



AGENDA

FOR INNOVATION AND BUSINESS DEVELOPMENT COMMITTEE MEETING TO BE HELD ON

**21 JUNE 2022 AT CONCLUSION OF COMMUNITY WELLBEING AND SPORT
COMMITTEE**

**IN LITTLE PARA CONFERENCE ROOMS, SALISBURY COMMUNITY HUB,
34 CHURCH STREET, SALISBURY**

MEMBERS

Cr K Grenfell (Chairman)
Mayor G Aldridge (ex officio)
Cr M Blackmore
Cr B Brug (Deputy Chairman)
Deputy Mayor, Cr C Buchanan
Cr P Jensen
Cr G Reynolds
Cr J Woodman

REQUIRED STAFF

Chief Executive Officer, Mr J Harry
General Manager Business Excellence, Mr C Mansueto
Manager Governance, Mr R Deco
Team Leader Council Governance, Ms J O'Keefe-Craig
Governance Support Officer, Ms K Boyd

APOLOGIES

LEAVE OF ABSENCE

PRESENTATION OF MINUTES

Presentation of the Minutes of the Innovation and Business Development Committee Meeting held on 17 May 2022.

Presentation of the Minutes of the Confidential Innovation and Business Development Committee Meeting held on 17 May 2022.

REPORTS

Administration

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For Decision

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For Information

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QUESTIONS ON NOTICE

There are no Questions On Notice

MOTIONS ON NOTICE

There are no Motions On Notice

OTHER BUSINESS

(Questions Without Notice, Motions Without Notice, CEO Update)

CLOSE



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

17 MAY 2022

MEMBERS PRESENT

Cr K Grenfell (Chairman) (*via Microsoft Teams*)
Cr M Blackmore
Cr B Brug (Deputy Chairman) (*via Microsoft Teams from 6.40pm*)
Deputy Mayor, Cr C Buchanan
Cr G Reynolds (*via Microsoft Teams*)
Cr J Woodman

OBSERVERS

Cr A Duncan

STAFF

Chief Executive Officer, Mr J Harry
General Manager Business Excellence, Mr C Mansueto
Director Business Transformation, Ms J Emerson
Manager Strategic Property Developments, MS S Klein
Manager Governance, Mr R Deco
Team Leader Council Governance, Ms J O'Keefe-Craig

The meeting commenced at 6:36pm

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

APOLOGIES

Apologies were received from Mayor G Aldridge (ex officio), Cr P Jensen,

LEAVE OF ABSENCE

Nil.

PRESENTATION OF MINUTES

Moved Cr C Buchanan
Seconded Cr M Blackmore

The Minutes of the Innovation and Business Development Committee Meeting held on 20 April 2022, be taken as read and confirmed.

CARRIED

REPORTS

Administration

6.0.1 Future Reports for the Innovation and Business Development Committee

Moved Cr M Blackmore
Seconded Cr J Woodman

That Council:

1. Notes the report.

CARRIED

For Decision

6.1.1 Recommendations of the Strategic Property Development Sub Committee meeting held on Monday 9 May 2022

Moved Cr G Reynolds
Seconded Cr J Woodman

That Council:

Receives and notes the information contained in the Strategic Property Development Sub Committee of the meeting held on 9 May 2022 be received and noted with respect to the following recommendations contained therein to be adopted by Council:

CARRIED

6.1.1-SPDSC1 Future Reports for the Strategic Property Development Sub Committee

Moved Cr G Reynolds
Seconded Cr J Woodman

That Council:

1. Notes the report.

CARRIED

Cr B Brug entered the meeting at 6:40pm.

6.1.2 Community Bus Budget 2022/2023

Moved Cr C Buchanan

Seconded Cr B Brug

1. Notes that the Community Bus Services 2021/2022 budget is close to being fully expended.
2. Approves a further budget allocation be provided to support the Community Bus service into 2022/23, with a non-discretionary bid of \$100k into the 2022/23 budget as set out in Attachment 1 of this report (Item No.6.1.2).
3. Notes a mid-review of the Community Bus Service report will be provided to Council in June 2022 to seek feedback on the future operating model and continuation of the service.

CARRIED
UNANIMOUSLY

For Information

6.2.1 Community Requests - Response Dashboard

Moved Cr G Reynolds

Seconded Cr B Brug

That Council:

1. Notes the report.

CARRIED

OTHER BUSINESS

There were no Other Business Items.

EXCLUSION ORDERS

6.4.1 Recommendations of the Confidential Strategic Property Development Sub Committee meeting held on Monday 9 May 2022

Moved Cr M Blackmore
Seconded Cr J Woodman

Pursuant to section 83(5) of the *Local Government Act 1999* the Chief Executive Officer has indicated that, if Council so determines, this matter may be considered in confidence under Part 3 of the *Local Government Act 1999* on grounds that:

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 report at this time will protect Council's commercial position as public disclosure may provide third parties with a commercial advantage.*

*On that basis the public's interest is best served by not disclosing the **Recommendations of the Confidential Strategic Property Development Sub Committee meeting held on Monday 9 May 2022** 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

6.4.2 Exceptional Community Experience Project Update

Moved Cr M Blackmore
Seconded Cr J Woodman

Pursuant to section 83(5) of the *Local Government Act 1999* the Chief Executive Officer has indicated that, if Council so determines, this matter may be considered in confidence under Part 3 of the *Local Government Act 1999* on grounds that:

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*

*On that basis the public's interest is best served by not disclosing the **Exceptional Community Experience Project Update** 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 6:46pm.

The meeting moved out of confidence at 6:58pm.

The meeting closed at 6:58pm.

CHAIRMAN.....

DATE.....

ITEM	6.0.1
	INNOVATION AND BUSINESS DEVELOPMENT COMMITTEE
DATE	21 June 2022
HEADING	Future Reports for the Innovation and Business Development Committee
AUTHOR	Hayley Berrisford, PA to General Manager Business Excellence, Business Excellence
CITY PLAN LINKS	4.2 We deliver quality outcomes that meet the needs of our community
SUMMARY	This item details reports to be presented to the Innovation and Business Development Committee as a result of a previous Council resolution.

RECOMMENDATIONThat Council:

1. Notes the report.

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 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 table below outlines the reports to be presented to the Innovation and Business Development Committee as a result of a Council resolution.

Meeting Item	- Heading and Resolution	Officer
27/09/2021 6.1.1 Due:	Community Hubs Management Model and Community Centres Collaboration Agreement Review 4. Approves a comprehensive assessment of the management models, in the context of delivering the best outcomes for our community, be conducted and reported back to Council by June 2023 for Bagster Road Community Centre, Salisbury East Neighbourhood Centre, Pooraka Farm Community Centre and Morella Community Centre. June 2023	Chandler Giles
28/02/2022 6.1.2 Due:	Support and Recovery Plan for Residents and Businesses through COVID 5. Approves a Report be presented to Council in August 2022 to report on outcomes delivered and unspent funds. August 2022	Amy Pokoney Cramey
23/05/2022 6.1.2 Due:	Community Bus Budget 2022/2023 3. Notes a mid-review of the Community Bus Service report will be provided to Council in June 2022 to seek feedback on the future operating model and continuation of the service. June 2022	Amy Pokoney Cramey
23/05/2022 6.4.2 Due:	Exceptional Community Experience Project Update 2. Receives, through the Innovation and Business Development Committee quarterly reports on the progress of the Business Transformation progress and any requests for future funding. August 2022	Hannah Walters
23/05/2022 6.4.2 Due:	Exceptional Community Experience Project Update 10. Require a Business Transformation Future Fund reserve policy be prepared including mechanisms to transfer funds into the Business Transformation Future Fund, and approval process and reporting process for allocations from the reserve for consideration of Council no later than July 2022 July 2022	Hannah Walters

4. CONCLUSION / PROPOSAL

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

ITEM	6.1.1
	INNOVATION AND BUSINESS DEVELOPMENT COMMITTEE
DATE	21 June 2022
HEADING	Covid-19 Small Business Grant Applications Review
AUTHOR	Mike Richards, Coordinator Business Services, City Development
CITY PLAN LINKS	3.1 Salisbury's businesses are successful and part of our community 3.2 Salisbury is a place of choice for businesses to start, invest and grow
SUMMARY	In March 2022 the Innovation and Business Development Committee approved the establishment of a once off grant program to support small business impacted by COVID-19. Applications were open from 1 May 2022 to 31 May 2022. A total of eight eligible applications were received, seeking a total of \$22,564.

RECOMMENDATION

That Council:

1. Approves the offering of Small Business Grants to City of Salisbury businesses as detailed in the report (Innovation and Business Development Committee, 21 June 2022, Item No. 6.1.1.
2. Authorises the Chief Executive Officer or delegate to make contractual arrangements with the recommended grant recipients.
3. Notes that a further report will be presented to Council on the allocation of unspent funds.

ATTACHMENTS

There are no attachments to this report.

1. BACKGROUND

1.1 On 28 March 2022, Council resolved the following:

1. *As part of the City of Salisbury's COVID support for small businesses, that Administration present a report to the Innovation and Business Development Committee in March 2022, for the establishment of a once off grant program commencing in May 2022 and totaling \$60,000 be included in the second quarter budget review as a non-discretionary bid.*
2. *The initiative is to include:*
 - a. *Capital Works Grants up to \$5,000 (excl GST) per applicant on matching dollar for dollar basis to assist with capital works related expenditure supporting business revenue opportunities (examples include equipment, shop fit-out and physical alterations to business premises); and*

- b. Grants to support small businesses for online, e-commerce, or digital marketing activities up to \$2,500 per applicant or the equivalent value in subsidised training.*
 - 3. *The report is to include:*
 - a. Proposed eligibility criteria and guidelines for the grant program.*
 - b. Proposed timeline to enable applications to be considered by Council within three months of the grant program commencement date.*
 - 4.a. *That Council approve a non-discretionary budget bid within the second quarter budget review of \$20,000 noting a contribution from the Salisbury Business Association of \$10,000 to introduce the Discover Salisbury campaign with a voucher system to support local cafes, restaurants and small local businesses.*
 - b. The voucher system guidelines and conditions to be delegated to the CEO.*

1.2 The Program opened for applications on 1 May 2022 and closed on 31 May 2022.

2. CITY PLAN CRITICAL ACTION

2.1 Support new and existing businesses and industries grow and create jobs.

3. CONSULTATION / COMMUNICATION

3.1 Internal

3.1.1 Polaris Business and Innovation Centre Business Advisors

3.2 External

3.2.1 Salisbury Business Association

3.2.2 Kelvin Trimper, Chair of Northern Futures Inc

4. REPORT

- 4.1 Guidelines for the Grants Program and the administrative procedures were finalised in April 2022.
- 4.2 The Program was promoted extensively through the marketing channels of the City of Salisbury, Polaris Business & Innovation Centre and Salisbury Business Association.
- 4.3 On-line applications opened on 1 May 2022 and closed on 31 May 2022. Eight eligible applications were received. A further two applications were received but were deemed not eligible as one did not meet the 30% turnover reduction criteria, and the other one was a business that had recently changed ownership and couldn't provide evidence of financial information for the December quarter.
- 4.4 Feedback received from businesses interested in the program indicated that many did not meet the turnover downturn criteria. Their March 2022 turnovers had not been as impacted by COVID cases and isolation as expected.
- 4.5 All Polaris Business and Innovation Centre mentoring clients were invited to consider the grants, but none were eligible as they did not meet the turnover decline.

4.6 A Panel comprising Kelvin Trimper (Chair, Northern Futures), Paula Bennet (Economic Development Officer, Polaris Centre) and Chandler Giles (Manager Community Participation and Partnerships) met on 3 June 2022 to review and assess applications.

4.7 The Panel recommended that the following businesses be offered the grants below:

BUSINESS	GRANT TYPE	GRANT AMOUNT
Aluminum Plus (SA) Pty Ltd	Capital Works (replacing manufacturing tooling and IT upgrades)	\$5,000
The Anchor Care Pty Ltd	Capital Works (purchasing new machine)	\$5,000
The Mustard Seed Family Project Incorporated t/a Paid 4 U Cafe	Capital Works (generator and battery)	\$2,633
Action Indoor Sports and Inflatable World Salisbury	On-line, e-commerce or digital marketing	\$2,500
Adelaide E-bikes Pty Ltd t/a DYU Australia	On-line, e-commerce or digital marketing	\$2,500
Sign A Rama Salisbury	On-line, e-commerce or digital marketing	\$2,500
DG Gleeson & DJ Moran t/a Mental Health Partners	On-line, e-commerce or digital marketing	\$2,431
AXPG	On-line, e-commerce or digital marketing	\$2,500

4.8 A total of \$22,564 of the \$60,000 budget for this program will be invested in the eight local businesses.

4.9 The Panel noted that there was opportunity for improvement with some of the applications. The Polaris Business and Innovation Centre team will be offering additional business improvement services to these businesses.

4.10 The Panel suggested that the balance of funds not expended on this grant program could be used to conduct a program that further addresses the on-line needs of City of Salisbury businesses and complements existing Polaris Centre Digital Marketing programs.

4.11 A further report will be brought back to Council for consideration in relation to the allocation of unspent funds.

5. CONCLUSION / PROPOSAL

- 5.1 The Panel commended Council on this initiative and recommended that all eligible applicants receive the grants that they sought.

ITEM	6.1.2
	INNOVATION AND BUSINESS DEVELOPMENT COMMITTEE
DATE	21 June 2022
HEADING	Community Bus Evaluation Report
AUTHOR	Michelle Atkinson, Social Policy & Sport Planner, Community Development
CITY PLAN LINKS	1.2 The health and wellbeing of our community is a priority 1.3 People are valued and they feel safe, included and connected 4.4 We plan effectively to address community needs and identify new opportunities
SUMMARY	This report provides an evaluation of the Salisbury Community Bus Trial, and, based on the success of the trial, recommends continuation of the existing service whilst a permanent solution is established.






RECOMMENDATION

That Council:

1. Approves the continuation of the Community Bus Service until the end of December 2022 as per Budget Bid number OPN 000959 (Attachment 3, Innovation and Business Development Committee, 21 June 2022, Item 6.1.2).
2. Notes the findings of the Community Bus Trial.
3. Approves the Mayor writing to the Minister for Infrastructure and Transport to share Council's findings of its bus trial and request the Government to fund additional bus routes for an improved public transport system in the western suburbs of the City of Salisbury as detailed in Council's Project Partnerships 2022 document (Project 11: Provide Accessible Services and Stronger Connections with Diverse Groups). Draft text is included as Attachment 4.
4. Council further considers the matter following receipt of the State Government's response as per Rec 3 of this report.

ATTACHMENTS

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

1. Option 1 - Map - Trial Bus Stops [↓](#) 
2. Option 2 - Map - Alternative Bus Stops [↓](#) 
3. Existing Adelaide Metro Bus Routes within the City of Salisbury [↓](#) 
4. Budget Bid - Community Bus [↓](#) 
5. Letter to Minister - Draft Text [↓](#) 

1. BACKGROUND

1.1 At the 26 October 2020 Council meeting, the following was approved in relation to the Community Bus trial:

1. *That the information contained in this report be noted.*
2. *That Council endorse a 6-month trial of a Fixed Route Community bus service linking the greater Salisbury area to the suburbs west side of Pt Wakefield Road during the 2021/2022 daylight savings period - 3 October 2021 to 3 April 2022, and that a corresponding New Initiative Bid be developed by staff for consideration in the 2021/22 budget.*
3. *That the service be a fully funded council-provided service operating 3 times per day on 3 days per week.*
4. *That the Route of the Community bus service incorporate;*
 - *The Salisbury Hub*
 - *Hollywood Plaza*
 - *Globe Derby Park*
 - *Bolivar (Highway One Caravan Park/Truck stop)*
 - *Paralowie Village Shop Shopping Centre*
 - *Springbank Plaza*
 - *St Kilda Tram Museum*
 - *St Kilda Playground*
5. *That Council promote the trial through social media, print media and use of the Hub tele-screen.*
6. *That a report be brought back at the conclusion of the trial, analysing the success or otherwise of the trial, including;*
 - *the uptake of the service overall*
 - *which stops are used the most/least*
 - *Customer and staff feedback.*

(Resolution Number: 0710/2020)

1.2 An implementation update of the trial was reported to Council on 20 December 2021, and it was resolved that Council:

1. *Notes that passenger numbers in the Community Bus Trial are steadily increasing and that Salisbury City Centre (Parabanks bus stop), St Kilda; and Highway One Caravan Park are the most popular bus stops.*
2. *Request that the administration introduce the additional bus stops, subject to confirmation from the bus company, for the remainder of the trial, effective immediately at:*
 - *Martins Road adjacent to the bike track*
 - *Bolivar Road near dog park*
 - *St Kilda near the roundabout*
3. *Staff provides a further information report to Council on cost implications of introducing a Sunday service for the remainder of the trial.*

4. *Approves that a non-discretionary bid of \$42,000 is considered through the second quarter budget review process to cover the cost of increased passenger capacity and disability access for the Community Bus Trial as expressed by Council.*

(Resolution Number: 1198/2021)

- 1.3 A Further Information report was also provided to Council's 20 December 2021 meeting, and it was resolved that Council:

1. *Incorporates additional bus stops at Martins Road and Bolivar Road into the Community Bus Trial from 31 January 2022 or sooner.*
2. *Incorporates an additional Sunday community bus service into the Community Bus Trial commencing 2 January 2022.*
3. *Approves a further non-discretionary bid of \$19,158 through the second quarter budget review process to cover the cost of providing additional services on Sundays for the remainder of the Community Bus Trial.*
(Resolution Number 1199/2021)

- 1.4 An implementation update of the trial was reported to Council on 22 March 2022, and it was resolved that Council:

1. *Notes that passenger numbers in the Community Bus Trial have continued to increase to an average of 90 passengers per week.*
2. *Approves the continued provision of the Community Bus service until July 2022 pending the preparation of an evaluation report on the Community Bus Trial.*
3. *Approves that a non-discretionary bid of \$53,000 is considered through the Third Quarter Budget Review process to extend the Community Bus service for a further 3 months.*

(Resolution Number 1237/2022)

- 1.5 The Community Bus Trial became operational on the week commencing Sunday 3 October 2021. The agreed days of operation were Tuesday, Thursday and Saturday, with the service operating three routes per day (each route travelling from the Salisbury City Centre (Parabanks) to St Kilda and returning via the same route to Salisbury City Centre (Parabanks)). The first operational day of the service fell on Tuesday 5 October 2021.

2. CONSULTATION / COMMUNICATION

2.1 External

2.1.1 Des's Adelaide

2.1.2 Department for Infrastructure and Transport, South Australian Public Transport Authority (SAPTA)

3. REPORT

- 3.1 The Community Bus Trial commenced on 5 October 2021 and concluded 3 April 2022. Over the course of the trial, passenger numbers continued to increase as illustrated below;

Time period	Passenger numbers	Weekly average	Total passengers
October 2021 - December 2021	Approx. 559	56 passengers per week	2,837
December 2021 - January 2022	Approx. 721	103 passengers per week	
February 2022 - 6 March 2022	Approx. 702	140 passengers per week	
7 March 2022 - 3 April 2022	Approx. 855	285 passengers per week	

- 3.2 A total of 2,837 passengers were recorded during the Community Bus evaluation period.
- 3.3 An additional 1,847 passengers utilised the Community Bus post the evaluation period up until the end of May.

Trial Observations

- 3.4 The Community Bus Trial operated for 26 weeks;
- Completing 330 loops of the bus route
 - Travelling over 18,000 kms
 - Carrying over 2,837 passengers.
- 3.5 Planned City of Salisbury Events were also serviced as part of the trial, enabling residents from the Western side of the City access to these events. 65 passengers were provided transport to the following events;
- Salisbury Fringe Event
 - St Kilda Fun Day
- 3.6 During the Community Bus Trial period, community feedback was sought through a number of sources;
- 3.6.1 Letters/Emails
 - 3.6.2 Feedback over the phone
 - 3.6.3 City of Salisbury Website
 - 3.6.4 Survey
- 3.7 The survey received 32 responses, revealing:
- 3.7.1 93% of passengers were satisfied or very satisfied with the bus service
 - 3.7.2 64% of passengers used the bus service more than once
 - 3.7.3 50% of respondents heard about the Community Bus Trial on Facebook, whilst 35% viewed it on the City of Salisbury Website.

- 3.8 A range of feedback was also received via telephone or through correspondence. In general, this feedback supported the initiative and relayed the importance of providing public transport options to support community access to shops, entertainment and social engagements.

Some of the feedback received related to the location of bus stops to aged care housing/facilities, and the difficulty some individuals had walking the distance between their residence and the bus stop.

In these cases, customers were referred to more specific and bespoke services for people aged 65 years and over, such as those offered through the Commonwealth Home Support Programme (CHSP). These types of services can be tailored to the specific needs of individuals, and can include door to door servicing as well as operating at agreed times.

- 3.9 The table below illustrates bus stop usage throughout the trial.

October to December - Passengers On		October to December - Passengers Off	
Highway One Tourist Park	255	St Kilda Playground	240
Parabanks Shopping Centre	172	Parabanks Shopping Centre	158
St Kilda Playground	93	Paralowie Village Shopping Centre	91
St Kilda Hotel	91	St Kilda Hotel	71
Hollywood Plaza Shopping Centre	78	Hollywood Plaza Shopping Centre	49
Springbank Plaza Shopping Centre	33	Highway One Tourist Park	48
Globe Derby Park	10	Globe Derby Park	22
Paralowie Village Shopping Centre	8	Springbank Shopping Centre	7
January to April Passengers On		January to April Passengers Off	
Highway One Tourist Park	361	Parabanks Shopping Centre	421
Parabanks Shopping Centre	303	St Kilda Hotel	284
St Kilda Playground	281	St Kilda Playground	256
Hollywood Plaza Shopping Centre	224	Hollywood Plaza Shopping Centre	245
St Kilda Hotel	244	Springbank Shopping Centre	76
Springbank Plaza Shopping Centre	96	Globe Derby Park	69
Paralowie Village Shopping Centre	66	Highway One Tourist Park	68
Globe Derby Park	60	Paralowie Village Shopping Centre	48
Martins Road	32	Martins Road	25
Kingswood Crescent Reserve Dog Park	19	Kingswood Crescent Reserve Dog Park	9

- 3.10 The bus stop located at Kingswood Crescent Reserve Dog Park experienced very low levels of patronage, averaging a little over 1 passenger collection per week. On this basis, if the community bus service was to be retained in its current configuration, it is recommended that this stop be removed.

Bus Stops

3.11 For the purpose of the trial, bus stop locations were identified in partnership with Council and aimed to provide logical and regular access to the service and likely destinations along the selected route.

3.12 Each bus stop location was assessed to ensure its suitability. This considered:

- Accessibility (to and from the bus stop, and access on/off the bus)
- Signage
- Traffic management
- Safety and lighting.

A more extensive assessment of bus stops will be required when considering the operation of a Community Bus beyond 2022 as the *Disability Discrimination Act 1992* (DDA) provides standards for accessible public transport (Disability Standards for Accessible Public Transport 2002) (Transport Standards). These standards require all of Australia's public transport networks and associated infrastructure to be fully accessible by the end of 2022 (with the exception of trains and trams, which have until the end of 2032).

As a consequence of this legislation the work to construct a bus stop may range from simply installing a sign, to constructing a hard stand area and possibly a shelter, to constructing pathways to the bus stop. This work means that the cost per stop may range from \$1,000 to \$100,000 or more.

3.13 City Infrastructure Department's Bus Shelter Renewal Program is responsible for the upgrade and renewal of existing bus stops. This Program does not have capacity to fund new bus stops. Any new bus stop locations would be subject to community consultation, due diligence and, if on private property, consent and legal fees.

3.14 Use of the existing State Government bus stop infrastructure could be considered as an alternative to having our own stops. This would reduce the capital and operational costs to achieve compliance with legislated Transport Standards.

3.15 For utilisation of these bus stops, the *Passenger Transport Act 1994* (the Act) and Passenger Transport Regulations require operators of land based regular passenger services in South Australia to have either a service contract with the Department for Infrastructure and Transport (DIT) or obtain from DIT an exemption under Regulation 6 from the ambit of the definition of regular passenger service.

- 3.16 To achieve this, a number of changes to the Community Bus route would be required, as illustrated in Attachment 2. These changes would provide the community with the same level of access to the community and services as provided by the existing route. The below table illustrates the changes:

Existing Bus Stop Location	New Bus Stop Location	New	Existing
Parabanks (Woolworths Loading Zone)	Salisbury Community Hub, Church Street, Salisbury (Close proximity 300m)		X
Hollywood Plaza Shopping Centre (Jive Café)	Winzor Street, Salisbury Downs (Close proximity 300m)		X
Martins Road (adjacent to bike track)	Kings Road, Parafield Gardens (Close proximity 400m)		X
Globe Derby Park (SA Harness Racing)	Daniel Avenue, Globe Derby Park (Medium proximity 800m)	X	
Highway One Tourist Park, Bolivar (Front Entrance)	Port Wakefield Road, Bolivar (very close proximity 77m)		X
Paralowie Village Shopping Centre (Liberator Drive)	Bolivar Road, Paralowie (very close proximity 280m)		X
Kingswood Dog Park	Remove due to low passenger numbers and would be serviced by bus stops at Paralowie Village Shopping Centre and Springbank Shopping Centre		
Springbank Shopping Centre	No change		X
St Kilda Hotel	Cockle Street, St Kilda (approx. 300m to St Kilda Hotel)	X	
St Kilda Playground	St Kilda boat ramp car park.	X	

- 3.17 Adoption of this approach would however still require Council to fund capital and operational costs.
- 3.18 Typically, the South Australian Government is the primary provider of public transport.
- 3.19 In this regard, and in acknowledgment of the costs, it is recommended that Council write to the Minister for Infrastructure and Transport, highlighting the gaps in existing public transport services, the need for improved bus services to the western side of Salisbury, to share the findings from Council's evaluation of the Community Bus Trial and advocate the need for the establishment of a similar service within the western suburbs of Salisbury.

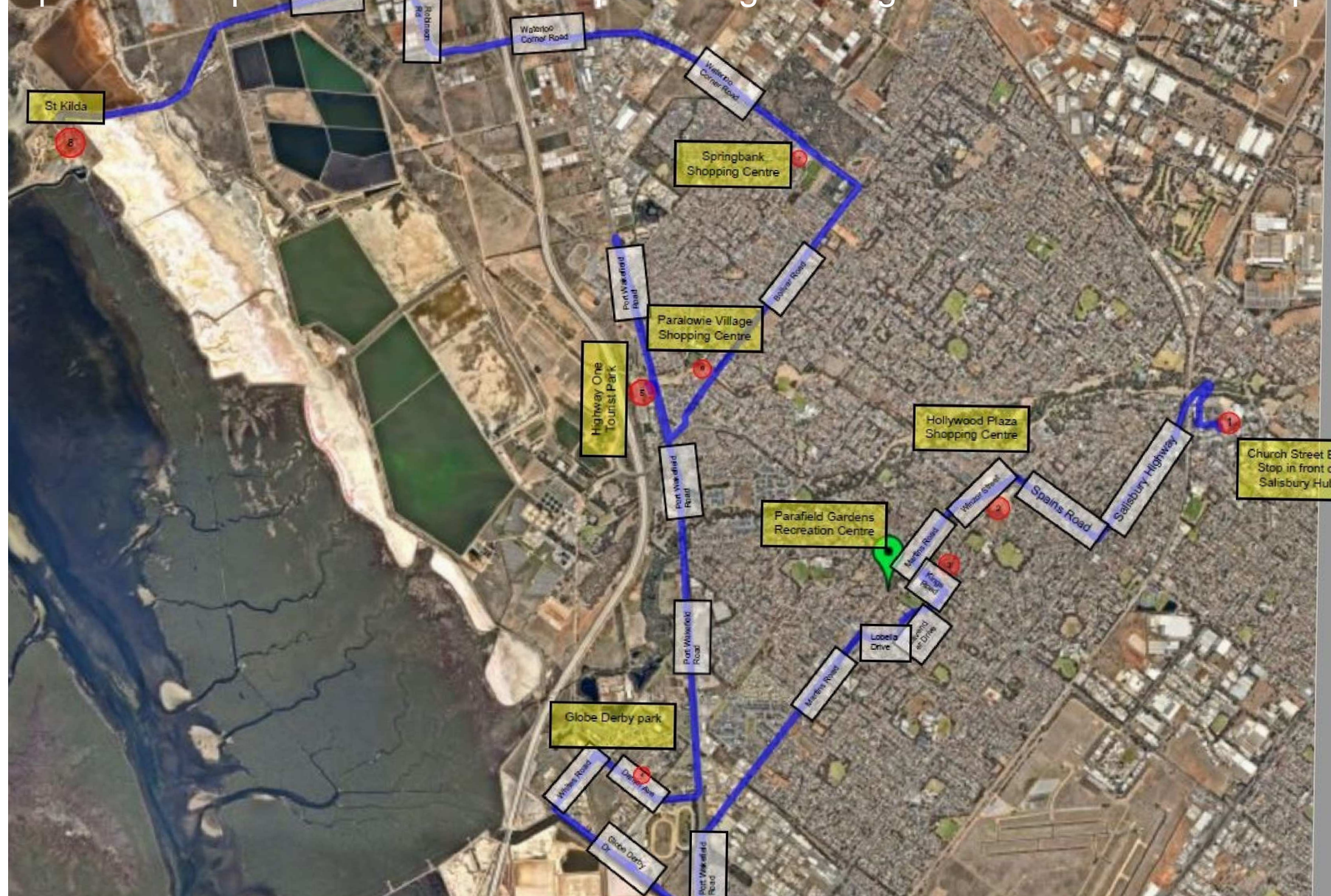
- 3.20 To provide adequate time for response, it is recommended that Council approve the continuation of the Community Bus Service until the end of December 2022 as per Budget Bid number OPN 000959 (Attachment 3, Innovation and Business Development Committee, 21 June 2022).
- 3.21 It should be noted that the maintenance of the existing service of the current Community Bus beyond the 31st December 2022 will require adequate lead time to install new bus stops. Non South Australian Government owned bus stops, as are currently used on the Community Bus, will not be compliant with Disability Standards for Accessible Public Transport 2002 after this date.
- 3.22 Public transport represents a critical service for many community members, often representing the only available mechanism to provide access to services and the community. Any changes to the existing Community Bus service will require appropriate communications and lead time.

4. CONCLUSION / PROPOSAL

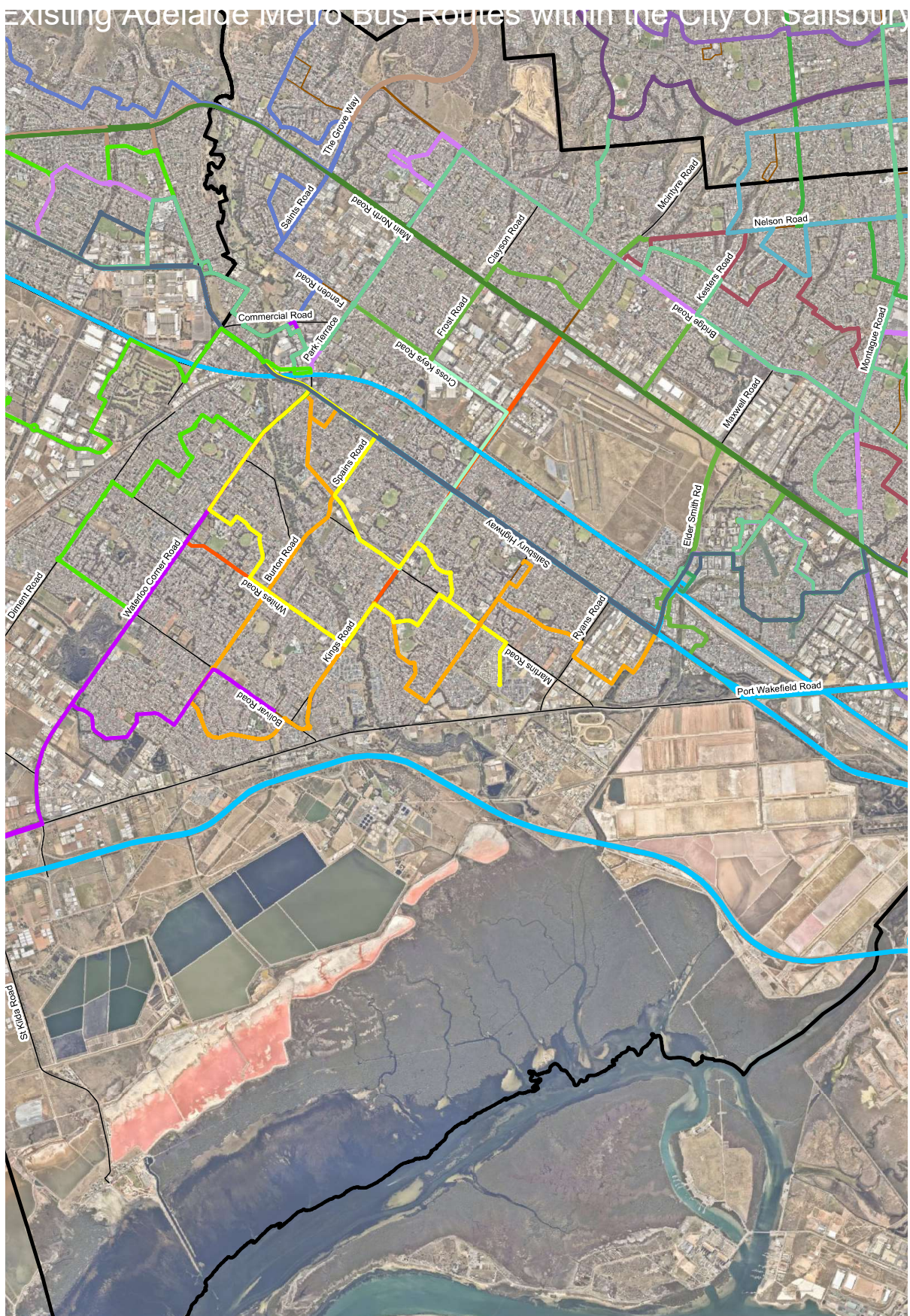
- 4.1 The Community Bus Trial has gathered significant community support, providing community members improved access to a number of the City's key areas.
- 4.2 The success of the Trial supports the establishment of a permanent service.
- 4.3 The Disability Discrimination Act 1992 (DDA) provides standards for accessible public transport (Disability Standards for Accessible Public Transport 2002). These standards require all of Australia's public transport networks and associated infrastructure to be fully accessible by the end of 2022 (with the exception of trains and trams, which have until the end of 2032).
- 4.4 As a consequence of this legislation the work to construct a bus stop may range from simply installing a sign, to constructing a hard stand area and possibly a shelter, to constructing pathways to the bus stop. This work means that the cost per stop may range from \$1,000 to \$100,000 or more.
- 4.5 In this regard, and in acknowledgment of the costs, it is recommended that Council write to the Minister for Infrastructure and Transport to share the findings from Council's Evaluation of the Community Bus Trial and advocate the need for the establishment of a similar service within the western suburbs of Salisbury. Draft text is included as Attachment 5.
- 4.6 To provide adequate time for response, it is recommended that Council approves the continuation of the Community Bus Service until the end of December 2022 as per Budget Bid number OPN 000959 (Attachment 3, Innovation and Business Development Committee, 21 June 2022).
- 4.7 It should be noted that the maintenance of the existing service of the current Community Bus beyond the 31st December 2022 will require adequate lead time to install new bus stops. Non South Australian Government owned bus stops, as are currently used on the Community Bus, will not be compliant with Disability Standards for Accessible Public Transport 2002 after this date.
- 4.8 Public transport represents a critical service for many community members, often representing the only available mechanism to provide access to services and the community. Any changes to the existing Community Bus service will require appropriate communications and lead time.



Option 2 - Map - Alternative Bus Stops - Using Existing Adelaide Metro Bus Stops




Item 6.1.2 - Attachment 2 - Option 2 - Map - Alternative Bus Stops



Item 6.1.2 - Attachment 3 - Existing Adelaide Metro Bus Routes within the City of Salisbury

2022/23 Financial Year	OPN000959
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	<h2 style="margin: 0;">Community Bus</h2>
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Id Number:	27147
Program:	Operating Bids
Department:	Community Development
Key Direction:	Innovation and Business Development
Est Completion Date:	

Financial Year:	2023
------------------------	------

Executive Summary:	Funds to continue the community bus service in the western part of the City of Salisbury to link residents to shopping precincts and the Salisbury Community Hub.
Scope:	This bid is to fund the Community Bus Service for a further 6 months to the value of \$100,000.
Justification:	<p>In October 2020, Council approved a 6 month trial of a fixed-route Community Bus Service to occur during 03 October 2021- 03 April 2022 (Resolution Number 0710/1010).</p> <p>Further to this, in March 2022, Council resolved to extend the Community Bus Service until July 2022 (Resolution Number 1301/2022).</p>

Project Stakeholders	
Manager:	Andrew Hamilton
General Manager:	Amy Pokoney Cramey
Asset Owner:	Andrew Hamilton
Elected Member:	

Budget Bid Financial Summary					
	2023	2024	2025	2026	Total
Capital Expenditure	0	0	0	0	0
Capital Income	0	0	0	0	0
Transfer From Reserves - Capital	0	0	0	0	0
Operating Expenditure (Excl Depn)	100,000	0	0	0	100,000

OPN000959 - Page | 1
Date Produced: 09-May-2022

Operating Expenditure - Depreciation	0	0	0	0	0
Operating Income	0	0	0	0	0
Transfer From Reserves - Operating	0	0	0	0	0
Net Budget Bid	100,000	0	0	0	100,000

Budget Bid Projects					
	2023	2024	2025	2026	Total
Community Bus	100,000	0	0	0	100,000
Income	0	0	0	0	0
Expenses	100,000	0	0	0	100,000
			Total		100,000

Public transport is a critical community service and often represents the only mechanism available to community members to access various services and the community. In response to community feedback relating to the lack of public transport options within the western suburbs of Salisbury, the City of Salisbury established a Community Bus Trial to better understand demand.


The Community Bus Trial commenced on 5 October 2021 and concluded 3 April 2022, completing 330 loops of the bus route and travelling over 18,000 kms. Over the course of the trial, passenger numbers continued to increase with 285 passengers using the service per week. Over 2,800 passengers utilised the service during the trial. It is anticipated that weekly passengers numbers would have continued to grow if the trial had been conducted over a longer time period.

A survey of users of the Community Bus revealed that over 90% of passengers were either satisfied or very satisfied with the service, with 64% of passengers using the bus service more than once a week.

This Community Bus trial has clearly demonstrated the importance of providing improved public transport services within the western suburbs of the City of Salisbury. Accordingly, the City of Salisbury Council is seeking the Minister for Infrastructure and Transport to provide either a similar service, or funding, to enable community members to continue to enjoy transport options to critical services and social connection.

Council has extended the current Community Bus service until the end of 2022 to enable a collaborative approach to scoping and implementing a State Government supported solution.

I look forward to discussing this important subject further.

ITEM	6.2.1 INNOVATION AND BUSINESS DEVELOPMENT COMMITTEE
DATE	21 June 2022
HEADING	Community Requests - Response Dashboard
AUTHOR	Hannah Walters, Project Manager Community Experience, Community Development
CITY PLAN LINKS	4.1 Members of our community receive an exceptional experience when interacting with Council
SUMMARY	As per Council resolution a monthly report on the Community Requests - Response Dashboard is provided for information.
RECOMMENDATION	
<u>That Council:</u>	
1. Notes the report.	
ATTACHMENTS	
This document should be read in conjunction with the following attachments:	
1. 10 Day Service Standard Report - May 2022 ↓ 	
1. BACKGROUND	
1.1	At the council meeting held on 26/08/2019 item IBDSC-OB2 was considered and the following resolved: <i>‘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 Sub Committee, and be provided at each meeting.’</i> <div>Resolution No 0250/2019</div>
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
3. REPORT	
Organisation	
3.1	The Community Request - Response Dashboards for the rolling 12-month period 1 June 2021 to 31 May 2022 are attached for reference.

- 3.2 Only service requests received through the Community Experience Centre are included in this report. No anonymous requests are included in this report.
- 3.3 Of the 21,245 requests received in the past rolling 12-month period ending 31 May 2022:
- 3.3.1 88.1% of requests were closed within 10 days.
- 3.3.2 95.4% were either closed or a response provided within 10 days.
- 3.4 The target response listed in the City Plan Corporate Dashboard - Innovation and Business Development is to respond to 94.4% of requests within 10 working days. (This is reported as closed or responded to within 10 days).
- 3.5 The definition of “Closed” is when the Customer Request Management (CRM) request has been actioned and completed within 10 business days.
- 3.6 The definition of “Responded” is when the CRM has been logged and we contact the customer within 10 days to inform them when the required action will be undertaken.
- 3.7 The definition of “Non-Compliance” is when a CRM request has been logged and open for more than 10 days and no contact has been made with the customer.

Current Month Performance

- 3.8 The table below shows the results for CRM requests logged in May 2022 where the community members supplied their contact details.

Department	Requests Received	% Responded < 10 Days	% Closed < 10 Days	% Not Met 10 Day Response	% Closed/ Responded
Business Excellence	80	2.5%	97.5%	0.0%	100.0%
City Development	490	20.6%	74.3%	5.1	94.9%
Community Development	16	50.0%	50.0%	0.0%	100.0%
City Infrastructure	1,427	41.6%	57.8	0.6%	99.4%
Information Requests	2	00.0%	100.0%	0.0%	100.0%
Total	2,015	35.0%	63.4%	1.6%	98.4%
		98.4%		1.6%	

- 3.9 For CRMs received in May 2022 we achieved a compliance rate of 98.4% where the CRM Request was either closed or responded to within 10 business days.

12 Month Rolling Report Ending 31 May 2022 - CRM Data

- 3.10 The table below shows data for the rolling 12-month period relating to requests closed or responded to within 10 business days.

The City Plan Corporate Dashboard target is 94.4%.

Rolling 12 Months Ending	% Closed or Responded within 10 Days
Jun-21	93.0
Jul-21	92.4
Aug-21	92.0
Sept-21	91.9
Oct-21	92.1
Nov -21	92.4
Dec-21	92.6
Jan-22	92.9
Feb-22	94.0
Mar-22	94.6
Apr-22	94.8
May-22	95.4

CRM Data – Rolling 12 months till May 2022

Department	Requests Received	% Responded < 10 Days	% Closed < 10 Days	% Not Met 10 Day Response	% Closed/ Responded
Business Excellence	1,217	0.2%	99.4%	0.4%	99.6%
City Development	4,942	2.8%	89.6%	7.6%	92.4%
Community Development	79	10.2%	87.3%	2.5%	97.5%
City Infrastructure	14,922	9.4%	86.6%	4.0%	96.0%
Information Requests	85	0.0%	91.8%	8.2%	91.8%
Total	21,245	7.3%	88.1%	4.6%	95.4%
		95.4%		4.6%	

- 3.11 The requests captured as Null are requests previously received online before Council commenced CityWatch (new E-Services application). No new Epathway requests will be received going forward and requests received via CityWatch are captured in the relevant Department stats. The Null category captures information requests and requests captured under old categories that are no longer used.

Definitions:

- Epathway: Old online pathway module used to log service requests via the website
- Citywatch: Replaced Epathway with more user-friendly functionality for community members to log service requests online via the Council website.
- E-Services Allows for service provision through the internet. The community to log requests online.

- 3.12 Information requests are defined as a community member contacting Council to provide some information, but this information does not generate any action.

CRM requests received via Snap Send Solve and My Local Services

- 3.13 Council receives CRM requests from a number of external Apps available to the Community. These requests are received by the City of Salisbury as emails. Over the last 12 months we have received:
- 1,108 CRM requests via Snap Send Solve
 - 999 CRM requests via My Local Services
- 3.14 Requests received via Snap Send Solve and My Local Services are not integrated into our CRM and are manually entered by staff from an email into our CRM system.

Further Analysis and Changes to Dashboard

- 3.15 We have successfully moved the data and it is now being stored in the cloud. The dashboard is automatically updated each day.
- 3.16 The interactive dashboard will allow filtering of results by department and ward and will provide a complete breakdown of requests per suburb.
- 3.17 The dashboard now shows the top 10 categories for each department.

4. CONCLUSION / PROPOSAL

- 4.1 The new Power BI dashboard has been implemented and has been available on the Elected Member portal since the end of March 2022.
- 4.2 It is noted that the Community Experience Lead will continue to work with individual business units to identify where CRM is not meeting the target.
- 4.3 This month we have met the target response listed in the City Plan Corporate Dashboard - Innovation and Business Development to respond to 94.4% of requests within 10 working days.

10 Day Service Standard –1 June 2021 to 31 May 2022

10 Day Service Standards: Councillor Summary - Rolling 12 Months

Department

All

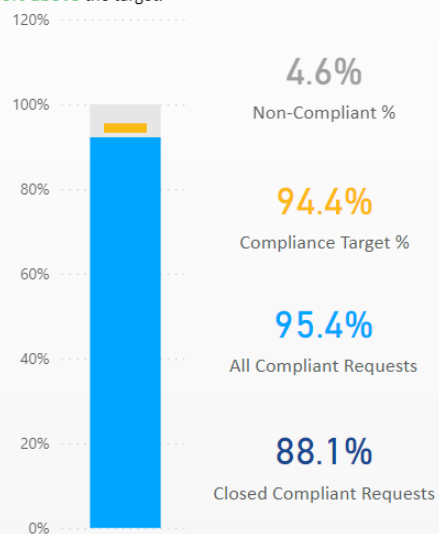
Ward

All

Overview

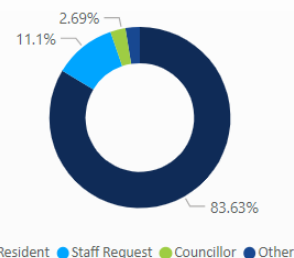
There was a total of **21,245** requests, an amount of 148 requests per 1000 residents in this period*.

95.4% of requests were responded to within 10 Business days, **1.0% above** the target.



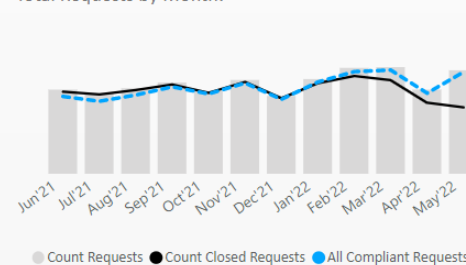
Who?

Total Requests by Requestor:



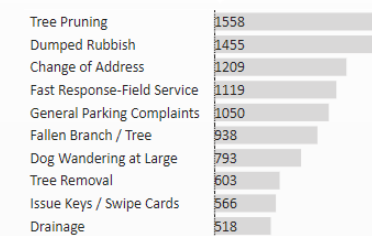
When?

Total Requests by Month:



What?

TOP 10 Requests by Type:



Where?

Suburb	%	#Properties	# Requests
Mawson Lakes	2.36 %	1120	2338
Parafield Gardens	2.32 %	1252	2300
Salisbury	2.23 %	703	2208
Paralowie	2.15 %	1144	2134
Salisbury North	1.48 %	734	1465
Ingle Farm	1.19 %	684	1176
Pooraka	1.13 %	557	1119
Salisbury East	1.00 %	575	987
Para Hills	0.98 %	503	973
Salisbury Downs	0.88 %	451	871
Burton	0.64 %	335	634



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ABS Estimated Resident Population 2019

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Business Excellence – 1 June 2021 to 31 May 2022

10 Day Service Standards: Councillor Summary - Rolling 12 Months

Department

Business Excellence

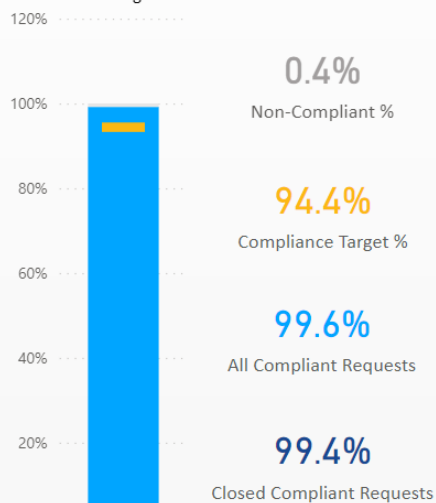
Ward

All

Overview

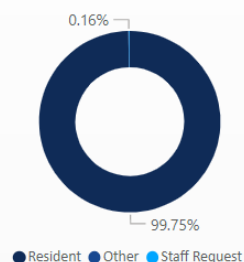
There was a total of **1,217** requests, an amount of 8 requests per 1000 residents in this period*.

99.6% of requests were responded to within 10 Business days, **5.2% above the target.**



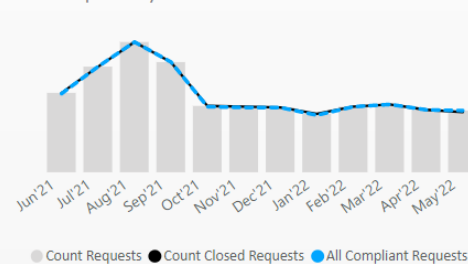
Who?

Total Requests by Requestor:



When?

Total Requests by Month:



What?

TOP 10 Requests by Type:

Change of Address	1209
Rates Name Change	3

Where?

Suburb	%	#Properties	# Requests
Mawson Lakes	0.17 %	174	170
Parafield Gardens	0.17 %	190	168
Paralowie	0.13 %	125	132
Ingle Farm	0.10 %	118	99
Salisbury North	0.09 %	96	91
Salisbury	0.09 %	89	87
Salisbury East	0.08 %	81	83
Para Hills	0.07 %	72	71
Pooraka	0.06 %	70	63
Salisbury Heights	0.05 %	46	46
Burton	0.04 %	37	39



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ABS Estimated Resident Population 2019

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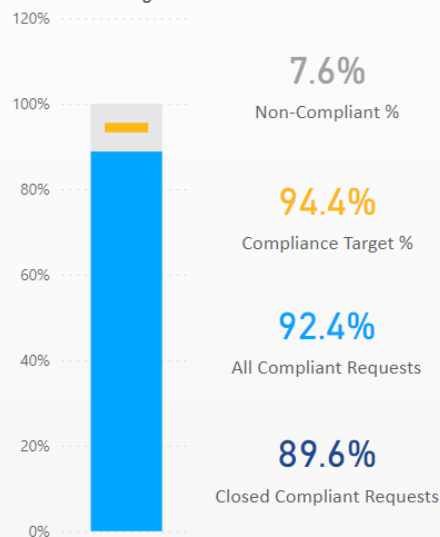
City Development – 1 June 2021 to 31 May 2022

10 Day Service Standards: Councillor Summary - Rolling 12 Months

Overview

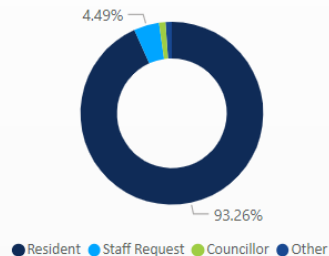
There was a total of **4,942** requests, an amount of 34 requests per 1000 residents in this period*.

92.4% of requests were responded to within 10 Business days, **-2.0% below** the target.



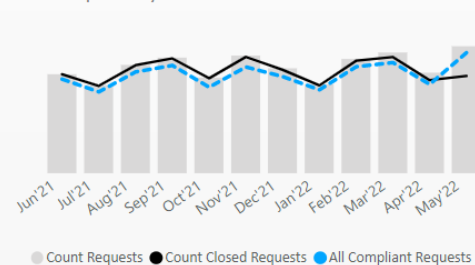
Who?

Total Requests by Requestor:



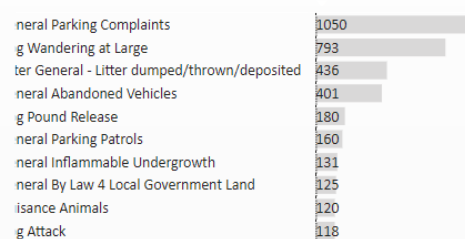
When?

Total Requests by Month:



What?

TOP 10 Requests by Type:



Where?

Suburb	%	#Properties	# Requests
Mawson Lakes	0.54 %	316	532
Paralowie	0.47 %	274	470
Paralowie	0.46 %	1	454
Paralowie Gardens	0.45 %	286	446
Salisbury	0.38 %	216	374
Salisbury North	0.35 %	204	349
Ingle Farm	0.32 %	207	320
Pooraka	0.24 %	153	241
Salisbury East	0.22 %	145	218
Para Hills	0.21 %	145	211
Salisbury Downs	0.18 %	132	176



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ABS Estimated Resident Population 2019

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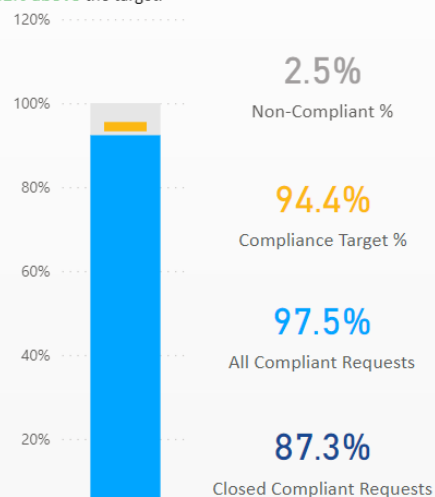
Community Development – 1 June 2021 to 31 May 2022

10 Day Service Standards: Councillor Summary - Rolling 12 Months

Overview

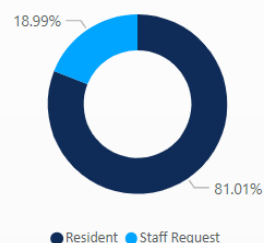
There was a total of **79** requests, an amount of 1 requests per 1000 residents in this period*.

97.5% of requests were responded to within 10 Business days, **3.1% above** the target.



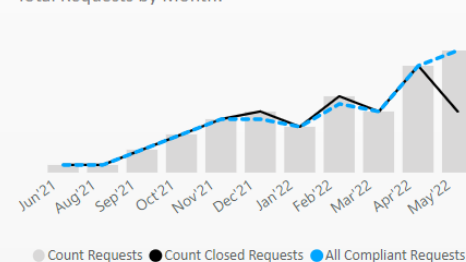
Who?

Total Requests by Requestor:



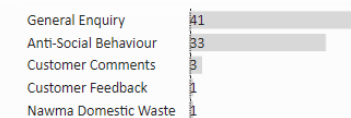
When?

Total Requests by Month:



What?

TOP 10 Requests by Type:



Where?

Suburb	%	#Properties	# Requests
Salisbury	0.03 %	11	29
Mawson Lakes	0.02 %	1	20
Salisbury North	0.01 %	5	5
Salisbury East	0.00 %	3	4
Burton	0.00 %	3	3
Gulfview Heights	0.00 %	2	2
Para Hills West	0.00 %	2	2
Parafield Gardens	0.00 %	2	2
Paralowie	0.00 %	3	2
Salisbury Park	0.00 %	2	2



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ABS Estimated Resident Population 2019

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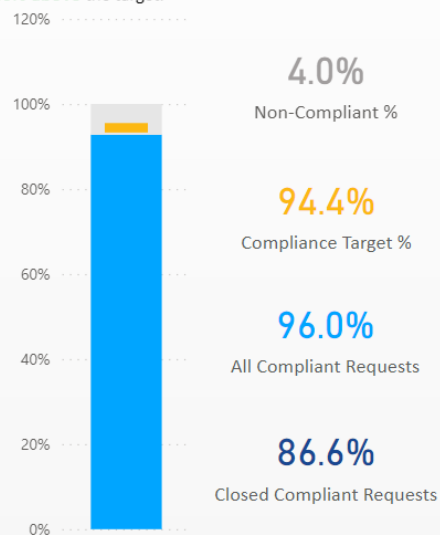
City Infrastructure – 1 June 2021 to 31 May 2022

10 Day Service Standards: Councillor Summary - Rolling 12 Months

Overview

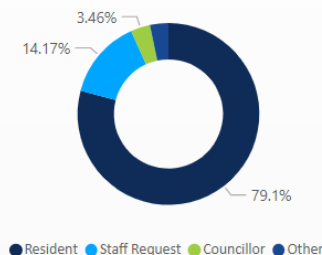
There was a total of **14,922** requests, an amount of 104 requests per 1000 residents in this period*.

96.0% of requests were responded to within 10 Business days, **1.6% above** the target.



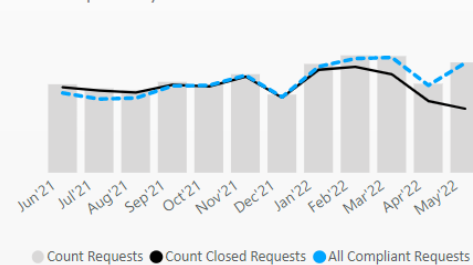
Who?

Total Requests by Requestor:



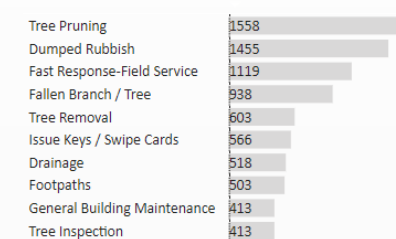
When?

Total Requests by Month:

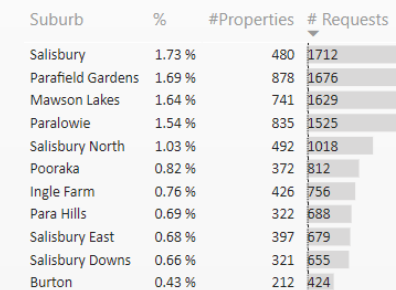


What?

TOP 10 Requests by Type:



Where?



Commercial in Confidence

ABS Estimated Resident Population 2019

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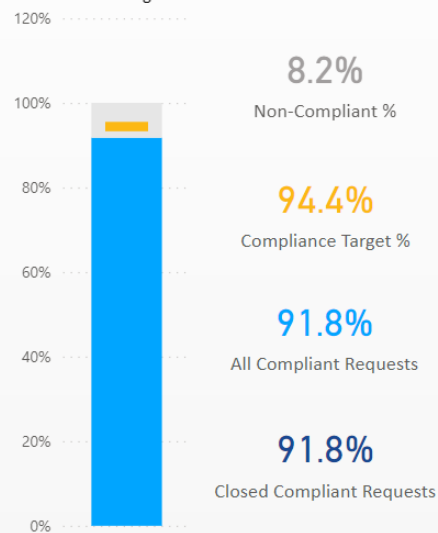
Null (Information) – 1 June 2021 to 31 May 2022

10 Day Service Standards: Councillor Summary - Rolling 12 Months

Overview

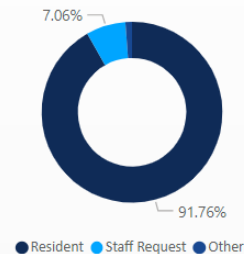
There was a total of **85** requests, an amount of 1 requests per 1000 residents in this period*.

91.8% of requests were responded to within 10 Business days, **-2.6% below** the target.



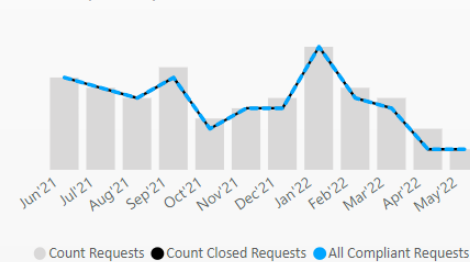
Who?

Total Requests by Requestor:



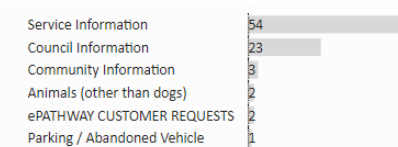
When?

Total Requests by Month:



What?

TOP 10 Requests by Type:



Where?

Suburb	%	#Properties	# Requests
Parafield Gardens	0.04 %	1	37
Salisbury	0.01 %	8	8
Paralowie	0.01 %	6	6
Salisbury Downs	0.01 %	5	5
Salisbury East	0.00 %	4	4
Para Hills	0.00 %	3	3
Pooraka	0.00 %	3	3
Salisbury North	0.00 %	3	3
Burton	0.00 %	2	2
Mawson Lakes	0.00 %	2	2



Commercial in Confidence

ABS Estimated Resident Population 2019

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