs increase, therefore it is imperative that vehicles are replaced in a timely manner. Currently the vehicles are depreciated at 11.11% over a 9 year active life.

Accommodating escalating fuel prices, changing legislative requirements and increasing demand for services is an ongoing challenge that is managed effectively by closely monitoring expenses and maximising the value per kilometre by ensuring that the service responds to current demand, as far as possible limiting the possibility of vehicles not carrying full loads.

Does the Service Operate Efficiently?

A number of factors contribute to the efficiency of the service, not least being the use of volunteer drivers and assistants. With forty volunteers providing 361 hours per month, and using the nationally recognised volunteer rate of \$27.45 the value of their contribution is \$9,910 per month (118,913 per annum). This is equivalent to the cost of employing two full time bus drivers.

There are also benefits that may not always be immediately evident or overt, or even associated with the service, but nonetheless have a significant impact and would add a burden to the community if the service was not available.

These include:

- A reduction in traffic congestion and travel times on the city's roads, reducing greenhouse gas emissions and improving air quality
- Economic opportunities for local traders, bringing transport disadvantaged people through their doors

Because a significant proportion of the costs for the service are incurred regardless of whether the vehicles are on the road or not, it is imperative to ensure that when the vehicles are on the road they are using the most efficient routes and carrying the maximum number of passengers. Ironically, the more the vehicles travel, the more cost effective the service becomes. Currently there are times each week when one or more of the vehicles are garaged, meaning that the service is not currently operating at optimum efficiency.

“A very big thank you to all the volunteers. I take the bus to go to Legacy. Rob and Jim are very polite”

Sustainability

The greatest challenge for sustainability of the service is the risk of losing the block grant funding if the National Aged Care Reforms introduce an individualised funding model to the Commonwealth Home Support Program.

If grant funding were to cease, the total cost to Council would almost triple. Currently the revenue from fees and donations equates to approximately 17% of the total cost of the service. The only way to reduce the burden on Council would be to increase this revenue.

The Passenger Transport Regulations clearly define a community transport service as one that does not principally operate for profit or commercial gain, making it possible to increase the revenue slightly through increased passenger numbers directly translating to increased donations and additional charter hires to local community groups when the buses are not in use.

Part B

Conclusion

& Recommendations

Conclusion & Recommendations

Research into the Council and State planning documents referenced in this report all highlight the importance of maintaining the health and wellbeing of the population through providing opportunities for healthy and active lifestyles; encouraging people to connect to their local community; and supporting volunteering.

It is clear from the research that Local Government is the primary provider of community transport across the nation, with grant funding providing a significant portion of the financial resources to supply transport services locally.

Whilst the community bus is available to anyone in the community, it is primarily frail older residents over the age of 80 years who are the most frequent users and who rely on the service to maintain their independence and social connections. This makes it important to maintain this service over the next two decades as the current demographic of 60 -75 year olds reach that milestone.

To answer the question whether the review achieved its key aims, the three questions are posed below:

Does the Community Transport Service respond to identified community need?

Yes it does!

The value that is placed on the Community Transport service is overwhelmingly evident. It is clear from the results that all current users of the service appreciate and value the service and potential future users are reassured that the service will be there when they eventually require it.

“I am more than happy with the service I receive on the bus and the wonderful volunteers.”

It is commonly believed that the service promotes a sense of community and friendship, provides a level of convenience and support that is not available through any other transport service and that the care and concern shown by the volunteers provides a sense of comfort, safety and reassurance.

The help that the volunteers provide and the social support that is gained from the service are described as being ‘invaluable’ and ‘a lifeline’. Being able to do their own shopping is paramount to people’s feelings of independence and people consider the City of Holdfast Bay “the best Council” to live in due to the level of community support offered.

Is there a demand for this service into the future?

Yes, there is!

Of the 392 respondents who do not currently use the service, 51% said they would use the bus in the future.

Respondents are in agreement that it would be a big loss to the community if the service were to cease, as it would herald the loss of independence, increased social isolation and an inevitable decline in mental health and wellbeing.

“I do not need the bus at the moment, but I know there will be a time when I do.”

With the increasing focus on promoting healthy communities, it is essential that the City of Holdfast Bay continues to provide community services that promote these ideals. The provision of community transport is integral to ensuring that this occurs, especially for the most frail and vulnerable residents in our community.

Does the Community Transport Service operate at optimum efficiency?

Not entirely!

The Community Bus service operates effectively, facilitating an average of 11,000 trips per annum. However, a number of key themes to enhance the service include;

1. Greater flexibility, including longer time to shop, different pick up and drop off times and destinations with a greater variety of stores, enabling people to ‘shop the specials’ and/or do all their business at the same time. More frequent trips to Westfield Marion, seen as an ‘ideal’ destination due to the variety of stores, including medical, banking and shopping options all under one roof, cited as being convenient all year round, despite the weather.
2. Regular runs to Council’s community centres and Alwyndor would encourage greater use of the bus service and promote patronage to the centres, further capitalising on the opportunity to keep the community connected.
3. A revision of the printed collateral and more promotion of the service is needed as numerous responses indicated a lack of knowledge about the service, its eligibility and timetabling. The current timetables are confusing and difficult to read.

“Could I please suggest the print used in things like this is much clearer as elderly people have trouble reading forms from the Council.”

Recommendations

The need for a localised Community Transport service that complements, but does not replace the public transport service must be recognised and embraced by Council. It is evident that an effective Community Transport service meets a need that cannot be met by other transport services. Local Government, being the tier of government closest to the people is well placed to provide a service that is tailored to the needs of the people it serves. By maintaining a partnership with funding bodies the cost associated with delivering a localised transport service is shared whilst opportunities for the community to enjoy quality of life, independence and satisfaction is enhanced.

The importance of promotion and raising community awareness about the availability of Council's Community Transport service is imperative, regardless of which service model it uses. This will ensure that the service remains a viable option, with full buses and a fully engaged and participating community.

- Make the following improvements to the existing Community Bus service model that meets identified needs:
 1. Design new printed collateral that is easy to read and interpret and ensure more promotion of the service as numerous responses indicated a lack of knowledge about the service, its eligibility and timetabling.
 2. Map the activities at each of the community centres and Alwyndor and plan regular bus runs to support patronage to the centres, further capitalising on the opportunity to keep the community connected.
 3. More frequent trips to Westfield Marion and greater flexibility with arrival/departure times and longer time to shop, as this location is seen as an 'ideal' destination due to the variety of stores enabling people to 'shop the specials', as well as medical, banking and shopping options all under one roof, cited as being convenient all year round, despite the weather.
 4. Promote the service directly by speaking to local community groups and including flyers with the rates notice and new resident packs. Also advertise more frequently in the Messenger Press and investigate options for advertising on community radio.
- The budget for 2018/19 has already made provision to include all these recommendations, with no additional cost to Council.

Part C
Methodology
&
Attachments

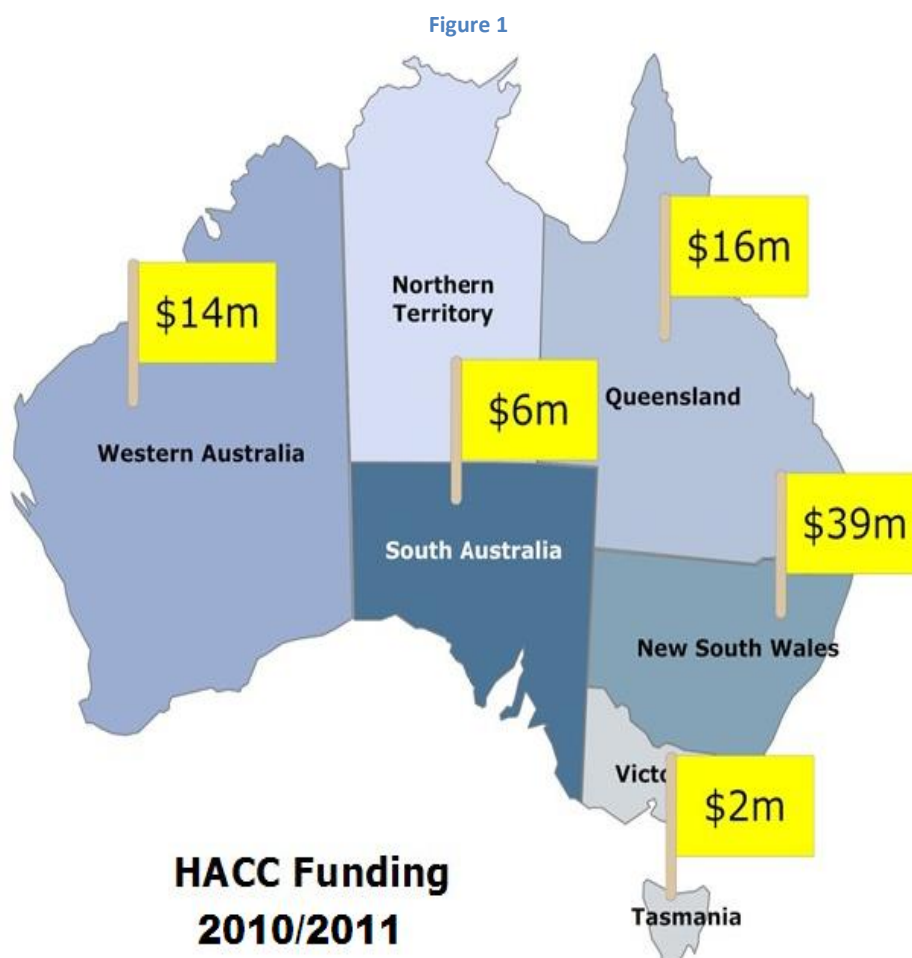
Methodology

The Community Bus Review review included

- **Stage 1** - desktop research and literature review;
- **Stage 2** - comprehensive community engagement using Council's Your View online application and hard copy surveys;
- **Stage 3** - community focus groups with users, non-users and volunteers; and
- **Stage 4** - benchmarking against other local government community bus services.

Stage 1 - Desktop Research and Literature Review

Community transport services are generally provided by local government and some community sector organisations, and are a significant additional tier of transport services across Australia. Current data has not been made available, but in 2010/11 the Federal and State governments were providing \$77 million in HACC funding to support transport services in Australia (Figure 1).



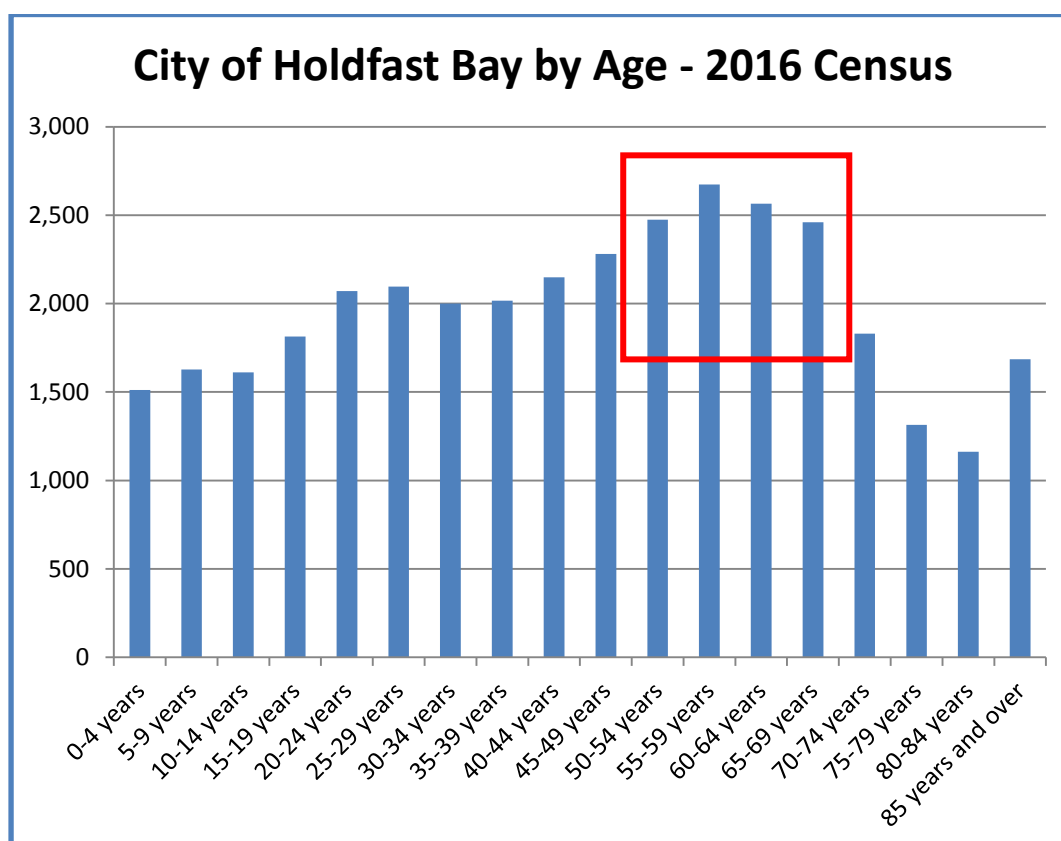
Source: <http://www.tpmpanning.com/community-transport.html>

A Demographic Snapshot

By 2019 the suburb of Brighton is projected to be one of Australia's 'oldest Statistical Local Areas', with 33% of its population aged 60 years or older

Like most developed countries, Australia's population is ageing as a result of sustained low fertility and increasing life expectancy. Population ageing is projected to increase more rapidly over the next decade, as further cohorts of baby boomers (those born between the years 1946 and 1964) turn 65. Currently only six cohorts of these birth years have reached 65 and there are 12 remaining³.

Based on the 2016 census, the median age of people in Holdfast Bay is 46 years with people aged 65 years and over making up 23.9% of the population, which is higher than the average for metropolitan Adelaide. The proportion of people aged over 85 (4.8%) is more than double that for Australia as a whole (2.1%). 45.9% of the City of Holdfast Bay's population is aged over 50 and by 2019 the suburb of Brighton is projected to be one of Australia's 'oldest Statistical Local Areas', with 33% of its population aged 60 years or older.



These population characteristics will have a profound influence on community service delivery into the next two decades as those currently between the ages of 50 and 70 years continue to age.

³ Australian Bureau of Statistics (2016) Catalogue 3101 Australian Demographic Statistics

Evidence suggests that people over the age of 85 years (the 'old-old') are the ones most likely to seek access to community support services including community transport, due to declining health and mobility which significantly impacts upon their ability to participate in daily living activities without support, or to access social opportunities within their community and avoid social isolation.⁴

Evidence further suggests that the Baby Boomers will demand greater flexibility and choice than the generation that preceded them. This presents a unique challenge to deliver services that meet the needs of the oldest and most frail on the one hand whilst also providing flexibility and choice to meet the varied needs of Boomers.⁵

Council and State Planning Documents

This report has considered a number of Council and State planning documents to highlight the alignment that the City of Holdfast Bay's Community Bus service has with key strategies and priorities outlined in all the significant documents that will shape the future for South Australians.

The City of Holdfast Bay's "Our Place 2030" Strategic Plan:

Key Focus Area 1: A healthy, creative, connected community

- Increase resident wellbeing
- Achieve a high level of community satisfaction with the range and quality of services and programs.
- Increase the number of people accessing our community centres and libraries.
- Increase awareness of volunteering opportunities within our city.

Key Focus Area 3: A diverse and resilient local economy

- Increase business satisfaction in Council's support for business.

Key Focus Area 4: An accessible, lively and safe coastal city that celebrates our past to build for our future.

- Achieve a high level of community satisfaction with walkability and access to local shops, services, public transport and open space.

Key Focus Area 5: An effective customer-centred organisation

- Achieve a high level of community satisfaction with Council's services.

⁴ http://www.pc.gov.au/__data/assets/pdf_file/0010/83386/05-chapter3.pdf

⁵ Ageing Strategy 2016 – 2021 (SA Local Government Association)

Ageing Strategy 2016-2021 (SA Local Government Association):

- Local Government makes a significant contribution to the health and wellbeing of our communities including our older citizens. This investment contributes to the building of social capital in our communities.

The age care reforms which will see a shift towards functional capacity rather than social inclusion means that Local Government efforts to improve the quality of life of all citizens, including older people, is more important than ever.

Ageing Strategy 2016-2021

South Australia's Strategic Plan:

- South Australia's neighbourhoods are safe and welcoming. People can live active and healthy lives and feel part of the community.⁶
- Older South Australians are integral members of our community socially and economically. As active participants in the workforce, volunteers, as well as carers, parents and grandparents, older South Australians help guide South Australia's strategic future.⁷

30 Year Plan for Greater Adelaide 2017 update:

- There is an urgent need to design Greater Adelaide to reduce car reliance, potentially lowering per capita greenhouse gas emissions and creating more liveable, accessible and connected communities⁸.

National Framework for Action on Dementia 2015 - 2019:

- **Guiding Principle:** Communities play an important role in the quality of life of people with dementia, their carers and families.
- In 2018 there is an estimated **425,416** Australians living with dementia nationally.

National Volunteering Strategy 2011:

- Volunteering strengthens community connectedness and social cohesion.
- For individuals, volunteering brings health and wellbeing benefits, such as reduced stress, better physical and mental health and greater longevity.

⁶ <http://www.priorities.sa.gov.au/content/safe-communities-healthy-neighbourhoods>

⁷ <http://saplan.org.au/categories/older-people>

⁸ http://livingadelaide.sa.gov.au/_data/assets/pdf_file/0003/319809/The_30-Year_Plan_for_Greater_Adelaide.pdf

The consistent local and State directions and priorities in the strategic planning documents are as follows:

- The number of people aged 65 and over will increase in the next two decades.
- Supporting this demographic to remain in their homes and have an active and healthy lifestyle is a priority.
- The provision of quality community facilities and services that meet the needs of the community is a priority.
- There is a need to rely on and support volunteers in the delivery of community services.
- Volunteering promotes wellbeing and social connection in local communities.

Stage 2 - Community Engagement

Comprehensive community consultation was undertaken from 7 November 2017 to 28 November 2017. Views of the community were collected via Councils website, email and written submissions.

The Engagement was promoted through Guardian Messenger, social media, posters, 994 mailed out to Commonwealth Home Care Program and SA Home and Community Care registered residents, and survey hand-outs on community bus runs and chartered bus runs.

The engagement targeted three specific areas:

- survey of current community bus users;
- survey of general Holdfast Bay community (non users); and
- benchmarking against Metropolitan and regional council community bus services nationwide.

The full reports are available as Attachments to this report, (Attachments 1, 2 and 3), but key findings are highlighted below.

Current bus users - Key Findings (See Attachment 1 for full report)

101 Surveys were mailed out to existing Community Bus users. 79 were returned. The majority of respondents (65) indicated that they are aged 75 years or above.

Who uses the bus?

The service is primarily used by females (81.3%) over the age of 75 years. Males comprise less than 10% of users and there are currently no users below 50 years of age. 84% use the bus 1 to 2 times per week

What's the top two most important factors when using the bus?

- 1) Getting assistance on and off the bus
- 2) Adequate storage for shopping

Why do people use the bus?

- 1) Grocery shopping
- 2) Banking / postal / pharmacy
- 3) Socialising

“I really appreciate all the help because it is pretty dire without a car!”

What would encourage people to use the bus more?

Access to

- 1) Local shopping centres (36),
- 2) Medical centres (33),
- 3) Community centres (33),
- 4) Local libraries (32)
- 5) Social activities (31)
- 2) Flexible timetables (29)

General Comments

It is clear from the results that majority of respondents appreciate and value the service. The help that the volunteers provide and the social support that is gained from the service are described as being 'invaluable' and 'a lifeline'. Being able to do their own shopping is paramount to people's feelings of independence and people consider the City of Holdfast Bay "the best Council" to live in due to the level of community support offered.

Non bus users - Key Findings (See Attachment 2 for full report)

894 surveys were mailed out to Commonwealth Home Care Program (CHSP) over 65 and SA Home and Community Care (SA HACC) under 65 registered residents who currently don't use the Community Bus.

The wider community was also given an opportunity to participate in this project via a survey through Council's online community engagement framework - yourviewholdfast.

The survey was promoted via the Coast City Weekly Messenger, CoHB Facebook and Twitter Accounts and made available in Brighton Civic Centre, Brighton and Glenelg libraries, Civic Centre Community Wellbeing kiosk, community centres, on community bus runs and chartered community bus services.

There were 392 responses to the survey. Despite the survey being widely promoted to all the community, the majority of respondents (296) indicated that they are aged 75 years or above.

Who do you think uses the bus?

- 1) 378 said older people
- 2) 40 said anyone

Why do you think people use the bus?

- 1) Grocery shopping
- 2) Banking / postal / pharmacy
- 3) Library

What would encourage people to use the bus?

- 1) Access to Marion Shopping Centre (221)
- 2) Flexible timetable (161)

“If my circumstances changed and I could not drive anymore I would use the community bus, I think it is a valuable service.”

General Comments

The non-users of the community bus feel that the service is very important to existing users and is a service they will access 'when the time comes'. Marion Shopping Centre and a more flexible timetable being major drawcards for those who currently don't use the community bus. Majority believe that it is only older people who access the bus.

Stage 3 – Focus Groups (See attachment 3 for full report)

Thirty two people attended two community focus groups that were held in February 2018, facilitated by an independent external facilitator to further explore the outcomes of the Stage 2 consultations.

Key Outcomes

A number of key themes to improve the service emerged from the focus groups;

1. Greater flexibility, including longer time to shop, different pick up and drop off times and destinations with a greater variety of stores, enabling people to 'shop the specials'
2. Regular runs to Council's community centres and Alwyndor
3. More frequent trips to Westfield Marion, seen as an 'ideal' destination
4. More promotion of the service is needed, with suggestions to;
 - include information about the bus in welcome packs for new residents
 - include a flyer with the rates notices
 - advertise regularly in the Council column in the Messenger Press
 - staff to 'guest speak' at lifestyle retirement villages and service groups such as Probus and Rotary
 - advertise on radio

When asked about the advantages of using the community bus versus other forms of transport:

- Kerb to kerb service
- Help by volunteer with shopping and getting on/off bus
- Convenience
- A sense of community and friendship
- Safer than public transport
- Having day trips/getting out
- Reliable
- Income for local businesses
- Welfare of residents is recognised
- Council 'cares'
- Security and feeling safe with volunteers

“What a wonderful service offered to Holdfast Bay residents.”

“When I hand in my licence, I will use your bus.”

Responses to a question about the impact if the service were to cease:

- Residents will be devastated / retrograde step
- Big loss for those using it now / social isolation / loss of independence
- Difficulty in bad weather to use public transport
- Too far to walk to public transport
- Cannot afford taxi all the time / unreliable
- Increase in mental / medical issues

“If you take away the bus, I will lose my independence.”

General comments

It is very clear from the number of non-user participants, how important this service is to the community as a whole now and in the future. Especially the kerb to kerb service to promote independence and reduce social isolation.

A number of participants expressed the need for more runs to and from Westfield Marion Shopping centre due to increasing financial hardship that some of our older residents face. There is a number of budget shops that are available at Westfield Marion Shopping Centre that our local shopping centres don't offer. Westfield Marion shopping centre also meets more needs and offers plenty of variety under one roof such as social connections, grocery and big store shopping, banking and medical. A major drawcard is the availability of banks, especially as there is no longer banking facilities at any of the shopping precincts in the southern region of Council.

A comprehensive campaign is needed to better promote the community bus service. An easier to read timetable is much needed along with clearer information regarding who is able to access the community bus.

Stage 4 - Benchmarking (See attachment 4 for full report)

Council name	Number of vehicles	What type of buses	What type of disability access/facilities do your buses offer? (tick all that apply)	Are all your buses branded or sub-branded with the Council's logo?
Marion	2	Minibus (12 seats)	Wheelchair access, Adequate storage space for shopping bags, Hand rails	Yes
Charles Sturt	4	Minibus (12 seats), Bus (18 seats)	Wheelchair access, Adequate storage space for shopping bags, Hand rails	Yes
Burnside	4	Minibus (12 seats), Bus (18 seats)	Wheelchair access, Adequate storage space for shopping bags, Hand rails	Yes
Campbelltown	1	Large bus (22 seats)	Wheelchair access, Adequate storage space for shopping bags, Hand rails	Yes
Mitcham	3	Minibus (12 seats), Bus (18 seats)	Wheelchair access, Adequate storage space for shopping bags, Hand rails	Yes
Unley	3	Minibus (12 seats), Bus (18 seats), Commuter (8 seats)	Wheelchair access, Adequate storage space for shopping bags and walkers, Hand rails	
Mount Barker	3	Minibus (12 seats), Bus (18 seats)	Wheelchair access, Adequate storage space for shopping bags	Yes
Barossa	3	Minibus (12 seats), Bus (18 seats)	Wheelchair access, Adequate storage space for shopping bags	Yes
Yankalilla	1	Minibus (12 seats)	Adequate storage space for shopping bags	Yes
Holdfast Bay	4	Mini bus (12 seats), bus (18 seats)	Wheelchair access, Adequate storage space for shopping bags, Hand rails	Yes

Six Adelaide metropolitan and three regional Local Government organisations were included in this benchmarking study based either on geographic proximity to Holdfast Bay or due to similar demographic profiles. All operate a community bus service, utilising a variety of vehicles and service models.

The size and capacity of buses differs in each council and is dependent upon the configuration of seating to accommodate the modifications that are a requirement when providing a community transport service.

It is evident by comparison that the population of the City of Holdfast Bay is the smallest of the councils benchmarked against each other, but the percentage of people over the age of 65, which are the heaviest users of the Community Transport service, is the largest by a significant percentage.

Attachment 1

Report –

Current Bus Users

Attachment 2

Report –

Non Bus Users

Attachment 3

Report –

Focus Groups

Attachment 4 Report - Benchmarking



ENGAGEMENT SUMMARY REPORT

COMMUNITY TRANSPORT 2017 – CURRENT USERS OF THE COMMUNITY BUS SERVICES

31 October – 20 November 2017 (1/3 reports)

Report completed for the Quality & Compliance Officer, Community Wellbeing
Written by Digital Communications and Engagement Coordinator.
December 2017

Introduction

On Tuesday 7 November 2017, Council commenced an engagement process with the community on Community Transport. Three surveys were undertaken: Community bus current users; Non users of the community bus services and a Council benchmarking report against metropolitan and regional council community bus services statewide.

This report is 1 of 3, summarising findings of the Community bus current users, how they use it and would like to use the service into the future. This information will be used to review the current Community Bus service and provide Council with information to develop a clear direction for the future planning and management of the community bus service.

This report provides engagement methodology and engagement outcomes.

All submissions have been collated and are available upon request.

A copy of the hardcopy survey form/information sheet is attached to this report at Appendix 2.

BRIEF DESCRIPTION OF ENGAGEMENT METHODOLOGY

This community engagement ran from 07 November to 28 November 2017, a total of 21 days. Elected Member notification inviting them to view the engagement was sent out 06 November (24 hours prior).

The views of the community were collected via:

- Council's website.
- Email submissions.
- Written submissions.

And promoted through:

- The *Guardian Messenger* on 15 November 2017 in the council fortnightly column.
- Registered user update - via email to a 1,800 database.
- CoHB Twitter account every week for the duration of the engagement.
- Brighton Civic Centre, Brighton and Glenelg Libraries. the bus office, civic centre community information kiosk, community centres
- 994 surveys were mailed out in total to both:
 - SA Home and Community Care (SAHACC) under 65.
 - Commonwealth Home Care Program (CHSP) over 65 funded program registered residents.
- Surveys were handed out to bus users on three of the community bus run.
- The volunteer bus driver handed out user surveys to all seven chartered bus users.

SURVEY FORMAT

Survey questions

1. Which of the following best describes you? :

(Local Resident/Other Council Resident/Tourist/Visitor/Local Business/Community Centre Member/Local Developers/Other)

2. Have you seen any of our community buses out and about in our Council area?

(Yes/No/not sure)

3. Did you know that anyone can use Council's buses?

(Yes/no)

4. Who do you think uses the community buses?

(School Children/ Tourists/Visitors/Young Parents/Anyone/Elderly People/Other)

5. Why do you think people use the community bus?

(Grocery Shopping/Socialising with others/Banking/postal/pharmacy/Medical Centres
Library visits/School runs/Access)

6. What would encourage you to use the community bus? (Tick all that apply)

(Flexible timetable/ Signposted bus stops/Access local Community Centres/Access local medical centres/Access local libraries/Access Marion Shopping Centre/Access local beaches/)=Access social groups and activities/Other)

7. How often would you use the bus?

Never/1-2 times a week/3-4 times a week/4+ times a week

8. What day/s of the week would you most likely use the bus service? (Tick all relevant)

(Monday/Tuesday/Wednesday/Thursday/Friday/Saturday/Sunday)

9. What time of the day would you most likely use the bus? (Tick all that apply)

(Morning (9am - 10am)/Late Morning (10am - 12noon)/Afternoon (12noon - 3pm)
Late Afternoon (3pm - 5pm))

10. If the bus services were to improve, would you use it more frequently? (Yes/No)

11. When you are on the bus, what is important to you?

(Tick all that apply) (Pram access/Wheelchair access/Seat belts/adequate storage for shopping Assistance/Other)

12. How do you usually get around? (Tick all that apply)

(Walking/Bike Riding/Bike Hire/Own vehicle/Public bus (Adelaide Metro) Tram
Uber/Taxi/Community centre bus)

13. Are there Community Bus services in Adelaide or elsewhere that you really enjoy?

Participants were asked to provide any additional comments.

DATA ANALYSIS

All data has been independently reviewed by the Digital Communications and Engagement Coordinator.

OUTCOMES

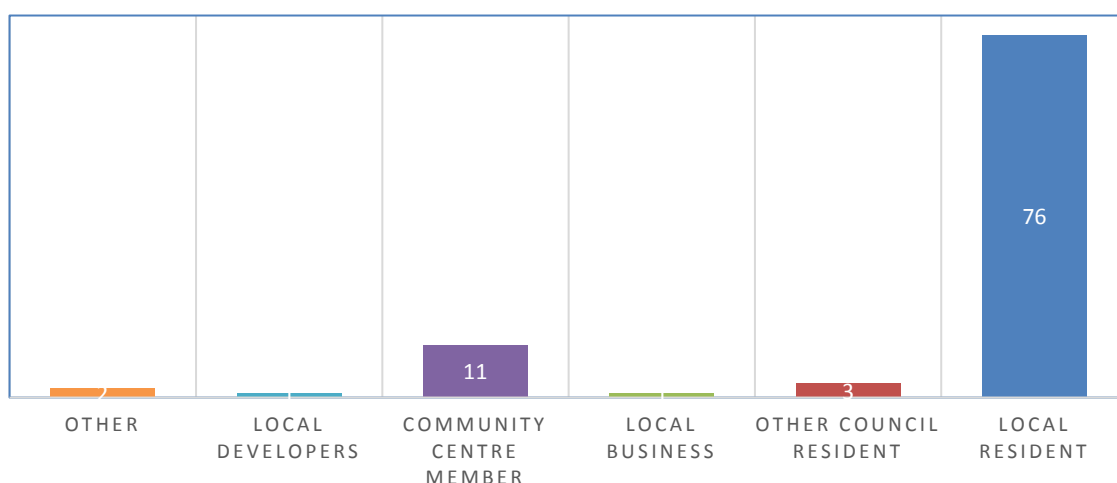
A total of 79 responses were received during the engagement period, providing the following responses to the question:

1. Which of the following best describes you? :

(Local Resident/Other Council Resident/Tourist/Visitor/Local Business/Community Centre Member/Local Developers/ Other)

- 76 Local resident
- 3 Other resident council
- 1 local business
- 11 community centre members
- 1 local developers
- 2 other (volunteer bus driver /Oxford retirement home)

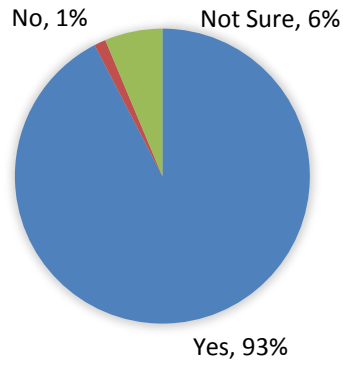
N.B several participants ticked more than one category



2. Have you seen any of our community buses out and about in our Council area? (Yes/No/not sure)

- 73 contributors said Yes
- 1 contributors said No
- 5 contributors were not sure

The diagram below shows the relative percentages of each response.



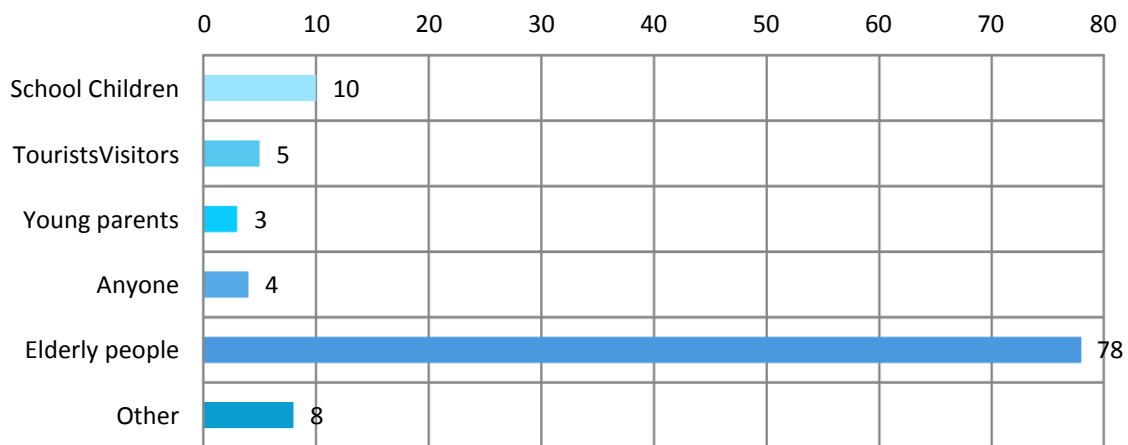
3. Did you know that anyone can use Council’s buses?

(Yes/no)

- 40 contributors said yes (51%)
- 39 contributors said no (49%)

4. Who do you think uses the community buses? (tick all that apply)

- 10 contributors said School children
- 5 contributors said Tourists/visitors
- 3 contributors said Young parents
- 4 contributors said Anyone
- 78 contributors said Elderly people
- 8 contributors said Other (2 Legacy widows club/1 non driver/ 3 disabilities/1 local residents/ 1 concern that Marion residents were told they were not to use the bus /1 said n/a)

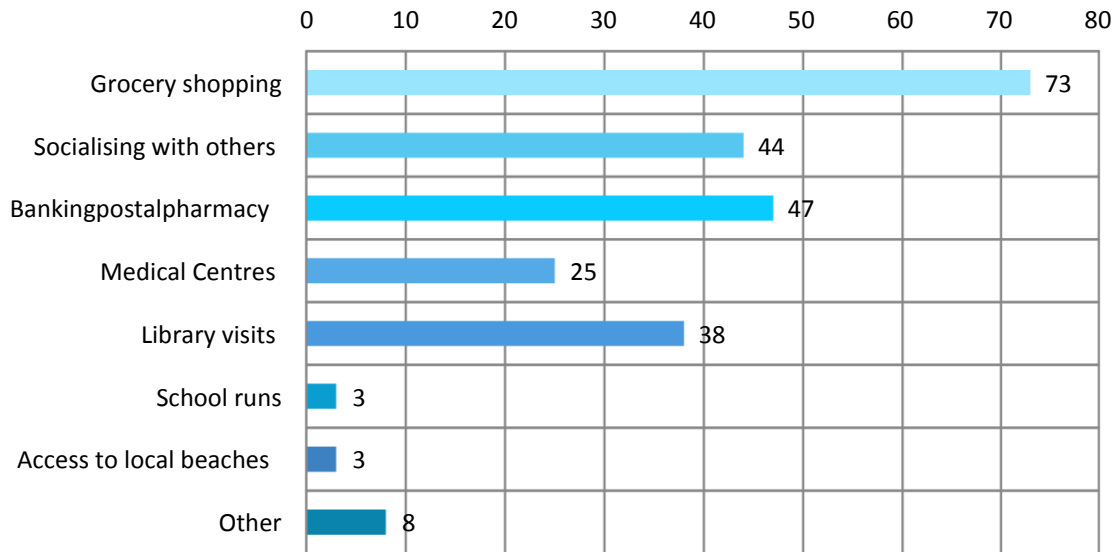


5. Why do you think people use the community bus? (tick all that apply)

(Grocery Shopping/Socialising with others/Banking/postal/pharmacy/Medical Centres Library visits/School runs/Access)

- 73 contributors said Grocery shopping
- 44 contributors said socialising with others
- 47 contributors said banking/postal/pharmacy
- 25 contributors said Medical centre
- 38 contributors said library visits
- 3 contributors said School runs

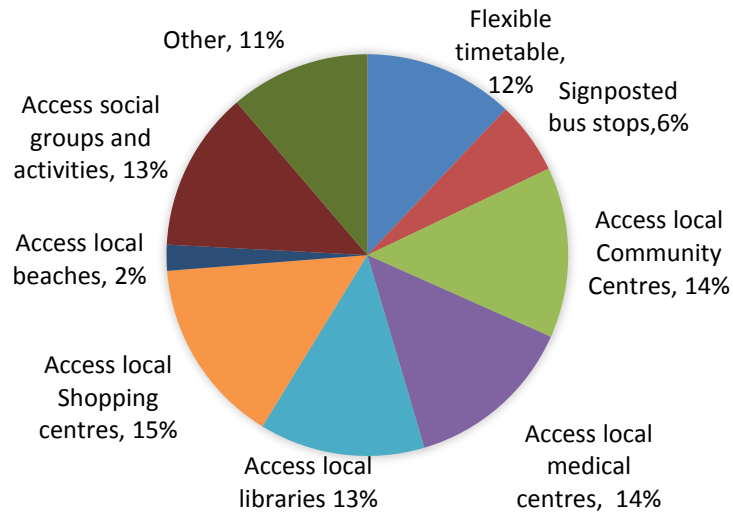
- 3 contributors said Access to local beaches
- 8 contributors said **Other**: Legacyx2/Whatever need arises/access to the community centre/as requested/cinema/Marion shopping centre



6. What would encourage you to use the community bus? (Tick all that apply)

- 36 contributors said Access to local shopping centres
- 33 contributors said access to local medical centres
- 33 contributors said Access to local community centres
- 32 contributors said Access to local libraries
- 31 contributors said Access to social groups and activities
- 29 contributors said Flexible timetables
- 14 contributors said signposted bus stops
- 5 contributors said Access to local beaches
- 27 contributors said **Other** : Access to Marion shopping centre x18/I do regularly and thankfully/to old to bother/it has made food shopping easy for me/Low cost/Coles and Woolworths/Already use the bus service/More afternoon runs/Nothing

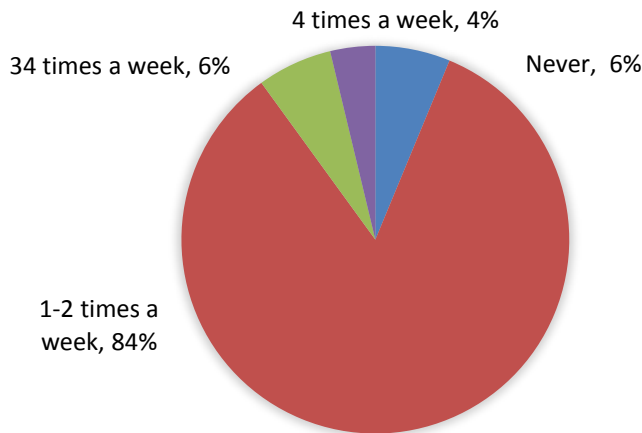
The diagram below shows the relative percentages of each response.



7. How often would you use the bus?

- 5 contributors said, never
- 3 contributors said 4 times a week
- 67 contributors said 1-2 times a week
- 34 contributors said 5 times a week

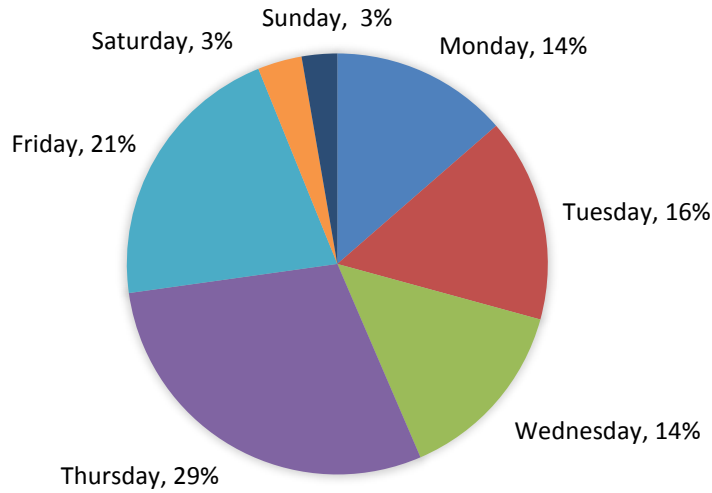
The diagram below shows the relative percentages of each response.



8. What day/s of the week do you use the bus service? (Tick all relevant)

- 20 contributors said Monday
- 23 contributors said Tuesday
- 21 contributors said Wednesday
- 43 contributors said Thursday
- 31 contributors said Friday
- 5 contributors said Saturday
- 4 contributors said Sunday

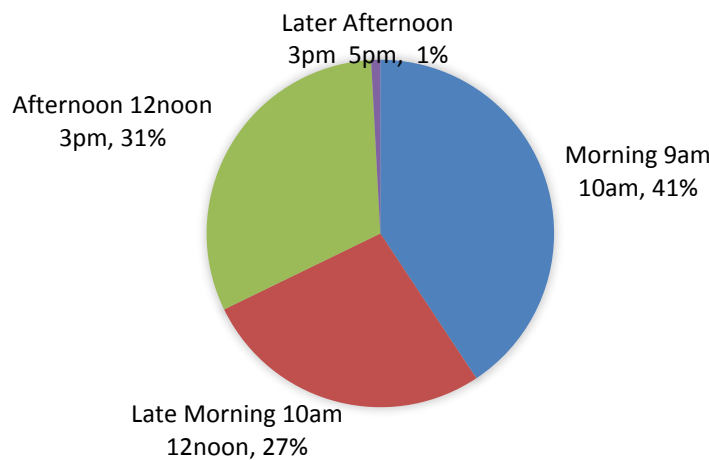
The diagram below shows the relative percentages of each response.



9. What time of the day would you most likely use the bus? (Tick all that apply)

- 48 contributors said Morning 9am 10am
- 32 contributors said Late Morning 10am 12noon
- 37 contributors said Afternoon 12noon 3pm
- 1 contributors said Later Afternoon 3pm 5pm

The diagram below shows the relative percentages of each response.



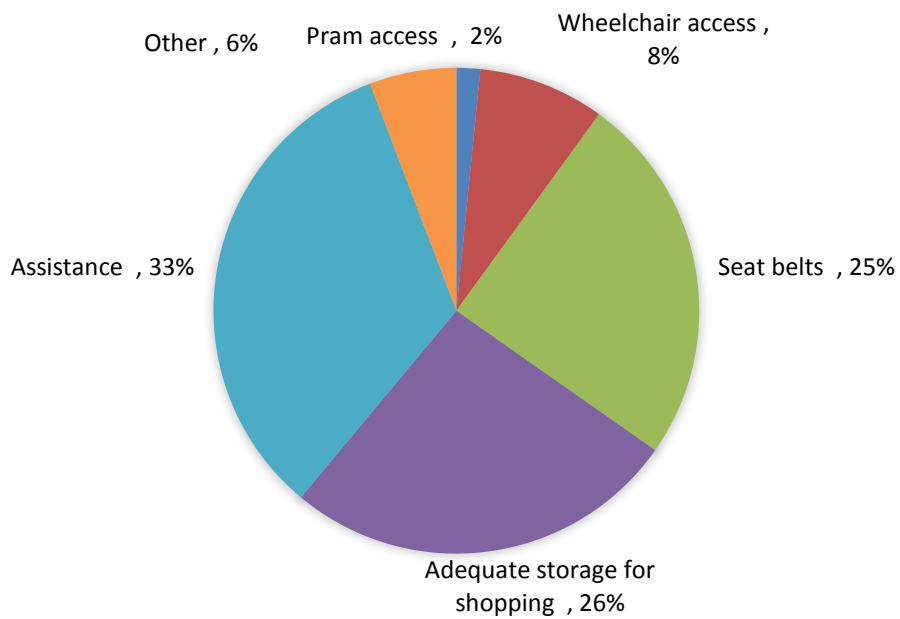
10. If the bus services were to improve, would you use it more frequently? (Yes/No)

- 60 participants answered yes 60 (75%)
- 20 participants answered no (25%)

11. When you're on a bus, what is important to you? (Tick all that apply)

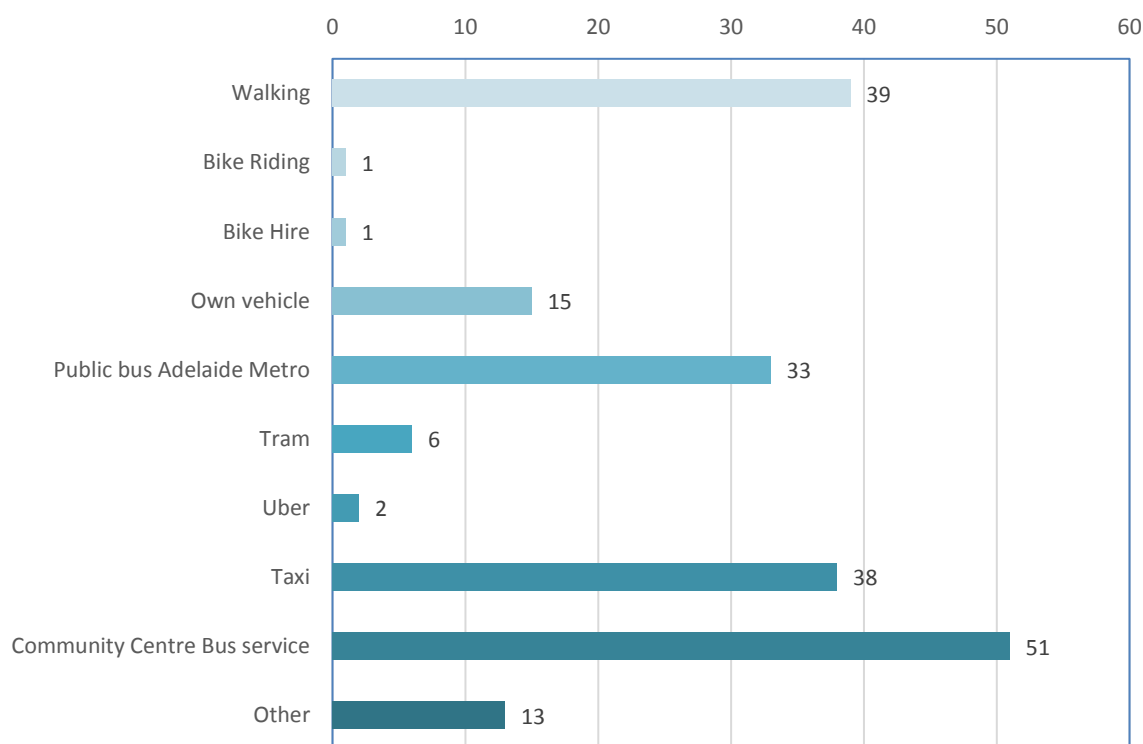
- 3 contributors said Pram access
- 16 contributors said Wheelchair access
- 47 contributors said Seat belts
- 50 contributors said Adequate storage for shopping
- 63 contributors said Assistance
- 11 contributors said **Other:** Walker x6/ Assistance – excellent Polite helpers - great full Always on Time Comfortable Walker Access door to door/ our volunteers are even now friendly and helpful/ Flexible stop and pick up if want different medical centre etc.. still within route. Phone no to call driver if circumstances change and do/don't need return etc../ Excellent helpers/ Lift as I cannot climb stairs/

The diagram below shows the relative percentages of each response.



Q12. How do you usually get around?

- 51 contributors said Community Centre bus service
- 39 contributors said walking
- 38 contributors said Taxi
- 33 contributors said Public bus Adelaide metro
- 15 contributors said Own vehicle
- 6 contributors said Tram
- 2 contributors said Uber
- 1 contributors said Bike riding
- 1 contributors said Bike hire
- 13 Other: train/ Community bus & Family Members/"mobility scooter Walker"/ if my husband is ill I have a huge problem getting around/family/family/ECH/ Depends on health on the day/Access taxi better option and safer/Family and friends cars/ Family by car/Family cars



Q13. Are there Bus services in Adelaide or elsewhere that you really enjoy?

- 16 Participants responded yes (80 %)
- 63 participants responded no (20%)

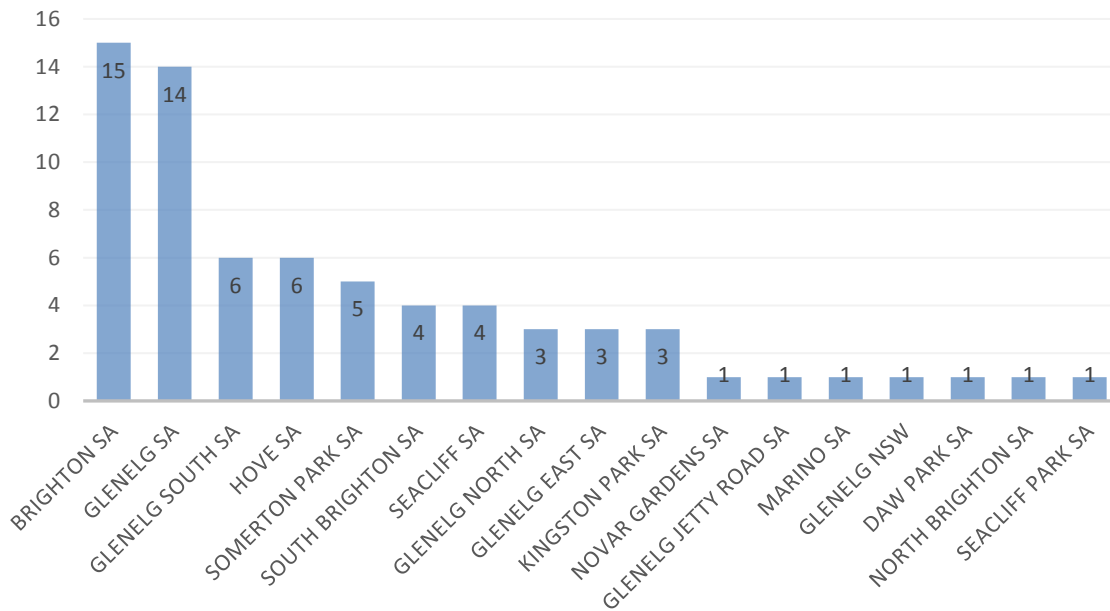
Please see answers for yes below (all comments are verbatim):

- Victoria very frequent
- STA SERVICE
- I would be "continued to Baraeks" without them!
- Brighton
- "Marion Shop/Brighton Centre/Glenelg/(Variety shops, restaurants, bank, medical)"
- Trips presented by the community centre for example going to lunch
- Adelaide
- Holdfast bay

- Holdfast Bay
- Stockland own bus
- none stated
- Mitcham, Adelaide, very similar to this friendly helpful.
- the Adelaide council bus which goes out through month
- one used currently for weekly shopping
- I have enjoyed Holdfast Bay when I have needed it
- RSB Outings

SUBURBS CONTRIBUTORS CAME FROM

- 73 contributors were from the City of Holdfast Bay.
- 6 contributors were from Metropolitan areas (Happy Valley 1, Panorama 1, Seaview Downs 2, and Marino 2).



SUMMARY OF COMMENTS

It’s clear from the qualitative data received that the community bus service is very important to existing users. There was any emphasis on how important assistance is when boarding and alighting the community bus, and the need for adequate shopping storage.

Many brought up issues to have storages for walkers in regards to how the service can be improved. In addition the users of the community bus would like more destinations available in particular community centers, Marion Shopping Centers (Question 6).

The list of additional comments are available in in appendix 1. Original hard-copy responses are available on request.

HOW FEEDBACK WAS RECEIVED

A total of 79 submissions were received, five submissions were filled in online. Seventy four (74) were filled in by hand and entered in online by community wellbeing administration.

Appendix 1 – Additional comments

Comments received via Your View Holdfast (all comments are verbatim)

<p>At the moment I'm not sure how often I would use the bus or on what days/times</p> <p>I am elderly and only need the bus service for shopping at the moment. Perhaps later I may need to use the bus service for other reasons</p>
<p>The community at large at Brighton needs this service as this is the only connection with the public. Some of these people don't even get a visit from their children. I wonder when it is our turn in life what services will be provided by the Council. We as a community need to take care of our disadvantage and marginalised community. We are a community of caring people. Let's us be an bench mark for the other council and politician in your community.</p> <p>Thanking you for reading</p> <p>Regards</p> <p>Chris</p>
<p>I don't use Taxi or Uber because Uber attack people and taxi refuses to come.</p> <p>I am 96 and vision impaired suffering from Osteoporosis</p> <p>My problem is trying to order a Taxi, they will not take me as it is a short distance to Mosley street</p>
<p>Valuable Service, wonder why more people don't use service</p> <p>'filled in by son by mum's permission'</p>
<p>90 Next year</p>
<p>Do not have a car. Recently became a widow, so transport and friendly company important</p>
<p>92</p>
<p>Your drivers/volunteers are greatly appreciated. They not only give their time, but also their care and friendliness. they turn a bus trip with them into a happy SOCIAL experience.</p>
<p>Thank you for the community bus.</p>
<p>it would be really helpful if you could send me a time table for the bus - where it goes and when so I can plan ahead at the moment its just potluck!</p> <p>carol Bowens</p> <p>unit 4</p> <p>1d baker st</p> <p>Somerton park 5044</p> <p>would really like to be able to get to the Brighton Foodland (not the hove one)</p> <p>as a general comment the services offered by council are excellent - the personal driver is extremely helpful & the staff who organize both the bus & the drive service are enormously helpful & lovely to deal with - I really appreciate all the help because it is pretty dire without a car!!!</p>
<p>Thank you for helping the elderly.</p>
<p>are you going to start a Christmas lights tour again please</p> <p>Pauline burr</p>

<p>to community transport Thank you one and all for the pleasant attitude to one and all and the assistance on and off at the stops</p> <p>compliments to all involved with the transport arrangements</p> <p>trust it may continue and thanks to one and all opinions from I feel sure from us all</p> <p>from mrs V.D.Brook</p>
<p>a very big thank you to all the volunteers. I take the bus to go to legacy rob and jim are very polite. I may love to use the service next year</p>
<p>I am more that happy with the service I receive on the bus and the wonderful volunteers. The community centre at times have entertainment which my friends and myself would love to go to but its the same old question - how can we get there?</p>
<p>Beach trips in the off heat times eg - 8-9am or 3-5pm would be great for social, pleasure, exercise, safety with say a 1-2 hour duration. Thank you for the excellent service hope it continues despite the NDIS cut backs to council funding areas next year. Social inclusion is great door to door for large shops but use even if only need few things. Laughter/empathy being missed (cared about)</p>
<p>Only used service once told by lady from Council cannot use it again as I was unsteady on my feet - Elaine Moss 8295 4371</p>
<p>I love my Thursday shopping with Werner and Edwina</p>
<p>Holdfast bay for shopping and social outings. Have tried to register with Marion Council but told that as I did not live in the Marion Council area I could not use their services - but there are several people that I know use both services this is very confusing!</p>
<p>Karen and Bob are terrific</p>
<p>I really enjoy by bus ride and the driver and assistant thank you</p>



ENGAGEMENT SUMMARY REPORT

COMMUNITY TRANSPORT 2017 – NON-USERS OF THE COMMUNITY BUS SERVICES

31 October – 20 November 2017 (2/3 reports)

Report completed for the Quality & Compliance Officer, Community Wellbeing
Written by Digital Communications and Engagement Coordinator.
December 2017

Introduction

On Tuesday 7 November 2017, Council commenced an engagement process with the community on Community Transport. Three surveys were undertaken: Community bus current users; Non users of the community bus services and a Council benchmarking report against metropolitan and regional council community bus services statewide.

This report is 2 of 3, summarising findings of the Community bus current users, how they use it and would like to use the service into the future. This information will be used to review the current Community Bus service and provide Council with information to develop a clear direction for the future planning and management of the community bus service.

This report provides the engagement methodology and engagement outcomes.

All submissions have been collated and are available upon request.

A copy of the hardcopy survey form/information sheet is attached to this report at Appendix 2.

BRIEF DESCRIPTION OF ENGAGEMENT METHODOLOGY

This community engagement ran from 7 November to 28 November 2017, a total of 21 days. Elected Member notification inviting them to view the engagement was sent out 6 November (24 hours prior).

The views of the community were collected via:

- Council's website.
- Email submissions.
- Written submissions.

And promoted through:

- The *Guardian Messenger* on 15 November 2017 in the council fortnightly column.
- Registered user update - via email to a 1,800 database.
- CoHB Twitter account every week for the duration of the engagement.
- Brighton Civic Centre, Brighton and Glenelg Libraries. the bus office, civic centre community information kiosk, community centres
- 994 surveys were mailed out in total to both:
 - SA Home and Community Care (SAHACC) under 65.
 - Commonwealth Home Care Program (CHSP) over 65 funded program registered residents.
- Surveys were handed out to bus users on three of the community bus runs.
- The volunteer bus driver handed out user surveys to all seven chartered bus services.

SURVEY FORMAT

Survey questions

1. Which of the following best describes you? :

(Local Resident/Other Council Resident/Tourist/Visitor/Local Business/Community Centre Member/Local Developers/Other)

- 2. Have you seen any of our community buses out and about in our Council area?**
(Yes/No/not sure)
- 3. Have you ever used Holdfast Bay's Community Bus?** (Yes/no)
- 4. Did you know that anyone can use Council's buses?** (Yes/no)
- 5. Who do you think uses the community buses? (tick all that apply)**
(School Children/ Tourists/Visitors/Young Parents/Anyone/Elderly People/Other)
- 6. Why do you think people use the community bus? (tick all that apply)**
(Grocery Shopping/Socialising with others/Bankingpostalpharmacy/
Medical Centres/Library visits/School runs/Access to local beaches/Other)
- 7. What would encourage you to use the community bus? (tick all relevant)**
(Flexible timetable/Signposted bus stops/Access local Community Centres/
Access local medical centres/Access local libraries/Access Marion Shopping Centre
Access local beaches /Access social groups and activities/Other)
- 8. How often would you use the bus?**
(Never/12 times a week/34 times a week/4 times a week)
- 9. What day/s of the week would you most likely use the bus service? (tick all relevant)**
(Monday/Tuesday/Wednesday/Thursday/Friday/Saturday /Sunday/Not Applicable)
- 10. What time of the day would you most likely use it? (tick all that apply)**
(Morning 9am 10am/Late Morning 10am 12noon/Afternoon 12noon 3pm
/Late Afternoon 3pm 5pm/After Hours 5pm onwards/Not Applicable)
- 11. When you are on the bus, what is important to you?**
(Tick all that apply) (Pram access/Wheelchair access/Seat belts/adequate storage for shopping
Assistance/Other)
- 12. How do you usually get around? (Tick all that apply)**
(Walking/Bike riding/Bike Hire/Own vehicle/Public bus (Adelaide Metro) Tram
Uber/Taxi/Community centre bus)
- 13. Are there Community Bus services in Adelaide or elsewhere that you really enjoy?** (Yes/No)

Participants were asked to provide any additional comments.

DATA ANALYSIS

All data has been independently reviewed by the Digital Communications and Engagement Coordinator.

OUTCOMES

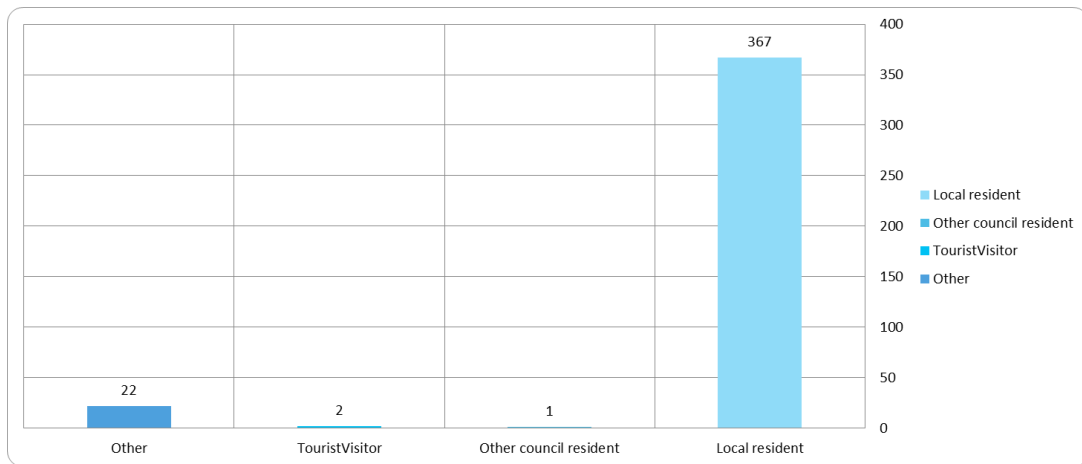
A total of 392 responses were received during the engagement period, providing the following responses to the question:

1. Which of the following best describes you? :

(Local Resident/Other Council Resident/Tourist/Visitor/Local Business/Community Centre Member/Local Developers/ Other)

- 367 Local resident
- 1 Other council resident
- 2 local business
- 22 other: 1 x Community bus driver; 19 x Community Centre member; 1 x other Council resident; 1 x Help Marion RSL Friday afternoon Fund Raising

N.B several participants ticked more than one category

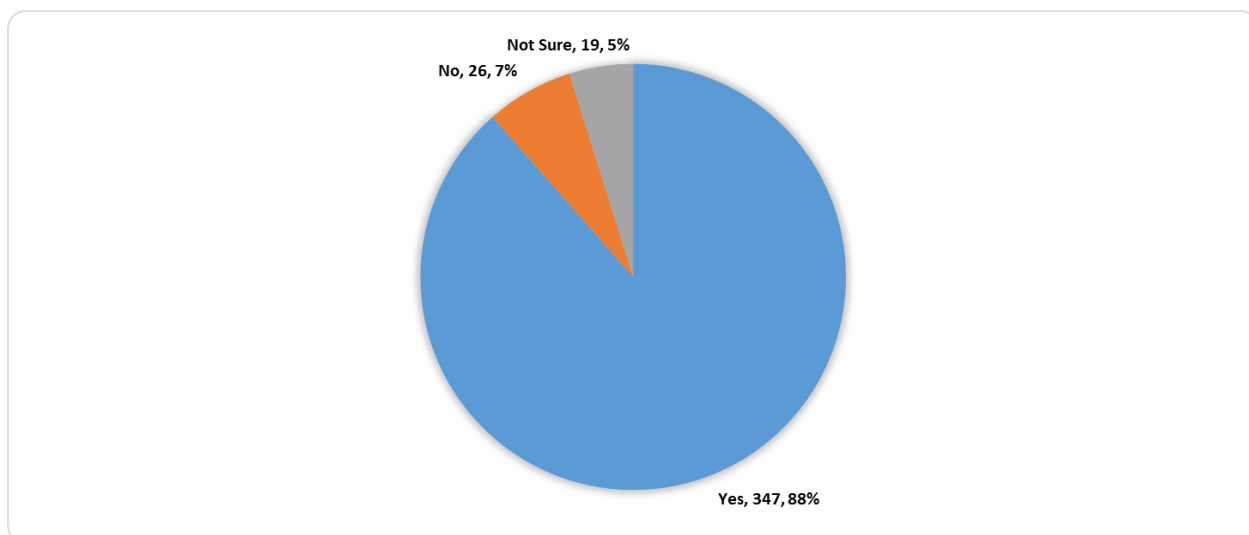


2. Have you seen any of our community buses out and about in our Council area?

(Yes/No/not sure)

- 347 contributors said Yes
- 26 contributors said No
- 19 contributors were not sure

The diagram below shows the relative percentages of each response.



3. Have you ever used Holdfast Bay's Community Bus?

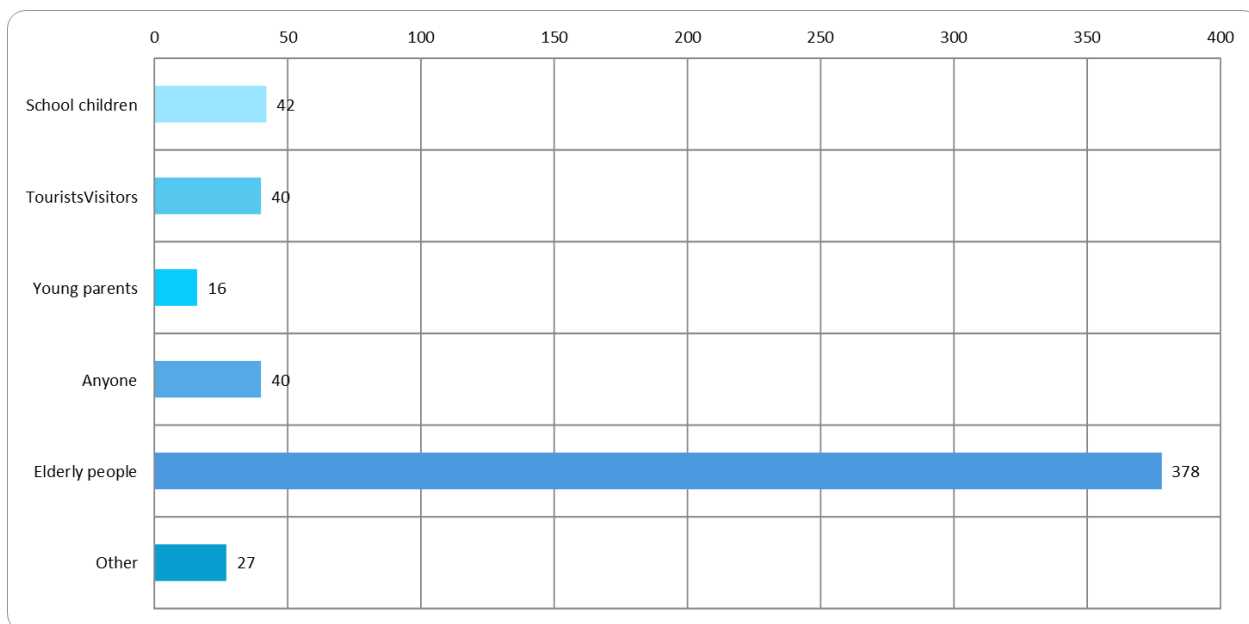
- 14 contributors said Yes (14%)
- 378 contributors said No (96%)

4. Did you know that anyone can use Council's buses? (Yes/no)

- 117 contributors said Yes (30%)
- 275 contributors said No (70%)

5. Who do you think uses the community buses? (tick all that apply)

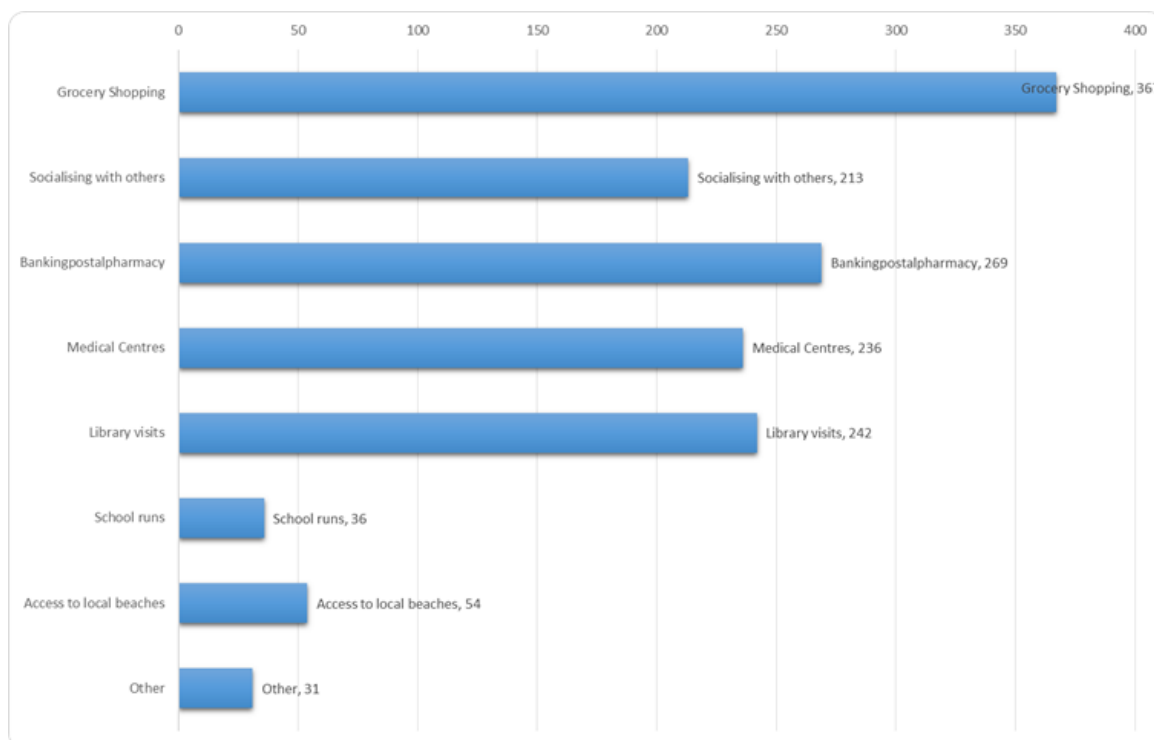
- 42 contributors said School children
- 40 contributors said Tourists/visitors
- 16 contributors said Young parents
- 40 contributors said Anyone
- 378 contributors said Elderly people
- 27 contributors said Other: (1x sister;1 homeless/1 people who find it hard to get public transport 1 local residents/9 x disabled residents /1x persons without other means of transport /1 x people that can't walk to a bus stop/ 1 x anyone that's registered with council/ 1 x functions and socialising/ health reasons and temporary need or permanent ; hiring a bus for outing to functions; parents with young children)



6. Why do you think people use the community bus? (tick all that apply)

- 367 contributors said Grocery shopping
- 213 contributors said Socialising with others
- 269 contributors said banking/ postal /pharmacy
- 236 contributors said Medical centres
- 246 contributors said Library visits
- 36 contributors said School runs
- 54 contributors said Access to local beaches
- 31 contributors said Other: 1 x its free; day trips at cost of people using bus; sudden supplies would be helpful e.g. potting mix but I was told this was not permitted; 1 x country drives; 3x transport to churches for worship; 3 x shopping centres; 2 x council organised activities; 1 x day trips; 1=2 x no longer driving; 1 x pickup from key determinant; 1 x Minda swimming pool; 1 x airport or bus station; no other means of transport

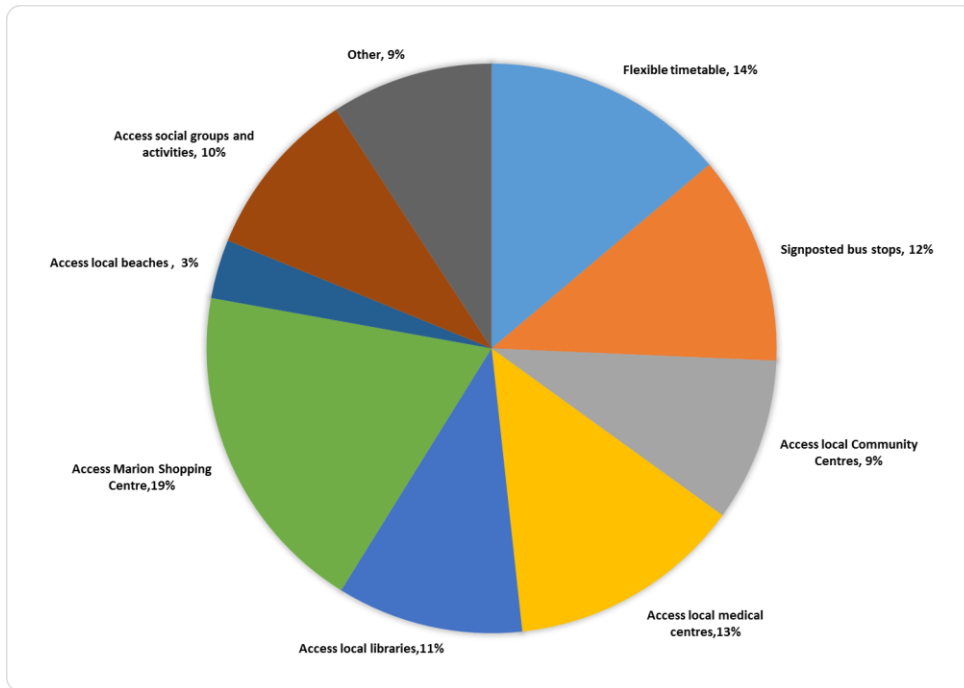
The diagram below shows the relative percentages of each response.



7. What would encourage you to use the community bus? (tick all relevant)

- 161 contributors said Flexible timetable
- 138 contributors said signposted bus stops
- 108 contributors said Access to local community centres
- 155 contributors said access to local Medical centres
- 123 contributors said local Libraries
- 221 contributors said Access to Marion shopping centre
- 39 contributors said Access to local beaches
- 112 contributors said access to social groups and activities
- 107 Contributors said **Other**: 1x Better information about the service – timetables, destinations, stops; 1x access to train and trams; 37 x when I'm no longer able to drive /walk; 1 x Possibly a mentoring program by volunteers would assist in clients using the service; More information on services. I am not aware of the current services; local shopping centres Brighton and Glenelg; a 'pickup' service, once or twice a week, preferably after lunch. a 'signposted bus stop, to our street/s in Glenelg/ Glenelg East area; 1 x Access to Jetty Rd Brighton for lunch or coffee "get together" with friends and family; 1 x when returning from hospital; 1 x drop off at church; 1 Harbour town; banks in Glenelg; 1 x sporting fixtures in our area; 1 x written map; 1x Access to Woolworths Glenelg, Jetty Road/ Brighton Road Centre; A club, Brighton combined Probus club, is small, 40 members, if we were able to use the buses for outings, it would be helpful; 1 x If car is unavailable or parking is inconvenient

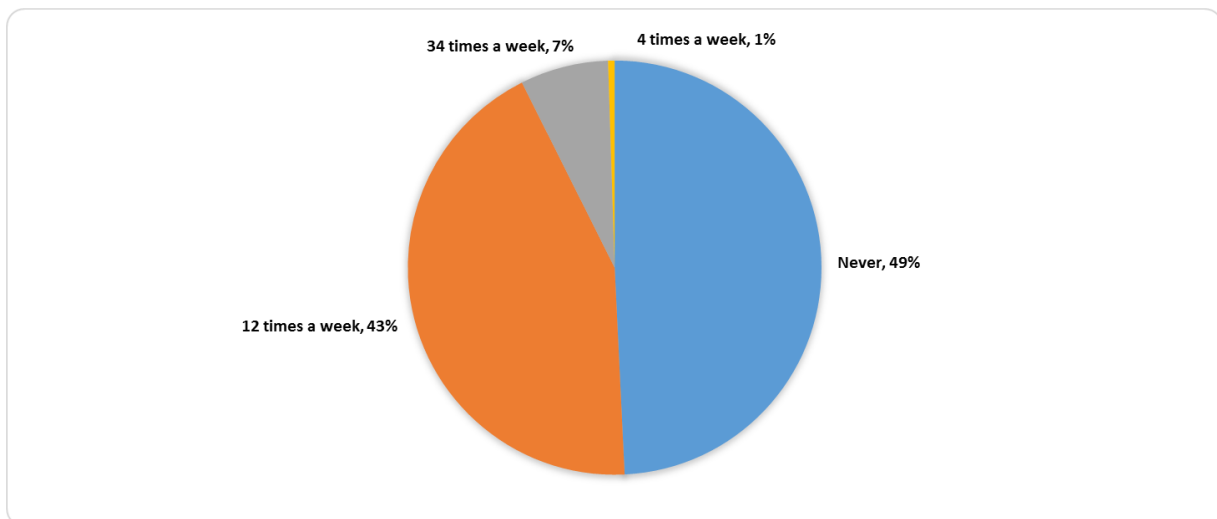
The diagram below shows the relative percentages of each response.



8. How often would you use the bus?

- 193 contributors said, never
- 170 contributors said 12 times a week
- 27 contributors said 34 times a week
- 2 contributors said 4 times a week

The diagram below shows the relative percentages of each response.

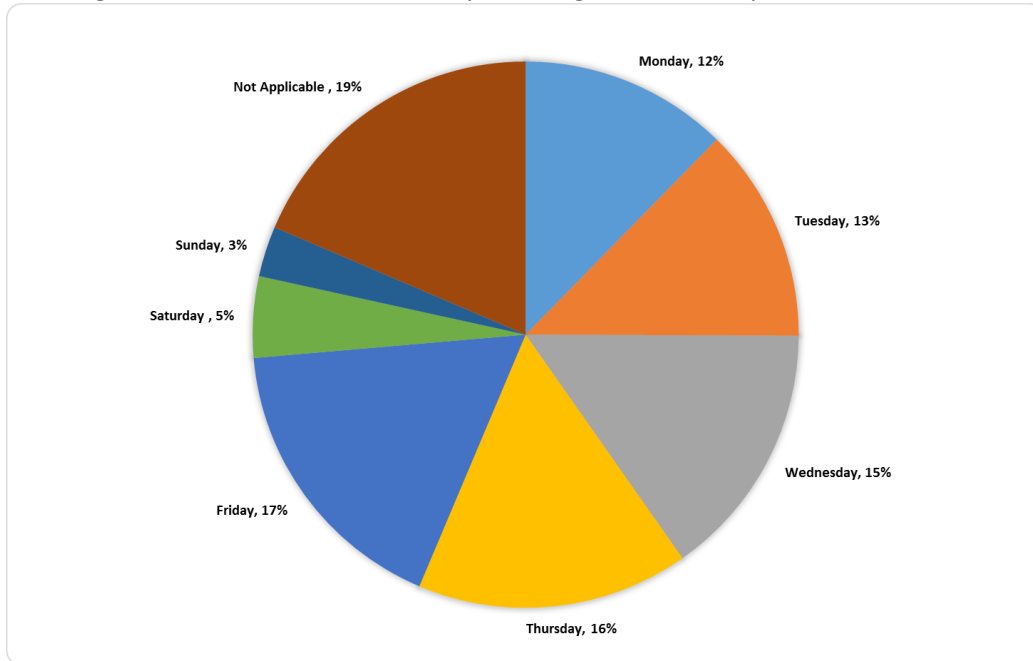


9. What day/s of the week would you most likely use the bus service? (tick all relevant)

- 95 contributors said Monday
- 98 contributors said Tuesday
- 117 contributors said Wednesday
- 124 contributors said Thursday
- 113 contributors said Friday
- 37 contributors said Saturday

- 23 contributors said Sunday
- 143 contributors said Not applicable

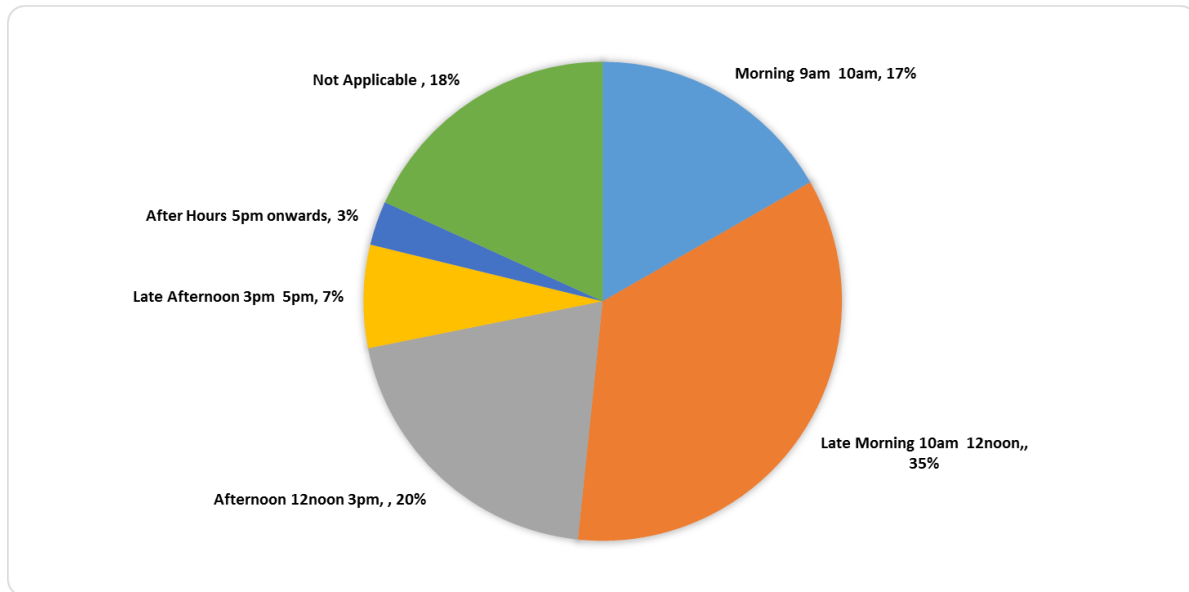
The diagram below shows the relative percentages of each response.



10. What time of the day would you most likely use it? (tick all that apply)

- 101 contributors said Morning 9am 10am
- 211 contributors said Late Morning 10am 12noon
- 122 contributors said Afternoon 12noon 3pm
- 42 contributors said Late Afternoon 3pm 5pm
- 18 contributors said After Hours 5pm onwards
- 110 contributors said Not Applicable

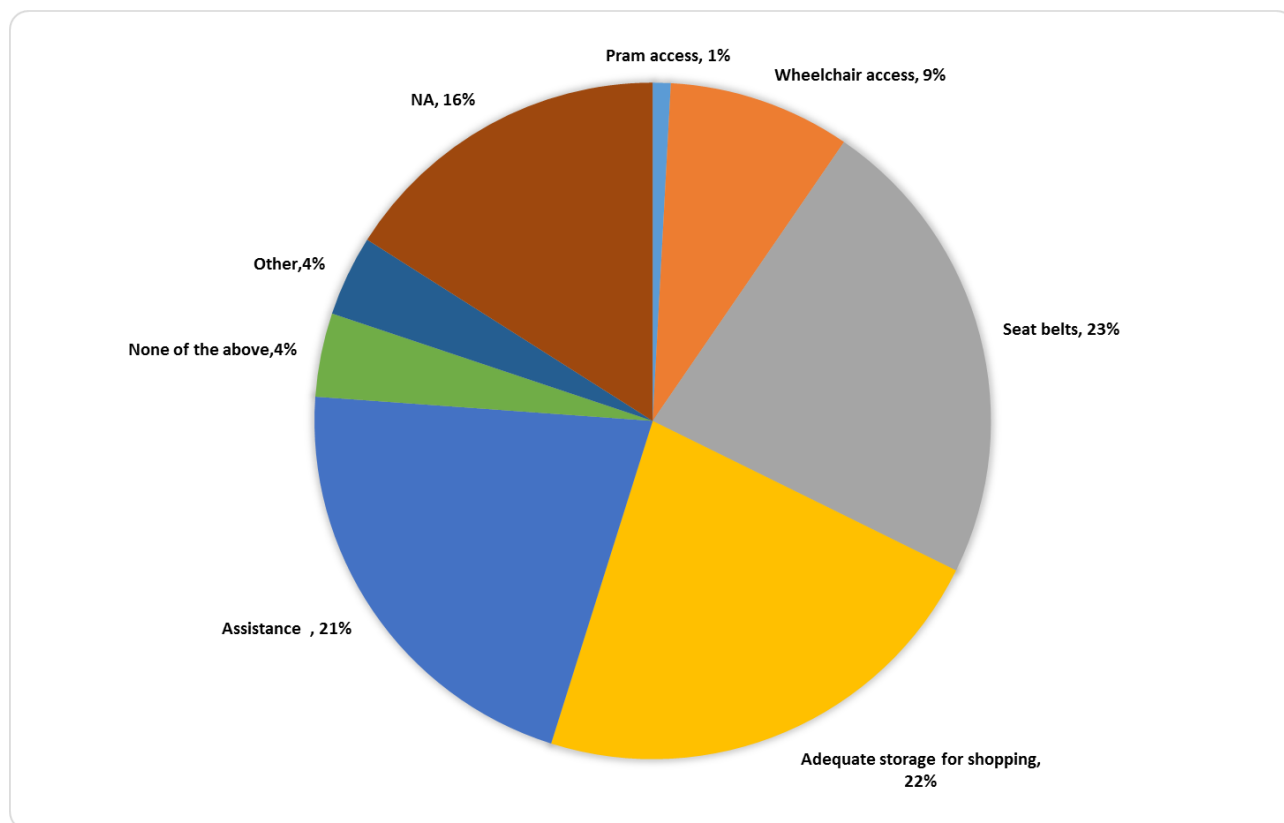
The diagram below shows the relative percentages of each response.



11. When you're on a bus, what is important to you? (Tick all that apply)

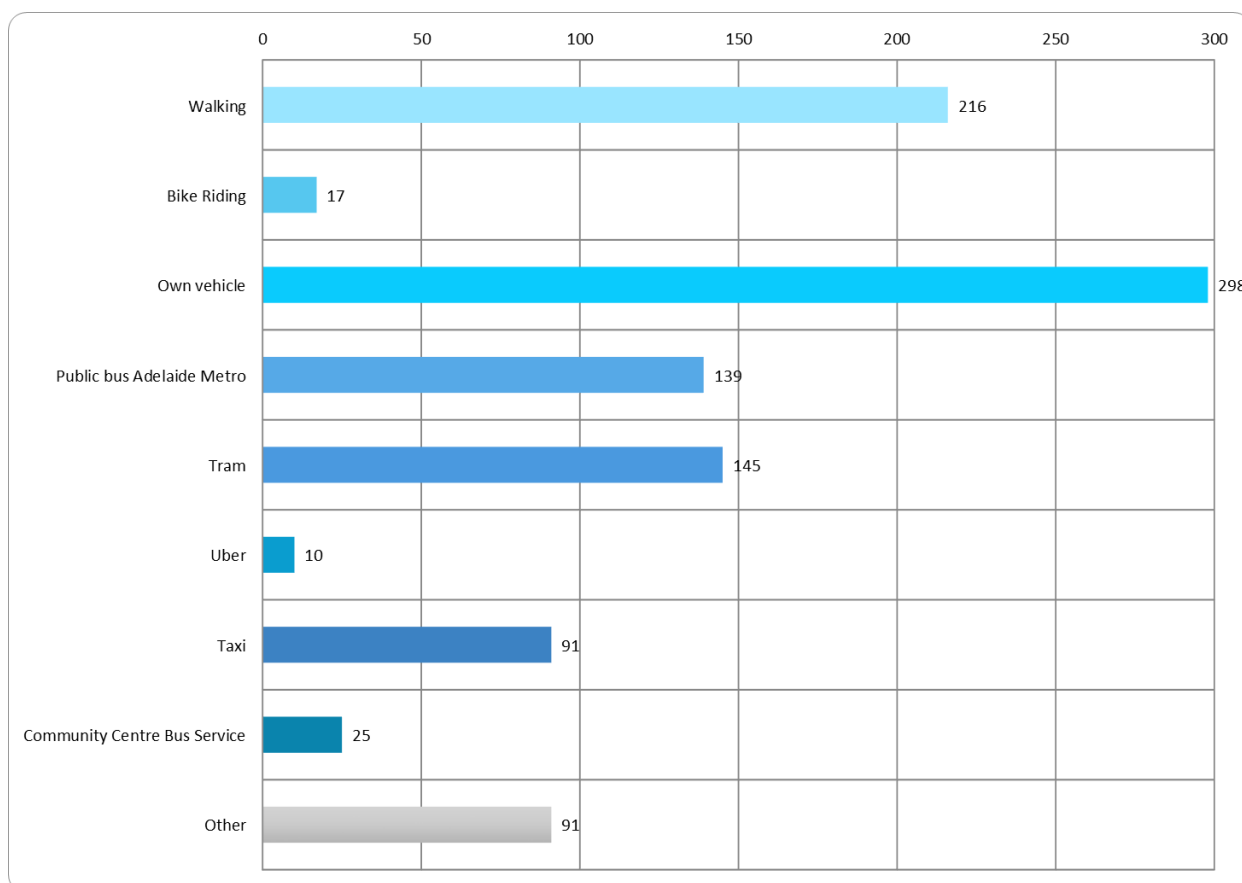
- 6 contributors said Pram access
- 61 contributors said Wheelchair access
- 159 contributors said Seat belts
- 158 contributors said Adequate storage for shopping
- 149 contributors said Assistance
- 28 None of the above
- 112 said not applicable
- 27 contributors said **Other:** 1 x leg room, I'm tall; 1 x cleanliness; adequate space for "walker", 3 wheeler; Reasonable time, say 1-1:30 for between drop off and pick-up for home return; 1 x assistance – where needed, routes clearly defined and stops know; 1 x I would be helpful if more time was allowed on the monthly bus as it used to be 8:30 or 9am till noon, now we get 2 hours; 7 x walker; 1 x Lowering of steps? To help get on the bus? Does it have a back entrance for wheelchairs; someone to lift my walker on and shopping; 1x adequate step up or down. Hand rail; 1x home pick up key factor; 1 x gentle, non-bumpy ride. No sudden stopping - dislocate easily. Straight access with no more than a 4cm step.
Can take my wheelchair if my husband is able to come with me. He is able to assist me; 1 x Easy access for disabled users who are not able to use steps, e.g. use frame or do not need any walking assist devices (have weak muscles and ligaments etc.); 1 x carrying shopping to kitchen bench; 1x Higher seats - being tall I find sitting on the wheel seat of the bus easier for me to get down and up.

The diagram below shows the relative percentages of each response.



12. How do you usually get around?

- 25 contributors said Community Centre bus service
- 216 contributors said walking
- 91 contributors said Taxi
- 139 contributors said Public bus Adelaide metro
- 15 contributors said Own vehicle
- 145 contributors said Tram
- 10 contributors said Uber
- 17 contributors said Bike riding
- 91 contributors said **Other; 38 x train; 23 x family /friends; 2 x gopher; 2 x council volunteer; 1 x local bus service to Glenelg; 1 x career; 1 x Anglicare transport; 1 x ‘let’s eat’ : 1 x Alwyndor; 1 x ECH home support; 1 x helping hand driver; 1 x walking frame; St Dominics care centre bus this enables me to attend bingo cards & exercise days; 1x driver in private vehicle**



13. Are there Bus services in Adelaide or elsewhere that you really enjoy?

- 30 Participants responded yes (8%)
- 362 participants responded no (92%)

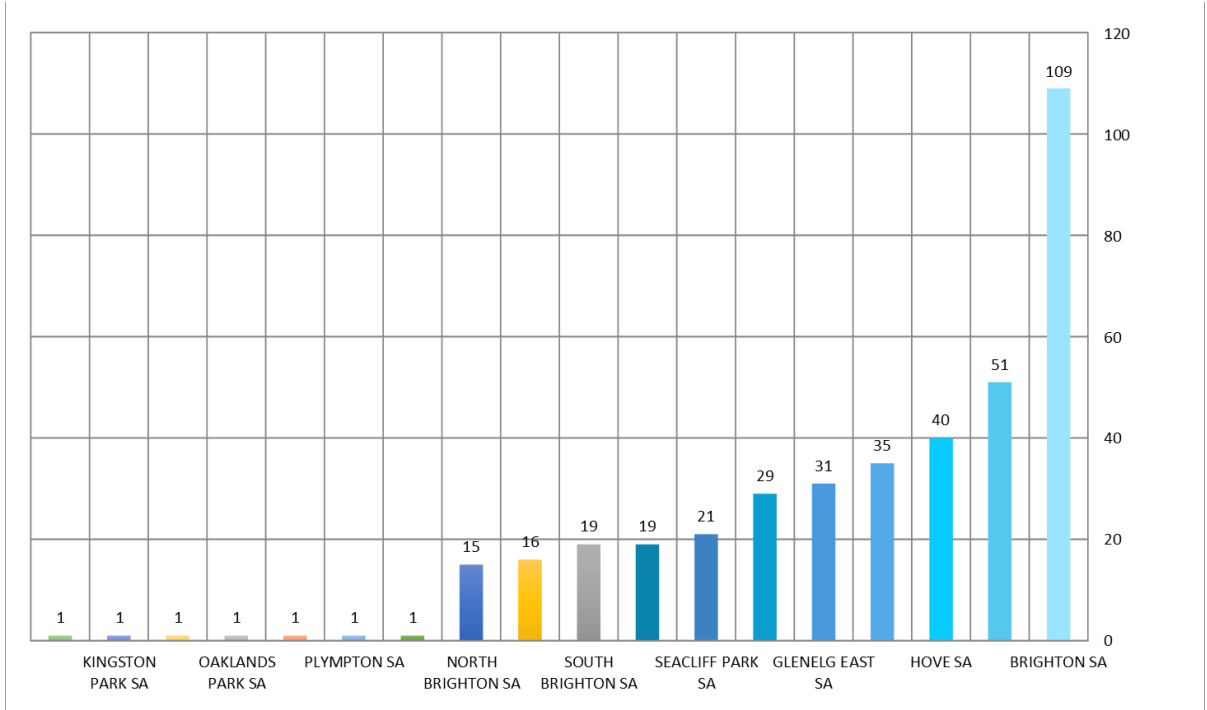
Please see answers for yes below (all comments are verbatim):

- The city loop bus in the CBD that travels via North Adelaide. STA SERVICE
- in the city
- City buses; private day tour buses, tram
- Adelaide Metro due to its reliability & cleanliness.
- service 265 to/from Glenelg – Seacliff from Seacliff to Westfield Marion
- 265 Somerton Park to Adelaide is very convenient and mostly on time
- SA metro buses
- Buses in city
- Bus to and from north Adelaide streets and return.
- I did a tour of Mitcham council in a community bus and enjoyed the information about various 'sites' we visited. We paid for the bus trip to Mitcham council
- Use 'on the move' and 'day trips' as listed by community wellbeing
- City of Adelaide bus which also services nth Adelaide
- I use the bus in Adelaide from time to time. I have also used bus services in Vancouver (Canada) and Sydney that were useful and enjoyable. Good timetables and great scenery.
- YMCA short trips
- Marion recognise and respond to the need of a significant number of residents to be picked up from home to warm welcoming support.
- Are you suggesting trips - such as Holdfast Community Centre runs - e.g. to Monarto Zoo? That would be great!!

- tram - pay bills
- North Adelaide
- City
- Outings put on by you and the YMCA at the community centre too
- Bus to the City

SUBURBS CONTRIBUTORS CAME FROM

- 390 contributors were from the City of Holdfast Bay.
- 2 contributors were from interstate (Gabbins, WA and Aberdare, NSW)



SUMMARY OF COMMENTS

The qualitative data received shows that contributor’s independence is of upmost value to them, and the community bus service is something they would progress to once they have to surrender their driver’s license.

Many highlighted that their lack of awareness in terms of the service and timetabling.

Many respondents raised issues relating to storage for walkers stating this would improve existing Community bus service.

The list of additional comments are available in in appendix 1.

Original hard-copy responses are available on request.

HOW FEEDBACK WAS RECEIVED

A total of 392 submissions were received, 37 submissions were filled in online. 355 were filled in by hand and entered in online by Community Wellbeing administration.

Appendix 1 – Additional comments

Comments received via Your View Holdfast (all comments are verbatim)

We are unclear about any requirements in order to use this service.
I think the community buses are a great idea, I am not really sure who can use them
I'd be happy to volunteer to be an assistant on the bus but I already have several other volunteering jobs.
Your survey is not well constructed. I was forced to say what day and time I would use the bus when i had already said i would not use it. I repeat my believe that it is not the role of local councils to supply local transport. The state government should undertake that role in a coordinated and more efficient manner than councils could ever do.
Presently we are both blessed with rather good health, especially being able to walk up to 4-6 Kms without resting. We realise walking is important at our age, as it ensures we retain strength in our leg muscles.
Q11. You have spelled 'assistance' incorrectly
I have early stage of Parkinson's disease and likely to use the bus sometime soon
I think that if the bus has a flexible schedule then people will use it and will be successful. It will also encourage community participation and a sense of community spriit
It is obvious, I think, that I'm not at this stage using the bus service but, nevertheless, I have tried to answer it (a) for myself if I were using it and (b) my knowledge of my sister's use of the service provided.
Community bus and its timetable need to be advertised more widely and who is eligible to use the service.
An interview with some elderly people could help stimulate peoples ie. news items, photo, list of services etc.
I think the Council should provide a basic service that assists those who are unable to get out to shop or socialise. It should also be available for local community clubs at a low rate to enable them to us a bus for excursions which they may not otherwise be able to afford. It should not keep forever expanding but stick to basic community needs.
Although I do not use the service, I think it is very important for community and would not want to see it removed or services reduced.
I think there is a feeling the Community Bus is aimed at elder residents with running times infrequent and generally during the day Monday to Friday.
No
Tod Street is a very narrow street and a too many speeding vehicles towards Jetty Road. Should be one way and more restrictions on parking. Difficult for bus drivers to park and let disabled people out of the bus.
Don't need service as yet. I'm into my 81st year
At moment I know nothing at all about bus - where do they pick up and whom. Residents need access to present services. Where do they go? No information available
Still able to drive
Use later

<p>I'm full-time carer to a 95 year old husband and have mobility problems. If anything happened to my husband I would definitely be interested in the service. I wish you a well adventure</p>
<p>Great idea. I'm currently independent but would use it when older or in deteriorating health</p>
<p>Not need any yet as I am only 70yrs of age</p>
<p>Currently do not use bus. But may need to soon as age progresses</p>
<p>I would use such buses more as I had the need and appreciate the council providing them</p>
<p>this is not applicable to me as yet, but I'm sure I will need these services in the future, if unable to get around. I'm 84</p>
<p>I had a bad experience with the community bus and have never used it again</p>
<p>Still driving but guess I will use the community bus when I can't drive</p>
<p>not relevant to me as I am mobile and able to drive in my local area</p>
<p>great service</p>
<p>Volunteering No - because I handed my bus licence in when I retired from school</p>
<p>1. We need to know when the regular community bus goes so we can book a shopping trip. 2. When we are being picked up from home for a run 'on the move' trip from 9:30 - it would be nice to know whether we'll be first or last (quick phone call?) on the list. It can be a long wait watching out the window - if you're near the last</p>
<p>don't need at the moment</p>
<p>Will occasionally use bus when day and destination suitable</p>
<p>occasionally use bus</p>
<p>at the moment we are ok, with own vehicle we are going to move into 'The Dines' in 2018. it may be necessary to use the bus at later stage would the bus call at the Dines? Bev & Rod Lapidge</p>
<p>Have not needed to use but no don't will as age increases</p>
<p>As you can gather I don't need to use the Community Bus</p>
<p>I no longer use the monthly or any of your buses or bus to marion shopping centre as I was told off for bringing too much shopping onto the bus and I also was 5 minutes late We are only allowed one shopping bag and one hand bag</p>
<p>At present I am still driving, but of course this may change in time to come</p>
<p>O am fortunate to be independent and mobile at the moment. However, I realise that may not be the case in the future. I think the Community Bus is one of Council's nest assets which is a great service for residents to be able to retain some independence.</p>
<p>Would only use twice a year to theatre</p>
<p>I represent the Holdfast College for Seniors which meets Friday mornings in Glenelg North Community Centre. We would like o explore how the community Bus could support our members Jenny Young</p>

<p>email: hcfs1987@gmail.com ph: 0417 859 882</p>
<p>Vision impairment</p>
<p>Where can I get a list of destinations and a time table?</p> <p>Lorraine Heighet 8296 4041</p>
<p>I am in my 100th year and reliant on my nephew and niece to do my shopping and doctors appointments</p>
<p>My wife and I are very independent with our own transport</p>
<p>As I drive my own car, when the time comes I am I would use Community Bus to do my shopping. Don't know what else I might use it for. If not far would probably call a taxi</p>
<p>If I were unable to drive I would likely use the service. I am unsure if the service picks up from your home or you must use designated pick up sites</p>
<p>My wife drives me</p> <p>How come in all years going to ALwyndor have NEVER SEEN a community bus?</p>
<p>I can see the time coming when I will need the bus</p>
<p>would use bus 1/month for Let's Eat at North Glenelg. I can only attend if my daughter takes me Unable to use public transport or Council bus due to the vibration of vehicles constant stopping which increases time on board. My maximum time on bus or in a van is limited to 15 mins. I would love to use the service but my health problem prohibits it as journey too long and too bumpy. In Queensland the Councils use 'Council Taxis' for 2-3 people and charge \$1/ride to different major shopping centres. I would really love to see that happen here. It would solve many problems for me.</p>
<p>i'm sure its a good service</p>
<p>at this stage as we have a bus stop near our house and still drive but the time will come when we will require this service</p>
<p>how often would you use the bus? "when I need to"</p>
<p>I currently drive my own car but If I cant in the future I would gladly catch the council bus & my life-style would change accordingly</p>
<p>at this stage I drive everywhere mostly. However if the time comes when I can no longer drive I would be very appreciative to use the bus they are a fantastic way to travel for older people</p>
<p>at this point in time I can manage on my own but the time will come when my wife & I will definitely use this service</p>
<p>not whilst I can drive</p>
<p>im still driving - without my car I would be lost!</p>
<p>because I am still driving I do not use this service but no doubt I will eventually need and enjoy this service.</p>

for bus driving - not yet maybe in future!
don't use the community bus much at the moment but may in the future
trouble with your buses steps and small seats
the print is very faint and hard to read, could it be darkened in the future? thanks
I do read the local messenger and all council info which comes to our letterbox thank you
for focus group - maybe later when ill be healthy for driver - perhaps in future
at the moment we are still able to drive
I only gave up driving a few months ago so haven't jutted into a new routine yet
I think that the community bus is a great servicer for people that don't have their own vehicle or are no longer able to drive
Glenelg till jan 10th 2018 moving to Brighton 10th jan 2018
at present I don't use the bus but if I don't have a license I would be glad to do so
will use the bus service when I cant drive myself anymore
The Community bus service is a great service. I know the patronage has been dropping recently but rather than consider closing it down, some more visible advertising to revitalise the program would be great.
I am a driver and an assistant on different days----why do I need to fill out this ridiculous form!-- --It is up to the Council to promote the Community Bus service!!
you and YMCA are doing a good job!
currently use own vehicle
at present I still drive and don't need this service
could I please suggest the print used in things like this is much clearer as elderly people have trouble reading forms from the council
I am disabled and require assistance in pushing my wheelchair which is why bus service is not suitable for me
not at the moment
can drive at the moment but I am sure that in the future a good bus service would be appreciated
think this is "great service" and wwill use once not driving! still volunteering "volunteers yeah"
very fortunate to have this service thank you!
thank you
I have used the bus on occasion when I could not drive
although now I do not use the grocery community I did appreciate it when I did & I certainly appreciate the voluntary drivers that I have for my dr & dentist appts & may be later to get to choir once a week on (Wednesdays) from 10-30 to midday. many thanks

I have no used the community bus and I drive. if my circumstances changed and I would not drive the I would use the community bus I think it is a valuable service
community buses are necessary in the community
we use our car but who knows for how much longer we would certainly use the community bus.
I live on Moseley street unit1/68 Glenelg South I need to be home by 11.30am
Advertise the regular roads mostly used by the buses
I found the survey very hard to read
Community bus needs to be advertised more, as we don't know it is available to all residents
Both Val and I are 88 and 89 respectively. We both have walkers, which assist us continually - result is that we require a lot of assistance - which limits us to what we may participate in.
a flier of routes and a timetable. Are they available at the Council offices or Library?
As I live on my own and am an Aged Pensioner I use your home maintenance services and really appreciate the service, the reduced cost and confidence to invite the unknown person to me into my home. Greatly appreciated.
soon I might be too old to drive and I fear maybe I could feel isolated
I do read the local "Messenger" and all Council info which comes to our letter box. Thank you
As I am in the "older" group I hope that I will be able to rely on the bus when I am no longer driving.
I always reply to your questionnaire. I have no complaints. I am always grateful for you help at all times. Thank you again for your help.
When I hand in my licence I will use your bus. Thank you
I like to be independent, so if I can't transport myself I try to get family or friends who are available. When none of these are possible, I would try the bus.
I haven't used the community bus but once I give up my car I probably would. The "Song for Joy" choir has re-located to the baseball club at Glenelg North on Wednesdays 10-12 am. It would be very handy if the community bus used this route.
Since filling this form out my husband who this applies to has passed away. Brenda Todman
I found the 2 day trips I did last year to Mount Barker and Willunga most enjoyable
OK at the moment my health is good but if it deteriorates then I would need help of local buses
I do not need the community bus at the moment but know there will be a time when I do
I have been on a bus once with the wellness group to newmans nursery and it was great I don't drive far. I have a chronic illness which meads I may not be able to drive for much longer. It is reassuring that the bus is there if I need it. I live in Townsend Park Retirement Village, King George Avenue. The wellness team at holdfast bay are wonderful. I had transport assistance when I could not drive. Keep up the good work please.

Many thanks
I can see the time coming when I will need the bus
I am 86 years old and still able to drive my own car. I park near trolley bays so I can use them as soon as I leave the car. I shop mainly at Parkholme as there is a wide range of shops - chemist, bank and post office etc.. I use the Morphettsville medical centre for health issues should I become unable to drive, the buses provided by the council would be my first choice. Thanking you
would like to be certain that I could be a help, not a hindrance before getting too involved
I really appreciate the help I have received from the council in the 8 years I have been on my own. I suppose as I get older I will need more help in different ways IE if I cannot drive "the bus" will be most helpful. right now I am able to get around on my own thank you
What a wonderful service offered to Holdfast Bay residents



ENGAGEMENT SUMMARY REPORT

Community Bus Focus Groups

February 2018 (4/4 reports)

Lisa Darby
Quality & Compliance Officer
Community Wellbeing
February 2018

Introduction

Stage 3 of the Community Bus Review – Focus Groups with users, non-users and volunteers. The community was invited to attend one of our Community Bus Focus Groups being held in February 2018 (1 morning session and 1 evening session) via Stage 2 Community Engagement 1 & 2 surveys, yourviewholdfast, social media, posters and libraries. These focus groups would look at the main outcomes of the Engagement Summary Reports (Attachments 1 & 2) and engage in further discussion.

This report provides the engagement methodology and engagement outcomes.

BRIEF DESCRIPTION OF ENGAGEMENT METHODOLOGY

We had 65 expressions of interest to attend a session.

17 confirmed to attend an evening session (Wednesday 7th February 2018). 16 attended – 1 user / 15 non users (1 elected member).

23 confirmed to attend a day session (Friday 9th February 2018). 16 attended – 8 user / 8 non users.

At each focus group our independent lead facilitator gave a brief history of the Community Bus; the current Community Bus Service Model; summary of the survey responses and further exploration of the responses from the 2 surveys.

FOCUS GROUP FORMAT

Each focus group was structured using World Café methodology. The World Café is a whole group interaction method focused on conversations. The purpose of the World Café is to facilitate open and intimate discussion, and link ideas with a larger group to access the “collective intelligence” in the room. To set the scene the room was arranged into 5 tables with a maximum of 5 participants and 1 chairperson (scribe) at each. There was 5 questions. Each table gets to answer all of the questions. The chairperson moved between the tables. 15 minutes was allowed for each question. The procedure was 5 rounds. Round 1: Brainstorm ideas. Round 2 to 5: view previous responses and add to them. Develop themes and priorities from all the responses.

THE QUESTIONS

Question 1

The top 5 Survey responses for how people use or would like to use the community bus were: grocery shopping, (440) banking/postal/pharmacy (316), library visits (284), medical centre (261) and socialising with others (257)

Q: Do you think the community bus adequately directs its services to these top 5 uses?

Are people's needs being met?

General:

- Is there demand for current destinations?
- More loop buses would address access to all top 5
- Timetables need work (larger font, colours, map)
- A run travelling down Brighton Road stopping at all major precincts
- No bus on Saturday
- Current service model not flexible enough for socialising
- Flexibility in return home times

Shopping

- Not enough time – rushed shopping
- Shopping runs full
- Foodland too expensive, Bay Junction not all options
- Frequent and flexible Marion Shopping Centre runs (weekly)
- Most agreed Marion Shopping Centre covers all needs

Libraries

- Specific library runs (not part of shopping runs)

Medical Centres

- not covered
- difficult due to appt times
- Could bus go to Marion Domain?
- Could bus run loop via medical centres?
- Group appointments?
- Regular runs to Alwyndor

Banking/postal/pharmacy

- Certain runs don't allow time for banking

Social

- Attend events ie arts, theatre, sporting, Fringe, lights
- Bus should go to community centres

Question 2

Survey responses (456) indicated that the majority of bus users are believed to be older people

Q: Should the community bus target a broader range of people to use the service?

If so, How might we encourage more people to use the bus and how could we make that happen?

What strategies could be implemented?

General:

- Target recently retired
- Community speakers to target independent living accommodation ie Minda, Townsend House & community groups
- Advertise in Messenger, rates, waste calendar
- Welcome packs to new CHB residents
- Fees means tested
- Stigma to using the bus (old people)
- Other people can use SA Metro
- Hospital staff promote to patients
- Radio promotion

Question 3

Survey responses indicated that 190 people would like a more flexible timetable.

What would a more flexible timetable look like?

In what ways could the service be used differently? How could it be achieved?

General:

- With 4 buses, how flexible can it be?
- Marion loop bus / trips 2X per day (Marion bus run currently full) – multiple drop offs to Marion
(Brighton – Marion Brighton
Glenelg – Marion – Glenelg
Somerton Park – Marion - Somerton Park)
- Longer time at shops
- Alwyndor, community centres and groups drop offs
- Local markets at weekends
- Sporting events – GFC
- Later pick up services during the day

Question 4

Survey responses indicated that 303 people use or would use the community bus between 1 and 4 times a week.

Q: What would be the impact of not having the Community Bus?

What are the advantages of using the Community Bus versus other forms of transport?

Impact:

- Residents will be devastated / retrograde step
- Big loss for those using it now / social isolation / loss of independence
- Difficulty in bad weather to use Public transport
- Too far to walk to Public transport
- Cannot afford taxi all the time/ unreliable
- Increase in mental / medical issues

Advantages:

- Door to door service
- Help by Volunteer with shopping and getting on/off bus
- Convenient
- A sense of community and friendship
- Safer than Public transport
- Having Day trips/getting out
- Reliable
- Income for local businesses
- Welfare of residents is recognised
- Security and feeling safe with volunteers

Question 5

Q: Blue Sky Thinking

If you could change anything to improve the community bus as a whole, what would it be?

How would it look and how would it be funded?

General:

- Swimming centre runs
- Higher seats
- Day trips – coaches with better access for walkers / wheelchairs or use 2 smaller community buses
- Saturday runs
- Hospital runs
- Brochure update
- Driverless buses
- More volunteers
- Alwyndor runs

SUMMARY OF COMMENTS

It is very clear from the number of non-user participants, how important this service is to the community as a whole now and in the future. Especially the door to door service to promote independence and reduce social isolation.

Some participants expressed the need for more runs and flexibility to and from Westfield Marion Shopping centre due to increasing financial hardship that some of our older residents face. There is a number of budget shops that are available at Westfield Marion Shopping Centre that our local shopping centres don't offer. Westfield Marion shopping centre also meets more needs and offers plenty of variety under one roof such as social connections, grocery and big store shopping, banking and medical.

Participants expressed a need to access local Community Community Centres and Alwyndor.

A comprehensive marketing campaign is needed to raise the awareness of the community bus service.

An easier to read brochure/timetable is much needed along with clearer information regarding who is able to access the community bus.



ENGAGEMENT SUMMARY REPORT

COMMUNITY TRANSPORT 2017 – COUNCIL BENCHMARKING OF THE COMMUNITY BUS SERVICES

31 October – 20 November 2017 (3/3 reports)

Introduction

On Tuesday 7 November 2017, Council commenced an engagement process with the community on Community Transport. Three surveys were undertaken: Community bus current users; Non users of the community bus services and a Council benchmarking report against metropolitan and regional council community bus services statewide.

This report is 3 of 3, summarising findings of the Community bus bench marking survey, how other Councils operate each respective service and delivery models. This information will be used to review the current Community Bus service and provide Council with information to develop a clear direction for the future planning and management of the community bus service.

This report provides the engagement methodology and engagement outcomes.

All submissions have been collated and are available upon request.

A copy of the hardcopy survey form/information sheet is attached to this report at Appendix 2.

BRIEF DESCRIPTION OF ENGAGEMENT METHODOLOGY

This community (closed) engagement ran from 07 November to 28 November 2017, a total of 21 days which was open to only a select group of metropolitan and regional councils. Elected Member notification inviting them to view the engagement was sent out 06 November (24 hours prior).

The survey was sent out via the City of Holdfast Bay engagement website to eight councils to complete:

- Mount Baker District Council
- City of Marion
- City of Charles Sturt
- City of Burnside
- Barossa Council
- District Council of Yankalilla
- Campbelltown City Council
- City of Mitcham

OUTCOMES

1. Buses

Council name	1a.Number of busses	1b What type of buses	1c.What type of disability access/facilities do your buses offer? (tick all that apply)	1d. Are all your bus branded or sub-branded with the Council's logo?
Mount Barker	3	Minibus (12 seats), Bus (18 seats)	Wheelchair access, Adequate storage space for shopping bags	Yes
Marion	2	Minibus (12 seats)	Wheelchair access, Adequate storage space for shopping bags, Hand rails	Yes
Charles Sturt	4	Minibus (12 seats), Bus (18 seats)	Wheelchair access, Adequate storage space for shopping bags, Hand rails	Yes
Burnside	4	Minibus (12 seats), Bus (18 seats)	Wheelchair access, Adequate storage space for shopping bags, Hand rails	Yes
Barossa	3	Minibus (12 seats), Bus (18 seats)	Wheelchair access, Adequate storage space for shopping bags	Yes
Yankalilla	1	Minibus (12 seats)	Adequate storage space for shopping bags	Yes
Campbelltown	1	Other - ROSA 22 seated	Wheelchair access, Adequate storage space for shopping bags, Hand rails	Yes
Mitcham	3	Minibus (12 seats), Bus (18 seats)	Wheelchair access, Adequate storage space for shopping bags, Hand rails	Yes

2. Environment

Council name	2a. Do you have an environmental strategy/policy requiring Council to use low emission vehicles or that work towards decreasing greenhouse emissions?	2b. What strategies do you employ to achieve this?
Mount Barker	Yes	We cannot always apply this policy because the practicality of the vehicle is a higher priority. Needs to be fit for purpose.
Marion	No	
Charles Sturt	Yes	Where ever practical Council will purchase Vehicles that offer the cleanest and most fuel efficient operation with the aim of achieving an average of 180 g/km greenhouse gas emissions as defined through the Australian Design Rules and have at least a three (3) star Green Vehicle Guide rating.
Burnside	Yes	Sorry, unsure of this??
Barossa	No	
Yankalilla	No	
Campbelltown	No	
Mitcham	No	

3. People

Council name	3a. Who do you provide these services to?	3b. What age group uses your bus services most frequently	3c. How do passengers book transport?
Mount Barker	School children, Adults, Older people	Under 18, 64-75, 75-84	Customer Service (face to face), , Over Phone Email application form - Email application form
Marion	Adults, Older people	55-64, 64-75, 75-84, 85+	Over Phone
Charles Sturt	Adults, Older people	64-75, 75-84, 85+	Customer Service (face to face), Over Phone, Regular fortnightly service, passengers are added to regular roster. usually don't provide adhoc transport due to Community Transport program being funded under CHSP
Burnside	Adults, Older people	64-75, 75-84, 85+	Customer Service (face to face), Over Phone
Barossa	Adults, Older people	64-75, 75-84, 85+	Customer Service (face to face), Over Phone
Yankalilla	Older people	85+	Customer Service (face to face), Over Phone
Campbelltown	Other - door to door service for all residents of Campbelltown City Council. Charter hire to anyone	64-75	Over Phone
Mitcham	Adults, Older people	75-84	Over Phone, My Aged Care referral

4. Places

Council name	4A. What type of bus transport does your Council offer? (tick all that apply)	4b. What places do you visit? (tick all that apply)
Mount Barker	Shopping, Day Tours, Door-to-door service, Flexible pick-up/drop-offs	Shopping Centres, Libraries
Marion	Shopping, Day Tours, Door-to-door service, CPN (Community Passenger Network), Fixed Runs pick-up/drop-offs, Flexible pick-up/drop-offs	Shopping Centres, Libraries, Community Centres
Charles Sturt	Shopping, Day Tours, Door-to-door service, Charter Hire for community Groups that meet within the Council area	Shopping Centres, Community Centres, Other -
Burnside	Shopping, Day Tours, Door-to-door service, Fixed Runs pick-up/drop-offs, Flexible pick-up/drop-offs	Shopping Centres, Medical Clinics, Other
Barossa	Shopping, Door-to-door service, CPN (Community Passenger Network)	Shopping Centres, Other
Yankalilla	Shopping, Day Tours	Shopping Centres, Community Centres, Other
Campbelltown	Day Tours, Door-to-door service	Shopping Centres, Libraries
Mitcham	Shopping, Day Tours, Door-to-door service, Fixed Runs pick-up/drop-offs	Shopping Centres, Libraries, Other

5. Times

Council name	5a. What days do you provide bus transport services?	5b. What times of the day do you provide bus transport services?
Mount Barker	Monday, Tuesday, Wednesday, Thursday, Friday	Morning (9am - 10am), Late Morning (10am - 12noon) Afternoon (12noon - 3pm), Later Afternoon (3pm - 5pm), Evenings (after 5pm)
Marion	Monday, Tuesday, Wednesday, Thursday, Friday, Sunday	Morning (9am - 10am), Late Morning (10am - 12noon), Afternoon (12noon - 3pm), Later Afternoon (3pm - 5pm)
Charles Sturt	Monday, Tuesday, Wednesday, Thursday, Friday	Morning (9am - 10am), Late Morning (10am - 12noon), Afternoon (12noon - 3pm), Later Afternoon (3pm - 5pm)
Burnside	Monday, Tuesday, Wednesday, Thursday, Friday	Morning (9am - 10am), Late Morning (10am - 12noon), Afternoon (12noon - 3pm)
Barossa	Monday, Tuesday, Friday	Morning (9am - 10am), Late Morning (10am - 12noon), Afternoon (12noon - 3pm)
Yankalilla	Wednesday, Thursday	Morning (9am - 10am), Late Morning (10am - 12noon), Afternoon (12noon - 3pm)
Campbelltown	Wednesday, Thursday, Friday, Saturday	Morning (9am - 10am), Late Morning (10am - 12noon)
Mitcham	Monday, Tuesday, Wednesday, Thursday, Friday	Morning (9am - 10am), Late Morning (10am - 12noon), Afternoon (12noon - 3pm), Later Afternoon (3pm - 5pm)

6. Payment

Council name	6a. Do you request payment for your trips?	6b. How much do you charge?
Mount Barker	Yes	Shopping Shuttle \$3 Charter \$1.10/km including GST for 12 seat bus \$1.65/km including GST for 19 or 21 seat bus
Marion	Yes	\$2.50 one-way \$5.00 Round Trip \$7.00 Sunday Trips
Charles Sturt	Yes	Shopping bus \$5 per trip Around Town and Men on the Move Social day trips \$10 Charter hire \$11 admin fee and \$1.27 per km rate
Burnside	Yes	\$1.50 each way
Barossa	Yes	Between \$5 and \$25 for return trips - most trips under \$10
Yankalilla	Yes	Shopping \$10 door to door service Mystery Trips \$35 all inclusive
Campbelltown	No	
Mitcham	Yes	\$2 each way (donation/contribution) Bus hires are \$50 half day and \$75 full day plus \$1.50 per km mileage (capped at \$200 per hire)

7. Cross Council Areas

Council name	7a. Do any of your services cross Council boundaries?	7b. Where and Why?
Mount Barker	Yes	Day tours for social program. Take people to see places/activities of interest outside of local area
Marion	Yes	If clients require access to current destinations and are located within a reasonable distance from the border. City of Marion residents have priority
Charles Sturt	Yes	Charter hire and social day trips only. Within a radius of 100kms of Adelaide city
Burnside	Yes	Shopping bus travels to Norwood parade as an alternative to Burnside Village
Barossa	Yes	All of our regular bus services cross borders into areas with large / larger shopping centres than we have here - Gawler, Elizabeth and to access cinema and for social outings e.g. the beach, Adelaide etc.
Yankalilla	Yes	Mystery Tours only every second Wednesday of the Month goes to any destination
Campbelltown	No	
Mitcham	Yes	Twice a month we offer a Westfield Marion trip and once a month a Central Market trip. We also take the bus out for the Don Juan Social group, Lunch Clubs, Council internal hires and non for profit external bus hires and travel to distances within 1.5 hr. of Mitcham Depot in Melrose Park.

8. Group hire

Council name	8a. Are your buses available for group hire?	8b. How much do you charge and do you have special conditions?
Mount Barker	Yes	\$1.10/km including GST for 12 seat bus \$1.65/km including GST for 19 or 21 seat bus
Marion	Yes	\$75.00 Full Day \$50.00 Half day \$1.50 per Kilometre
Charles Sturt	Yes	See website for charter hire terms and conditions http://www.charlessturt.sa.gov.au/page.aspx?u=808&c=2571
Burnside	Yes	Min charge of \$90 for up to 35km \$1 per km in excess of 35 km's. Must use council volunteer driver. No further than 200km round trip.
Barossa	Yes	Limited to Community Groups, not individuals and not events like footy club outings where drinking is the main focus of the outing. Charge \$1.30 per km.
Yankalilla	No	
Campbelltown	Yes	Depending what category they fit in as to what we charge
Mitcham	Yes	Charges as per Q15. We hire to local not for profit organisations and internal Mitcham Council departments

9. Volunteers

Council name	9a. Do you use volunteers to drive your buses?	9b. How many volunteers?	9c. How are your volunteers structured? (e.g. 1 driver, 1 assistant etc.)
Mount Barker	Yes	8-10	Shopping Shuttle - 1 driver, 1 assistant Charter hire - 1 driver Social program day tours - 1 driver
Marion	Yes	18 but can vary	Always operated with 1 driver and 1 assistant
Charles Sturt	Yes	50	Depends on the trip: Large bus Driver and Aide small bus - Driver Charter Hire - Driver Social trips - Driver
Burnside	Yes	14 drivers	1 driver 2 assistants
Barossa	Yes	We have around 60 volunteer drivers - ten have licenses to drive larger bus (LR or above) and one or two helpers. Staff also drive buses from time to time.	Most trips it's only one bus driver, sometimes there is an assistant but not always.
Yankalilla	No		
Campbelltown	Yes	16	yes
Mitcham	Yes	31 at present	1 driver and 1 or 2 helpers

10. Database

Council name	10. What database do you use to store information?
Mount Barker	SMS
Marion	SMS
Charles Sturt	Client Data on The Care Manager (TCM) a Telstra Health product Volunteer Database - Better Impact
Burnside	SMS
Barossa	Maisy and Salesforce.
Yankalilla	Internal (Microsoft) Excel
Campbelltown	TRIM
Mitcham	SMS - Alchemy

11. Advertising

Council name	What form of advertising do you use for your bus services?	Other
Mount Barker	Newsletter, Council Website, Other	My Aged Care & networking Brochures
Marion	Newspaper, Social Media (Facebook, Instagram, Twitter etc.), Posters/flyers, Council Website	
Charles Sturt	Newspaper, Newsletter, Social Media (Facebook, Instagram, Twitter etc.), Posters/flyers, Council Website, Other	Magnets on Community Buses Port Road Banners
Burnside	Newsletter, Posters/flyers, Council Website	
Barossa	Newspaper, Newsletter, Social Media (Facebook, Instagram, Twitter etc.), Posters/flyers, Council Website	
Yankalilla	Newsletter, Posters/flyers, Council Website, Other	Shopping Centre posters displayed in the for sale and notice areas
Campbelltown	Posters/flyers, Council Website	
Mitcham	Newsletter, Posters/flyers, Council Website, Other	Council newspaper - Mitcham Community News

12. Additional comments

Council name	Additional comments
Mount Barker	Only the 12 seat bus is owned by Council. We hire (self-drive) a 19 seat bus (or 15 seat + 2 wheelchairs) or 21 seat buses from a local bus company.