

# MAYOR'S LISTENING CAMPAIGN

## ANALYSIS OF SUBMISSIONS RECEIVED

### A. BACKGROUND

The Mayor's Listening Campaign invited comment from residents and other stakeholders on issues facing the city. Comments were received by fax, e-mail, workshops, telephone.

The purpose of this analysis is to identify priority issues and trends in relation to community needs, as measured and reflected in comments received through the Listening Campaign. The analysis is intended as part of the public participation input to inform the IDP.

### B NUMBER AND DISTRIBUTION OF RESPONSES

A total of 4827 submissions were captured. Most submissions raised a number of issues rather than a single issue. For purposes of analysis the issues raised in each submission were combined to yield a total of 9834 comments.

### C. METHODOLOGY

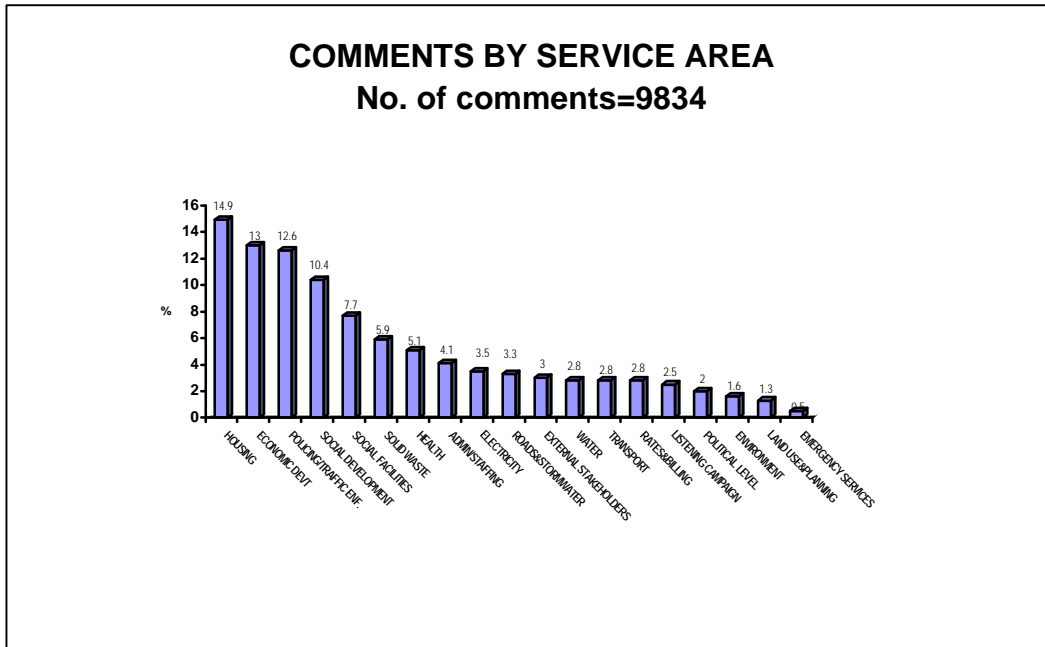
Comments concerning specific issues were categorized in order to identify patterns that emerged. The following broad themes/service areas for categorization were used.

- Solid Waste
- Roads, Pavements and Stormwater
- Electricity
- Environment
- Social Facilities/Amenities
- Social Development
- Health
- Economic Development
- Housing and Land
- Crime/Law Enforcement

- Transport and Traffic Management
- Planning and Land use
- Emergency Services
- Water
- Rates and Billing
- Staff and Administration
- Comments relating to the Political Level
- Comments specific to the Listening Campaign
- Comments relating to functions of parastatals/other levels of government

**D. PRIORITY SERVICE AREAS AS REFLECTED IN LISTENING CAMPAIGN**

The distribution of the frequency of comments by service area was as follows:



Key service areas, as measured by the frequency of comments, are housing, economic development, policing/law enforcement and social development.

## **E. PRIORITY ISSUES AS REFLECTED IN LISTENING CAMPAIGN**

Within each theme all the comments in the various submissions were captured according to the specific issue to which they related. The key priority issues as reflected by the frequency of comments received are as follows:

<b>Issue</b>	<b>No. of responses</b>
Address high crime rate/more policing	833
Job creation	825
Provision of Housing/land for housing	773
Social Welfare (poverty-related)	498
Cleaning of public spaces/control littering	358
Education (schooling/bursaries)	271
Provision and maintenance of sport/recreational facilities/swimming pools	254
Affordability of rates/service charges	251
Youth Development	239
Support community-based projects (e.g. cooperatives)	217
Improve Access to Water	195
More health clinics/accessibility to clinics	170

A number of the areas involve external role players, particularly social welfare, education, crime, reinforcing the need for partnerships to address key community concerns.