



AGENDA

FOR INNOVATION AND BUSINESS DEVELOPMENT SUB COMMITTEE MEETING TO BE HELD ON

10 JUNE 2020 AT 6.30 PM

**IN WITTBER & DR RUBY DAVY ROOMS, SALISBURY COMMUNITY HUB, 34
CHURCH STREET, SALISBURY**

MEMBERS

Cr K Grenfell (Chairman)
Mayor G Aldridge (ex officio)
Cr L Braun
Cr C Buchanan (Deputy Chairman)
Cr A Duncan
Cr D Hood
Cr P Jensen
Cr J Woodman

REQUIRED STAFF

Chief Executive Officer, Mr J Harry
General Manager Business Excellence, Mr C Mansueto
Manager Governance, Mr M Petrovski

APOLOGIES

LEAVE OF ABSENCE

PRESENTATION OF MINUTES

Presentation of the Minutes of the Innovation and Business Development Sub Committee Meeting held on 11 May 2020.

Presentation of the Minutes of the Confidential Innovation and Business Development Sub Committee Meeting held on 11 May 2020.

REPORTS

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Sub Committee 9

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OTHER BUSINESS

CLOSE



**MINUTES OF INNOVATION AND BUSINESS DEVELOPMENT SUB COMMITTEE
MEETING HELD IN THE LITTLE PARA CONFERENCE ROOMS,
SALISBURY COMMUNITY HUB, 34 CHURCH STREET, SALISBURY ON**

11 MAY 2020

MEMBERS PRESENT

Cr K Grenfell (Chairman)
Mayor G Aldridge (ex officio)
Cr L Braun
Cr C Buchanan (Deputy Chairman)
Cr A Duncan
Cr D Hood
Cr P Jensen
Cr J Woodman

OBSERVERS

Cr B Brug (*via teleconference*)

STAFF

Chief Executive Officer, Mr J Harry
General Manager Business Excellence, Mr C Mansueto
Manager Governance, Mr M Petrovski
Governance Support Officer, Ms K Boyd

The meeting commenced at 6.41 pm.

The Chairman welcomed the members, staff and the gallery to the meeting.

APOLOGIES

There were no apologies.

LEAVE OF ABSENCE

Nil

PRESENTATION OF MINUTES

Moved Cr L Braun
Seconded Mayor G Aldridge

The Minutes of the Innovation and Business Development Sub

Committee Meeting held on 10 March 2020, be taken and read as confirmed.

CARRIED
UNANIMOUSLY

Moved Cr J Woodman
Seconded Mayor G Aldridge

The Minutes of the Confidential Innovation and Business Development Sub Committee Meeting held on 10 March 2020, be taken and read as confirmed.

CARRIED

REPORTS

IBDSC1 Future Reports for the Innovation and Business Development Sub Committee

Moved Cr J Woodman
Seconded Cr L Braun

1. The information be received.

CARRIED
UNANIMOUSLY

IBDSC2 Update on the proposed Dry Creek Project

Moved Mayor G Aldridge
Seconded Cr L Braun

1. That the information be received.
2. A Dry Creek project business case be presented to Council, following successful completion of the Dry Creek Stormwater Management Plan (SMP) and a community/stakeholder engagement process.

CARRIED
UNANIMOUSLY

IBDSC3 City of Salisbury Calendar of Events & Exhibitions review

Mayor G Aldridge declared a perceived conflict of interest on the basis of a family member running a local market. Mayor Aldridge left the meeting at 6.59 pm.

Moved Cr P Jensen
Seconded Cr C Buchanan

1. That the report be noted.
2. That the balance of funding of \$32,500 from not holding the Carisbrooke Park and Ingle Farm Salisbury Plays events, be transferred to the Sports and Community Clubs COVID-19 Recovery Support Package.

CARRIED
UNANIMOUSLY

Suspension of Formal Meeting Procedures

Moved Cr L Braun
Seconded Cr J Woodman

That the meeting procedures be suspended to allow informal discussion on this item.

CARRIED

Formal meeting procedures were suspended at 7.04 pm.

Formal meeting procedures resumed at 8.03 pm.

Further Motion:

Moved Cr C Buchanan
Seconded Cr J Woodman

1. That the events program for the 2020/21 financial year be scheduled to commence from January 2021 to June 2021, apart from the Asbestos Victims Memorial Services scheduled for the last Friday in November, and Vietnam Veterans Day Ceremony held in August 21, however both events will need to be modified in line with State and Federal Government health guidelines.
2. That a three (calendar) year events and exhibitions program be developed that incorporates the following:
 - A \$70,000 annual exhibition budget be staged for three years with staff to submit recommendations for an annual program, noting that exhibitions such as Watershed Art Prize and SALA should be considered in an adapted format if appropriate, and potentially conducted on alternate years with events such as the Salisbury Writers' Festival.

- Events that have historically attracted substantial attendance numbers be reviewed with a view to possible modification and/or combining with other like events.
 - The Bridgestone opening event and associated activities be confirmed in line with construction finalisation and the progress of COVID-19, and funding for this event should be the subject of a non-discretionary bid subject to the timing of project delivery.
 - The staging of Salisbury Plays events resume when it is safe and appropriate to do so.
 - Further consideration be made to aligning City of Salisbury's Harmony Week activities held in March with the Salisbury Business Association's Food and Cultural Festival (earmarked for October 2020).
 - The Salisbury Secret Garden be reviewed and presented for a further three years with activities being revised to become a one-day event using South Australian and local performers only.
 - Consider the combination of the Australia Day and Citizen of the Year Ceremony with the Salisbury Legends Awards.
3. A three year program be developed following the review of the events identified in Attachment 4 of the report to this item on the agenda, and taking into account the contents of paragraph 2 of this Motion, be the subject of an Informal Strategy session, and then the subject of a subsequent report to Council by July 2020.
 4. A report be prepared that provides advice on a City of Salisbury Christmas Carol grant, and appropriate criteria for expending the \$30,000 grant, to commence in the 2021/22 financial year.
 5. With regard to the potential of a community market being established in future, a report be prepared for further consideration and inclusion in the budget process for the next financial year.

CARRIED
UNANIMOUSLY

Mayor G Aldridge returned to the meeting at 8.04 pm.

IBDSC4 Community Requests - Response Dashboard

Moved Cr C Buchanan
Seconded Mayor G Aldridge

1. The information be received.

CARRIED
UNANIMOUSLY

OTHER BUSINESS

Nil

CONFIDENTIAL ITEMS

IBDSC5 Public Lighting LED Business Case

Moved Cr J Woodman

Seconded Cr L Braun

1. Pursuant to Section 90(2) and (3)(b)(i) and (b)(ii) of the Local Government Act 1999, the principle that the meeting should be conducted in a place open to the public has been outweighed in relation to this matter because:

- it relates to information the disclosure of which could reasonably be expected to confer a commercial advantage on a person with whom the council is conducting, or proposing to conduct, business, or to prejudice the commercial position of the council; and

- information the disclosure of which would, on balance, be contrary to the public interest.

2. In weighing up the factors related to disclosure,

- disclosure of this matter to the public would demonstrate accountability and transparency of the Council's operations

- Non disclosure of this item at this time will protect commercially sensitive information the disclosure of which may prejudice the commercial position of Council and/or confer a commercial advantage on a person with whom the Council is conducting or proposing to conduct business. If the recommendations of this report are approved Council will enter into negotiations with a preferred provider.

On that basis the public's interest is best served by not disclosing the **Public Lighting LED Business Case** item and discussion at this point in time.

3. Pursuant to Section 90(2) of the Local Government Act 1999 it is recommended the Council orders that all members of the public, except staff of the City of Salisbury on duty in attendance, be excluded from attendance at the meeting for this Agenda Item.

CARRIED

The meeting moved into confidence at 8.03 pm.

The meeting moved out of confidence and closed at 8.11 pm.

CHAIRMAN.....

DATE.....

ITEM	IBDSC1 INNOVATION AND BUSINESS DEVELOPMENT SUB COMMITTEE
DATE	10 June 2020
HEADING	Future Reports for the Innovation and Business Development Sub Committee
AUTHOR	Michelle Woods, Projects Officer Governance, CEO and Governance
CITY PLAN LINKS	4.3 Have robust processes that support consistent service delivery and informed decision making.
SUMMARY	This item details reports to be presented to the Innovation and Business Development Sub Committee as a result of a previous Council resolution.

RECOMMENDATION

1. The information be received.

ATTACHMENTS

There are no attachments to this report.

1. BACKGROUND

- 1.1 A list of resolutions requiring a future report to Council is presented to each sub committee and standing committee for noting.
- 1.2 If reports have been deferred to a subsequent month, this will be indicated, along with a reason for the deferral.

2. CONSULTATION / COMMUNICATION

- 2.1 Internal
 - 2.1.1 Report authors and General Managers.
- 2.2 External
 - 2.2.1 Nil.

3. REPORT

3.1 The following table outlines reports to be presented to the Innovation and Business Development Sub Committee as a result of a previous Council resolution:

Meeting Item	Heading and Resolution	Officer
28/10/2019 1.1.3 Due:	Collaboration Agreement between Council and Community Centres 3. <u>That the Innovation and Business Development Sub Committee conduct a review of the Collaboration Agreement over the next 12 months</u> and conduct a review of the management model for Community Hubs (Burton, Para Hills and Ingle Farm) by June 2020. November 2020	Jo Cooper
28/10/2019 1.1.3 Due: Deferred to: Reason:	Collaboration Agreement between Council and Community Centres 3. That the Innovation and Business Development Sub Committee conduct a review of the Collaboration Agreement over the next 12 months and <u>conduct a review of the management model for Community Hubs (Burton, Para Hills and Ingle Farm) by June 2020.</u> June 2020 August 2020 To allow this matter to be presented at Informal Strategy in July 2020.	Jo Cooper
28/10/2019 2.1.1 Due: Deferred to: Reason:	Burton Community Hub Project Update 2. That development of a management model be considered as part of a review of community hub models, including the Paddocks Hub by the Innovation and Business Development Sub Committee to be reported to the sub committee by April 2020. June 2020 August 2020 To allow this matter to be presented at Informal Strategy in July 2020.	Jo Cooper
25/11/2019 6.0.2- IBDSC4 Due:	Verge Maintenance Review 3. A further report be provided at the completion of 2020 on the effectiveness of the trial. 4. Further work be undertaken over the next 12 months to identify sites for alternative verge treatments with consideration to aligning and funding through existing strategies and capital works programs, and a report be brought back recommending other sites and verge treatments. December 2020	Mark Purdie

25/11/2019 6.0.2- IBDSC4	Verge Maintenance Review 5. A further report be provided on implementing changes to the Verge Development Policy with advice on the potential to provide financial and other incentives to residents to maintain their own verges. Due: December 2020	Craig Johansen
23/03/2020 6.0.2- IBDSC-OB1	Improvement of Organisational Operations That staff bring back a report to the Innovation and Business Development Sub Committee that: a. details the current status of the existing operations covering building, property and land development related functions; b. identifies opportunities to improve the alignment and interface across organisation operations associated with the delivery of property related strategic outcomes and service delivery and support to leaseholders of Council facilities. Due: July 2020 Deferred to: August 2020 Reason: Consultancy still in progress.	John Devine / Terry Sutcliffe
25/05/2020 6.0.3- IBDSC2	Update on the proposed Dry Creek Project 2. A Dry Creek project business case be presented to Council, following successful completion of the Dry Creek Stormwater Management Plan (SMP) and a community/stakeholder engagement process. Due: November 2020	Bruce Naumann
25/05/2020 6.0.3- IBDSC3	City of Salisbury Calendar of Events & Exhibitions Review 3. A three year program be developed following the review of the events identified in Attachment 4 of the report to this item on the agenda, and taking into account the contents of paragraph 2 of this Motion, be the subject of an Informal Strategy session, and then the subject of a subsequent report to Council by July 2020. Due: November 2020	Julie Kushnir
25/05/2020 6.0.3- IBDSC3	City of Salisbury Calendar of Events & Exhibitions Review 4. A report be prepared that provides advice on a City of Salisbury Christmas Carol grant, and appropriate criteria for expending the \$30,000 grant, to commence in the 2021/22 financial year. Due: September 2020	Julie Kushnir
25/05/2020 6.0.3- IBDSC3	City of Salisbury Calendar of Events & Exhibitions Review 5. With regard to the potential of a community market being established in future, a report be prepared for further consideration and inclusion in the budget process for the next financial year. Due: September 2020	Julie Kushnir

4. CONCLUSION / PROPOSAL

- 4.1 Future reports for the Innovation and Business Development Sub Committee have been reviewed and are presented to Council for noting.

CO-ORDINATION

Officer:	Executive Group	A/GMCD	GMCI	GMCID	GMBE
Date:	01/06/2020	29/05/2020	29/05/2020	29/05/2020	29/05/2020

ITEM	IBDSC2
	INNOVATION AND BUSINESS DEVELOPMENT SUB COMMITTEE
DATE	10 June 2020
HEADING	Community Bus to Service Western Suburbs
AUTHOR	Julie Douglas, Senior Social Planner, Community Development
CITY PLAN LINKS	3.3 Be a connected city where all people have opportunities to participate. 3.2 Have interesting places where people want to be. 3.1 Be an adaptive community that embraces change and opportunities.
SUMMARY	<p>This report responds to Council resolutions regarding the viability and service options of a bus service to provide better connectivity to the western side of the Salisbury Council area.</p> <p>It outlines options for the provision of a community bus service including: fully subsidised model; partially subsidised model; user pays model; fixed route service; on demand services.</p>

RECOMMENDATION

1. That this report be received.
2. Staff promote Salisbury Home and Community Care transport services and deliver letter drop offs to all senior residents in the Western suburbs to identify need for service and inform the further development of potential service and model options.
3. That opportunities are explored with the Department of Planning, Transport and Infrastructure for development of an on-demand bus service within the City of Salisbury.

ATTACHMENTS

This document should be read in conjunction with the following attachments:

1. Adelaide Metro Route Transport Map
2. City of Salisbury bus and train stops
3. Community Bus Cost Assumptions

1. BACKGROUND

1.1 At its meeting on 25 November 2019 Council resolved:

1. *That staff bring back a report to the Innovation and Business Sub Committee on the viability and service options of a bus service to connect the western suburbs with the rest of Salisbury.*

2. *That the report identifies gaps in currently available public transport particularly to suburbs west of Port Wakefield Road, including Globe Derby Park, Bolivar and St Kilda.*
3. *That the report include different service levels and models of:*
 - A. *fully funded Council-subsidised community bus service*
 - B. *partially subsidised model*
 - C. *user pays model.*
4. *That the report considers the cost versus benefit of servicing the local community and residents of Salisbury in line with the City Vision of being a Liveable and connected city.*
5. *That the report considers the potential financial benefits in increased tourism to the City of Salisbury, notably destinations such as the Globe Derby Harness Racing Club, the St Kilda Interpretative Centre and the St Kilda Adventure Playground, in line with the City vision of being a Prosperous City and Enabling Excellence.*
6. *That Council write to the Minister and Shadow Minister for Transport about its concern of no provision of public transport as part of the growth strategy for the western side of Port Wakefield Road and calls on the government to provide public transport option.*
7. *That staff identify state and federal government funding opportunities to assist with the cost of providing a community bus service for isolated communities.*

Resolution Number 0322/2019

- 1.2 The provision of community transport represents a significant financial challenge for councils, exacerbated by a lack of secure funding for the purchase, maintenance and accreditation of vehicles; appropriate insurance and liability cover for those vehicles, and fluctuating fuel prices. Introduction of new services or changes to existing community transport arrangements requires careful consideration of the financial sustainability of the various community transport options and the potential for duplication of existing state public transport provision. Previous council reports have alluded to some of these issues:

- 1.2.1 **March 2015** - Responding to a resolution requesting investigation of the feasibility of providing a community bus service in the City of Salisbury, this report provided an overview of transport options that were then available to the community through various programs including the regional Northern Metro Community Passenger Network (operating for residents of Salisbury, Playford and Tea Tree Gully), and Home and Community Care (HACC) Community Transport (eligible for seniors, disabled persons and carers in Salisbury). The models used within the City of Salisbury and regionally were considered to generally meet community demand for service at that time with manageable financial implications for Council.

The report modelled annual costs for the provision of additional community transport services at between \$227,300 and \$355,100 (based on a fixed route scenario and dependent on the model adopted and the

kilometres travelled annually). Council resolved not to proceed with the development of an additional community transport service but subsequently provided increased funding to the existing HACC community transport service.

The modelled cost estimate conservatively equated to a rate increase in the vicinity of at least 0.3% in the absence of reductions in other budget areas. With escalation of costs of 5% p.a., the potential cost of this model could be between \$305,000 and \$505,000 p.a. in 2020/21 depending on the final model, frequency, route and total kilometres travelled.

- 1.2.2 **October 2009** - This report responded to a resolution requesting investigation of community transport models taking in to consideration opportunities for integrating and working with adjoining Council's and the Office of Public Transport.

It was resolved not to proceed with the development of a community transport service due to:

- Findings from a community transport survey indicating little capacity for existing community transport providers to develop an expanded or integrated community transport service;
- Council was due to commence an 'across Council boundary' transport program in partnership with the City of Playford to meet the transport needs for HACC eligible older residents;
- The State Government had introduced free travel for seniors, which had improved access and usage for this cohort; and
- Changes to public transport introduced at that time had resolved some of the route and service gaps experienced by residents.

- 1.2.3 **February 2009** - This report responded to Council resolution requesting investigation of a community bus trial based on the Tea Tree Gully model, initially to be based in the south of the City of Salisbury.

After investigation, the preliminary cost of the trial service was estimated to be in the vicinity of \$25,000-\$30,000 for a period of 12 months. However, it was anticipated that community expectations would be created through the trial and that demands for similar services across the City would likely result. The scale of future demands for increasing service routes and frequency, if adopted by Council, was considered to have significant impacts on future operating funds of Council - ranging from a very conservative \$150,000 to \$300,000 per annum within 5 years. Council resolved not to proceed with the trial.

- 1.3 This report will provide an overview of Council's existing community transport services, public transport gaps and options for the provision of community bus services and other forms of community transport.

2. CONSULTATION / COMMUNICATION

2.1 Internal

2.1.1 City Infrastructure – Traffic Management

2.1.2 City Development – Economic Development & Urban Policy

2.2 External

2.2.1 N/A

3. REPORT

- 3.1 The majority of travel nationally and in South Australia is still undertaken in privately owned vehicles. Census data indicates that in 2016 there was a high level of car ownership across the City of Salisbury, with only 6.9% of households not owning a car, compared with 7.8% for Greater Adelaide and 7.3% nationally. While this may represent relatively low overall numbers of households without a car, those households without a car are much more likely to be occupied by residents who are aged, have a disability or are otherwise disadvantaged. It follows that the lack of transport options can have significant impacts for these community members.
- 3.2 Recognising these impacts, the viability of community transport services is an area of concern for many local government jurisdictions. Generally, community transport services are provided when there are few or no alternative transport options in an area; and/or to meet the needs of people unable to access other forms of transport.

Community Profile – West of Pt Wakefield Road

- 3.3 It is noted that the population living west of Pt Wakefield Road is relatively low in numbers and dwelling density, and dispersed over a large geographic area. The 2016 Census recorded a total of 685 persons living in the combined areas of Bolivar, Globe Derby Park and St Kilda:
- 3.3.1 Bolivar had a population of 269 persons living in 135 households, with 7 of those households without a motor vehicle. 105 of the 269 Bolivar residents were aged 65+ years in 2016 and therefore eligible for transport services already provided by the City of Salisbury through Salisbury Home and Community Services (SHCS).
- 3.3.2 Globe Derby Park had a population of 346 persons living in 126 households with 0 of those households without a motor vehicle. 91 of the 346 Globe Derby Park residents were aged 65+ years in 2016 and therefore eligible for transport services already provided by the City of Salisbury through SHCS.
- 3.3.3 St Kilda had a population of 70 persons living in 45 households with 3 households without a motor vehicle. 18 of the 70 St Kilda residents were aged 65+ years in 2016 and therefore eligible for transport services already provided by the City of Salisbury through SHCS.
- 3.4 The low population level in the area west of Pt Wakefield Road is an influential factor in the state governments planning for public transport services to the area, as it impacts on the likely level of demand for those services. As will be outlined further in this report, low demand for transport services is also reflected in service provision data from Council's existing community transport services – which indicates only 14 individual transport services were requested from the broader Waterloo Corner area in the 2018/19 financial year.

Salisbury Home and Community Services Transport Provision

- 3.5 The Salisbury Home and Community Services Transport report was presented to the Council meeting held on 23 March 2020 (Item 2.2.1), Council resolved (0450/2020):
1. *Information to be received.*
 2. *Council support a wider range of transport service delivery options that maximise independence and choice for older residents of Salisbury.*
 3. *That Council allocate \$100k per annum in the 2020/21 budget to continue an expanded Commonwealth Home Support Services for a further three year period commencing in 2020/21, and that for the duration of the COVID-19 threat, the program be expanded to all senior residents who are not clients of Commonwealth Home Support Services.*
 4. *Council gives further consideration on expanded transport service delivery options for the western part of the city as part of the report due re consideration of community bus in May 2020 via the Innovation and Business Development Sub Committee*
- 3.6 The City of Salisbury currently provides transport to older and disabled residents through Salisbury Home and Community Services (SHCS) funded by the Commonwealth Home Support Program (CHSP), and the City of Salisbury.
- 3.7 The City of Salisbury currently receives \$181,705 external funding for transport services. This involves \$137,705 CHSP transport service funding and \$44,000 from City of Playford for Community Passenger Network transport which is also CHSP funding, via State Government.
- 3.8 In addition since the 2015/16 financial year council has provided \$100,000 funding per annum to expand the transport services provided through Salisbury Home and Community Services. At the time of this new initiative the external funding was called Home and Community Care (HACC) and administered by the State Government. However, with the national aged care reforms, from 1 July 2015 the external funding for aged care services has been administered by the Commonwealth Government under the Commonwealth Home Support Programme (CHSP).
- Salisbury Home and Community Services provides transport services with older people to access shopping, medical appointments, social activities and transport to places of interest
- 3.9 During the COVID-19 threat, the SHCS transport program is expanding to all senior residents who are not clients of Commonwealth Home Support Services and who also require access to essential services including transport. The SHCS transport service is a door-to-door service, and not a community bus service. The development of a separate community bus service within the City of Salisbury should ideally not seek to duplicate our current transport service provision.
- 3.10 The SHCS transport service has four Toyota vans and one station wagon driven by volunteers dedicated to transport services. In addition to the fleet of vehicles driven by volunteers, there are three taxi contractors and two bus companies engaged via the SHCS Panel of contractors providing transport services.

- 3.11 Transport provision includes the following activities:
- Transport for social activities, shopping and medical appointments;
 - Transport to attend social support group activities at Jack Young Centre, Para Hills Centre and Pine Lakes; and
 - Individualised transport coupons for use by a SHCS taxi contractor.
- 3.12 A range of transport trips are provided for older people who have limited transport options to venture to different shopping and social locations, both locally and regionally (e.g. Barossa, Virginia Nursery, beach drive and lunch, West Lakes princess Cruise, Op shopping, Victor Harbor & Goolwa, Clare Valley, Shedley Theatre, Adelaide Central Market, City drive, cinema, National Parks, Mystery Drive etc).
- 3.13 In the 2018/19 financial year, 704 customers were provided with 14,134 transport trips. In the 2019/20 financial year the SHCS transport service provided 14 trips from Waterloo Corner to meet the demands of older residents living in the western suburbs of Salisbury.
- 3.14 To remind older and disabled residents that they can receive transport assistance from the SHCS transport service, it is recommended that staff promote the services and deliver letter drop offs to all senior residents in the western suburbs.

Public Transport Service Provision

- 3.15 A previous analysis of bus network accessibility undertaken in 2015 indicated that 91.6% of households in City of Salisbury were located within 600 metres of a bus stop. The public transport network routes have not substantially changed since this time, maps of the current Adelaide metro network and bus and train stops are attached to this report (attachments 1 and 2).
- 3.16 While the western suburbs have a reasonable level of coverage in terms of proximity to bus stops (notwithstanding issues relating to service regularity), public transport provision to the areas west of Pt Wakefield Road are extremely limited. The only bus servicing west of Pt Wakefield Road is the 900 Route servicing Virginia via Pt Wakefield Road. There are only 3 stops in the Waterloo Corner area with only limited services (2 morning and 2 afternoon).
- 3.17 Past experience has shown that the State Government will not provide public transport services if the public will not use them, or the population catchment is not at a level to demonstrate sufficient demand for service⁴. Albeit there is a low cluster of residents without vehicles west of Pt Wakefield Road it is extremely unlikely that this will be serviced by the State Government through Adelaide Metro in the foreseeable future. With that in mind it is possible that services may be integrated in the next 10 years with the proposed development of the Dry Creek Salt Fields.
- 3.18 Council staff are preparing a letter to the Minister and Shadow Minister for Transport to highlight Council's concern regarding the lack of public transport services to the west of Pt Wakefield Road.

Fixed Route Community Bus Service Option

- 3.19 Options for a fixed route community bus service, potentially servicing major destination points such as retail activity centres, major health services and community service centres are as follows:
- 3.19.1 A fully funded, council-subsidised fixed route community bus service at a potential cost to council in the order of \$125,000 for a very minimal service to \$380,000 per annum depending on the final model, frequency, route and total kilometres travelled (cost estimates and assumptions are included in attachment 3 to this report). Should council opt to purchase, rather than lease buses, there would be additional upfront purchase costs in addition to the per annum operating costs.
 - 3.19.2 A partially subsidised fixed route community bus service offset by a small user pays contribution (\$3 per person per trip used) raising in the order of \$20,000 of income each year. Point of sale systems to recover this contribution could be up to \$10,000 per year resulting in a cost to Council in the order of \$115,000 for a very minimal service to \$370,000 per annum.
 - 3.19.3 A fully user pays fixed route community bus service does not appear viable given that the cost per user could be up to \$25 per person, per trip based on an optimistic 15,000 passenger movements per year.

On-Demand Flexible Route Community Bus Service Option

- 3.20 Options for an on-demand flexible route community bus service are as follows:
- 3.20.1 A fully funded, council-subsidised on-demand flexible route community bus service at a potential cost to council in the order of \$150,000 to \$380,000 per annum depending on the final model, frequency, and total kilometres travelled.
 - 3.20.2 A partially subsidised on-demand flexible route community bus service offset by a small user pays contribution (\$3 per person per trip used) raising in the order of \$20,000 of income each year. Point of sale systems to recover this contribution could be up to \$10,000 per year resulting in a cost to Council in the order of \$140,000 to \$370,000 per annum.
 - 3.20.3 A fully user pays on-demand flexible route community bus service does not appear viable given that the cost per user could be up to \$25 per person, per trip based on an optimistic 15,000 passenger movements per year.
- 3.21 It should be noted that both the State and Federal transport departments have indicated that no funding is currently available to local governments to develop local broad community transport initiatives at this stage.

On Demand Public Transport Services

- 3.22 In recent years a number of jurisdictions nationally have trialed or implemented on-demand public transport services. There have been 36 on-demand public transport trials across Australia since October 2017, with the number of operators growing from 7 to 22 in this time.

- 3.23 In South Australia on-demand style bus services are operated or trialed in Mt Barker, Gawler, and the Barossa. The Mt Barker trial has shown initial promise in filling a public transport gap attracting more than 4,000 passengers in its first month.
- 3.24 The Mt Baker trial was an outcome from a regional public transport study by the Mt Barker District Council, which made recommendations on improving the provision of public transport services and infrastructure in the district and across the region. One of the key recommendations of the study was to undertake ‘on demand’ bus trials in specific locations, which was subsequently funded and implemented by the South Australian Government with the ‘on demand’ bus trial commencing in Mt Barker in January 2020 for a 6 month period finishing in July 2020. The trial has reportedly been in high demand with over 1,000 trips being made by Mt Barker residents each week.
- 3.25 While on demand public transport services hold promise for improving connectivity in areas not well serviced by other forms of public transport, evaluation of the South Australian trials is needed to gain insights into the likely cost and effectiveness of such a service within the Salisbury local government area.
- 3.26 It is recommended that Council explore future opportunities with the Department of Planning, Transport and Infrastructure for rolling out on-demand bus services to parts of the City not currently well-provisioned by existing public transport.

Ride Sharing Services

- 3.27 Increasing community preferences for flexible and convenient transport options has seen an increase in the popularity of ride-sharing services, such as Uber. A significant advantage of ride-sharing services is that they offer door-to-door service and are flexible to meet demand, allowing consumers greater choice and control over their transport services. An additional benefit of ride-sharing services is the increased potential to generate employment in the community.
- 3.28 It is unknown to what extent ride-sharing transport services are utilised by those residents who live west of Port Wakefield Road. Understanding demand and usage would require additional work and consultation with those communities.

Tourism Focused Bus Service

- 3.29 Previous reports into community transport options for the City of Salisbury have focused on public transport gaps and/or the needs of elderly, disabled and disadvantaged residents in the City of Salisbury. Models adopted by other councils and community passenger networks similarly adopt a focus on meeting otherwise unmet needs for transport for vulnerable community members. Research undertaken thus far has not provided an example of a community transport initiative that also operates to support tourism growth, which may reflect that the different objectives are not easily accommodated within the same model. This would require further detailed investigation should Council wish to pursue this direction.
- 3.30 As outlined in this report, the existing SHCS transport service provides services to older residents and those with a disability for the purposes of tourism and visitation to locations within Adelaide and nearby regional areas. This service is determined by an analysis of demand.

Understanding the Need for Service

- 3.31 In order to appropriately address parts 3 and 5 of the Council resolution, and because of the significant cost involved in providing community transport services, it is recommended that a targeted needs analysis is undertaken to determine the level of demand for an additional community transport service. This will inform the extent of any proposed service and appropriate options to service identified need. The needs analysis should include, at a minimum:
- Community engagement on demand, access and mobility problems to provide clarity about transport gaps and barriers to access;
 - Mapping existing capacity and services to determine what alternative services are available and can be adapted to suit need; and
 - Destination identification to identify potential routes and inform the cost structure.

4. CONCLUSION / PROPOSAL

- 4.1 This report has provided an overview of past reports and considerations of Council in relation to viability and service options for a community bus within the Salisbury local government area.
- 4.2 An analysis of existing public transport provisions confirms that areas west of Port Wakefield Road do not have easily walkable access to public transport.
- 4.3 Australian Bureau of Statistics data indicates the City of Salisbury has higher levels of car ownership than the rest of Greater Adelaide and Nationally. According to the last Census, only 10 households in total from Bolivar, Globe Derby Park, and St Kilda did not have a car. Combined with a less dense population in these areas, the demand of public transport may be less than other part of the council area.
- 4.4 Additional work to undertake a full economic and social impact analysis is required to provide further advice regarding the benefit to tourism and local areas.
- 4.5 Options for a fixed route community bus service are as follows:
- 4.5.1 A fully funded, council-subsidised fixed route community bus service at a potential cost to council in the order of \$125,000 to \$380,000 per annum depending on the final model, frequency, route and total kilometres travelled.
- 4.5.2 A partially subsidised fixed route community bus service offset by a small user pays contribution (\$3 per person per trip used) raising in the order of \$20,000 of income each year. Point of sale systems to recover this contribution could be up to \$10,000 per year resulting in a cost to Council in the order of \$115,000 to \$370,000 per annum.
- 4.5.3 A fully user pays fixed route community bus service does not appear viable given that the cost per user could be up to \$25 per person, per trip based on an optimistic 15,000 passenger movements per year.
- 4.6 Options for an on-demand flexible route community bus service are as follows:
- 4.6.1 A fully funded, council-subsidised on-demand flexible route community bus service at a potential cost to council in the order of \$150,000 to

- \$380,000 per annum depending on the final model, frequency, and total kilometres travelled.
- 4.6.2 A partially subsidised on-demand flexible route community bus service offset by a small user pays contribution (\$3 per person per trip used) raising in the order of \$20,000 of income each year. Point of sale systems to recover this contribution could be up to \$10,000 per year resulting in a cost to Council in the order of \$140,000 to \$370,000 per annum.
- 4.6.3 A fully user pays on-demand flexible route community bus service does not appear viable given that the cost per user could be up to \$25 per person, per trip based on an optimistic 15,000 passenger movements per year.
- 4.7 Existing Council operated SHCS transport services are available to meet the transport needs of older residents and residents with a disability living in the western suburbs of the City of Salisbury. A targeted promotional campaign can be undertaken to ensure residents are made aware of this service.
- 4.8 Staff are preparing a letter to the Minister and Shadow Minister for Transport to highlight Council's concern regarding the lack of public transport services to the west of Pt Wakefield Road, which will include the potential for an on-demand bus service in the area.

CO-ORDINATION

Officer: EXECUTIVE GROUP
Date: 01/06/2020



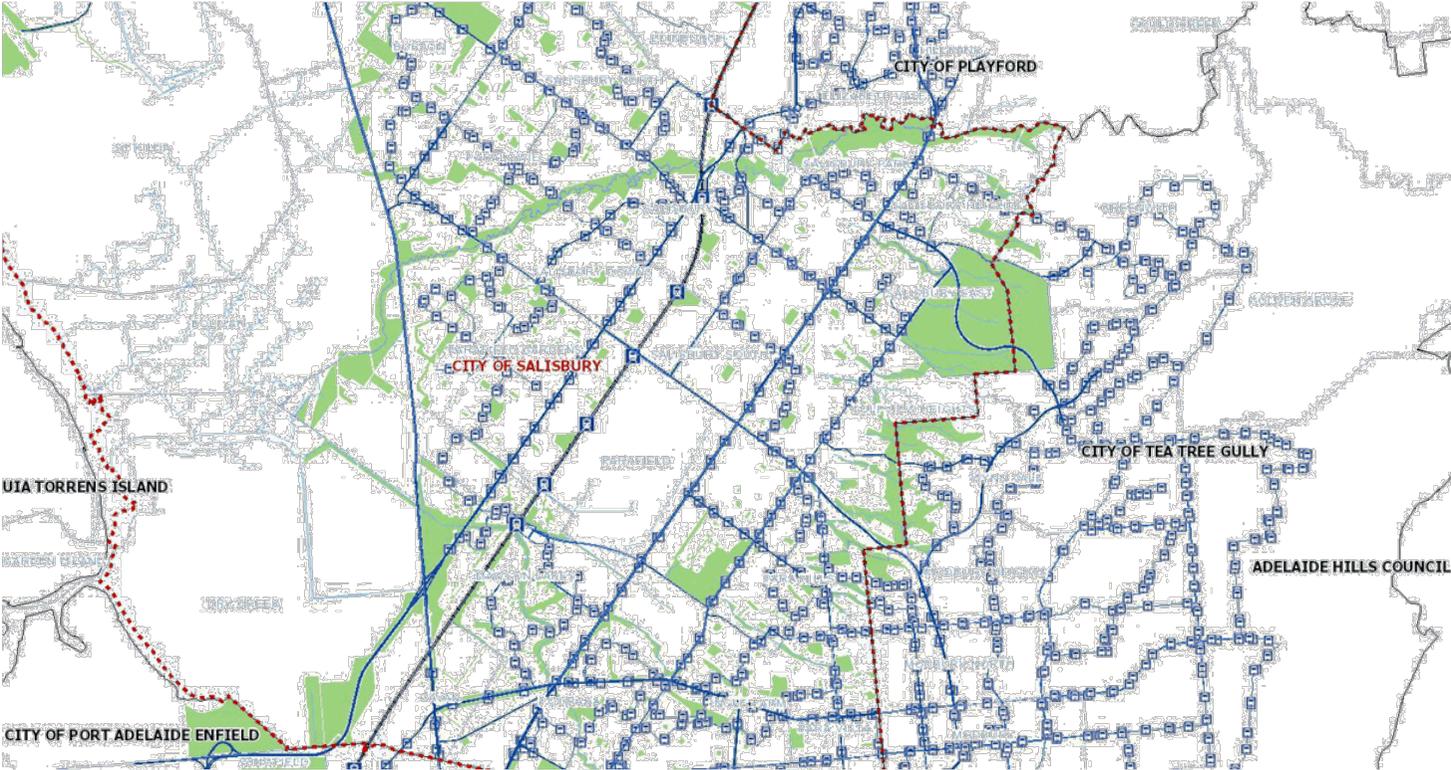
Adelaide network map

8 September 2019



Download **metromate** 1300 311 108 @AdelaideMetroSA

Government of South Australia Adelaide Metro



Item IBDSC2 - Attachment 2 - City of Salisbury bus and train stops

Community Bus Cost Estimates

The following tables provide cost assumptions developed for the 2020 Community Bus report. Lease and purchase options are outlined for single bus and 3 bus service at 14,000 km and 25,000 km travel per annum.

Lease Options

Item	Annual Costs	
	5 Year Lease @ 14,000 km p/a	5 Year Lease @ 25,000 km p/a
Leasing Costs	\$33,400	\$35,400
Labour Costs	\$43,680	\$58,300
Running Costs*	\$13,000	\$21,300
Coordination Costs	\$32,300	\$32,300
Total annual cost per bus	\$122,380	\$147,300
Total annual cost x 3 buses	\$302,540	\$377,300

*(Running costs inclusive of servicing labour)

Purchase Options

Upfront purchase cost of \$178,270 per bus, or \$534,810 for 3 buses.

Item	Annual Cost @ 14,000 km p/a	Annual Cost @ 25,000 km p/a
Labour Costs	\$43,680	\$58,300
Running Costs*	\$29,400	\$37,700
Depreciation & Interest on Capital	\$17,000	\$17,000
Residual Value	-\$5,400	-\$5,400
Coordination Costs	\$32,300	\$32,300
Total annual cost per bus	\$116,980 (+ upfront purchase cost \$178,270)	\$139,900 (+ upfront purchase cost \$178,270)
Total annual cost x 3 buses	\$286,340 (+ upfront purchase cost \$534,810)	\$365,900 (+ upfront purchase cost \$534,810)

*(Running costs inclusive of servicing labour)

ITEM	IBDSC3 INNOVATION AND BUSINESS DEVELOPMENT SUB COMMITTEE
DATE	10 June 2020
HEADING	Community Requests - Response Dashboard
AUTHOR	Charles Mansueto, General Manager Business Excellence, Business Excellence
CITY PLAN LINKS	4.3 Have robust processes that support consistent service delivery and informed decision making.
SUMMARY	As per Council resolution a monthly report on the Community Requests - Response Dashboard is provided for information.

RECOMMENDATION

1. The information be received.

ATTACHMENTS

This document should be read in conjunction with the following attachments:

1. Community Requests - 31 May 2020

1. BACKGROUND

- 1.1** At the council meeting held on 26/08/2019 item IBDSC-OB2 was considered and the following resolved:

‘That, in order to regularly monitor customer service performance, an update report on the “customer review dashboard” be a standing item on the agenda for the innovation and business development subcommittee, and be provided at each meeting.’

Resolution No 0250/2019

- 1.2** Further, at the November 2019 meeting, the committee also requested that the information be provided by department.

2. CONSULTATION / COMMUNICATION**2.1** Internal

- 2.1.1** General Manager Business Excellence

2.2 External

- 2.2.1** Nil

3. ORGANISATION

- 3.1** The Community Request - Response Dashboard for the period 1 July 2019 to 31 May 2020 is attached for reference.

- 3.2 Only service requests received through the Community Experience Centre are included in this report.
- 3.3 A total of 15,966 (75.1%) requests were closed within 10 days.
- 3.4 Since 1 July the administration has achieved a 94.5% closed/response outcome within the 10 day target from a total of 21,259 requests received.
- 3.5 Year to date, of the requests that had not been closed within the 10 days, 78.0% had been responded to within the 10 day period.
- 3.6 In the 10 days prior and up to 31 May 2020, of the requests that had not been closed within the 10 days, 90.1% had been responded to within the 10 day period.

2. DEPARTMENT

Department	Requests Received	% Responded < 10 Days	% Closed < 10 Days	% Not Met 10 Day Response	% Closed/ Responded
Business Excellence	1,304	0.0%	98.7%	1.3%	98.7%
City Development	5,640	5.9%	83.0%	11.1%	88.9%
Community Development	222	0.0%	94.1%	5.9%	94.1%
City Infrastructure	13,976	26.2%	69.2%	3.6%	95.4%
Epathway	33	0.0%	90.9%	9.1%	90.9%
Information Requests	83	-	92.8%	7.2%	92.8%
Advice Only	1	-	100.0%	-	100.0%
Total	21,259	19.4%	75.1%	5.5%	94.5%

- 2.1 The requests captured as Epathway are request previously received online before Council commenced CityWatch (new E-Services application).
- 2.2 Information requests are for when a community member contacts Council to provide some information but it doesn't generate any action.

4. CONCLUSION / PROPOSAL

- 4.1 The monthly report on the Community Requests - Response Dashboard be received.

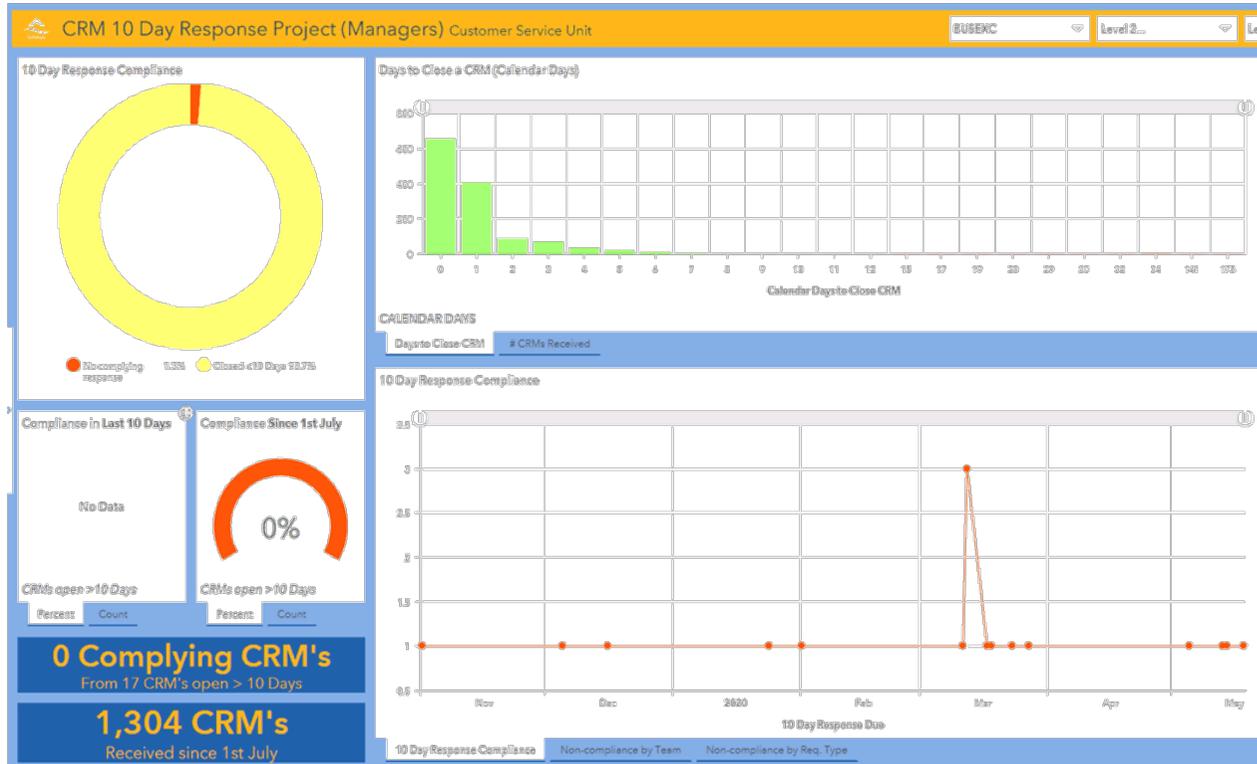
CO-ORDINATION

Officer: Executive Group
Date: 02/06/2020

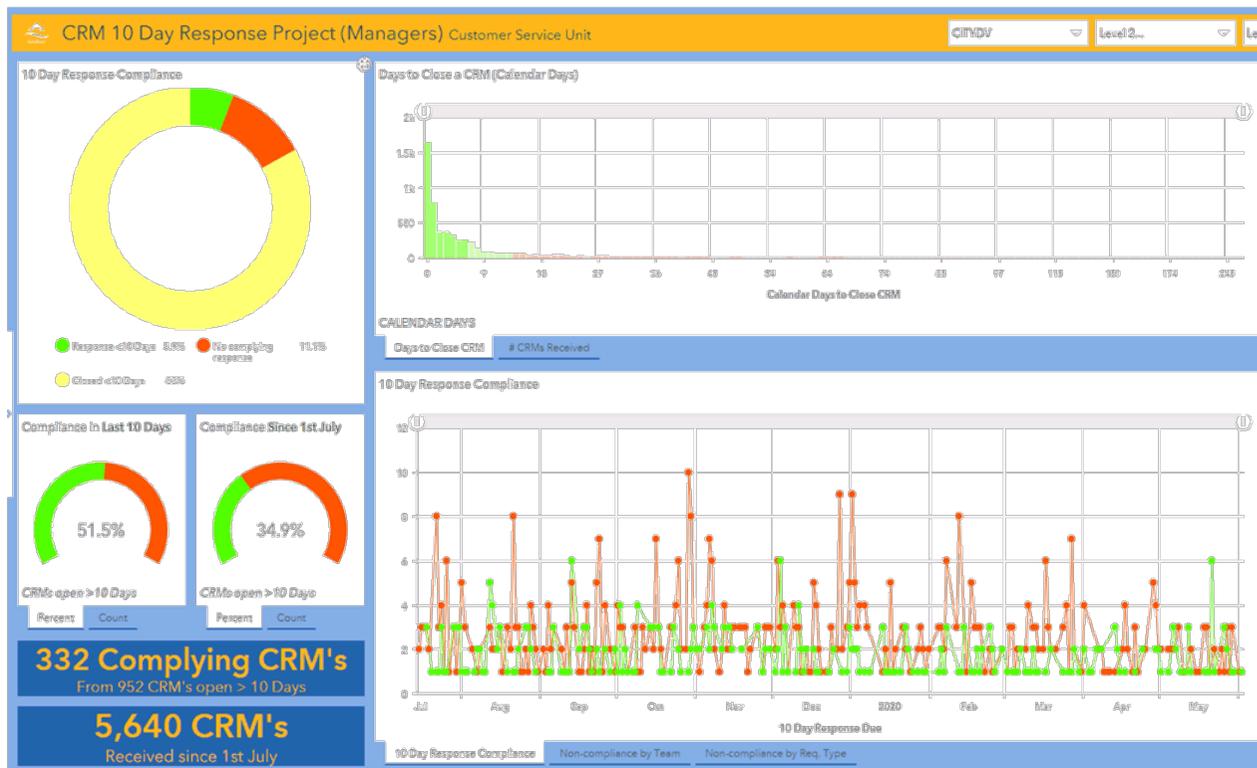
10 Day Service Standard – 1 July 2019 to 31 May 2020



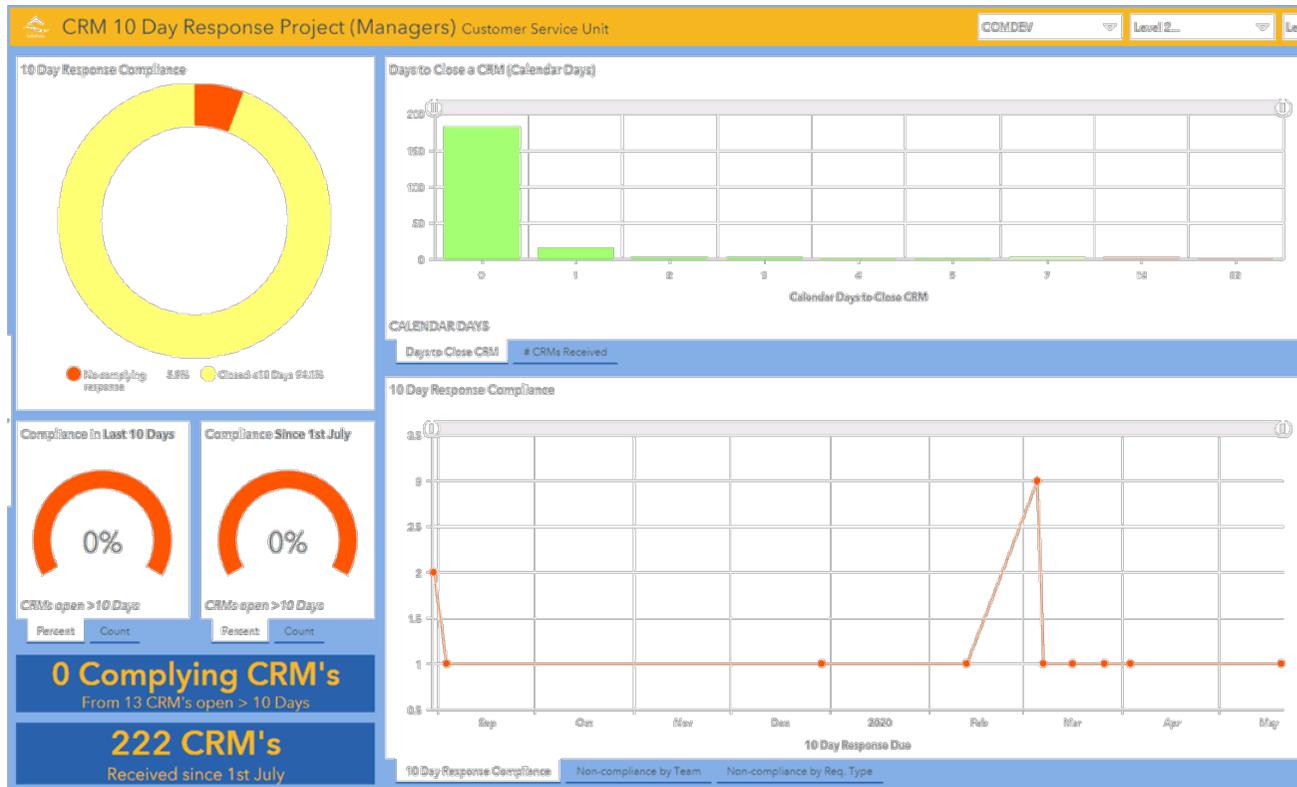
Business Excellence – 1 July 2019 to 31 May 2020



City Development – 1 July 2019 to 31 May 2020

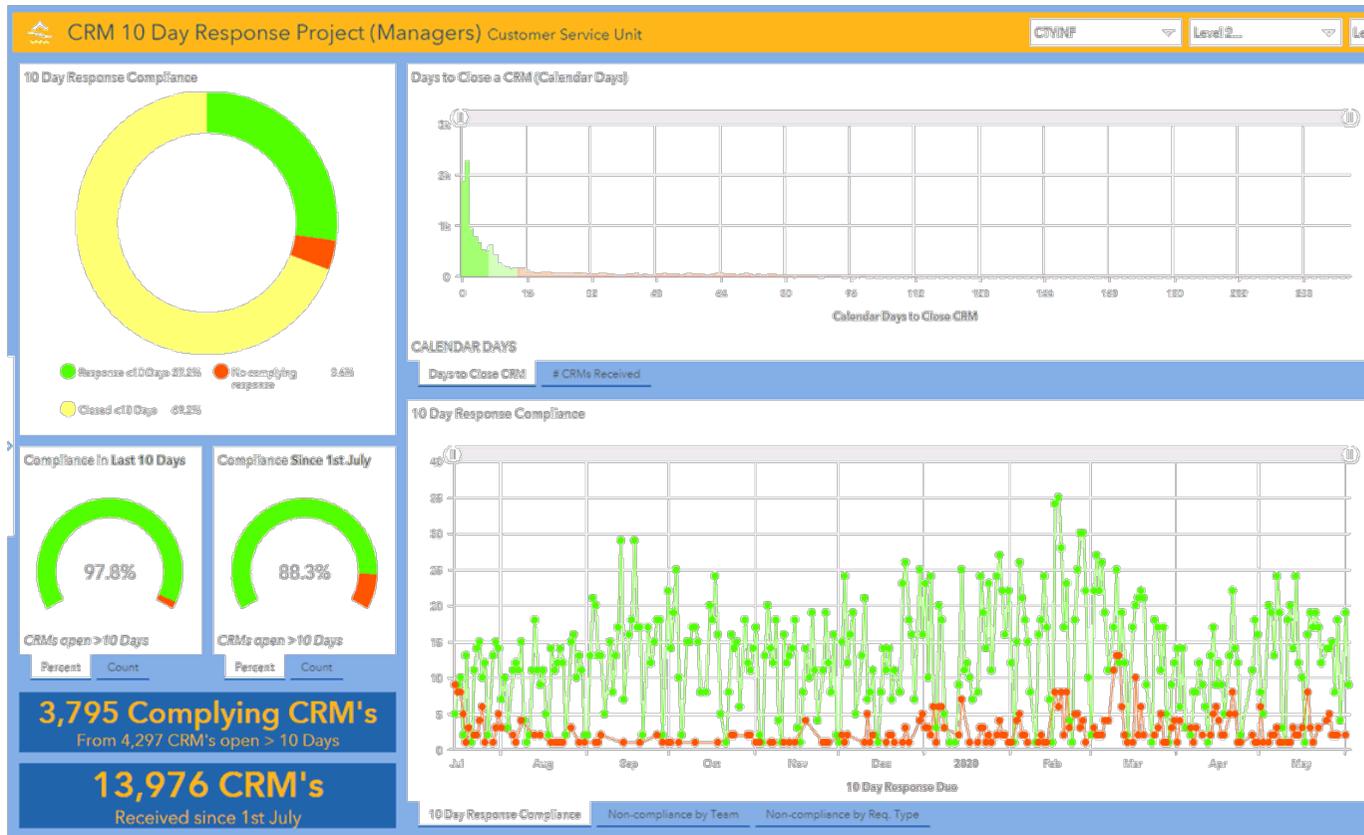


Community Development – 1 July 2019 to 31 May 2020



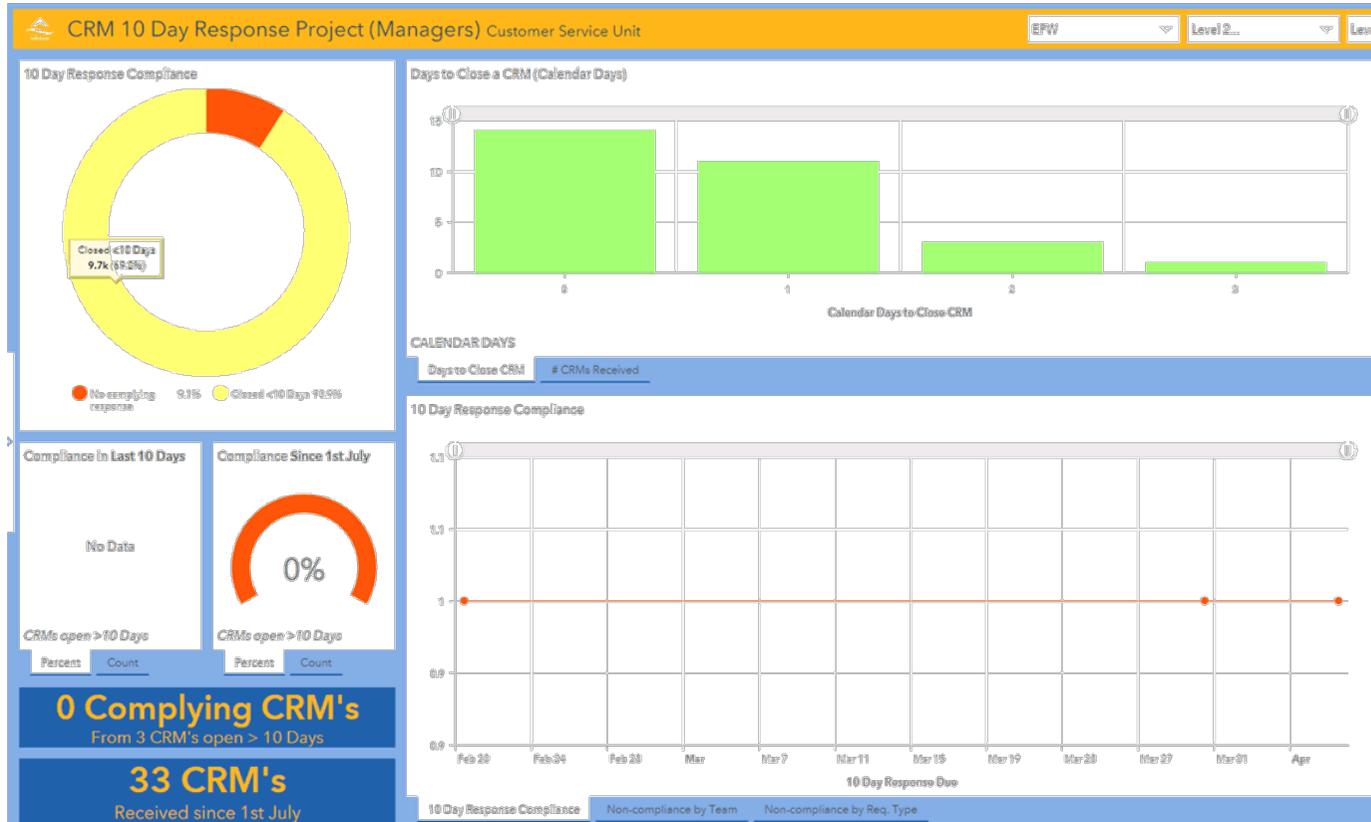
Item IBDSC3 - Attachment 1 - Community Requests - 31 May 2020

City Infrastructure – 1 July 2019 to 31 May 2020

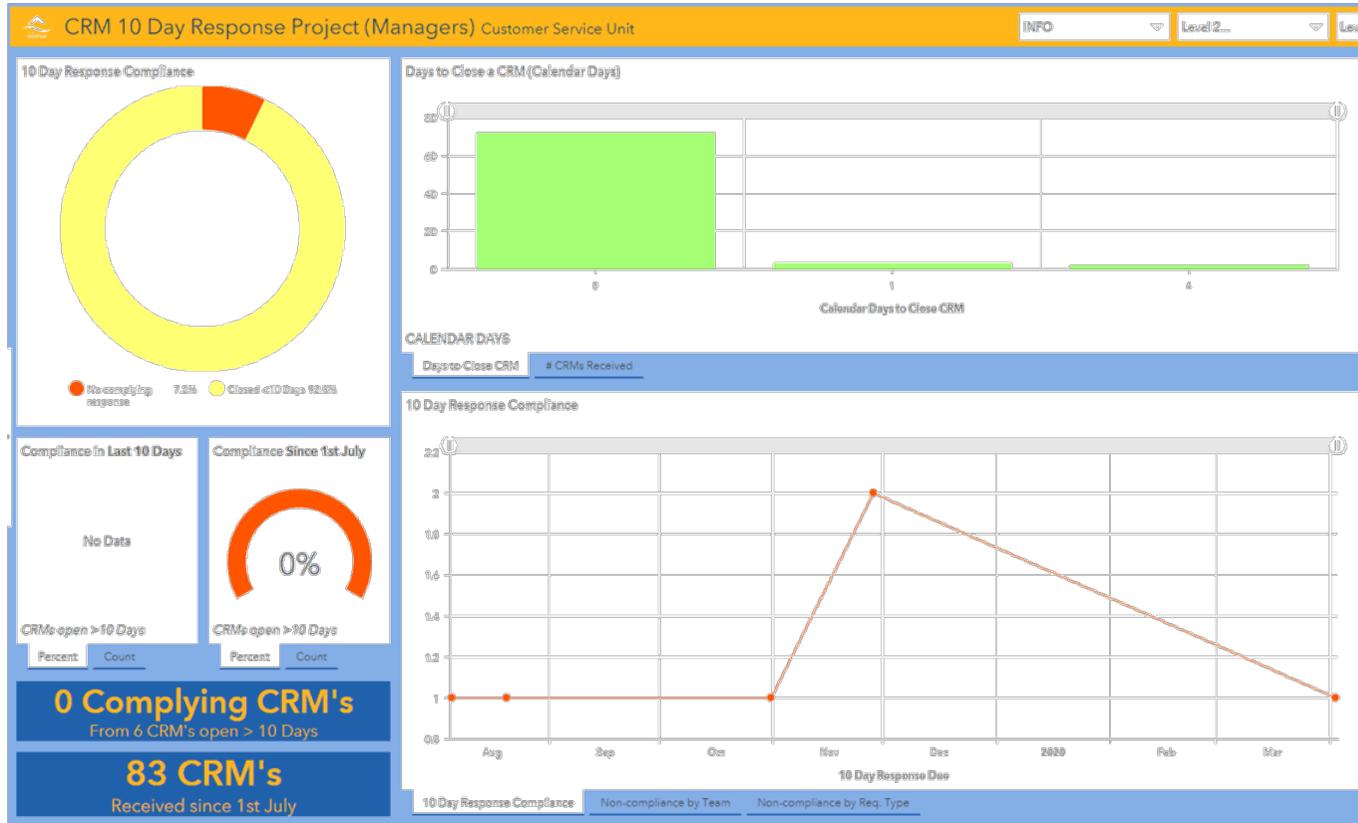


Item IBDSC3 - Attachment 1 - Community Requests - 31 May 2020

Epathway – 1 July 2019 to 31 May 2020



Information Only – 1 July 2019 to 31 May 2020



Advice Only – 1 July 2019 to 31 May 2020

