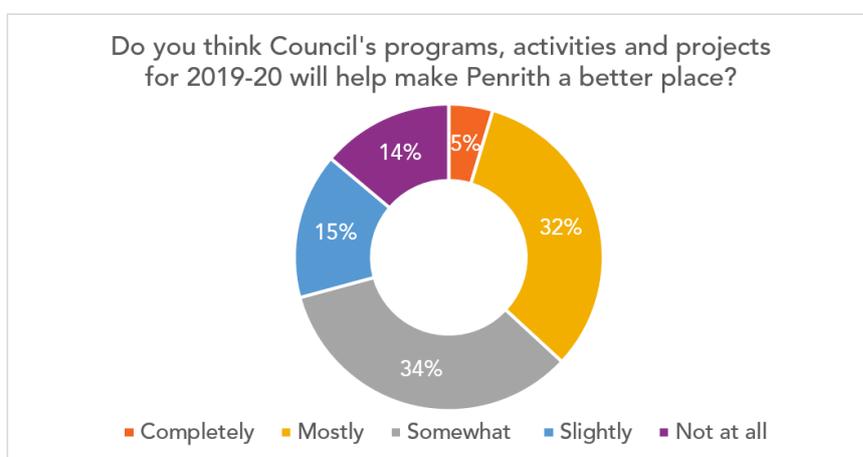


ATTACHMENT 3 – SUMMARISED SUBMISSIONS AND ISSUES RAISED DURING THE EXHIBITION

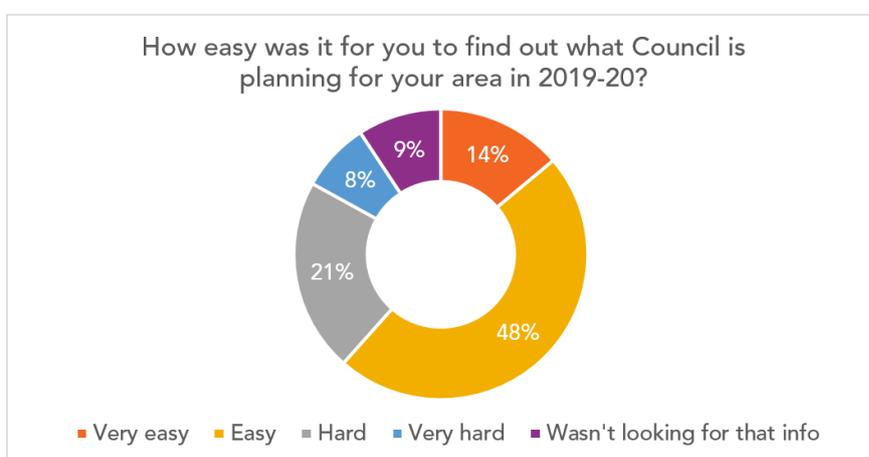
A total of sixty-five online surveys were submitted and an additional five individual submissions were made to the exhibition of the draft plans for 2019-20. The following pages summarise the feedback and detail the issues raised through the survey and individual submissions. Where submissions requested a response, a written reply will be provided by the end of June.

Survey Responses

The survey covered the Delivery Program, Operational Plan and Fees and Charges. Questions were structured to help us understand how easy it is for the community to find information, whether what we're planning reflects the community's expectations and whether there were any issues or actions the community wanted to see in the plans. The responses are shown below:



71% believe Council's drafts plans for 2019-20 will at least somewhat make Penrith a better place to live, work and visit



29% indicated experiencing a level of difficulty finding information about what Council is planning for their area in 2019-20

Respondents were asked if they had any comments on the proposed programs, activities and projects in the draft plans, and whether there was anything additional they would like to see included in our plans for 2019-20. Issues and ideas raised in response to these questions have been grouped and summarised below.

City presentation

Several submissions raised issues and made suggestions about our City's presentation, with issues raised about the cleanliness of streets in Glenmore Park, requests for additional trees to be planted to improve visual appeal, an overgrown park in Wallacia and a request to increase the number of bins within High Street and small commercial areas.

Comment:

Council is currently undertaking a street tree planting pilot project in the southern area of St Marys where just under 400 street trees will be planted to provide more beautiful and cooler streets for local residents. At completion, the project will be reviewed with the intention of spreading this work to other suburbs across our region.

In our current maintenance schedule, which will be continued in 2019-20, street sweepers clean Glenmore Park streets every six to eight weeks and litter crews service known hot spot areas within each suburb on a fortnightly basis. In addition, mowing crews collect litter left within open space areas before mowing.

Communication and engagement

Comments on the provision of information within the plans and reporting on the progress of the planned activities were received, with comments in particular requesting the plan include clearer information on rate rises, and proposed works for sport and recreation facilities (including budgets). One comment requested Council engage the community in developing the four-year Delivery Program.

Comment:

Preparation and exhibition of next year's plan will look to find new ways to clearly communicate planned works and relevant budget information. Specifically, increases to rates are not published in the Operational Plan and Delivery Program, except as part of the budget summary which shows the income received from rates as well as other fees and charges (page 82). Works planned for sports grounds, facilities and parks, including budgets, are provided on pages 76 and 77 of the Draft Plan.

Council's organisational performance is reported within the requirements of the Integrated Planning and Reporting Framework, with quarterly reports on our progress towards achieving the Operational Plan, two half yearly reports on our Delivery Program progress and an Annual Report available on our website within a reportable year. Work is also being undertaken to make this information clearer and more accessible for the community.

Development of the 2017-21 Delivery Program was informed by a community panel, Councillors and the wider community in 2016. The four-year Delivery Program is reviewed and informed by community, Councillors and staff feedback received during the preparation each year's Operational Plan. Community engagement will commence later this year and continue into 2021 as part of the development of the 2021-25 Delivery Program.

Community services, facilities and safety

Several submissions commented on community development programs for specific groups, maintenance of public facilities and community safety related matters including lighting near Kingswood Station. Comments requested increased focus on indigenous cultures, people with disabilities, homelessness and unemployed women. A submission 'welcomed' Council's community safety focus with additional lighting and pathways.

Comment:

Council works to support community development outcomes across Penrith City, including in new release areas such as Caddens, Jordan Springs and Thornton. Reflecting best practice, these community development outcomes are achieved through the work of a broad range of Council teams including Children's Services, Recreation and Neighbourhood Facilities, Place Management and Community and Cultural Development. Broad examples of Council's community development support work include the delivery of new neighbourhood centres, accessible recreational facilities, neighbourhood renewal projects such as the Village Café, grant funding programs and community partnerships to deliver a range of community events.

Many of Council's services support community safety, and we work together with local groups, businesses and organisations including the police to improve safety around the City. In 2019-20 as part of the current Community Safety Plan 2018-22 Council plans to deliver pedestrian lighting upgrades in Kingswood.

Environment

A significant number of submissions commented on environmental protection, with specific references to sustainability, community capacity building, urban heat reduction through increased tree canopy coverage, development guidelines and partnership programs. One submission praised Council for its "*commitments to climate action and focus on urban heat*".

Comment:

Council actively advocates for improvements to legislation around building new homes to make them more energy and water efficient and adapted to our local climate. Within the last year this has included writing to the Minister responsible for planning, as well as including a strong sustainability focus in the Local Strategic Planning Statement that we are preparing to submit to the State Government.

Council has a Resilience Committee, which is a formal sub-committee of Council. It looks at how we can create a more resilient, sustainable and liveable region for our community and gives guidance to Council in this space. The Committee includes Councillors, 4 local residents, and professional representatives from organisations such as Western Sydney University, NSW Health, the NSW Office of Environment and Heritage, and Celestino.

In 2019-20, as part of the Cooling the City Strategy, Council will advocate for sustainable development laws, review the Penrith Accessible Trials Hierarchy Strategy (PATHS) in line with the blue / green grid principles from the State Government and investigate tree planting priorities across the City.

Parking, traffic and roads

The number of submissions commenting on parking, traffic and road related matters decreased from previous years' submissions to Council's draft Operational Plan. Parking was still the most frequently raised matter within this category, however comments focused on the increased provision of commuter parking; inclusion of motorbike parking in Council's parking plans; and increased monitoring of parking in the CBD. Several comments identifying specific traffic management and safety matters were received regarding congesting on Victoria Road in the afternoon, improvement to Mount Vernon Road, speed management facilities in Oxley Park and traffic flow management on the Kerrs Road and Mamre Road intersection and Mulgoa road between Mulgoa and Jamisontown.

One submission received from a resident in the Blue Mountains requested improved road connections for residents in the lower Blue Mountains into Penrith.

Comment:

In 2019-20, Council will complete a review of the planning controls, Traffic and Parking Strategy for the Penrith City Centre and a process will be implemented to make the most of the new parking sensor technology to better understand parking usage and supply across the City Centre.

Council works closely with Transport for NSW (TfNSW) and the NSW Roads and Maritime Service (RMS), on the planning and delivery of new and improved road networks. In terms of additional connections between Penrith and the lower mountains, we are working jointly with Blue Mountains Council of the development of a shared pathway connection between

Glenbrook, Lapstone, Leonay and Emu Plains. There are no plans for a connection between Emu Heights and Mount Riverview or beyond.

Pathways

Submission around pathways ranged from a general request to improve existing shared paths and provide more bike paths, to specific pathway matters. One submission supported Council's draft plans and acknowledged improved safe pathway connections, *"I am in favour of ensuring safe connections to shared pathways for cycling safely. Seems to be improving"*.

The specific pathway requests included improved disabled access on footpaths between Nepean Hospital and Penrith; a footpath in Poole Street (Werrington County), a footpath in Warwick Street, South Ward; and footpaths in Colyton from the bus stop on Roper Road to the IGA along Kipling Drive and Jensen Street. Council received four submissions from the Blue Mountains local government area requesting improved accessibility of the track between Leonay and Lapstone Station.

Comment:

In 2019-20, Council will deliver 2,175m of footpath and improve 1,886 sqm of shared pathways with all works detailed in the draft Operational Plan on pages 73 to 74. Council is currently constructing footpaths from the Adopted Footpath Delivery Program and the program is expected to be completed in 2021. The request for a footpath along Warwick Street has already been received and assessed, and has been included in the substantial list of requested footpaths that will inform development of the next footpath delivery program in 2021.

The track between Lapstone Crescent, Leonay and Lapstone Railway Station is substantially on private land. The fire trail provides vehicular access for servicing the electricity easement and the railway. The steep gradient and poor standard of the trail is a significant constraint in formalising the route to a complying level for public use, along with the need for owner's consent. At this stage, this link is not considered feasible in its current state, though Council is working with Blue Mountains Council on the development of a shared pathway connection between Glenbrook, Lapstone, Leonay and Emu Plains.

Planning and development

Planning and development related comments included requests for fewer multi storey high density developments; improvements to development controls to ensure sustainable growth occurs within Penrith; and a request to improve communication of Council's Emergency and Disaster Recovery Plans, particularly in areas where there is only a single road in and out. One submission commented on the quality of inspections provided by Council's building inspectors.

Comment:

In 2019-20, Council will be undertaking extensive work in finalising the Local Strategic Planning Statement (LSPS) as well as the Stage 1 background studies for the Local Environmental Planning Review. Community input will inform the LSPS which will describe the vision and priorities for land use across Penrith City and explain how State and regional plans will be applied in the LGA.

Council actively advocates for improvements to legislation around construction of new homes to make them more energy and water efficient and adapted to our local climate. Within the last year this has included writing to the Minister responsible for planning, as well as including a strong sustainability focus in the Local Strategic Planning Statement that we

are preparing to submit to the State Government. Council will continue to advocate for sustainable development laws in 2019-20.

Operational Plan and Delivery Program

Several submissions commented they would like to see more information on tree planting; works being completed in partnership with other levels of government; project completion dates; and alternative transport options including future public transport and cycling infrastructure.

Several positive comments were received on Council's plans for 2019-20, including "*It is a comprehensive plan and makes you appreciate the massive role Penrith City Council play in keeping our city a great place to live*" and "*I think the plan covers all necessary areas that will allow Council and their residents to grow and develop the LGA into a usable community that meets all our needs*".

Comment:

Council's works programs are developed on a multiyear basis, meaning that in any one year there may not be anything major planned for a particular suburb. The Operational Plan also does not detail ongoing work across the city such as cleaning, scheduled maintenance, community programs etc. so although it may seem council is not active in a particular area this is not the case. Improve communication referred to earlier will include addressing this issue.

In 2019-20, Council will continue to advocate to Transport for NSW for new and improved services. We are working closely with the various agencies on developing the business case for the North South passenger rail connecting the airport to the main western line. We are also investing heavily on the continued roll out of our cycleway and shared pathway network. Building on improved connections between Emu Plains and St Marys, and Glenmore Park and Penrith, we are also focusing on connections to Cranebrook and other priority areas.

Public transport

Comments on public transport predominantly focussed on busses, including bus routes, bus shelters and increased provision of commuter parking close to bus and train infrastructure. Issues raised included more buses and improved travel routes, including direct bus routes into the Penrith CBD and better links between Penrith and surrounding suburbs to improve travel times.

Comment:

An audit of all existing bus stops the LGA has been undertaken. City Assets are now developing a funded implementation strategy with a focus on improving the accessibility of our bus stops and the provision of shelters. In 2019-20, Council will continue to advocate to Transport for NSW for new and improved services and work with providers to plan new public transport services.

Open space, sport and recreation

Comments on sporting facilities, open space areas and parklands included increasing the number of pet friendly zones in open spaces; the clean-up of litter following sporting club events; the closure of Steam Roller Park – Cambridge Gardens; increased maintenance of tennis facilities; limited services in Mount Vernon; increased public seating in recreation areas; and increased investment in Penrith Whitewater Stadium.

One submission raised a concern that charging a consistent fee to sporting club fees creates inequity given the variation in the quality of facilities at different grounds. One submission requested Council fund an aquatic centre with an Olympic sized swimming pool with a range of facilities.

Comment:

In 2019-20, we plan to implement the Penrith Sport, Recreation, Play and Open Space Strategy, a 10-year plan that will help make sure we are meeting our community's current and future sport, recreation and play needs. The Strategy supports the installation of further accessible seats in recreation areas. Suitable seating has been prioritised when upgrade works are undertaken within our open space network.

With regard to specific facilities, Council recently undertook inspections of the City's tennis facilities to identify the current court conditions, which informed maintenance and repair schedules. As a result of the inspections two synthetic courts were serviced with new nets installed, two courts were high pressure cleaned, and four courts at St Marys have been identified for replacement with work to be undertaken in the next six months. Steam Roller Park, Cambridge Gardens remediation works are currently underway with sections of the park planned to be reopened progressively over the next 6 months. The construction on the new play facility is programmed to commence in July.

A standard term of condition for hire for Councils Sporting Grounds and or Reserves is that the hirer (Clubs, Schools and Community groups) are responsible for ensuring the venue is left free from any rubbish. Hirers are notified when venues are found to be left in unsatisfactory condition.

Council currently provides 1 ha of open space within Mount Vernon. This park currently includes; picnic facilities, toilets, tennis court, seats, car park and a neighbourhood play facility developed approximately 8 years ago. In addition, tennis court facilities are available free of charge to the community during the day.

Master plans have been developed for the embellishment of both Ripples St Marys and Penrith Swimming Centres. Stage one of these improvement projects has been realised with the provision of water play facilities at each venue. In 2019 -20 further works will be undertaken at both facilities including foyer upgrades at St Marys and operational plant room works at Penrith Swimming Centre.

There are currently no plans to develop a major aquatic centre which could cost \$50-\$60m; as needs are currently met though Ripples St Marys and Ripples Penrith.

Council currently provides 8 off leash dog areas within the suburbs of Penrith, Glenmore Park, Emu Heights, St Clair, Jordan Springs, St Marys, Cranebrook and Werrington.

Do you have any comments on the proposed 2019-20 Fees and Charges?

Value for money

Responses focussed around better value for money in household rates, with one submission expressing dissatisfaction with the planned works in Oxley Park and a further ten submissions expressing dissatisfaction with the level of facilities and work proposed in Mount Vernon.

Comment:

Council's works programs are developed on a multiyear basis, meaning that in any one year there may not be anything major planned for a particular suburb. The Operational Plan also

does not detail ongoing work across the city such as cleaning, scheduled maintenance, community programs etc. so although it may seem council is not active in a particular area this is not the case. Improve communication referred to earlier will include addressing this issue.

Rates increases

Several comments stated 'fees' or 'rates' are too high and should either be lowered or locked at current costs, with comments including "The fees should stay as they are, as we are not seeing the wage growth, and a lot of people are already struggling to make ends meet" and "...fees and charges are kept to the minimum possible, as many of us struggle to meet day to day expenses!".

Comment:

Council successfully applied for a Special Rate Variation in 2016 to provide capacity to respond to the community's aspirations and continuing a range of existing programs including public domain maintenance; graffiti removal; Neighbourhood Renewal; and building and road asset renewal. It also provides for a greater contribution to building asset renewal; capacity for city shaping projects; delivery of significant infrastructure; and improved financial structure and investment in technology.

Council assesses rates using an ad valorem rate (land value multiplied by a rate in the dollar) with a minimum rate. Valuations are carried out by independent valuers appointed by the NSW Valuer General, and Council assesses rates based on those valuations. Council rates are higher in rural areas as rural properties generally have higher land valuations.

Council recognises that residents may at times experience difficulty in paying rates and charges, and has a Rates and Charges Hardship Policy. Residents experiencing difficulties paying their rates have an opportunity to work with Council's Rates Team to negotiate alternative payment arrangements.

Hall hire

Four submissions commented on the financial impact the proposed hall hire cost increases will have on their community activities, with specific enquiries made for Coowarra Cottage, St Clair and hiring halls on weekends for less than the designated 6 to 12 hour periods.

Comment:

The not for profit fee for Coowarra Cottage has not been increased since 2016-17; meaning that the proposed increase equates to approximately 2.5% per year. This fee is the 'standard' not for profit fee that applies to all smaller neighbourhood facilities.

The fee structure for neighbourhood facilities offers choice and flexibility. Council gives priority of access to community groups and activities (e.g. non-profit or business) on weekdays between 8am–10pm, Monday to Friday and also has facilities suitable for hourly fee rate charges that are not included in the flat rate weekend fee rate.

Free of charge facility use

Free facility use for all local residents within Mount Vernon was requested.

Comment:

Tennis courts at Mount Vernon are available free of charge to the community during the day. Proposed fees relate to evening peak usage that requires the use of floodlights and commercial use by professional tennis coaches.

Support

Several comments supported the proposed fees and charges, stating they're fair and well considered modest increases with comments including "Fees are balanced and fair for ratepayers" and "These are never popular and no one wants to pay... but if people feel they are getting value for money they will be less resistant".

Individual submissions

Five written submissions were made to the exhibition.

Submission One

A submission raised issues with the development changes that have occurred in Orchard Hills over the last 40 years, limited road renewal work undertaken in the area and requested accessible paths to accommodate physical activity in the area.

Comment:

Council completed the following road improvement works in Orchard Hills in 2018-19;

- Lansdowne Road between Kent Road and Calverts Road
- Calverts Road between Lansdowne Rd and Homestead Rd
- Kent Road #88 and Lansdowne Road

To help maintain the character of our rural areas generally Council does not provide footpaths except in villages. Similarly, street lighting is generally only installed at intersections in rural areas.

Submission Two

Request to improve the accessibility of the track between Leonay and Lapstone Station.

Comment:

The track between Lapstone Crescent, Leonay and Lapstone Railway Station is substantially on private land. The fire trail provides vehicular access for servicing the electricity easement and the railway. The steep gradient and poor standard of the trail is a significant constraint in formalising the route to a complying level for public use, along with the need for owner's consent. At this stage, this link is not considered feasible in its current state, though Council is working with Blue Mountains Council on the development of a shared pathway connection between Glenbrook, Lapstone, Leonay and Emu Plains.

Submission Three

This submission predominantly discussed street tree planting requests, with additional requests for investment in solar energy systems, reporting of reductions in Greenhouse Gas emissions and tree preservation policies.

Comment:

The Tree Preservation Policy will be reviewed as part Council's Development Control Plan review in 2019-20, the comments raised in the submission relating to the Policy will be considered as part of the review. In regards to the concerns raised about the removal of the street trees, the Spotted Gums were removed from a risk management perspective and new trees were planted with input from residents.

Council is undertaking a broad approach to our tree planting programs in our public open spaces and natural areas. Bush Regeneration planted close to 5,000 additional trees this

year. Currently we have projects underway to plant street trees in St Marys as a pilot, and also shade trees adjacent to sporting fields across the region. In recent years we have also planted close to 100,000 trees across South Penrith and Emu Plains thanks to funding from the Federal Government. We are working towards a range of projects in the future to increase shade across the city and help cool summer temperatures.

To date Council has installed a total of 37 separate solar panel systems, with a collective capacity of 346kW. On an ongoing basis we research new opportunities for further investment in solar. We also actively work to reduce our emissions, with measures such as upgrading over 2,000 street lights to LEDs, reducing our vehicle fleet size and transitioning to a food and organic waste system for local residents. Some of our sustainability targets include 10% of Council's electricity supplied from low carbon sources by 2030, and a 40% reduction in greenhouse gas emissions by 2030 based on 2010-11 levels. Both of these are reported on in our Annual Report each year. Combined, the energy generated by Council's rooftop solar systems, and the accredited Greenpower purchased for our sites equates to 4,187GJ or 5.4% of our total energy consumption in 2017-18. Combined emissions for 2017-18 were 24,357 tonnes of CO2 equivalent, which is a decrease of 6.5% compared with the previous year, and a reduction of 31.8% from the 2010-11 baseline year. So we're well on track to meet our targets.

Submission Four

A submission to the proposed Fees and Charges 2019-20 requested Council to introduce a new declaration application fee to allow property owners across the LGA to remove trees planted by the property owner.

Comment:

The proposed fee does not appear to be feasible, if Council policy was to change as suggested the consideration of whether a tree was planted by the property owner would be more a merit based consideration as to its possible removal. As such this consideration is already factored into the application assessment and inspection fees. In addition, if a planted tree was factored as an exemption under the policy then the proposed fee would be based on no-service being provided and would not be a valid fee proposal.

Submission Five

This submission raised several ideas that included a Sister City two-way incentive agreement with regional NSW towns, strengthening social and economic ties with First Nation communities, sustainable community programs and initiatives along the river, agricultural research partnerships, waste management and processing, climate change including development and urban heat and opportunities for electric car charging stations.

Comment:

Penrith has for many years developed a number of sister-city/international partnership programs with other Cities. The partnerships are long standing, with some in place for over 30 years. Penrith has the opportunity to reach the world stage because it's now a gateway to the Western Sydney Airport. We are part of a future economic corridor of national significance. We need to explore how best to leverage twin city and international partnerships as another way of maximising economic growth and job creation for Penrith via our "New West" brand. This may include opportunities to establish partnerships with regional NSW councils where supply chains can be strengthened in industries where Penrith has a comparative advantage and access to the airport creates export benefits for the respective business communities.

It is essential to engage and consult with Aboriginal people and First Nation communities in meaningful and respectful exchanges during all aspects of the planning and implementation processes. Council engages with the Deerubbin Local Land Council and has established a Working Together Agreement Paper (May 2019). Council is also a party to the Western Sydney Deals Implementation of Skills, Training and Aboriginal Commitments that guides economic and employment strategies. The NSW Aboriginal Land Council (NSWALC) has partnered with the Australian Government, under the Indigenous Business Sector Strategy (IBSS), to design and deliver the NSW Indigenous Business and Employment Hub (the Yarpa Hub). The Yarpa Hub is a one-stop-shop for Indigenous businesses, entrepreneurs and job seekers to build relationships and connect Indigenous people to business and employment opportunities. These initiatives are used to keep developing meaningful and respectful engagement with Aboriginal people.

The 'Our River' Nepean River Masterplan provides the blueprint for the expenditure of the Nepean River precinct which will be implemented in stages. The Masterplan includes improved accessibility to the river, environmental initiatives, expanding Regatta Park with multi-purpose events and festival spaces as well as upgrading Tench Reserve. In 2019-20, Council will be commencing the Tench Reserve Wharf Precinct Project and finalising the Regatta Park Stage 1 design.

Penrith's suite of waste contracts provides for the processing of food waste within our LGA with Food and Garden Organics (FOGO) converted to compost through the Domestic Weekly Green lidded bin. Recycling continues and contractual requirements give Council confidence that our recyclable stream has a consistently high recyclable rate within Australia. Waste to energy initiatives are regularly researched under Council's Waste and Resource Recovery Strategy and the expansion of the three bin FOGO system to all single unit dwellings means that Council is ready to take up waste opportunities through the residual red bin into the future.

In 2019-20, as part of the Cooling the City Strategy, Council will advocate for sustainable development laws, review the Penrith Accessible Trails Hierarchy Strategy (PATHS) in line with the blue / green grid principles from the State Government and investigate tree planting priorities across the City. In March Council added an electric car as part of the vehicle fleet which will create no greenhouse gas and be recharged on renewable energy. To date Council has installed a total of 37 separate solar panel systems, with a collective capacity of 346kW. On an ongoing basis we research new opportunities for further investment in solar.

Council is preparing a Smart City Strategy which will position our City to benefit from advancements in technology to improve community life, local business and sustainability.

Council supports community gardens and works with community groups via our Community Gardens Guidelines and Policy to support urban food initiatives. Residents are currently involved in a community garden space at Mamre House, Orchard Hills and Thornton Community Garden, with community clubs such as Penrith City Garden Club and Permaculture Sydney West Inc. supporting a wide range of local gardening activities.