

COMMUNITY ENGAGEMENT SUMMARY REPORT

Asset Management Plans

- Transport
- Public Lighting

March 2024



Prepared by:

Kath Mardon
Community Engagement Officer
Engineering Strategy & Assets
Ph: 08 8408 1270
kmardon@charlessturt.sa.gov.au

1. EXECUTIVE SUMMARY

We engaged city-wide in February 2024 on the Draft Transport & Public Lighting Asset Management Plans. Every four years it's a requirement to consult with the community on these Asset plans, to seek feedback on the service levels for each asset class.

The community engagement activities were undertaken in accordance with Part 1 of Council's Public Consultation Policy (PCP) as required under the *Local Government Act 1999* (the Act). The level of engagement was '**consult**'.

The purpose of the engagement was to ensure:

- Our Charles Sturt community has easy access to the appropriate information associated with the review of these asset management plans.
- Our Charles Sturt community is given opportunities to provide comment and feedback on the review of our Asset Management plans in ways that promote community participation, and in ways that are inclusive and interesting.
- The process builds positive relationships between Council and the community, and positions Charles Sturt as an organisation that is providing sound management decisions.
- Information is provided to the Charles Sturt community of the decision and reasoning for the decision.

The consultation was promoted via:

- Council's online engagement hub YourSay Charles Sturt
- Email campaign via YourSay Charles Sturt to all members
- 22 onsite corflute signs in various locations
- 2 x Port Road Banners
- Brochures and posters at each Council library and Community Centre
- Digital screens in the civic centre & library.

We received 5 responses to the Draft Transport Asset Management Plan and 1 response to the Draft Public Lighting Asset Management Plan.

The responses across both AMP's were quite low, however demonstrate a need to improve certain aspects of our assets and service level.

All comments received for both AMP's are presented in **Appendix A & B**.

2. BACKGROUND

Transport AMP

Transport Assets are all assets that have a primary function of facilitating the movement of people and goods within our City.

They include.

- Roads (consisting of road seals, road pavement, kerb & gutter and including on-street car parking areas)
- Walking and Cycling Paths and Kerb Access Ramps
- Bridges, Boardwalks and Beach Access Ways
- Traffic Control Devices (i.e., roundabouts and speed humps)
- Bus Stop Assets (Pads and Shelters)
- Off Street Carparks

Condition audits, revaluation and revision of capital expenditure has been undertaken for all these assets. This AMP has also reviewed maintenance and expenditure practices to ensure renewal and maintenance service levels are optimised throughout the life of the plan. Overall, it can be observed that the Transport Asset network is in generally good condition with less than 10% of the network below what would typically be considered an acceptable service level.

The AMP aims to keep all Transport Assets at a condition 3 (Fair) or better. Where reasonably possible the City of Charles Sturt maintains and renews assets and installs new assets consistent with the objectives and actions of endorsed corporate documents (strategic plans/City Plan). Key criteria that are considered in decision making include asset condition, risk, current/future use demands, changing travel patterns, climate risk, population, and interaction with adjoining land uses.

Public Lighting

Public Lighting Assets are all assets that have a primary function of facilitating illumination of public spaces within our City.

They include;

- Lighting for main roads/arterial roads
- Lighting for Local Streets and Carparks
- Reserve Lighting Assets (primarily for transport functions through reserves i.e. lighting paths through reserves)
- Sportsground Lighting
- Decorative Lighting

The Public Lighting Asset Management Plan (AMP) aims to establish a service level for Public Lighting Assets to ensure the overall Public Lighting Network is in suitable condition, of suitable technology, minimises maintenance requirements, has sufficient capacity for existing use and future demand on the asset network.

3. COMMUNITY ENGAGEMENT APPROACH

This consultation was carried out in accordance with the requirements of Council's PCP, Part 1 requirements and any additional, discretionary activities. The engagement level was 'consult' and public feedback was open for a 28-day consultation period in accordance with the LG Act.

Feedback could be submitted online at the Your Say Charles Sturt project page, or via email or by mail submission.

The objectives of community engagement are to ensure:

- That our community has easy access to relevant information.
- That our community is given reasonable opportunity to participate and provide feedback.
- That the process builds positive relationships between Council and the community, and positions Charles Sturt as an organisation that is providing sound management decisions.
- That information is provided to the community of the final decision and its reasoning (where available).

The consultation activities were open City-wide, where we invited our community to participate in a short questionnaire regarding the service levels of the two asset management plans.

We undertook the following techniques to promote the consultation process:

- Engagement through Council's online YourSay Community Engagement platform
 - o Including an email campaign to all members (1520)
 - o Online feedback form for all asset classes
- Corflute signage in 22 locations across the City of Charles Sturt
- Port Road Banners
- Media screens in Council libraries
- Posters and brochures in Council libraries and community centres
- Latest News article on Council's website
- Public Notice in The Advertiser

The engagement and promotional activities and level of participation are summarised in **Table 1**.

TABLE 1: COMMUNITY ENGAGEMENT ACTIVITY

What	Engagement activity	Details	Participants
Consultation promotion	Your Say Charles Sturt email campaign – Draft Asset Management Plans 2024-2034	New project email campaign sent on 29 January 2024	Sent to 1520 registered Your Say members. 974 opens 178 click-through (18%)
	Corflute signs	22, corflute signs in various locations across the city promoting the consultation with a QR code.	140 scans on QR codes
	Signs & displays	2 x Port Road Banners promoting the consultation Posters displayed at all libraries and community centres. Digital screen media for display at Civic Centre. A4 brochures left at all CCS libraries and community centres	
	Social Media	1 Facebook post (20+) 📷 Have you visited a Council-owned... - City Of Charles Sturt Facebook 1 LinkedIn post City of Charles Sturt on LinkedIn: #assetmanagement #communityinfrastructure #future	Engagements 58 Reach 4.38K
	Public Notice	1 x public notice in Advertiser Newspaper on Saturday 3 February 2024.	NA

TABLE 1: COMMUNITY ENGAGEMENT ACTIVITY CONTINUED

What	Engagement activity	Details	Participants
	City of Charles Sturt Website	Latest News article posted 31 January 2024 How do you use the services in our City? City of Charles Sturt	256 page views 57 users
Your Say Charles Sturt Project Page	Your Say Charles Sturt online project page - Draft Asset Management Plans 2024-2034	Open to everyone. 29 January 2024 to 26 February 2024	972 page views 634 page visits 478 unique visitors 15 project followers
Feedback & Written Submissions	Online (Your Say Charles Sturt online form), Email & written submissions	29 January 2024 to 26 February 2024	Transport AMP 5 online contributors Public Lighting AMP 1 online contributor

4. ENGAGEMENT EXAMPLES

Social Media



Corflute signage (22 locations across the city)



Public Notice – Advertiser



PUBLIC CONSULTATION

HAVE YOUR SAY ON OUR DRAFT ASSET MANAGEMENT PLANS 2024- 2034

The City of Charles Sturt has revised four Asset Management Plans (AMPs) for Transport, Public Lighting, Council Buildings and Open Space & Recreation Infrastructure. Our AMPs define how we will develop, operate, maintain, upgrade, renew and dispose of assets in the most cost-effective manner.

These draft plans have been prepared and endorsed by Council for public consultation in accordance with Section 122 of the Local Government Act 1999.

As part of the consultation process for our AMPs, Charles Sturt ratepayers are invited to review the plans and provide feedback on asset condition ratings and service levels.

To contribute and provide comments you can:

- View the plans and complete a short survey at yoursaycharlessturt.com.au/amp-revisions
- Post written feedback addressed to AMP Consultation, PO Box 1, Woodville, SA 5011.

For further information please contact Kath Mardon or Caitlin Tierney, Community Engagement Officers, on 8408 1111 or visit yoursaycharlessturt.com.au.

Consultation closes 5pm, Monday 26 February 2024.

PAUL SUTTON, Chief Executive Officer.

Port Road Banners



Poster



WE ARE CONSULTING ON OUR DRAFT ASSET MANAGEMENT PLANS

(Transport, Public Lighting, Council Buildings,
Open Space & Recreation Infrastructure)

Take a short survey to let us know if you are
happy with the service level of these assets.

yoursaycharlessturt.com.au/amp-revisions
Consultation closes 26 February 2024

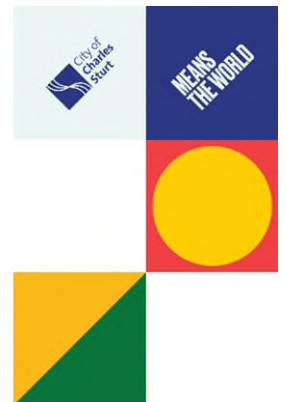


Media Screens

Are you happy with
the service level of our
Transport, Public Lighting,
Council Buildings, Open
Space & Recreation
Infrastructure assets?
Let us know.



[yoursaycharlessturt.com.au/
amp-revisions](https://yoursaycharlessturt.com.au/amp-revisions)

Consultation closes
26 February 2024



YOUR SAY CHARLES STURT PROJECT PAGE:

www.yoursaycharlessturt.com.au/amp-revisions




[Home](#) [All Projects](#) [About](#) [English](#) [Engineering Consultation](#)

Draft Asset Management Plans 2024 - 2034

We are reviewing our Asset Management Plans for Transport, Open Space & Recreation Infrastructure, Public Lighting and Council Buildings.

[Follow](#)



Home > Asset Management Plans 2024-2034

What are Asset Management Plans?

Asset Management Plans (AMPs) are strategic documents for managing our infrastructure and other assets across the city to deliver an agreed standard of service. They define the actions we will take to develop, operate, maintain, upgrade and dispose of assets in the most cost-effective manner.

We consider lots of things when we develop these plans, including:


- Getting asset location, value, condition, age and useful life.
- Known new assets for inclusion.
- Current usage and future demand of assets.
- Maintenance costs.
- Review of maintenance and renewal requirements.
- Climate data.
- Asset materials and circular economy.
- Resident feedback.

When AMPs are approved, the financial values estimated in the AMPs are transferred to the City of Charles Sturt's Long-Term Financial Plan (LTFP) to forecast future costs and budgets. AMPs go on to inform the annual budgeting and planning, strategic plans, work programming, asset valuations and depreciation projections, and ongoing analysis, monitoring and evaluation.

View the Revised AMPs for 2024 - 2034

We invite you to review our revised AMPs for 2024 - 2034 to ensure that our agreed service standards for our transport, public lighting, open space and recreation, and council buildings infrastructure will meet the needs and demands of the community now and into the future. You also encouraged to take a few minutes to give your feedback on one or more of the revised plans, below. We'll be asked a few questions about your usage and satisfaction related to certain assets, and then you can also make general comments on each of the draft plans.


To find out more about each revised AMP and to share your feedback, click on a button below.



Transport AMP

Our Transport Assets are assets that facilitate the movement of people and goods from one place to another within our city network, such as roads, bridges, paths, ramps, off-ramps, parks and related devices.


[We want to hear from you >](#)



Open Space & Recreation AMP

Do you visit or use our reserves, playgrounds, sports grounds, recreational facility, lake and ponds or coast, or enjoy natural spaces?


[Review the plan & share your feedback >](#)



Council Buildings AMP

Do you visit our libraries and community centres, civil centres, community hubs or use our public rooms, sporting clubrooms or recreational facilities?

[We want to hear from you >](#)



Public Lighting AMP

Our public lighting illuminates our city to create safe and livable spaces at nighttime. Are we doing enough? Are you satisfied? Tell us!

[Review the plan and share your feedback >](#)

FAQ

[What is the purpose of AMPs?](#)

[How do we service our assets?](#)

[What is the difference between the asset services?](#)

[How are service levels defined?](#)

[How is asset condition defined?](#)

[How are our AMPs addressing climate change?](#)

[What other documents should be considered alongside our AMPs and service levels?](#)

Key AMP Contacts


Caitlin Tierney
Community Engagement Officer, Open Space
For enquiries on the Open Space & Recreation or Council Buildings AMP
Direct Phone: +61 8 8408 1132
Email: cspp@charlessturt.sa.gov.au

Kath Mardon
Community Engagement Officer, Engineering
For enquiries on the Transport and Public Lighting AMPs
Direct Phone: +61 8 8408 1270
Email: eng-consultation@charlessturt.sa.gov.au

Follow the Project

To be kept updated on this consultation click 'Follow' at the top of the page, to receive update emails.

Share your feedback with us by 5pm Monday, 26 February 2024.



9

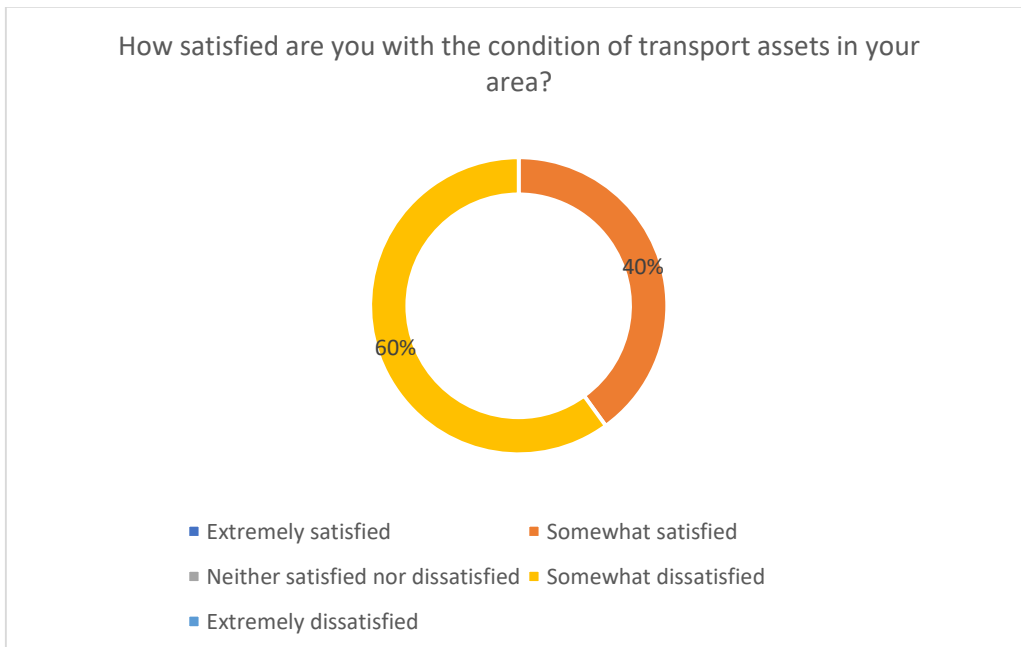
5. DRAFT TRANSPORT AMP - ENGAGEMENT FINDINGS & KEY THEMES

A total of 5 submissions were received for the draft Transport AMP

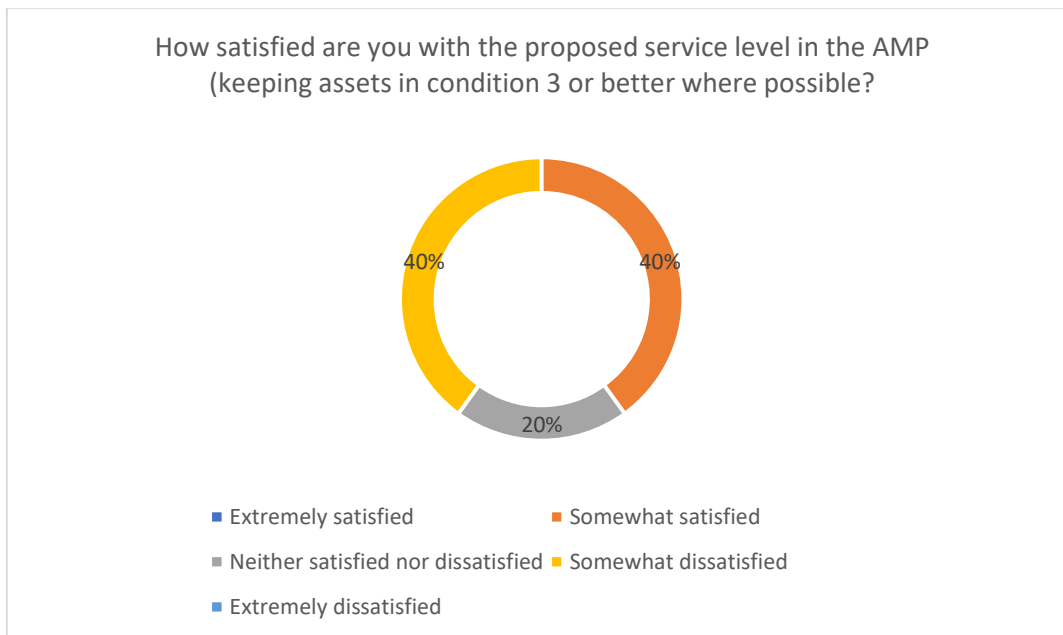
Suburbs in which these responses were received are as follows:

Suburb	#
West Lakes Shore	1
Grange	1
Seaton	1
West Hindmarsh	1
West Beach	1

5.1 How satisfied are you with the condition of Transport Assets in your area?



5.2 How satisfied are you with the proposed service level in the AMP (keeping assets in condition 3 or better where possible?)

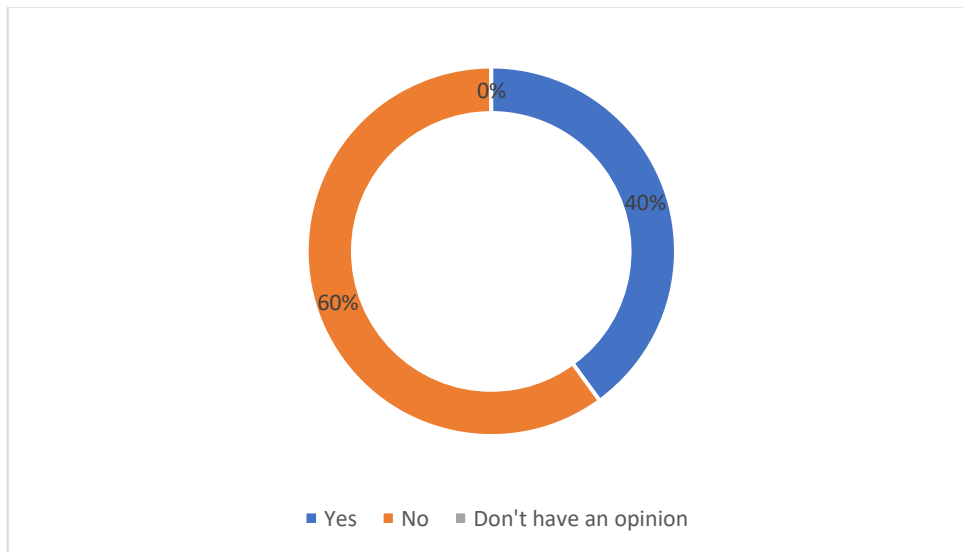


5.2.1 If you said you were somewhat or extremely dissatisfied, is there anything we can improve on?

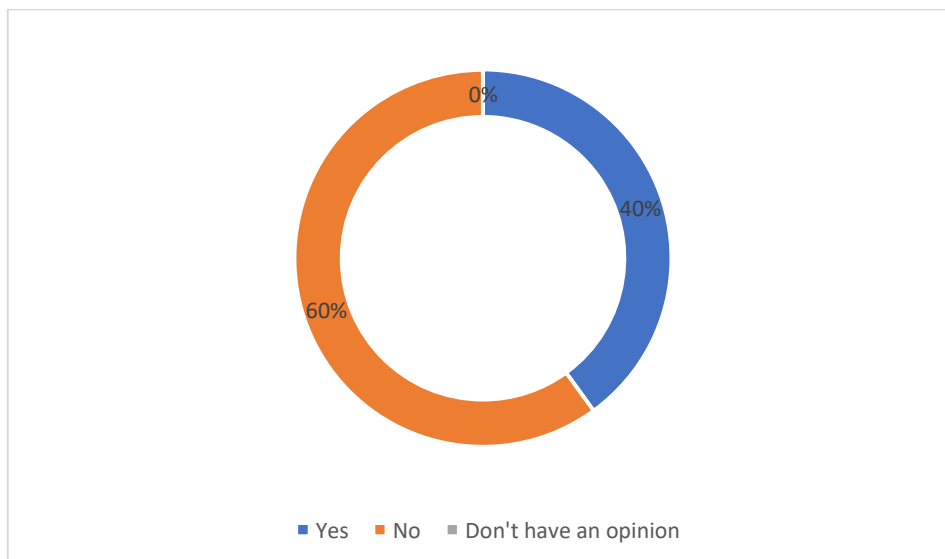
The community sentiment expressed various issues with public infrastructure maintenance and allocation of funds. Some of the key themes cited were:

- Bus shelters, vital for commuters, have been removed without replacement, leaving people inconvenienced, particularly during inclement weather.
- Areas like Station Place Bowden, feel neglected, posing safety hazards due to lack of maintenance and cleanliness.
- The deterioration of footpaths and overgrown plants further exacerbate the problem.
- Essential initiatives such as flood mitigation and climate change adaptation are underfunded.

5.3 Would you suggest Council investing less resources and decreasing the service levels in the AMP?



5.4 Would you support Council investing further resources and increasing their service levels?



5.5 Is there anything we can improve on?

Respondents expressed a variety of issues to see improvements, being:

- Accessible footpaths
- Parking in streets (subdivision has created this issue)
- Less cosmetic upgrades
- Focus on history and community

All verbatim comments are presented in **Appendix A**.

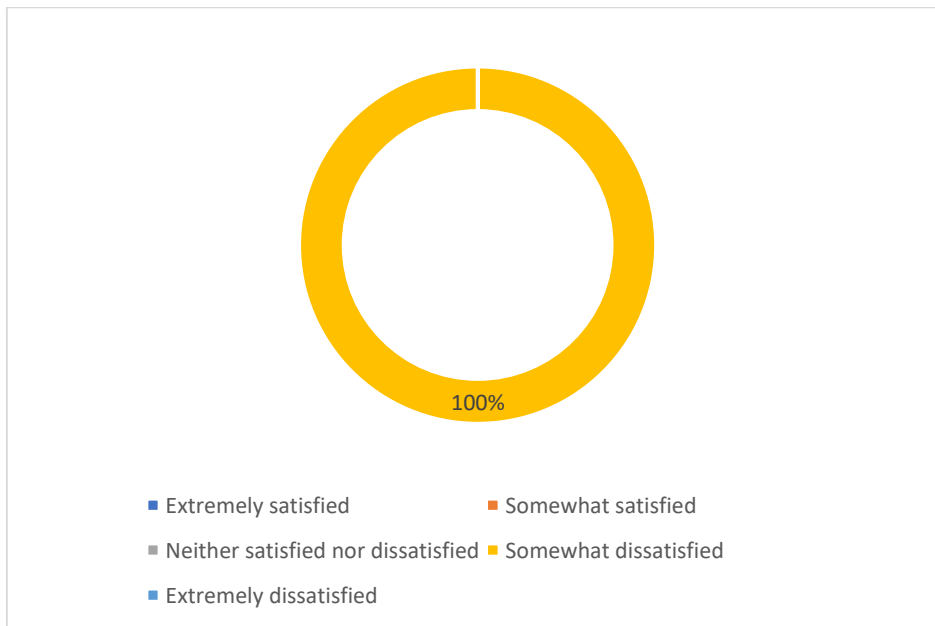
6. DRAFT PUBLIC LIGHTING AMP - ENGAGEMENT FINDINGS & KEY THEMES

A total of 1 submission were received for the draft Public Lighting AMP

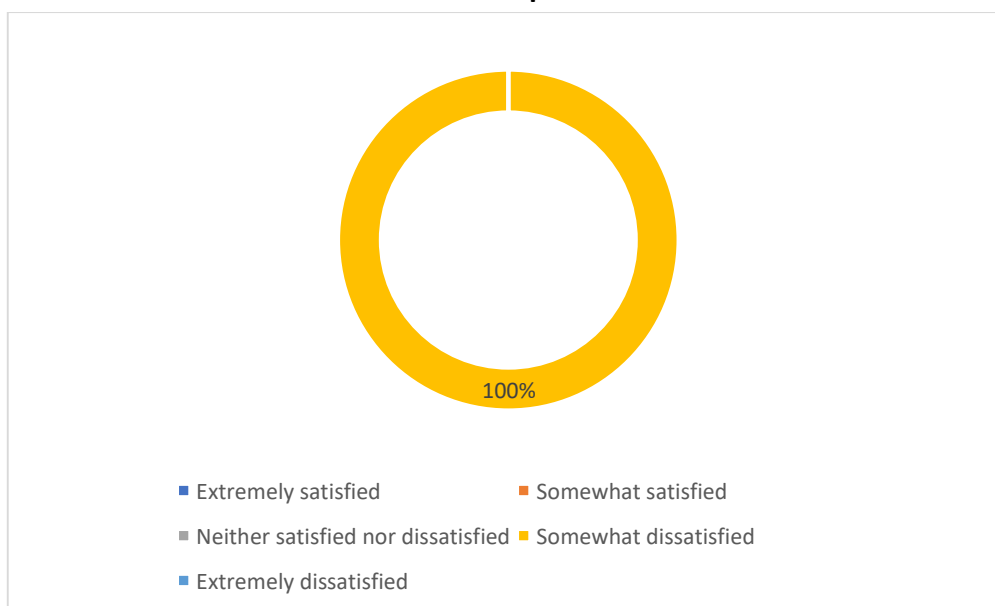
Suburbs in which these responses were received are as follows:

Suburb	#
Seaton	1

6.1 How satisfied are you with the condition of Transport Assets in your area?



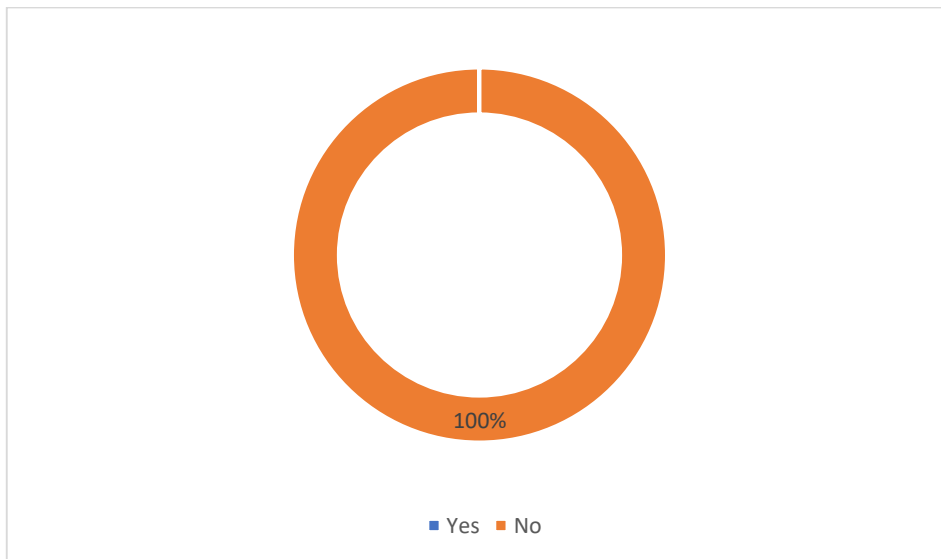
6.2 How satisfied are you with the proposed service level in the AMP (keeping assets in condition 3 or better where possible)?



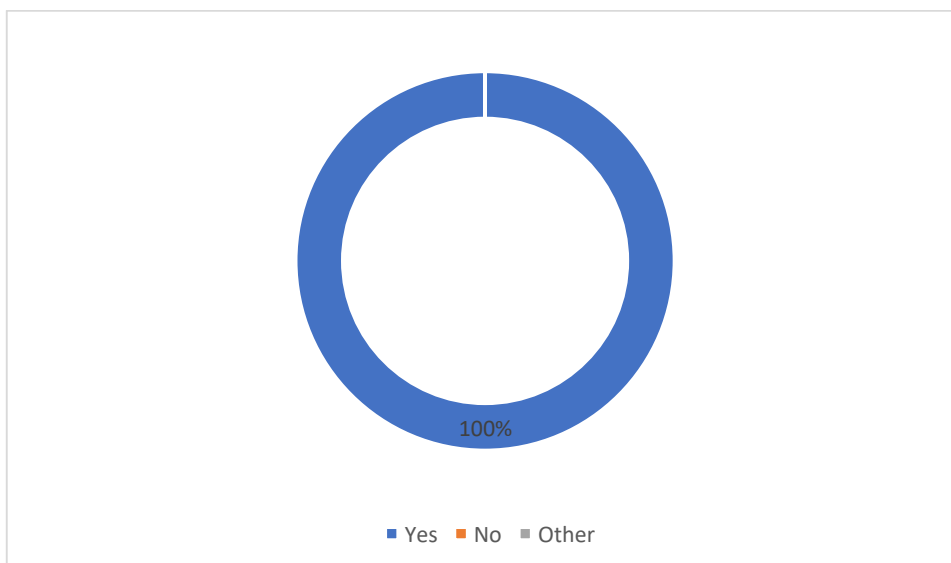
6.2.1 If you said you were somewhat or extremely dissatisfied, is there anything we can improve on?

- Restrictions on lighting on premises eg churches near private premises.
- Footpaths to be lighter

6.3 Would you support Council investing less resources and decreasing the service levels in the AMP?



6.4 Would you support Council investing further resources and increasing the service levels in the AMP?



6.5 Is there anything else we can improve on?

From the one submission the following points were made:

- Long grass on private property & reserves
- Drainage

Given the low response for this AMP, the one comment is available in **Appendix B**.

7. NEXT STEPS

The project team will review all the feedback provided and present a report to the Asset Management Committee in May 2024 for final endorsement on the Draft Transport and Public Lighting Asset Management Plans.

Project updates will be provided to all contributors and online project followers to ensure they are informed of next steps and any decision made, through direct notification, and updates made available on the Your Say Charles Sturt project page.

APPENDIX A: DRAFT TRANSPORT AMP FEEDBACK

Which suburb do you reside in, within the City of Charles Sturt?	How satisfied are you with the condition of Transport Assets in your area?					How satisfied are you with the proposed service level in the AMP (keeping assets in condition 3 or better where possible?)					If you said you were somewhat or extremely dissatisfied, is there anything we can improve on?	Would you support Council investing less resources and decreasing the service levels in the AMP?			Would you support Council investing further resources and increasing their service levels?			Is there anything we can improve on?
	Extremely satisfied	Somewhat satisfied	Neither satisfied nor dissatisfied	Somewhat dissatisfied	Extremely dissatisfied	Extremely satisfied	Somewhat satisfied	Neither satisfied nor dissatisfied	Somewhat dissatisfied	Extremely dissatisfied		Yes	No	Don't have an opinion	Yes	No	Don't have an opinion	
West Beach				1				1				1				1		Stop wasting money
West lakes shore		1					1				Bus shelters that were in a poor state over the years have simply been removed. Hence overall makes statistics appear better. I lost 2 within immediate area. During winter on military road waiting for the bus early morning in the rain is not good. Good if new ones could be established.		1		1			With the volume of land division (and multi level unit dwellings) in the area and the subsequent increase in overall rates that the council are receiving I think that. rates do not necessarily need to increase that greatly.
																		Parking on streets is becoming an issue in our area, due to new builds (division of blocks). Additionally in our street a neighbor runs a gym out of their garage whereby the 4 cars of the house park on the road. As do his patrons. My understanding is that patrons are supposed to park on either Bartley terrace, smosh or west lakes shore car parks. This is not happening. Great if this can somehow be a regular reminder for the owner. As no consultation occurred prior to starting the gym.
west hindmarsh				1					1		Station Place Bowden a high traffic area is not regularly maintained like plant 3 & 4 but is more prominent and used much more. Its always dirty and unsafe from leaves piled up and when rains always floods. no public toilets at all even though it has tram and train stop so public use streets and garden beds as a toilet		1			1		support areas with more history and community rather than focusing on things that look good but don't help the community. The area at Bowden and plant 4 etc look good but most of the community don't use it because it doesn't serve what the locals actually need.
Seaton				1			1				Footpaths that are collapsing. Footpaths with overgrown plants		1		1			Footpaths for wheelchair

Grange		1							1	We seem to spend an excessive amount of money on replacing kerbs that appear to have little/no damage (e.g. Sportsman's Drive in 2023). I hate to think how much money was spent upgrading Jetty Rd Grange. It looks great, but has increased the storm water flowing into Charles Sturt Ave. Houses in this area will be uninsurable by 2030 and this does not help. We need less money spent on kerbs and more on flood mitigation and combating climate change (e.g. saving trees, planting verges and greening the city).	1				1		Charles Sturt has been identified as the LGA in SA that is "most vulnerable to heat islands. West Lakes and Grange have been identified by the Climate Council as potentially uninsurable by 2030, due to the risk of flooding. It is time to divert money away from cosmetic asset management to real action on climate change.
--------	--	---	--	--	--	--	--	--	---	---	---	--	--	--	---	--	--

APPENDIX B: DRAFT PUBLIC LIGHTING AMP FEEDBACK

Which suburb do you reside in, within the City of Charles Sturt?	How satisfied are you with the condition of lighting assets in your area?					How satisfied are you with the proposed service level in the AMP (keeping assets in condition 3 or better where possible)?					If you said you were somewhat or extremely dissatisfied, is there anything we can improve on?	Would you support Council investing less resources and decreasing the service levels in the AMP?		Would you support Council investing further resources and increasing their service levels?			Is there anything else we can improve on?
	Extremely satisfied	Somewhat satisfied	Neither satisfied nor dissatisfied	Somewhat dissatisfied	Extremely dissatisfied	Extremely satisfied	Somewhat satisfied	Neither satisfied nor dissatisfied	Somewhat dissatisfied	Extremely dissatisfied		Yes	No	Yes	No	Other	
Seaton				1					1		Restrictions on lighting on premises eg churches near private premises. Also street lighting needs to be adjusted to allow footpaths to be layer		1	1			Private property & reserves viewing re long grass. Drainage viewing