



## Survey Results

A survey of 785 respondents conducted in May and June 2012 by independent research specialists, Benchmark Research Pty Ltd.

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– Founder/Owner Benchmark Research.  
For Good For Manly Association



# About This Survey

- Based upon 11 focus groups conducted within the Manly Area Postcodes.
- Respondents recruited voluntarily, i.e. no payments or incentives to complete.
- Survey was on-line (93% of Manly Area Postcodes are currently on-line).
- 785 respondents.
- Approximately 50/50 male/female split.
- Ages of respondents equate to Manly Area pop'n.
- *No statistically significant differences between genders, ages or areas within Manly Area Postcodes.*



# Reasons For This Survey

- To understand Manly Area concerns.
- To determine primary issues faced by Manly Area residents.
- To ensure that policies are developed that will meet with Manly Area residents' needs and requirements.
- To ensure that the survey is completed within approximately 5 minutes – to avoid high “drop-out” rates.



# Key Findings

- 88% of residents and ratepayers said they wanted more transparency and disclosure from Council.
- 76% of Manly Council Area residents believed that the council should be focusing more on residents' needs than at present.
- 73% said the council needs to do more to develop and preserve the “village atmosphere of Manly than at present.
- 69% said council needs to do more to develop small laneways.



## Key Findings (cont)

- 63% said Manly needs more small wine and eating places.
- 58% said they wanted more locally-owned shops.
- 58% said they wanted the Hop-Skip-Jump bus services extended.
- 51% said they wanted more bike racks in Manly.



## Key Findings (cont)

- 61% said they knew nothing about recent Ombudsman's reports, and a further 15% said they knew very little about them.
- Over 50% said the cost of a car park under the Oval was not justified, and a further 20% said they did not know if it was justified.
- 46% said they knew nothing about the 2015 Plan, and a further 34% said they had heard of it, but knew little about it.



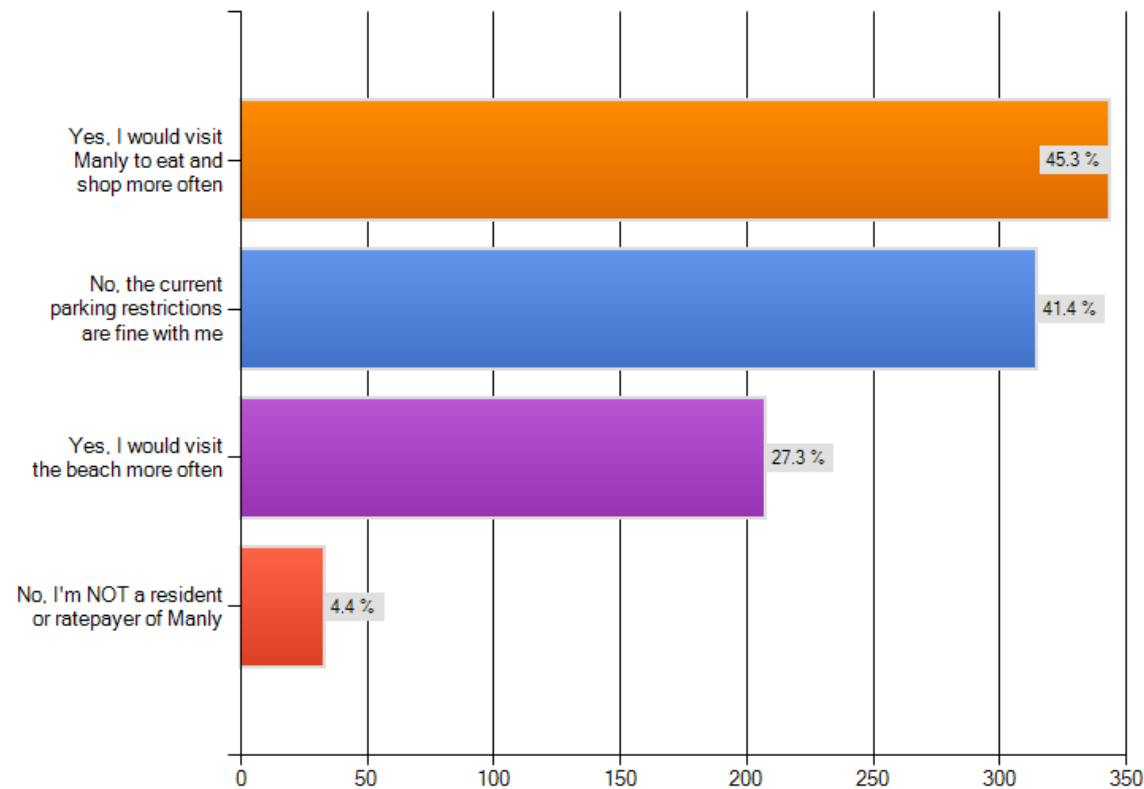
## Key Findings (cont)

- There was overwhelming support for:
  - A ban on smoking on the Shelly Beach walkways.
  - A glass and plastic bottle recycling scheme to be introduced.
  - A Ban on boats being moored in Shelly Beach reserve.



Manly parking restrictions are considered satisfactory, although 45% of respondents would visit more often if the time limits were extended to 3 hours for residents.

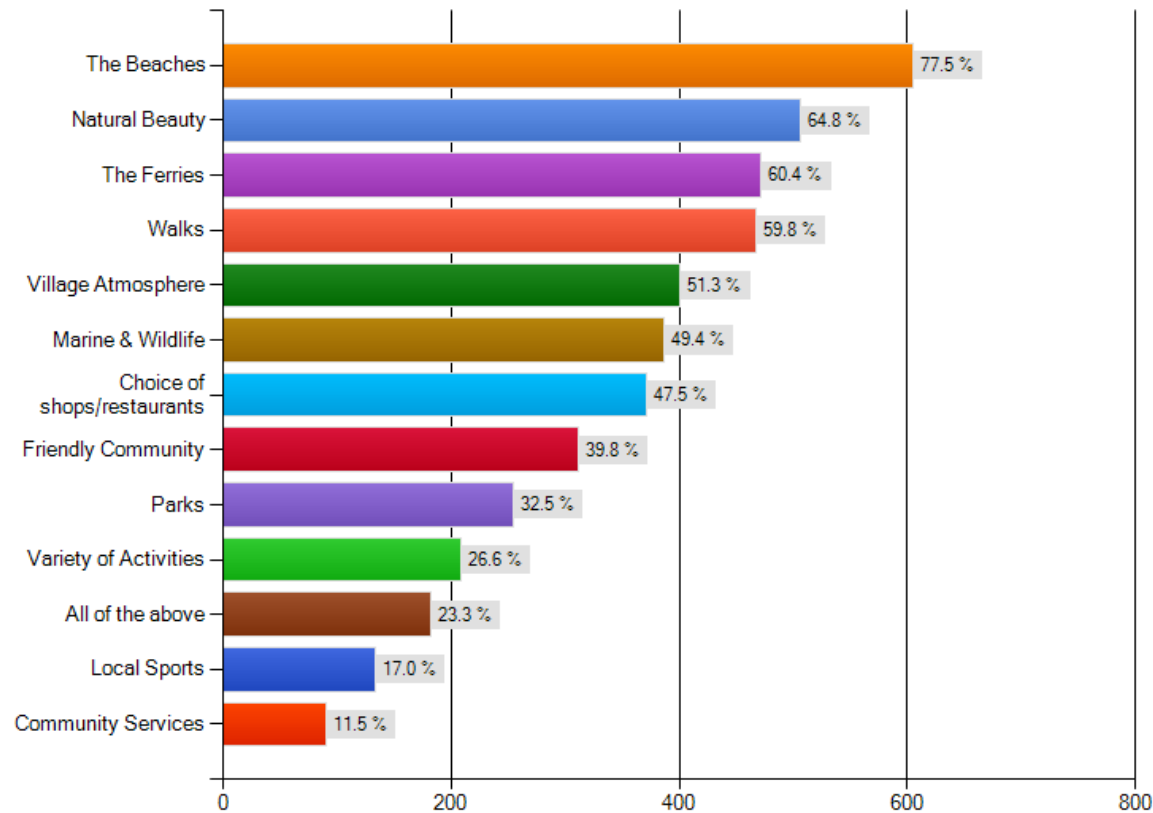
In terms of parking in the Manly area, if residents and ratepayers were entitled to three (3) hours free parking would that encourage you to visit Manly more often?





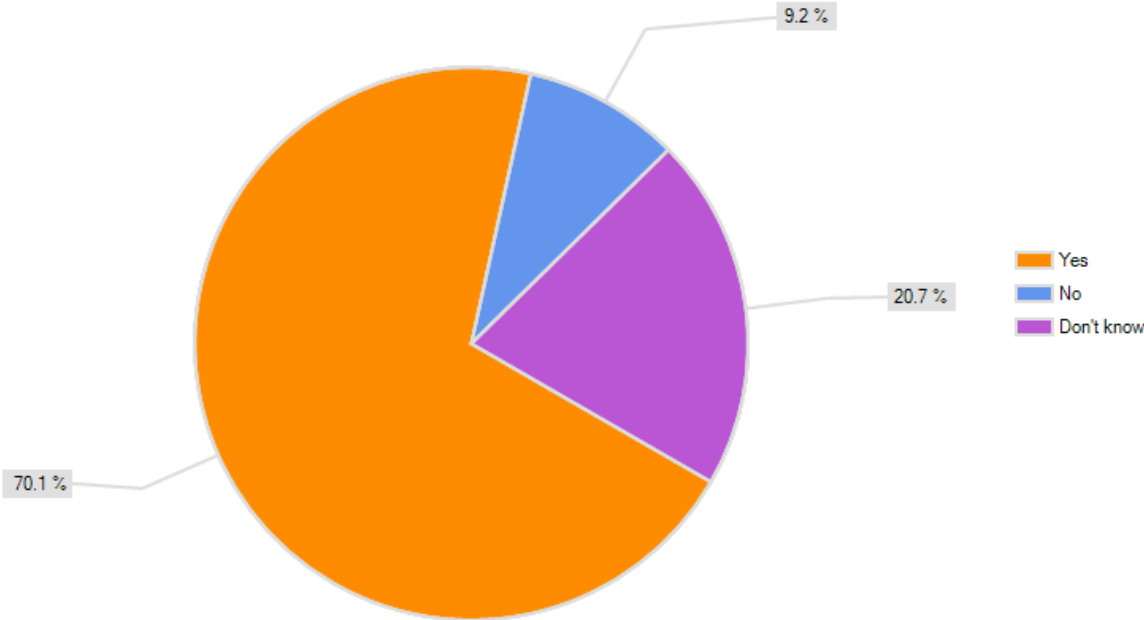
Manly is a seaside community, loved for its natural beauty, ferries and beaches. The vitality of this community is the key to Manly's future growth and success.

What do you like most about Manly? (Select as many as you want)



# Community services need to be expanded in Manly.

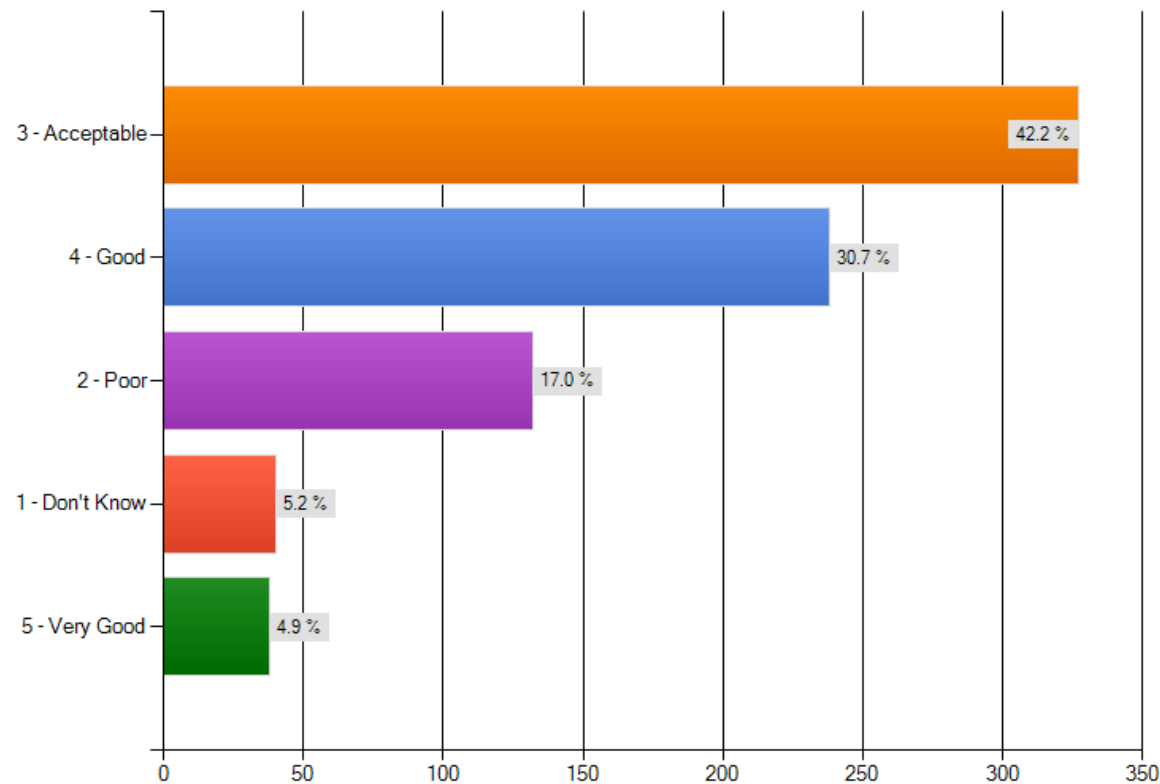
Would you like to see the Hop, Skip & Jump bus service extended to connect local commuters to ferries & buses?



Only 31% of respondents believed that Manly Council was doing  
“a good job”.

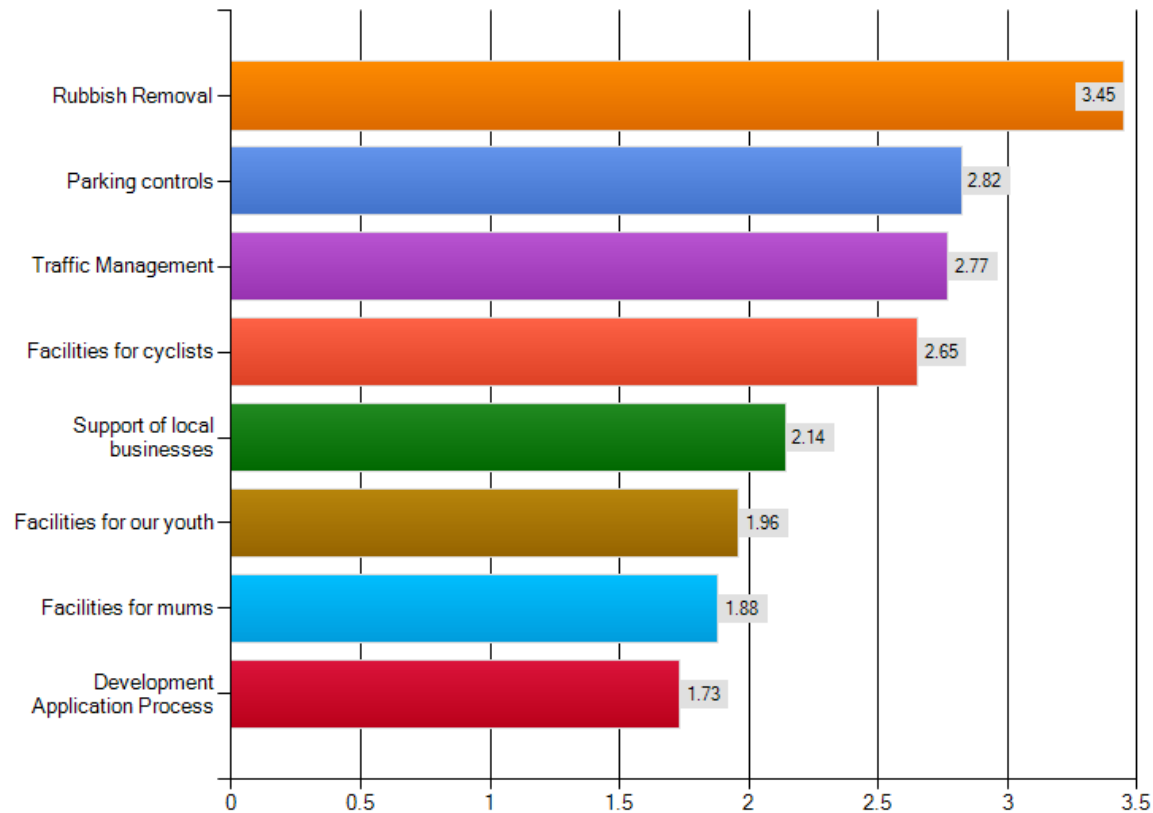
Only 5% believed Manly Council was doing a “very good job”.

On a scale of 1 - 5 how does Manly Council perform in looking after Manly itself and our suburbs?



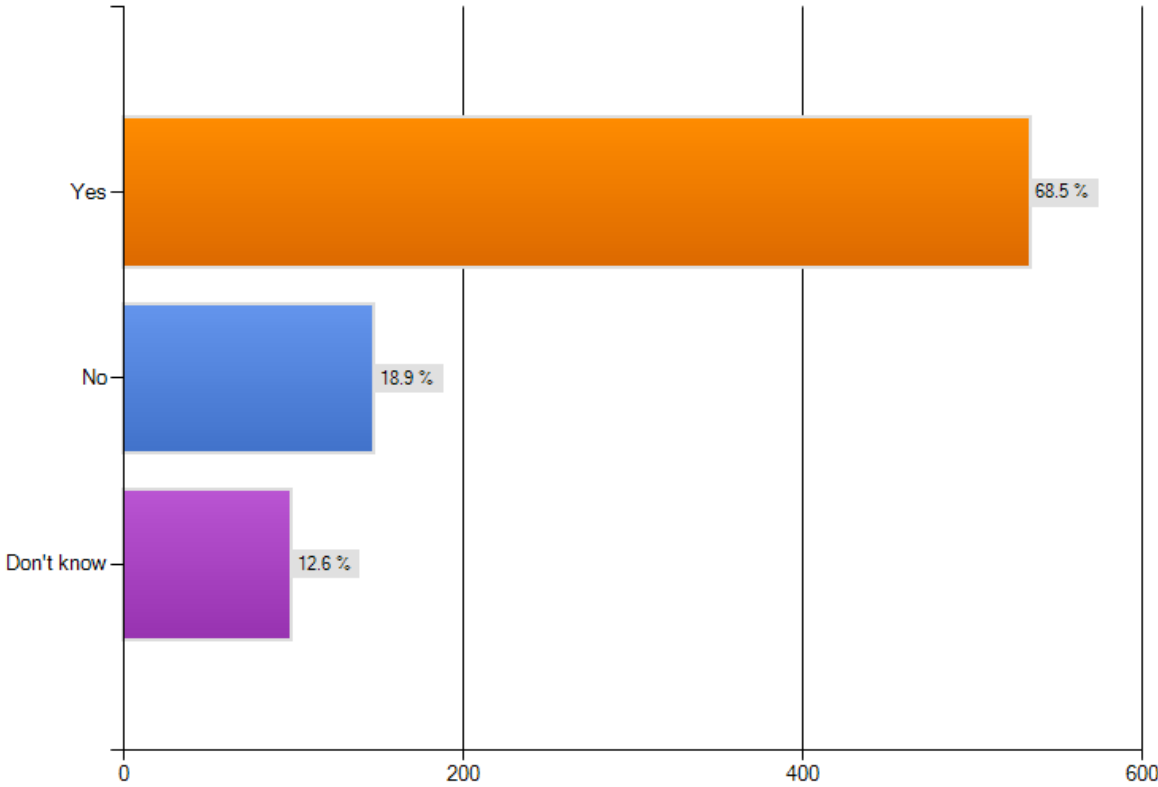
There were very many improvements that respondents required by Manly Council.  
Only rubbish removal was believed to be acceptable in this survey.

How would you rate the following services provided by Manly Council?



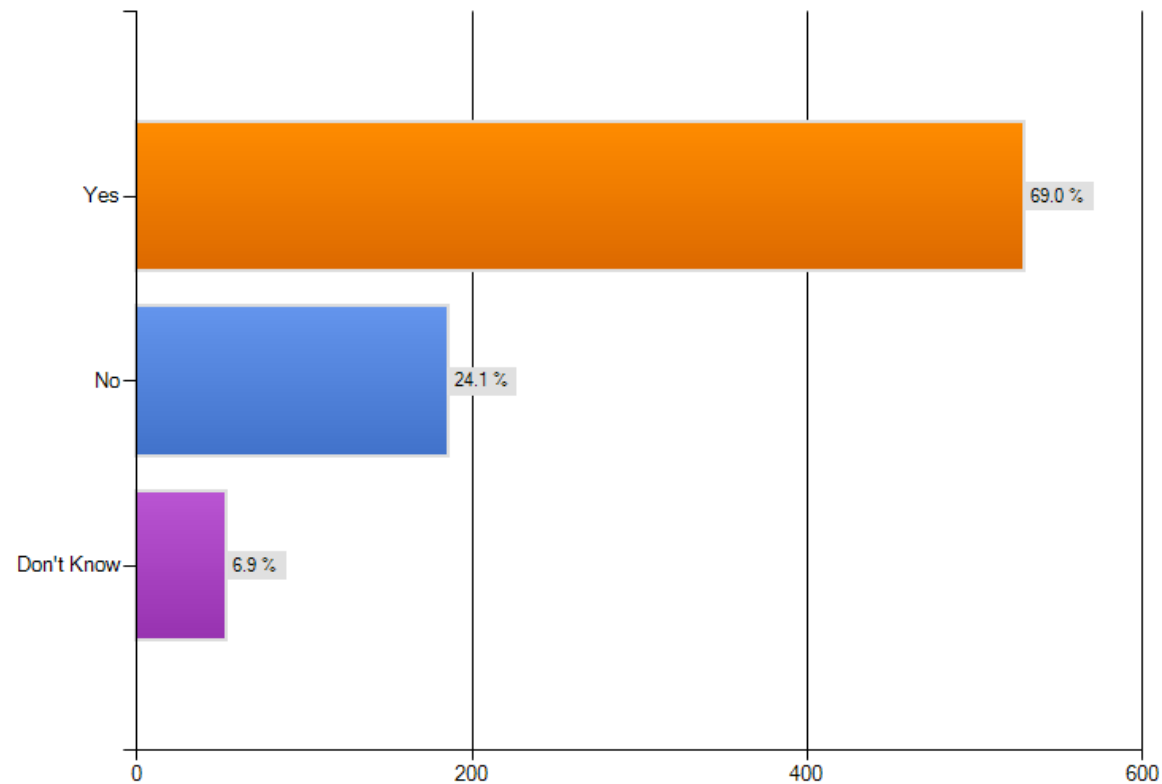
An overwhelming majority of respondents (approximately 70%) believed Manly Council should be taking the initiative in recycling glass and plastic bottles.

Do you believe that Manly Council should push for a cash refund scheme for glass and plastic bottles as a way to reduce waste in the area?



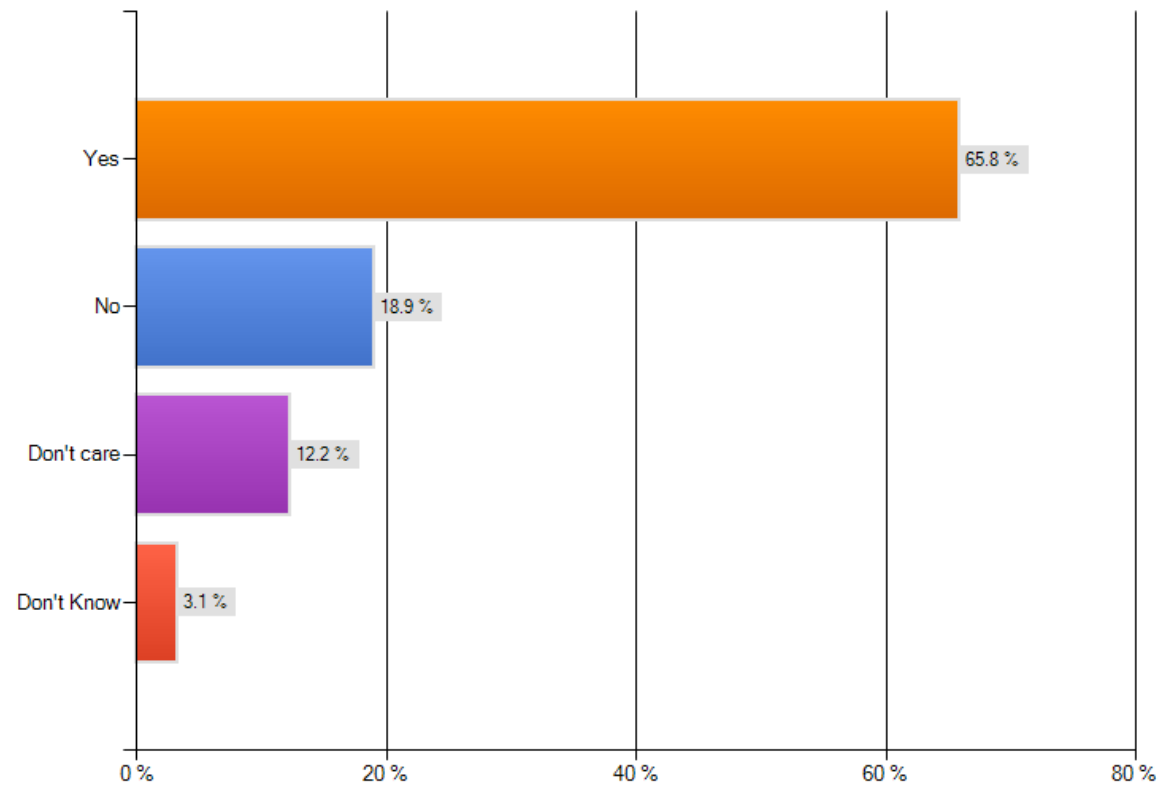
The majority of respondents believed that boats should be prevented from anchoring in Shelly Beach bay.

Do you think that boats should be prevented from anchoring in the Shelly Beach Bay marine reserve area?



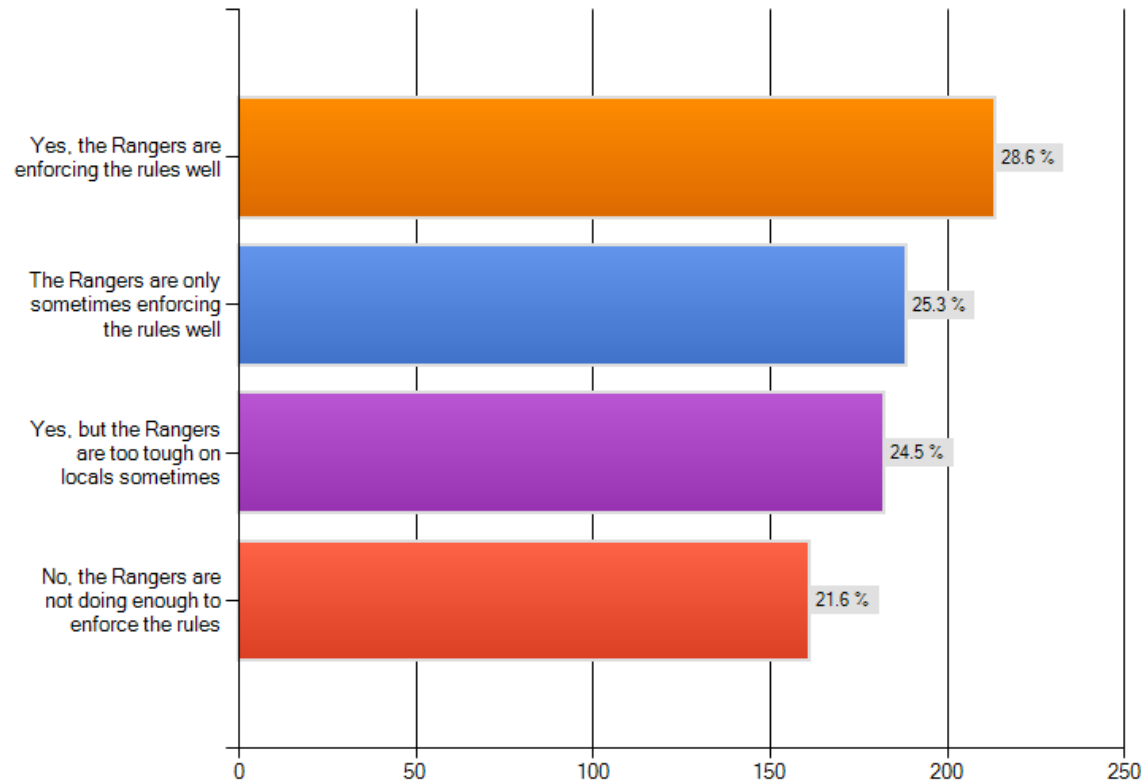
# Manly Council should ban smoking on the walkway to Shelly Beach.

Do you believe that smoking should be banned on the walkway from Manly to Shelly Beach?



The Manly Council rangers were considered to be doing a reasonable job with parking. Locals required a relaxation of the rules.

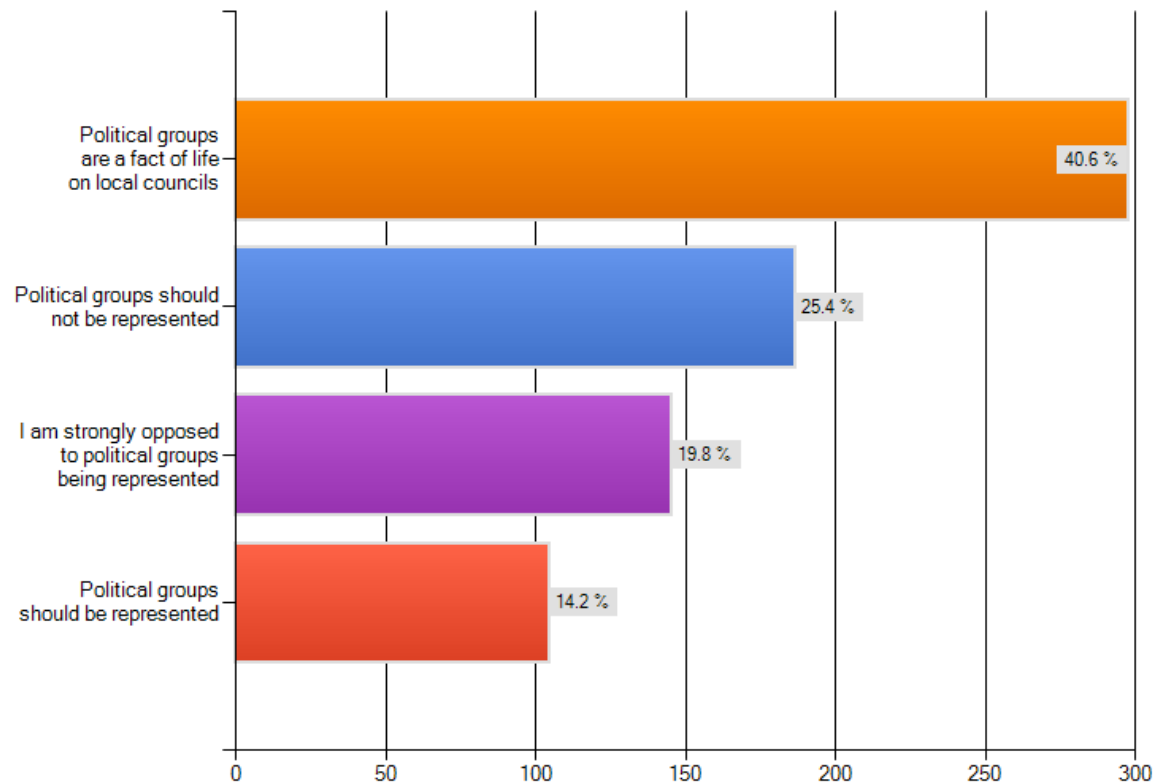
Do you believe that Manly Council Rangers are doing enough to enforce fines for anti-social behaviour?





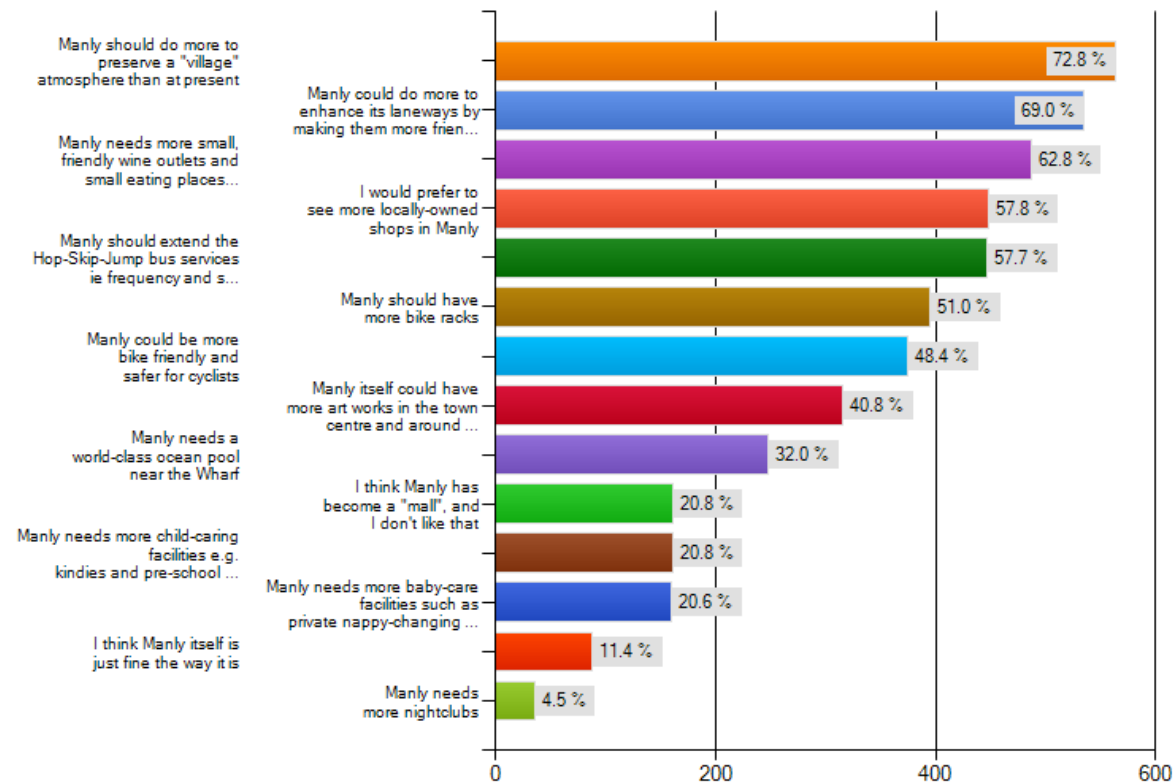
Politics in local government was a hot issue, with almost 50% of respondents not wanting political representation in local council.

Do you think State & Federal political groups should run candidates at local council elections?



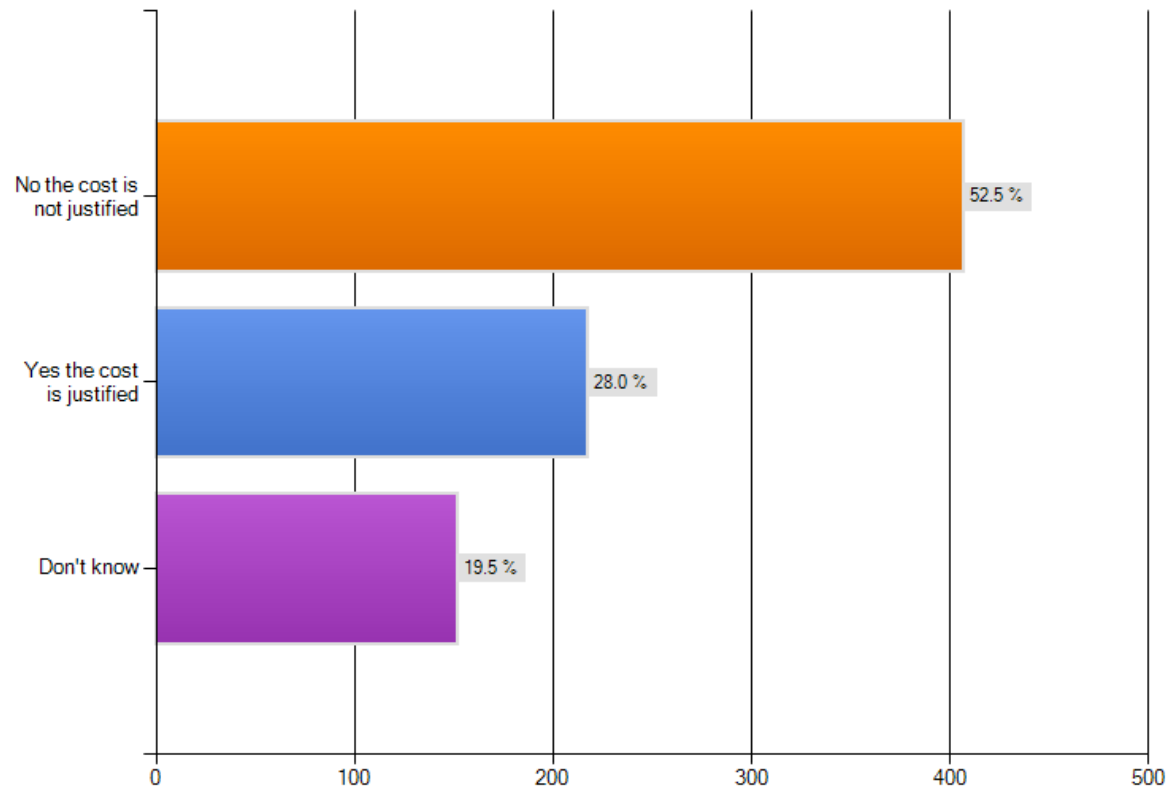
# Manly was regarded as a “village”, and should be doing more to maintain this perception.

Here are a number of statements about the town centre of Manly. Just tick the ones you agree with.

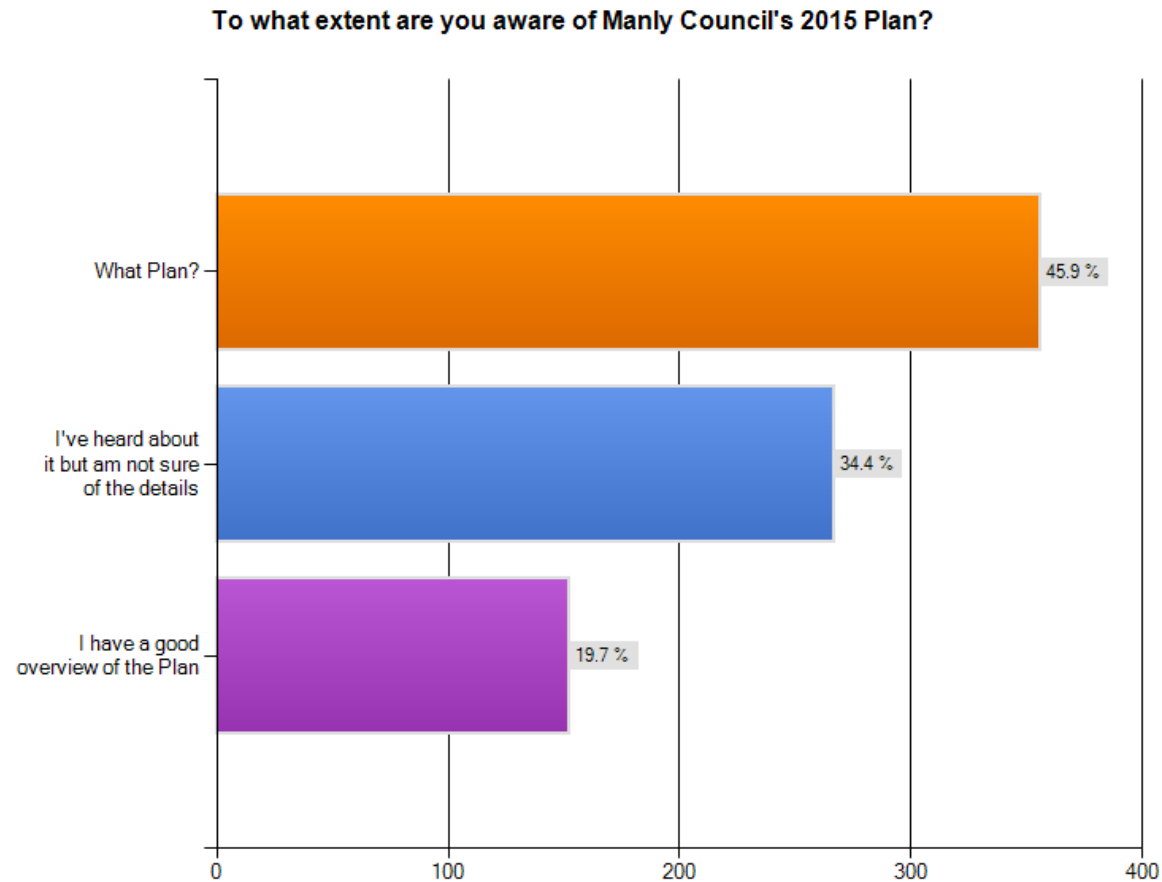


# The Whistler St car park demolition was considered a poor decision.

Do you think the Council should spend around \$40 million to demolish the Whistler St carpark and build a 800 space carpark under Manly Oval?

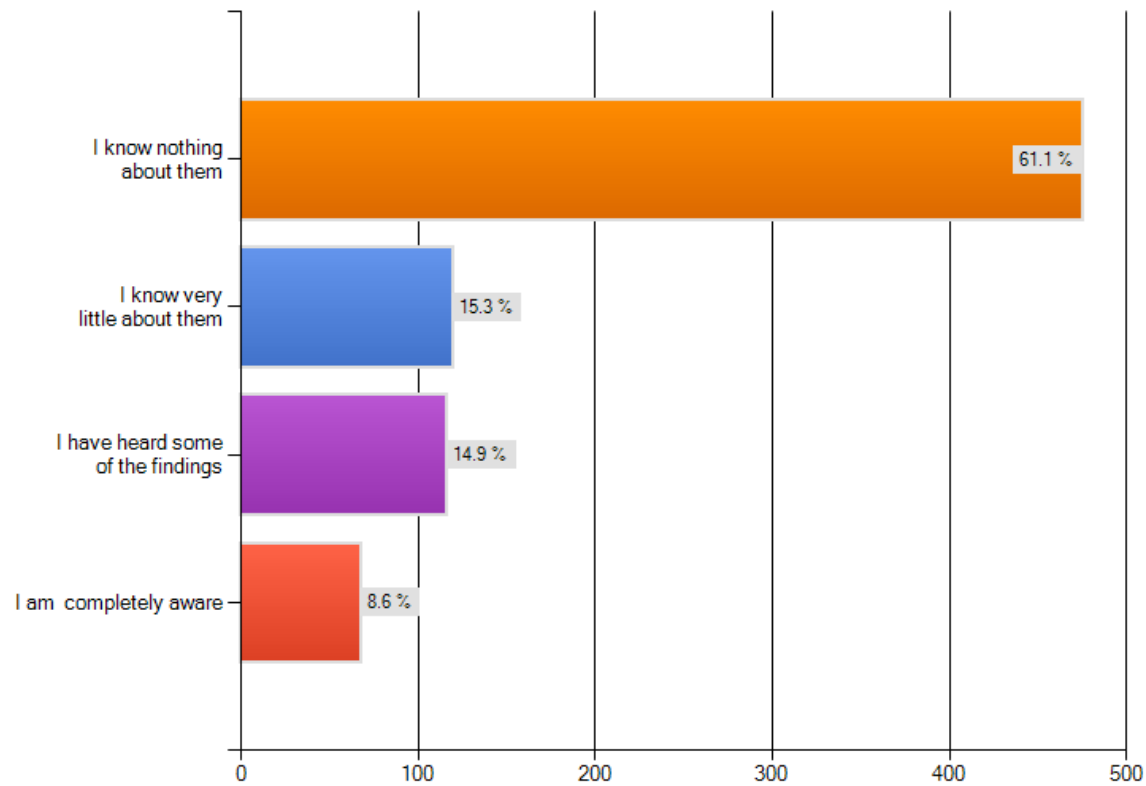


Almost half of respondents were unaware of the 2015 plan, and a further third knew very little about it.



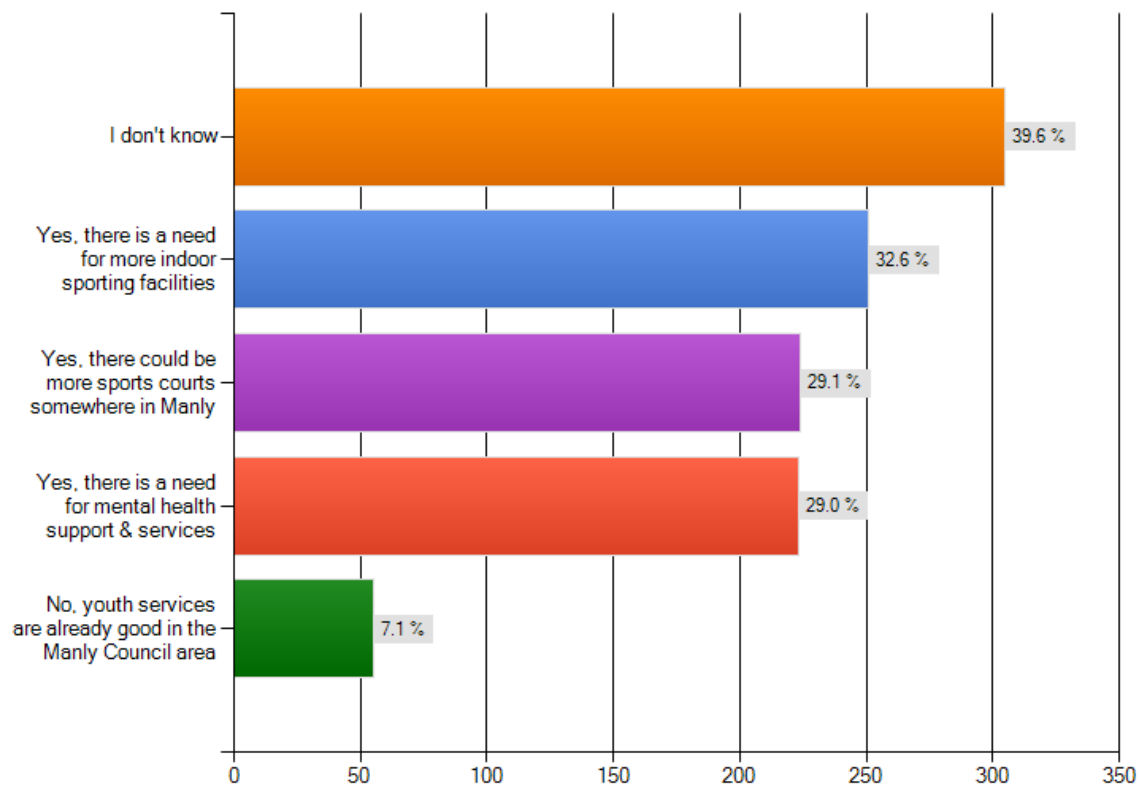
# Six out every ten respondents knew nothing about the Ombudsman's reports into Manly Council.

Are you aware of the findings from two (2) recent, independent Ombudman's Reports into Manly Council?



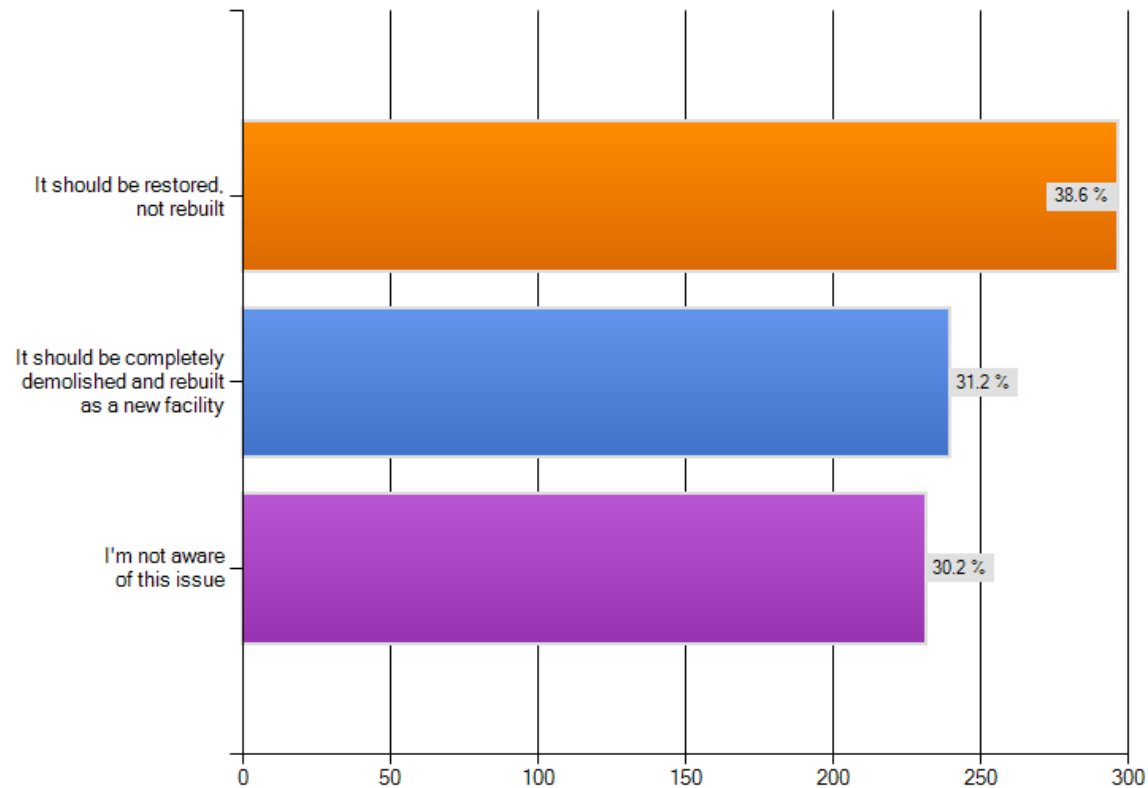
# Youth services in Manly Council Area are not understood.

Thinking about youth services in the Manly Council area, should there be more facilities & services for young people?



Approximately 40% of respondents believed that the Seaforth TAFE site should be restored, not rebuilt.

Given the old Seaforth TAFE site must be a community and education facility, should the Council restore existing buildings or demolish them and create a new complex?



## General conclusions:

- The findings from this research indicate a great deal of resident dissatisfaction with the current Council in the areas indicated about.
- Manly Council has been doing only a “reasonable job” in some areas, and a very poor job in others.
- There is much room for improvement by the Council.
- From this extensive survey it is apparent that Manly Council needs to change to meet the needs of residents in many areas.





# About Benchmark Research:

- Operating independently for over 25 years.
- Australian owned and operated.
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