Individual Submissions and Proposed Council Response on Draft Operational Plan 2023/24 and Draft Fees and Charges 2023/24

Submission #	Verbatim Submission	Proposed Council Response
Individual Submission 1	Rates variations is a particularly tone deaf idea in these days of lean times It smells of feather bedding	Noted. A Special Rate Variation (SRV) for a rate increase is not proposed as part of the *Operational Plan 2023/24*, it is included in the *Long Term Financial Plan 2023-2033* (LTFP), a separate item on this Council meeting agenda. No decision has been made to submit a SRV at this stage. There are numerous processes and decision points for Council to undertake, including a significant engagement program, prior to making a decision to submit a SRV to IPART in February 2024. There are five criteria that are assessed by IPART including the impact on affected ratepayers being reasonable, having regard to both the current rate levels, existing ratepayer base and the proposed purpose of the variation. No change to Plan.
Individual Submission 2	I don't support an increase in the fees. In my observation there is still a lot of money wasted. Recently very expensive works were done on a stormwater drain, due to damage from tree roots. Be proactive and remove problem trees before very expensive repairs are required.	Noted. In determining how its fees and charges have been set, we have considered the full costs of providing the particular goods and services. Our fee structure uses the pricing principles of user pays principle (full cost recover), subsidised pricing (partial cost recovery), market pricing (charged where the market has a preparedness to pay), and legislative pricing standard (fee imposed by legislation). The majority of increases in fees and charges is to accommodate inflation. Some fees and charges may not

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		increase due to the type of service being provided or statutory limitations. The Executive Summary, and Section 5 of the LTFP articulate Council's achievements in containing and reducing costs despite very high inflation. Council will continue to examine ways to increase efficiencies and reduce costs. Feedback on tree removal to be referred to Council's Works Team for consideration. No change to Plan.
Individual Submission 3	Council needs to get back to basics and stop overspending on things like the leisure centre. This is only used by a fraction of residents and largely attracts people from outside the area, making roads constantly blocked. The roads are awful and the footpaths so cracked that they are dangerous. The rate increase does not appear to be improving basic services and conditions. Council are looking for big projects all the time, and not focusing on residents. Services keep getting cut back, such as council clean ups are now 3 times not 4. Rates are not value for money.	Noted. This project is funded and underway. WLC is funded by grants, developer contributions and internal reserves built by Council through prudent financial management. This project has been planned for many years to address an ageing asset and is required to cater for an increasing population and demand for services for multiple age groups and cultural backgrounds. Demolition has occurred and the future facility will be significantly enhanced. Details can be found here: https://www.haveyoursaywilloughby.com.au/willoughby-leisure-centre-pool-upgrade Services are continuing, even though Council costs are higher than the rates revenue. Larger projects support the delivery of services and are funded through prudent financial management.

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		Council's rates are the second lowest among all councils who are part of the Northern Sydney Regional Organisation of Councils. No change to Plan.
Individual Submission 4	The $250 reduction for eligible pensioners for combined rates and domestic waste management charge should be increased to $250 + 3.7% in line with Council's proposed 2023/24 increase to these charges and thereafter a % increase in line with Council's future proposed Long Term Financial Plan. ALSO the $158 reduction for qualifying self-funded retirees for the Domestic Waste Management Charge should be increased by 10% in line with Council's proposed 2023/24 increase to these charges and thereafter a % increase in line with Council's future proposed Long Term Financial Plan.	Noted. Pensioner discounts are mandated by the State Government. Council does not have any legal way to discount rates further. Discounts currently offered to those who meet the eligibility: • Eligible pensioners receive a statutory reduction of 50% of the combined rates and domestic waste management charge to a maximum of $250. • Pensioners and qualifying self-funded retirees receive a $158 reduction in the domestic waste service charge. This is over and above what other councils offer and represents an increase of $28 (21.5%) on the $130 discount offered in 2022/23. No change to Plan.
Individual Submission 5	What is the business case for the $27.6 mio being spent on the upgrade of Willoughby Leisure Centre ?	Noted. This project is funded and underway. WLC is funded by grants, developer contributions and internal reserves built by Council through prudent financial management. This project has been planned for many years to address an ageing asset and is required to cater for an increasing population and demand for services for multiple age groups and cultural backgrounds. A business case was approved by the Office of Local Government as part of their requirement for capital review of major projects.

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		Demolition has occurred and the future facility will be significantly enhanced. Details can be found here: https://www.haveyoursaywilloughby.com.au/willoughby-leisure-centre-pool-upgrade No change to Plan.
Individual Submission 6	As a resident of 22 years I wish to make the following feedback... 1• $68.5 million project and capital works spend, including setting aside $27.6 million for the Willoughby Leisure Centre upgrade. My Feedback - there needs to be full and open publication of all capital works programs in the form of budgeted; Progress and final actuals and all amendments and alterations resulting in increased costs. 2• Budget and revenue policy, including a 3.7% rate revenue increase in line with the NSW Government's cap My Feedback - rate increases should be kept to absolute minimum with pensioners and seniors provided with relief reduced rates to compared to the full rates.	Noted. Council's capital works budget is outlined in the Operational Plan. Any amendments to budget are reported to Council and made available to the public through Council's quarterly budget review statement. The final financial results are reported to Council and the public through Council's annual Audited Financial Statements. Noted. A Special Rate Variation (SRV) for a rate increase is not proposed as part of the *Operational Plan 2023/24*, it is included in the *Long Term Financial Plan 2023-2033* (LTFP), a separate item on this Council meeting agenda. No decision has been made to submit a SRV at this stage. Pensioner discounts are mandated by the State Government. Council does not have any legal way to discount rates further. Discounts currently offered to those who meet the eligibility: • Eligible pensioners receive a statutory reduction of 50% of the combined rates and domestic waste management charge to a maximum of $250. • Pensioners and qualifying self-funded retirees receive a $158 reduction in the domestic waste service charge. This is over and above what other councils offer and represents an increase of $28 (21.5%) on the $130

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		discount offered in 2022/23. Any further reduction would be unaffordable for Council.
	3• Changes to fees and charges, including for the Domestic Waste Management Charge. My feedback - Any changes need to pre published first to enable feedback but in principle, we must ensure responsible fees and charges	The proposed Fees and Charges including changes to the Domestic Waste Management Charge was reported to Council and publicly exhibited as part of the Operational Plan. Council is committed to raising revenue in a fair and equitable manner to enable it to meet the community's needs. In determining how its fees and charges have been set, we have considered the full costs of providing the particular goods and services. Our fee structure uses the pricing principles of user pays principle (full cost recover), subsidised pricing (partial cost recovery), market pricing (charged where the market has a preparedness to pay), and legislative pricing standard (fee imposed by legislation). The majority of increases in fees and charges is to accommodate inflation. Some fees and charges may not increase due to the type of service being provided or statutory limitations.
	4• Corporate performance indicators My Feedback - All Corporate performance indicators need to be published quarterly as to achievement or not and any factors that have influenced the outcomes (negative and positive). Individual Council member Performance indicators need to also be published in the same manner as above.	Council's performance is reported to Council and the public regularly in accordance with statutory requirements.
	5• Business improvements My Feedback - Business improvement needs to be considered in a matrix type framework. Time to implement Vs Costs overlaying a priority index from Essential Business Critical; Most needed Business	Council is currently in the process of developing the Business Improvement and Service Review Framework, and a work program incorporating metrics for each improvement initiative. This will be finalised in 2023/24.

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	efficiency and effectiveness (internally and externally); Business Important to enable a continuous improvement culture now and through into the future.	No change to Plan.
Individual Submission 7	Against the 20% special rate variation	Noted. A Special Rate Variation (SRV) for a rate increase is not proposed as part of the *Operational Plan 2023/24*, it is included in the *Long Term Financial Plan 2023-2033* (LTFP), a separate item on this Council meeting agenda. No decision has been made to submit a SRV at this stage. There are numerous processes and decision points for Council to undertake, including a significant engagement program, prior to making a decision to submit a SRV to IPART in February 2024. No change to Plan.
Individual Submission 8	It is pleasing to see "Improve planning approval process" listed as an initiative in the draft Operational Plan, however, there is no detail provided about targets, initiatives, or success measures that will be used to achieve the goal of improving the process. A Google search for "willoughby city council business improvement program" yields only a 2017 article "Business improvements result in award win and wins for the community." Of the Class A/B Development Applications (DAs) submitted to WCC in calendar year 2022 and determined by 13 May 2023, the average time to approve a DA was 128 days. This is over three times the statutory period for determination of a	Noted. Council, like other businesses has experienced a tight labour market which has particularly impacted our planning team, resulting in a number of vacancies for over a year. When the situation was at its worst, the team assessing complex development applications experienced a vacancy rate of 66% and the median net determination timeframe for development applications was over 140 days (well above the target of less than 66 days). DA metrics are identified by the State Government and can be found here: www.planningportal.nsw.gov.au/eplanningreport

<table>
<tr><th>Submission #</th><th>Verbatim Submission</th><th>Proposed Council Response</th></tr>
<tr><td></td><td>DA set by the NSW Environment and Planning Act and Regulations.
While it is vital that Development Applications are properly screened to facilitate appropriate development and to ensure that inappropriate proposals don’t proceed, positive progress in the neighbourhood will only be achieved if the determination process is completed in a timely and efficient manner. This does not currently appear to be the case in the Willoughby LGA.
Another “initiative” (actually a goal) listed in the draft plan is “Improve customer experience.” This goes hand-in-hand with “Improve planning approval process”, because ratepayers who currently have DAs under assessment are receiving a very poor customer experience. The assessment process is inordinately slow and communication with applicants is poor.
Would Council please add an appendix to the draft plan detailing the metrics that will be used to set targets and measure success in the goals of “Improve planning approval process” and “Improve customer experience.”
<table>
<tr><td>Example of possible metrics –
Category A/B Development Applications only</td><td>Actual</td></tr>
<tr><td>Metric</td><td>2022-23</td></tr>
<tr><td>DAs determined within 42 days of submission</td><td>9%*</td></tr>
<tr><td>Average time to approve a DA</td><td>128 days*</td></tr>
<tr><td colspan="2">* Approximate numbers for illustration only.</td></tr>
</table></td><td>Council has an existing project to improve the customer results of the DA process, which includes customer service training for all staff within the planning team, will be finalised in December 2023. The Customer Experience Strategy will continue to work across Council to improve the experience customers have with any area of Council.

No change to Plan.</td></tr>
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Individual Submission 9	I'm against any increase in rates	Noted. Council have increased rates by the NSW State Government permissible amount of 3.7%, which does not cover the cost of inflation. A Special Rate Variation (SRV) for a rate increase is not proposed as part of the *Operational Plan 2023/24*, it is included in the *Long Term Financial Plan 2023-2033* (LTFP), a separate item on this Council meeting agenda. No decision has been made to submit a SRV at this stage. No change to Plan.
Individual Submission 10	I have read the plan and regret that costs are to increase at a time when living expenses are rising all the time. However I do understand that Council's costs are also higher and to keep our suburb at the level of quality which we expect, our contribution is unfortunately necessary.	Noted. No change to Plan.
Individual Submission 11	Rate increases are not acceptable at the level proposed	Noted. Council have increased rates by the NSW State Government permissible amount of 3.7%, which does not cover the cost of inflation. A Special Rate Variation (SRV) for a rate increase is not proposed as part of the *Operational Plan 2023/24*, it is included in the *Long Term Financial Plan 2023-2033* (LTFP), a separate item on this Council meeting agenda. No decision has been made to submit a SRV at this stage. No change to Plan.
Individual Submission 12	As long as there has been forecast revenue for Willoughby Leisure Centre in that you will be spending $27.6 million in upgrades. Trusting this forecast spending cost will not blow	Noted. Willoughby Leisure Centre is funded by grants, developer contributions and internal reserves built by Council through prudent financial management.

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	out and has been costed correctly. Council blames high inflation and NSW government for its now financial issues, however Council should have managed long term planning years ago for this reason. Thankyou	A business case was approved by the Office of Local Government as part of their requirement for capital review of major projects. The business case included revenue forecasts. No change to Plan.
Individual Submission 13	I do not support any rate increases or special rate creations. Council is yielding considering amounts of interest income on its cash investments which more than offset any proposed revenues from the rate payers. Council is better off re-zoning E4/C4 land to R2 and profiting from increased land values than increasing or creating new rates.	Noted. No decision has been made to submit a SRV at this stage. There are numerous processes and decision points for Council to undertake, including a significant engagement program, prior to making a decision to submit a SRV to IPART in February 2024. Interest represents only 5.6% of Council's operational revenue and in many cases the interest earned must be quarantined and applied to reserves held for specific purposes. Interest returns have declined in recent years due to lower interest rates. While yields are slowly increasing, increases in costs are far exceeding increases in interest and other revenue streams. Council does not gain any extra rating revenue through increased land values. Council rates are fixed at a maximum permissible level and only the allocation of rates changes as land values change. The rating methodology is determined by the State Government. Additional information on rating methodology is provided on our website at www.willoughby.nsw.gov.au/Residents/Rate-information No change to Plan.

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Individual Submission 14	This is a good document and it is heartening to see the amount of work that is planned, particularly in the environmental space and project around essential housing. I live in Chatswood West and regularly use O.H Reid Memorial Park. The council have done a great job upgrading the turf in the park and the drainage. It's good to hear the grounds getting good use at the weekend now that kids sport has returned after a few quiet years. I understand that the plans for OH Reid also included an upgrade to the toilet block and the installation of a half basketball court. Neither of these items appear in the 23/24 operational plan and i would like to request that the council bring forward the construction of the basket ball court to 23/24. There are a lot of teenage kids in the Chatswood west area that would benefit from this addition. There is a large cohort of teenagers that have been lucky enough to grow up with the OH Reid Playground - but have now outgrown that facility and will use the planned basketball court. As a parent of one of them i am really keen to feed the basketball obsession rather than the screen obsession. I'd be grateful if you could amend next year's plan to include the construction of the planned basketball court in OH Reid. Many thanks	Noted. The OH Reid Pavilion, including public toilets, upgrade project is currently scheduled to take place in five years' time. A comprehensive study of all sports pavilions in the LGA was made by specialist consultants at the end of last year. The recommendations from the report have been used to put together a prioritised programme of works for all the pavilions. The half basketball court at OH Reid is not currently funded or identified in the LTFP, with available funds needing to be directed to renewals of existing facilities. Construction of basketball court at OH Reid Oval is not currently funded or identified in the LTFP. A review of the Open Space capital works program will be undertaken in 20232/4, and this project and older age group appropriate equipment will be considered at that time. No change to Plan.
Individual Submission 15	I can see under certain Asset Categories provision for Renewal of synthetic surfaces, re-sheeting courts , replacement light globes etc. However there does not appear to be a specific provisioned Recreation – Parks & Playgrounds –budget: Specifically playground softfall area coatings These cover quite large areas around/under most playground equipment such as swings, slides etc Vary in thickness, coloured patterns etc Some are quite ornate designs including under the Muston Park "Rocket"	Noted. Playground softfall renewals are included in the Operational Plan as part of whole playground renewal capital works projects (which occur approximately every 15 years for each site). In between these major renewals, softfall top-ups (for mulch) and repairs (for rubber) take place according to recommendations in playground inspection reports. These works are classed as maintenance works, and therefore the

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	Often used on the actual equipment itself i.e. top level of slides and all inner platforms of the Muston Park "Rocket" I believe there are a number of playground with worn out softfall ? So how much has been replaced over the last 2 years? So if Sports Grounds have a specific Budget line for "Light Globe Replacement" WHY is there no equivalent budget item for "SOFTFALL REPLACEMENT". Both are high cost items: Sportground light globes = high labour + access equipment /low cost globe and/or LED power pack Softfall = labour + materials including removal/disposal of old material then provision of new coloured/patterned material The lack of softfall due to wear is a SAFETY/HEALTH HAZARD for which WCC would be accountable. Grazing of knee/legs leading to infections for example. Can you please find out the true budget line situation?	source of funding is the recurrent budget for parks and playgrounds. Recurrent budget expenditure does not appear as separate projects in the Operational Plan. $39K has been spent over the last two years on maintenance of softfall. Lightbulb replacement requires specialised contractors and equipment, which moves the cost over the threshold and categorises the work as an asset renewal therefore being capital works. No change to Plan.
Individual Submission 16	Dear Council - great plan, love the all the projects around improving the environment. But I note that the plan for the OH Reid Reserve originally included a half basketball court. The local kids would really appreciate it and it is extremely vital to promote good health (especially mental health) and exercise. Basketball is also a wonderful sport to bring the youth community together. Please could you consider bringing forward the construction of the court into 23/24? Many thanks	Noted. The half basketball court at OH Reid is not currently funded or identified in the LTFP, with available funds needing to be directed to renewals of existing facilities. Construction of basketball court at OH Reid Oval is not currently funded or identified in the LTFP. A review of the Open Space capital works program will be undertaken in 20232/4, and this project and older age group appropriate equipment will be considered at that time. No change to Plan.

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Individual Submission 17	No focus on community- mostly focus on either non added value activities or business. The community and the area life quality is in decline since the current mayor /CEO took leadership	Noted. The Executive Summary, and Section 5 of the LTFP articulate Council's achievements in containing and reducing costs. Council will continue to examine ways to increase efficiencies and reduce costs. The results of the 2022 independent Community Perception Survey show 95% of residents were at least somewhat satisfied with the performance of Council over the last 12 months – down just 1% since 2020. Quality of Life independent survey identifies 97% of residents rated their quality of life as good to excellent. No change to Plan.
Submission 18 Northern Suburbs Netball Association	Northern Suburbs Netball Association (NSNA) is very concerned that there is no budget to resurface the courts at Bicentennial Park. We believe that this project needs to be urgently looked at and the number of games we have cancelled and injuries due to condition of the courts all beg to have the top courts (8 in total) upgraded. The bottom courts were resurfaced in conjunction with the lights being upgraded (2016???) but the top courts have not been resurfaced in at least 21 years and now they are almost not fit for purpose when we have had rain or even heavy due in the morning. Any moisture on the surface of the top 8 courts turns them into an "ice skating rink" and the Association has had to cancel games for wet conditions due to safety concerns. The top courts have lost the top surface and now we have bits of glass coming through - all be it tiny but enough to get into a graze and hurt. Given that the Association has been paying $100k+ for at least the past 10 years we would hope that	Noted. This is included in the Plan. Project 302307 Bicentennial Reserve - netball courts - re-sheeting upper courts is identified in the Plan. No change to Plan.

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	some of this money could be used towards the upkeep of the top courts. We would welcome ongoing discussion about how this project can be completed so that we may keep our 5000 members on court and playing.	
Individual Submission 19	I've been a member, off and on, of the Willoughby Leisure Centre for more than 15 years. And almost entirely using the gym. I've asked several times before for the gym to be air-conditioned as, even with the fans, I find the temperature of the room hinders my exercise in summer. I see no mentioning of air-con in the Operational Plan and ask, for surely a relatively modest amount, that you air-condition the gym.	Noted. This will be considered in 2024/25 after consultation with members. The gym has recently undergone an upgrade of the fans to provide a more comfortable environment. While there is no funding available in the 2023/24 Operational Plan for air conditioning of the health club, the request can be considered as part of a budget bid prioritisation process for 2024/25. Any such request would need to incorporate feedback from members to determine if the installation of air conditioning is supported. No change to Plan.
Individual Submission 20	Would like to see more approvals for social housing and higher building density projects to alleviate housing crisis. Improved public transport options as well.	Noted. The State and Council's planning controls determine density and social housing requirements and public transport is a State Government matter. Council's does have an Affordable Housing Policy/Strategy is seen as a better practice model. Affordable housing refers to rental housing offered at rent of up to 30% of household income targeting key and essential workers. Council owns 37 affordable housing units and is progressing Abbott Road Affordable Housing Project to build 12 new dwellings for essential workers at a cost of $8.7m. The new draft Local Environment Plan requires increased affordable housing associated with new developments. Council will continue to

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		explore opportunities to increase the supply of affordable housing in collaboration with the State Government, developers and community housing providers. Planning for the growth of Chatswood is underway to provide a higher density in response to the need for more jobs and housing, through the draft Local Environment Plan, currently awaiting approval from the State Government. Growth is to be focused around existing services and facilities such as the Chatswood CBD and local centres. Public transport is managed by the State Government. Council regularly meets with State agencies and transport providers to advocate for transport solutions and funding for projects in the area. Council has an Integrated Transport Strategy which promotes the use of public transport and identifies various active transport projects to improve connectivity and accessibility for all residents. No change to Plan.
Individual Submission 21	Dear Council Great plan,, love the all the projects to improve the environment. I note that the plan for OH Reid originally included a half basketball court. The local kids would really appreciate it. Please could you consider bringing forward the construction of the court into FY 23/24	Noted. The half basketball court at OH Reid is not currently funded or identified in the LTFP, with available funds needing to be directed to renewals of existing facilities. Construction of basketball court at OH Reid Oval is not currently funded or identified in the LTFP. A review of the Open Space capital works program will be undertaken in 20232/4, and this project and older age group appropriate equipment will be considered at that time. No change to Plan.

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Individual Submission 22	We are keen to have a basketball court / netball ring installed at OHReid oval. I understand this was part of the original plans for the oval upgrade.	Noted. The half basketball court at OH Reid is not currently funded or identified in the LTFP, with available funds needing to be directed to renewals of existing facilities. Construction of basketball court at OH Reid Oval is not currently funded or identified in the LTFP. A review of the Open Space capital works program will be undertaken in 20232/4, and this project and older age group appropriate equipment will be considered at that time. No change to Plan.
Individual Submission 23	WE ARE SEEKING TO BE GIVEN PARKING PERMITS OUTSIDE OUR HOUSE ON SAILORS BAY RD NORTHBRIDGE AS WE HAVE 1 PARKING SPOT ON OUR PROPERTY AND FEEL THAT AS LONG TERM RESIDENTS AND AT NO FAULT BOF OURS WE SHOULD BE GRANTED THESE AS GOOD WILL FOR THE UPHEAVAL THE SOCCER CAUSES US 7/DAYS A WEEK.WE CAN NEVER PARK CONFIDENTLY OR SECURELY OUTSIDE OUR HOUSE WITHOUT THE FEAR OF A PARKING TICKET. WE HAVE BEEN BOOKED BECAUSE WE DIDN'T GET UP AT 5AM TO MOVE OUR 2 CARS ON THE WEEKENDS. THIS IS THE VERY LEAST COUNCIL CAN DO CONSIDERING WE ARE RATE PAYERS.	Referred. This submission is related to an operational issue. This has been treated as a Customer Service Request and will be addressed in accordance with our Customer Request Management process. No change to Plan.
Individual Submission 24	With the huge increase in rates planned, obviously the Council's 2023-24 Plan spending is not in line with its income and I would suggest the spending is cut back to come into line with the income without increasing rates to this extent, i.e. balance the budget.	Noted. Council will continue to focus on efficiencies by reviewing services and revenue opportunities. No change to Plan.

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Individual Submission 25	I understand why the system has charged rates according to the size of your land but surely it should be charged by usage. You can have one person in a house and five people in a unit. The people in the small unit will more likely use Willoughby facilities more than the person in the house. Or you can have a neighbour with six people in the one house vs one person in a house and both get charged the same sewerage or garbage fees but the six people produce more waste. Those with children are more likely to use certain facilities, elderly other facilities and some use no facilities. Surely, fees should be based on how many people live in the premises rather than the size of the premises. They use more of the services. Stop offering free services and charge a small fee for them. Pay as you use. The alternative would be to simply charge everyone the same rates regardless of unit vs house.	Noted. The methodology for calculating rates is a mandated by the State Government. Council has no option but to charge rates based on land values. Local Government has lobbied State Government for many years to change the methodology for calculating rates but this has not been successful. Fees and Charges are outlined within the Operational Plan 2023/24. In determining how its fees and charges have been set, we have considered the full costs of providing the particular goods and services. Our fee structure uses the pricing principles of user pays principle (full cost recover), subsidised pricing (partial cost recovery), market pricing (charged where the market has a preparedness to pay), and legislative pricing standard (fee imposed by legislation). The majority of increases in fees and charges is to accommodate inflation. Some fees and charges may not increase due to the type of service being provided or statutory limitations.
	I have found dealing with Council is often stressful and leads to endless unreturned calls/emails, which in itself causes more work for your administrative personnel. I have found unnecessary double-handling of tasks that adds 'wasted' time and costs to items. Streamlining tasks to remove this 'waste' would mean savings.	As outlined in the draft Operational Plan, Council is commencing implementation of its Customer Experience Strategy in 2023/24 to drive improvement in our delivery of customer experience including reducing double handling and improve responsiveness to customer service requests.
	I was under the assumption that the Naremburn and other town centre upgrades were funded from the government so I am not sure why they are listed as project items that Willoughby Council needs to fund for. If this is not the case	Naremburn local centre streetscape is being funded through Council reserves and developer contributions. Hampden Road Artarmon, streetscape upgrade is being funded through developer contributions and a government capital grant.

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	then the % that is funded should be shown vs how much rate payers are paying for the projects to show the true cost. Cut back on the fairs - make them every 2-3 years rather than yearly and alternate between the suburbs. If it is not in Chatswood this year they can visit the one in Roseville, etc. I do not know of anyone who attends these fairs. People tend to avoid them as they dislike crowds.	Provision of details of funding sources for projects will be considered in the preparation of future Operational Plans. Councils events programs attract significant visitors and income into the local government area, particularly when located in the Chatswood CBD. Council receives significant grant funding and sponsorship income which limits Council's contribution and events such as Lunar New Year has shown to result in an additional $10.2m in visitor discretionary spend and $5.7m on dining which supports the local economy. StreetFair part of the Emerge Festival is an annual local community celebration attracting 20,000 visitors with 53% of attendees from the local government area. The festival showcases local community organisations with 1075 parade participants, 482 performers and 13 stallholders. The majority of performers are young children and performing at Streetfair is a major highlight. Due to a Multicultural NSW grant, Council is exploring an additional fair location beyond Chatswood in 2023. No change to Plan.
Individual Submission 26	Please keep Devonshire Street Children's Centre operating by Council. It is a valuable service for residents with young children.	Noted. In March 2022, Council resolved to find an alternative provider of long day care child care services at Devonshire. Devonshire Childcare service is a loss making service for Council, high risk and the service can be provided by others in the market. Changing the operating model will provide more income to Council, whilst maintaining the service within the same facility. Council will further consider this matter through other reports on this agenda.

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		No change to Plan.
Individual Submission 27	Hi, I see that a substantial sum is being spent on the Victor St offices. Yes, I understand that is a council asset but so is Devonshire child care centre. The council says it doesn't have money to fund capital works for the centre but it is spending substantial amount to upgrade offices (that are used by staff only).	Noted. This project is funded and underway. Victor Street asset renewal and refurbishment is funded by internal reserves built by Council through prudent financial management. No refurbishment has occurred for 20 years. Refurbishment of the Victor Street administration office is necessary to undertake essential improvements to the asset, ensure effective and efficient use of space in the modern post-COVID work environment, provide a professional and comfortable environment for staff, and better assist collaboration, innovation and problem-solving. The project may also provide a new revenue opportunity. The site services more than 200 staff. In March 2022, Council resolved to find an alternative provider of long day care child care services at Devonshire and sought to achieve funding of the upgrade to the Centre through investment by the provider. Therefore, no Council funds were set aside for the centre. No change to Plan.
Individual Submission 28	1. Could council give consideration to modifying waste collection to help promote a circular economy and reflect objective to be a green city. Providing FOUR general waste curbside pickups (+ a free one?) encourages over consumption. Making it not so easy to dispose of unwanted stuff will encourage reconsideration of discretionary or disposable purchases and consideration for more sustainable	Noted. Council is working hard to meet NSW Government targets to divert 70% of waste from landfill. Council has identified an option to reduce waste and cost by moving to a booked system. Council will be consulting the community on its clean-

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	disposal options vs dumping often perfectly good items into landfill. Limit the pickups and charge more for the service. Also consider alternative programs for reuse and recycling of unwanted goods. 2. Have noticed that $1.4 million is to be spend on artificial turf 'renewal' on Thomson Oval! IF I'm not mistaken the artificial turf was only laid in 2015? Seems to be a horrific waste of our $, not to mention the very unsustainable impact on the environment with microplastics leaching into waterways, adding to urban heat, carbon emissions and a hostile environment for wildlife that surrounds our parks. Please keep our carbon storing grass fields in their natural state and commit to no further artificial surfaces in our LGA! 3. Consider lifting fines for illegal tree removal. The current $3k fine certainly does not reflect the true value of established trees that provide nesting hollows that take decades to form. When homes are being sold and built for millions this fine is not a disincentive to illegal removal, it's merely a minor adjustment to the bottom line. These fines should be restructured to reflect the value of our green canopy (that reduced by around 10% between 2013-2020!). Are the fines and replanting actually being monitored & enforced? and if not what needs to change to deter dodgy tree companies and selfish developers. Hopefully a stronger financial deterrent will stop the behaviour - and at least penalise appropriately if it does occur, so council can direct funds into expanding green programs.	up collection services from late June 2023. We will be asking the community for their preferred option. In addition to this Council provides the following services: • The Bower - a service for residents to have quality items rehomed https://bower.org.au/collections/. • Community Recycling Centre at Artarmon https://www.willoughby.nsw.gov.au/Residents/Waste-and-recycling/Reduce-reuse-recycle/Community-Recycling-Centre-Northern-Sydney • RecycleSmart – a home pick up of problem waste https://www.willoughby.nsw.gov.au/Residents/Waste-and-recycling/Reduce-reuse-recycle/RecycleSmart-Pickups The artificial turf surface at Thomson Oval was last replaced in 2014/15. It has high use from the neighbouring school and from training teams throughout the week with games on weekends and is booked for 69 hours per week in addition to informal recreation usage. Following a safety audit in 2021, the renewal is required. This will allow continued high levels of usage and use improved technology for the grass type and infill to address the environmental issues concerning microplastics. All Fines in NSW, including those for offences involving the illegal removal of trees, are set by NSW Government Regulation. Council does not have the power to independently vary the value of Fines. Where there has been instances of demonstrable environmental harm caused by the removal of a large native tree(s), Council may determine to not issue a Fine but will instead prosecute the offence in Court. The Court has the

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		power to increase the value of the Fine. All development sites in NSW are monitored and controlled by an appointed Principal Certifying Authority (PCA). Details of the PCA are displayed on signage at the front of the development sites. The PCA has power to issue a Written Directions Notice to the occupier where there is unauthorised building work. Where Council gathers evidence of the illegal removal of a tree(s), Council will assess the matter and either issue a Fine or prosecute the offence. The State Government through Revenue NSW has power to recover unpaid Fines. Council also provides information and seeks to educate the community about the value and importance of trees. No change to Plan.
Individual Submission 29	MUSTON PARK Specific item 302299 – Muston Park Master Plan – Wisteria Walk/South Lawn $ 350,000.00 This WCC approved 2011 Master Plan is now some 12+ years OLD and the many of the current WCC Councillors may not remember or even be aware of the details and associated public feedback from that time. This $350K spend is a significant amount and if spent, as the approved Masterplan design shows may actually create some Safety Hazards and is certainly not appropriate to today's 2023 usage.	Noted. Since 2017 Council has been completing the community projects from the 2011 Muston Park Master Plan as funds became available. The final works are re-shaping of the southern lawn to improve recreation access (2023/24), and the renewal of the existing timber pergola supports of the Wisteria Walk (2024/25). The southern lawn is currently a sloping area. Its reshaping as a levelled lawn will facilitate informal play and leisure. Sandstone block walls and ramps will surround the lawn area providing better access into the park. The landscape improvements proposed for the southern lawn will be subject

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	Currently as presented, could be viewed as “fait accompli” and end up being a total waste of value open space funding. Muston Park together with Bales Park and Beauchamp park are the main large area green parks/open spaces servicing the high density dwelling parts of Chatswood from the CBD to /along Penshurst St and the much changed population age mix as shown by very high local schools enrolments. Muston Park is a more rustic park with a “beautified “ stormwater drain disguised a Creek. The more formal proposed design of the southern lawn area belongs in a CBD type area NOT Muston Park. Much has changed within the WCC district during the intervening years including: Large increase in higher density properties within WCC area Population in terms of age, diversity, life styles, population ‘Place of Birth’ etc. Many being apartment dwellers using public parks and associated open ‘ running free’ spaces Increase in personal vehicle size & types with SVU and People Mover’s being most popular for young families These are hatchbacks with the tailgate requiring addition clearance space to load/unload COVID and associated attitudes Environmental Changes including effects of “Climate Change & Global Warning” + “El Nino –La Nina” cycles The March 2022 torrential rainstorm which followed weeks of rain resulted in saturation of the all the rock/clay layers in Muston Park and surrounds	to consultation with the community during July and August 2023. Specific feedback and concerns on Muston Park have been referred to Council’s Open Space Team for consideration and response. No change to Plan.

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	Popularity of 'social media' promoting attractions including WCC own promotions of the flowering Muston Park and it's ROCKET playground Surely WCC cannot use such an old plan to justify such large expenditure without new local & WCC residents consideration as a well as WCC Councillor's deliberations. Has any recent study been carried out by WCC investigating current usage? Particularly covering all the new sections built over the last 10 years including the northern footpath & the broadwalk from the bridge over Scotts Creek to Warrah St? The old plan showed: Levelling of the South Lawn area . Has the budgeted plan included a detailed geotechnical study of the underground topology rock- clay layers which go back uphill to Victoria Ave. It is already known that south end has rock just under the surface but the northern end is more clay Previous heavy rain events have shown water leaking from the grass rear in the middle of the grassed area So will be proposed levelled area end up on: rock, if so will there be adequate soil to allow grass to grow thickly and successfully? clay, if so will there be adequate provision to provide adequate drainage? The sloped seating on the southern end may end up leaking water Multiple entrances through the Wisteria Walk each with a clear roof Does this clear roof result in damaged flowering Wisteria and	

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	what affect will it have on photographs? See Social Media for number of high quality personal photos showing that the dappled light with hanging racemes is spectacular Will leaves accumulate on the clear roof and/or dirty rain – mould-fungus grow all affecting the quality of light for photograph 2 New access paths directly to kerb side opposite 7 & 9 Eden St so resulting in loss of approx. 5m per access with No Parking restrictions for clear view. So basically 2 car spaces and if not an equal number of standard parallel parking spaces i.e.6.2m between, could result in the loss of even more parking in Eden St Parking is already a significant problem in Eden St Lighting in each entrance will NOT be required as the recent 2023 upgrade of the street lighting in Eden St provides adequate light. Also entranceway lights could encourage undesirable usage of the Wisteria Walk "…selectively remove vines to create openings inwards and outwards…! So contradicting the need for clearly identifiable entrances This would DESTROY the overall long view of flowering Wisteria or long wall of greenery Encourage children to play in/out type games like 'hide & seek' so out of carers view and maybe into an unsuspecting vehicle – SAFETY? Many children etc. actually like playing in the longer dark sections New 7 parking bays on South side; LOSS of parking on Haig St side so NO benefit The Wisteria side medium strip is only 5.9m wide so allowing	

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	for 1.0 m for Wisteria overhang the spaces would be 4.0m deep most SUV etc. are over 5.0m long . and the most popular People Mover Kia Carnival is 5.3m So 'front to kerb ' parking would result in load/unload directly into the often busy traffic more dangerous than before As seen in many parking bays, most drivers these days back "Rear in" with for cultural reasons or just because modern vehicles have reversing cameras So if "Rear in" to allow access to rear would mean protruding out reducing road width "Front in" parking would mean blind reversing OUT – Another SAFETY HAZARD Children would have to walk along the roadway, with a blind corner ..! SAFETY HAZARD The 2019 construction of the Turning Circle changed the North end of the Wisteria Walk resulting in: the positioning of the adjacent large stormwater grate means the proposed north entry CANNOT have an sloped access to Eden St so should be removed from the plan The c losing of the best used access opening opposite 15 Eden St would mean that children would have to walk along the roadway at the turning circle – SAFETY HAZARD REMOVAL of a large section of the BEST flowering and MOST photographic section of the Wisteria Walk on both sides – a MAJOR DISPPOINTMENT This Northern end of the Wisteria Walk is the most popular and healthy section giving a true "wall of purple flowers" in Sept. A openings & associated path through the Wisteria Walk opposite 9 Eden St to the enclosed playground Gate and the linking across to the Wisteria Walk behind 373 Penshurst St	

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	However there is no level equivalent foot path within the playground itself The Masterplan proposed footpath was not built as it could lead to uncontrolled high speed kid's trikes, small scooters etc. downhill within the playground This proposed entry opposite 9 Eden St would mean that children have to walk on a section of roadway - SAFETY HAZARD Construction of the proposed Walkway around the inner side of the South Lawn area is totally unnecessary as it may damage the Wisteria plantings both foliage & root structures of these well-established plants: by affecting ground water because of major exposure of other ground layers worse the reflected summer daylight and associated radiated heat day & night People disturbing the vines , tendrils and racemes so ruining the plants & associated beautiful foliage Why would people want to sit on hot paving in direct sunlight? This walkway with lowered ground level will ruin group photographs due the height difference and a hand rail! Wisteria, the 2.0+m walkway then handrail then lower ground level. Totally ruined photo op. Did the old plan include? Allowance for the existing sewer pipes laid under the proposed "South Lawn" area and potential blockage of adjacent houses sewer connections? The March extensive rainstorm preceded by months of ground soaking rains showed that there are geological layers which affect that specific area of Muston Park and therefore if the new UNSEEN plan changes ground levels what affect will	

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	the construction of the southern retaining wall have on the ground water levels on all adjacent properties including Eden St itself? Newer legislation regarding mobility access from roadways i.e. where there is any path directly to the kerbside with clearance restrictions -does this reduce amount of parking? Does this new plan actually include the additional parking bays ? and if so effect of stormwater and associated drainage patterns? Recent storms have shown there is considerable overflow from the Haig St side properties on to this section of Eden St leading to Penshurst St I believe that there are now too many questions that need to be fully resolved before current WCC Councillors can be asked to automatically approve a construction budget based on un-published plan justified by an OLD Masterplan? Given there is a line item in the WCC operational plan 2021/22 page 26 refer: Item 301953 – Upgrade Muston Park Wisteria Walk – planning for $10K there must be a detailed set of plans showing all proposed now proposed works . If so why have these new plans not seen circulated for users & resident's input.? A definition for A Masterplan : Is a plan that provides a vision and framework for how an area can grow and develop i.e. a design concept ' It is intended to be a dynamic document and what was a nice idea back in 2010 no longer applies in 2023..!	

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	Many current WCC Councillors would not have seen or fully understood the original 2011 Masterplan and the original feedback & discussions together with the changes implemented since that date. Many current WCC Councillors may not even understand the history of Muston Park from the travelling Big Top Circuses & Rex Hazelwood's 1952 design and implementation THEREFORE in order for the WCC Councillors to approve such a significant budget item $ 350K based on a comment " Muston Park Masterplan – Wisteria Walk/South Lawn", new plan(s) must be submitted for detailed public comment before being re-submitted for WCC Councillors approval and associated budget.	
Individual Submission 30	My questions relate to the replacement of the artificial turf surface at Thomson Oval for $1,425,000 and are: 1. When is it anticipated that work will begin? 2. What is the latest we can commence the work should council wish to consider whether natural turf should be used? 3. When was the artificial turf surface last replaced?	Noted. It is expected that the renewal work will commence in October 2023. Planning and design work for this project has already been undertaken, noting the tender specification for the synthetic renewal has been developed with input from sports hirers and community members and enables the high use of this field. There would be significant re-work and budget required if Council were to swap this to a turf field and the project would need to be delayed until 2024/25 to enable re-engagement with users. Thomson Oval was converted to synthetic grass in 2014/ 2015. The work proposed for the 2023/24 PCW is the oval's first renewal.

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	4. Do we have any policies to guide us in deciding whether, at the end of its life, artificial turf should be replaced with artificial turf or natural turf? If so, please direct me to them. 5. If it is decided that it's appropriate, at the end of the life of an artificial turf field, to replace it with artificial turf do we have any policies as to the type of natural turf to be used, the fill to be used etc? If so, will the artificial turf to be used at Thomson Oval comply? If we don't have any such policies, what will be the type of turf and the type of fill which will be used?	Council does not have any specific policies on the use of artificial turf products. All Council sportsgrounds are in high demand. Thomson Oval was converted to synthetic as it was primarily devoid of grass cover during Winter sports seasons due to high use. The Open Space Asset Management Plan and synthetic field "Health Checks" are used to determine the timing of renewals. A Quality Assurance Action Plan has been prepared and will be included in the tender specification and requires: turf to be FIFA Quality standard; minimum 50mm dual yarn for durability and holding of organic infill; specific requirements for heat, UV radiation, durability (tensile strength, colour change). The new grass is to be fully recyclable at the end of its useful life, the infill is to be organic only, options for recycling / repurposing of the existing synthetic grass carpet will be considered, we are retaining the existing shockpad under the current synthetic grass. No change to Plan.
Individual Submission 31	There are a lot of young teens in the Chatswood West area now who would love some basketball hoops near OH Reid oval. Play equipment available there or in Lowana Park are for much younger children. Any chance some money could be spent on this age group please?	Noted. The half basketball court at OH Reid is not currently funded or identified in the LTFP, with available funds needing to be directed to renewals of existing facilities. A review of the Open Space capital works program will be undertaken in 20232/4, this project and older age group appropriate equipment will be considered at that time. No change to Plan.

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Individual Submission 32	Re: Muston Park Master Plan - Wisteria Walk/South Lawn Zone - ID 302299 I am a resident of Eden Street Chatswood and I am writing to you regarding the above proposed works to Muston Park. (We met at the Eden Street Christmas Gathering last December, where we discussed the new street lighting and you kindly arranged for my son to receive a belated response from Council to a letter he wrote to a previous Mayor over 15 years ago. Our thanks - that was much appreciated to see democracy served!) I have only recently been made aware of these proposed works, which involve considerable changes to the landscaping, amenity and quality of Muston Park. I note these works are based on a Masterplan prepared back in 2011. I urge Council to revise and reconsider the Masterplan - with community consultation - before any further works are undertaken. This is for the following reasons: 1. the usage patterns of Muston Park have changed considerably since 2011. The current Masterplan is out of date and needs to be revised. 2. some elements of the Masterplan have been implemented, and it is necessary to assess the success of these and what impact they have on other elements of the Masterplan. 3. some elements of the Masterplan are now redundant and unnecessary, given existing changes and altered park usage. 4. since 2011, the Wisteria Walk has significantly increased in popularity as a 'destination' for nature lovers, photographers	Noted. Since 2017 Council has been completing the community projects from the 2011 Muston Park Master Plan as funds became available. The final works are re-shaping of the southern lawn to improve recreation access (2023/24), and the renewal of the existing timber pergola supports of the Wisteria Walk (2024/25). The southern lawn is currently a sloping area. Its reshaping as a levelled lawn will facilitate informal play and leisure. Sandstone block walls and ramps will surround the lawn area providing better access into the park. The landscape improvements proposed for the southern lawn will be subject to consultation with the community during July and August 2023. Specific feedback and concerns on Muston Park has been referred to Council's Open Space Team for consideration and response. No change to Plan.

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	and others, particularly during flowering season. 5. However the Masterplan involves reducing the size and scale of the Wisteria Walk. This would be a tragedy for the Willoughby community and a brazen anti-environmental act. Council should be enhancing and encouraging the health and scale of the Wisteria Walk, not reducing it. 6. the addition of new 'Pavillions' and 'Entry Points' in the Masterplan will significantly impact on the size and natural beauty of the Wisteria Walk. 7. the planned retaining walls, hard surfaces and steps on the South Lawn Zone will radically alter the 'open space' nature of the Park. I believe Council can achieve its aims with a far more minimalist (and less expensive) approach. I am not opposed to improving the amenity of Muston Park. However I believe the 2011 Masterplan is out of date and will not lead to the best outcomes. I urge Council to prepare a new plan. In the interim, I urge Council not to proceed with changes to the South Lawn Zone I'd greatly appreciate your support in this matter, and any advice on how to proceed. Muston Park is a jewel in the crown of Willoughby Council with a unique 'open space' charm. It would be a tragedy to make irreversible changes based on an outdated, 13 year old Masterplan. Please feel free to contact me if you wish to discuss further. Thanks very much for your consideration. Yours sincerely	
Submission 33	Chatswood West Ward Progress Association (CWWPA) has examined WCC's draft 2023/24 budget, especially with respect to possible budget items responding to issues raised	Noted.

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Chatswood West Ward Progress Association	in the last few years by CWWPA and independently by residents. We are dismayed to note that not only are such projects (eg maintenance/renewal of O. H. Reid Reserve playgrounds and surrounds, and maintenance/improvement of the bike route from Chatswood West to the CBD shopping centre) not responded to, but that there appears to be no significant budget item in CWW at all. We appreciate that expenditures in other Wards (e.g. Willoughby Leisure Centre) benefit Willoughby residents as a whole, nevertheless projects that are within a walkable radius of where residents live are more likely to be of significant value to those residents. Chatswood West has missed out on such projects. In 2020 CWWPA wrote to WCC asking, among other items, for shade and dog protection for playground users and picnickers at O. H. Reid Reserve playground. Work was slated for 2026/27. Since 2020, maintenance of the Reserve appears to have been minimal, with rotting and damaged picnic tables in evidence, breakage of playground equipment, slippery moss build up adjacent to the slide, and at the adjacent toilet block, a muddy mess under the water tap. There is a good case for the slated 26/27 work to be brought forward. CWWPA is also aware that member Andrew Nelson, in December last year and through Councillor Xia, requested that Council maintain and adequately sign the bicycle route from Fullers Rd Bridge to Chatswood CBD. This route is shown as existing in Council's 2006 Bike Plan, and serves riders not only from Chatswood West but from further afield. The feedback from Council was that the proposal would be considered and investigated, community consultation would take place, variations would be considered, the Traffic Committee would be consulted, Council would be consulted, and if all this happened and approvals were forthcoming, then	Project "302329 Bike Plan 2024 and minor bicycle improvements" in the Operational Plan 2023/24 will be used to improve pavement marking and signage on bicycle routes. The project bid includes Chatswood West including Fullers Road as a potential candidate project, subject to more detailed investigation in 2023. Works at OH Reid Reserve will be considered as part of project 302291 OH Reid Playground renewal – design. Council has a detailed asset management approach which identifies projects based on asset life, utilisation and functionality. Over the next 10 years, $217.3m will be spent on asset renewals. Council carries out scheduled maintenance on its assets, however if there is an immediate risk please contact Council. The Lunar New Year Festival budget has increased due to a NSW Government Multicultural Grant of $300,000. An additional $140,000 is from additional revenue sources sponsorship, ticket sales and stallholder fees. Council's contribution to the festival is $75,000. The 2023 festival was funded through the NSW Government Multicultural Grant at the same budget and had an $10.2 million increase in visitor spending to Chatswood than the 2022 festival, with $5.7 million on dining and entertainment. Project "302329 Bike Plan 2024 and minor bicycle improvements" in the Operational Plan 2023/24 will be used to improve pavement marking and signage on bicycle routes. The project bid includes Chatswood West including Fullers Road as a potential candidate project, subject to more

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	funding would be sought at some future date. This is clearly a completely overblown response for a request for well documented basic signage on an existing bike route. We could be forgiven for thinking that this was a case of deliberate obfuscation and delay. It is hard to see that this project, if handled in a straight forward manner, could cost more than a few tens of thousands of dollars to implement. On Council's Draft Operational Plan 2023/24 map of major and/or site specific projects, in CWW only one project is shown west of the railway line. That turns out to be the budget item for the Lunar New Year festival, whose draft budget provision has ballooned from around $150,000 in previous years, to over three time as much - $515,000 in the draft budget. This is of course a budget provision not just for Chatswood West but the whole of the Willoughby LGA , and further afield. CWWPA could not find a reason given for such an increase in this budget item. If this celebration is indeed to be regarded as meriting such a level of increased expenditure, on account of its social and cultural benefits and returns through its stimulation of commercial activity, then perhaps Council should source a large part of this increased expenditure from those who will benefit financially from it. The savings obtained could then be made available to other worthy projects. At a time when funds are said by Council to be in short supply, it seems strange to find such a large increase in what is basically a "celebration" item. In short CWWPA is totally dissatisfied with the way this ward has been blatantly short changed in the draft operational plan.	detailed investigation in 2023. Council will consult with a range of stakeholders in preparing the Bike Plan 2024. The map in the document only highlights major projects, there are more than 20 projects identified in the West Ward. No change to Plan.
Individual Submission 34	I would like to see the Merlon Pathway project at Castlecrag included in the Operational Budget. A private petition and a Council survey in 2019 demonstrated high levels of community support. Various engagements with Council over	Noted. The 'Missing Link' footpath in Merlon Reserve, Castlecrag has been reviewed annually since 2012 and is not considered

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	recent years have raised hopes that funding for this project would eventually come to the top of the list. The desire for creation of usable pathway in this location (between The Scarp and The Bulwark) is entirely consistent with Council's own Griffin Reserves Plan of Management yet this project receives no attention year after year. Since there is no appetite for creation of an expensive, heavily engineered solution, a small allocation of funds would be sufficient to create an informal bushland pathway and bring the project to fruition. I note that in the recent community consultation for Council's Public Spaces and Recreation Strategy, the Merlon Pathway project garnered the most inputs of any locality across Willoughby City. Clearly, levels of community support remain high and it is now incumbent on Council to respond to the views of the community and find a place in the Operational Plan to do the work.	a priority in the 2023/24 Operational Plan, given other priorities and high construction costs. However, Council and contractors will continue to maintain this area using the recurrent budget. No change to Plan.
Submission 35 Naremburn Progress Association Inc.	Good spread of funding across all operational areas. Little detail provided on most items, but these items were then discussed in detail and clarified during the one-on-one meeting	Noted. No change to Plan is sought.
Individual Submission 36	I note that the operational budget shows only one significant project of note west of the railway line in Chatswood West, and that this is the Lunar New Year festival with a budget provision of $513,000, more than three times larger than previous budgets for this item which have been around $150,000. Meanwhile the Chatswood West community makes do with the O. H. Reid Reserve playground with damaged and rotting picnic tables and poorly maintained equipment, for which attention was sought in 2020. In addition, a personal request last December, through Councillor Xia, for	Noted. The Lunar New Year Festival budget has increased due to a NSW Government Multicultural Grant of $300,000. An additional $140,000 is from additional revenue sources sponsorship, ticket sales and stallholder fees. Council's contribution to the festival is $75,000. The 2023 festival was funded through the NSW Government Multicultural Grant at the same budget and had an $10.2 million increase in visitor

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	maintenance and signage on the existing bike route from Chatswood West to the CBD was responded to with obfuscation by the Council. “Mr Nelson’s proposal will be considered and, where appropriate, investigated. Investigations will be undertaken in 2023. Improvement proposals such as new signs, line and pavement markings to enhance the safety, recognition and use of this route will be released to the community for consideration and feedback. All feedback will be considered and, may lead to the proposal staying the same, being modified or not proceeding. Should the proposal be considered acceptable by the community it will be forwarded to the Traffic Committee for consideration and Council for a final decision. Funding for proposals will be sought in Councils transport programs in 2023/ 24 and future years.” That project could have been completed at a fraction of the cost of the additional expenditure on the Lunar New Year Festival. I suggest that Council needs to reassess its priorities.	spending to Chatswood than the 2022 festival, with $5.7 million on dining and entertainment. Works at OH Reid Reserve will be considered as part of project 302291 OH Reid Playground renewal – design. Project “302329 Bike Plan 2024 and minor bicycle improvements” in the Operational Plan 2023/24 will be used to improve pavement marking and signage on bicycle routes. The project bid includes Chatswood West including Fullers Road as a potential candidate project, subject to more detailed investigation in 2023. Council will consult with a range of stakeholders in preparing the Bike Plan 2024. No change to Plan.
Submission 37 Bike North Inc	Thank you for the opportunity to comment on Willoughby Council’s Operational Plan for 2023-24. Bike North is a volunteer run bicycle user group, affiliated with Bicycle New South Wales and Cycling New South Wales, with a membership of around 500. We work with many councils in northern Sydney, including Willoughby Council, towards creating a bicycling friendly environment for all who want to use a bike for transport or recreation in northern Sydney. Bike North is also a member of Better Streets, a coalition of community groups, businesses and individuals, advocating	Noted. Project 302430 reference to outdoor dining was an error which will be corrected in the final Operational Plan. This project will transform a hot, wide, car-dominated street into a cool, green, pedestrian and cycle-friendly corridor to improve connections to Penshurst Street shops, Willoughby Public School and Willoughby Girls High School. The planned works for 2023-24 are community engagement, design development and implementation of streetscape improvement.

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	for better streets in Australia. Better Streets vision calls for safe, healthy, people-friendly, climate-friendly streets that are accessible to all of us to give people more options to move around safely and enjoyably Bike North is completely supportive of initiatives such as streetscaping, reducing speed limits on local roads to 30kph and making streets a place for walking, cycling and scootering rather than as rat runs for motor vehicles. We have urged Willoughby Council to undertake a trial for 30kph quiet streets and Edward Street and Penshurst Street would be an excellent location to undertake such a trial. We equally support safe routes to school. **As such we totally support the initiative in the Operational Plan to streetscape Edward and Penshurst Street**. We are though somewhat confused by the reference in the plan that work for 2023/24 would be to enhance outdoor dining area. We understood that Council has been offered funding by Transport for NSW for active travel measures on these streets. Measures to make it safer and more pleasurable to walk and ride bikes along this corridor between Mowbray Road and Artarmon Road would be much more appropriate. We also welcome the funding to **support measures to make the existing shared path along the Pacific Highway much safer**. While the opening of the widened shared path was welcome last year, there are many safety issues outstanding, including the signalising and upgrading of the intersections with side streets and the Gore Hill Freeway exit, bus shelter advertisements destroying sightlines and other obstructions. We hope that sufficient funds have been allocated to complete these works.	Funds are available to improve signalisation along the existing shared path along the Pacific Highway. This work can commence when TfNSW approval is provided. Improvements will be implemented around bus shelters where sightlines issues have been identified by Council. Council has no immediate plans to install permanent counters on the Pacific Highway shared path or other significant routes. This is a potential future initiative for investigation and costing. Council will consider funding opportunities to extend the shared path north along the Pacific Highway to Boundary Road and Roseville when the design is finalised. The detailed design for Smith Street and High Street path will be based on the concept design adopted by Council in July 2021 which is a shared path. Council will consult with a range of stakeholders in preparing the Bike Plan 2024. Change to the Plan.

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	We note the $20,000 for traffic, bicycle and pedestrian counts and urge this to include **permanent counters on the Pacific Highway shared path** as well as other significant bike routes in Willoughby LGA. Such counters as well as other technologies to inform how many and where people are riding in Willoughby are essential for good bicycle planning. We welcome funding to progress a project to **extend the shared path north along the Pacific Highway to Boundary Road and Roseville** and urge Council to progress this sufficiently to apply for construction grants in the 2024-25 year at the latest**.** We also welcome funding **to complete a new design for Smith Street and High Street** and hope this will involve a separate bike path rather than the earlier design of a shared path. We note item **Bike Plan 2024 and Minor Bicycle Improvements**. There are many small bicycle improvements needed in Willoughby LGA, including updating destination signage and pavement markings. There are also many outstanding projects in the existing Bike Plan. We recommend that Council take advice on prioritisation and design from the new Active and Integrated Transport Advisory Committee to complete many of these improvements and outstanding projects for this upcoming financial year rather than spending this small budget on a new Bike Plan. Bike North also has representatives on council's Active and Integrated Transport Advisory Committee and input from this committee should also be sought for the upcoming Operational Plan.	

Submission #	Verbatim Submission	Proposed Council Response
Individual Submission 38	Number 302299 Muston Park Wisteria Walk South Lawn Area Following are some comments: 1. We agree that the 2011 plan for Muston Park should be reviewed and updated because of changes to park usage. We are unsure how much of the 2011 plan has been completed and how much construction remains. 2. We totally oppose the removal of any wisteria opposite 15,17 and 19 Eden Street. 3. We are concerned with the 'over-development' of the park with walkways, entrances, earthworks, retaining walls, handrails, car spaces and steps. Such development will destroy what little remains of the 'open space' nature of the park.	Noted. Since 2017 Council has been completing the community projects from the 2011 Muston Park Master Plan as funds became available. These projects include access improvements, new picnic area, public toilets upgrade and the playground renewal of 'Rocket Park'. The final works are the re-shaping of the southern lawn to improve recreation access (2023/24), and the renewal of the existing timber pergola supports of the Wisteria Walk (2024/25). These works are being undertaken as the pergola supports need to be replaced. Once detailed designs are produced, the Open Space team will engage further with the community. The southern lawn is currently a sloping area. Its reshaping as a levelled lawn will facilitate informal play and leisure. Sandstone block walls and ramps will surround the lawn area providing better access into the park. The landscape improvements proposed for the southern lawn will be subject to consultation with the community during July and August 2023. Specific feedback and concerns on Muston Park has been referred to Council's Open Space Team for consideration and response. No change to Plan.