

ATTACHMENT A

HISTORY OF DECISIONS REGARDING OCEAN REEF ROAD

Record	Date	Decisions/comment
Metropolitan Regional Scheme (MRS)	1972	Proposed road reserve shown on MRS
Town Planning Scheme 2 (TPS1)	13 Sept 1972	Proposed road reserve shown in TPS 1.
District Planning Scheme (DPS2)	28 Nov 2000	Proposed road reserve again shown in the new scheme DPS2
City Subdivision approvals		City responsible for section of the Ocean Reef Road from Hodges Drive to North boundary of Lot 1029. From North Boundary Lot 1029 The Roman Catholic Archbishop of Perth & Davidson Pty Ltd
Report CJ139-06/00	13 June 2000	<p>RECOMMENDATION</p> <p>That Council:</p> <p>1 ADOPTS a single lane boulevard design standard as outlined in the body of the report for Ocean Reef Road from Marmion Avenue through to Burns Beach Road, subject to future traffic growth and demands;</p> <p>2 LISTS for consideration in Council's Metropolitan Regional Road Program funding submission the construction of Ocean Reef Road from Hodges Drive through to Shenton Avenue;</p> <p>3 FINALISES negotiations with Beaumaris Land Sales for the construction of Ocean Reef Road from the northern lot boundary of Lot 1029 to Shenton Avenue and beyond to Burns Beach Road.</p> <p>MOVED Cr Ewen-Chappell, SECONDED Cr Walker that Council: The Motion was Put and CARRIED</p>
Report CJ218-09/03	30 Sept 2003	<p>RECOMMENDATION</p> <p>That Council:</p> <p>1 AGREES in principle to the City and the subdivision land owners being the Roman Catholic Archbishop of Perth, together with Davidson Pty Ltd, transferring their respective road construction obligations for Ocean Reef Road and Burns Beach Road, subject to an agreement being drawn up to the satisfaction of the Chief Executive Officer and the respective subdivision land owners;</p> <p>2 AUTHORISES the contribution of \$140,216.57 to the subdivision land owners being the Roman Catholic Archbishop of Perth, together with Davidson Pty Ltd to fulfil the road construction transfer obligations for Ocean Reef Road.</p> <p>MOVED Cr Baker, SECONDED Cr Brewer that Council: The Motion was Put and CARRIED UNANIMOUSLY (13/0)</p>

ATTACHMENT A

<p>Briefing Session</p> <p>Deputation Ocean Reef Coastal Stakeholders (ORCS)</p>	<p>Nov 4 2003</p>	<p>THE Ocean Reef Coastal Stakeholders made a deputation to Council requesting that a full consultative process be undertaken and should include:-</p> <ol style="list-style-type: none"> 1. A representative committee of Primary Stakeholders 2. Statement of Goals and Intentions. 3. Identification and profiling of stakeholders. 4. Allocation resources – including adequate time for consultation. 5. Use a range of consultation methods which may include: <ul style="list-style-type: none"> ○ small community meetings ○ open public meetings ○ comments from a variety of interested groups ○ scenario planning workshops ○ face to face interviews ○ focus group ○ public hearings ○ use of community facilitators 6. ‘Transparent’ Research, Analysis and Feedback <ul style="list-style-type: none"> ○ design of a rigorous and reliable research process at all stages of consultation ○ qualitative and quantitative methods of collecting data from all activities ○ ongoing and continuous feedback of data to all stakeholders ○ monitoring, review and evaluation throughout the process.
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ATTACHMENT A

<p>Council Meeting</p> <p>Notice of Motion – Cr Baker</p> <p>C229-11/03</p>	<p>11 Nov 2003</p>	<p>NOTICE OF MOTION – CR C BAKER – EXTENSION OF OCEAN REEF ROAD - HODGES DRIVE TO SHENTON AVENUE</p> <p>The Original Motion, as amended, being: That the resolution of Council in respect of CJ218-09/03, be RESCINDED</p> <p>And be REPLACED with the following motion: 1 that the further extension of Ocean Reef Road be DEFERRED pending further community consultation with Ocean Reef residents;</p> <p>2 that for the purposes of giving effect to the further community consultation provided for in paragraph 1 hereof:</p> <p>2.1 a Community Consultation Working Party shall be established comprising of the Marina Ward Councillors, plus one (1) North Coastal Ward Councillor and one (1) Whitfords Ward Councillor, a suitable Council Officer and a least five representatives from the Ocean Reef Coastal Stakeholders Group;</p> <p>2.2 the Council and the Community Consultation Working Party shall initiate a public consultation period of not less than 60 days and use a 'best practice' model of stakeholder consultation and management agreed upon by the said Working Party eg. The Charettes model being the recommended approach by the W.A. Department of Premier and Cabinet;</p> <p>2.3 the Council shall consult with a range of public sector authorities and other organisations in order to seek important information to assist in the decision making in this matter eg. Dept. Main Roads;</p> <p>2.4 that the Working Party prepare a report and recommendations to Council at the conclusion of the Community consultation process;</p> <p>2.5 that at the completion of the community consultation process, Council's decision have due regard to the recommendations in the said report from the Community Consultation conducted as aforesaid.”</p> <p>was Put and CARRIED BY AN ABSOLUTE MAJORITY (14/0) In favour of the Motion: Mayor Carlos, Crs Baker, Brewer, Caiacob, Gollant, Hart, Hollywood, Kenworthy, Kimber, Mackintosh, Nixon, O’Brien, Rowlands and Walker</p>
<p>Letter Received from Dept Infrastructure and Planning</p>	<p>23 Dec 2003</p>	<p>Quoted from letter received from Neil Foley, Manager, DPI</p> <p>“ the unfinished section of Ocean reef Road has been included as an integral part of the transport network in the structure plans and subdivisions approved by the WAPC for the development of the Ocean Reef suburb. The land has been acquired for the purpose of a road and preliminary earthworks were undertaken some years ago. There has always been an expectation that the section of planned Ocean reef Road will eventually be constructed to serve both local and recreational traffic needs”</p>
<p>Titles search</p>	<p>17 Feb 2004</p>	<p>A titles search is undertaken by the City and shows the stretch of Ocean Reef Road from Resolute Way to Shenton Ave (North) is dedicated for a road.</p> <p>The stretch from Hodges Drive to Resolute Way is owned by Ministry of Planning (Lot 801) to the south with the north section being crown land.</p>

ATTACHMENT A

<p>Report to Executive</p>	<p>2 Feb 2004</p>	<p>The report recommends that Council: -</p> <p>Endorses the use of multi-methods for consultation on the proposed extension to Ocean Reef Road which include:</p> <ul style="list-style-type: none"> • Focus Groups • In depth Interviews • Community Information session • Community workshops • Self-reporting undertaken by the City's administration. <p>Notes that a budget allocation of \$50,000 to conduct the consultation and a further \$12,000 for a traffic study has been made in the 2003/2004 Half Year Budget Review</p> <p>The Executive did not accept the Officer report and requested that a phased approach be undertaken and the recommendation should be adjusted to reflect this.</p>
<p>Briefing Session – Item 9</p> <p>Deputation from Ocean Reef Action Group (ORAG)</p>	<p>10 Feb 2004</p>	<p>Summary</p> <p>We believe the proposed road extension must proceed without delay to ease the congestion of Constellation Drive which was clearly never meant to be the only road to service the area.</p> <p>The concentration of traffic and education facilities is a time bomb which if left unchecked will result in serious injury and even death due to the concentration of hazards along Constellation Drive.</p> <p>We cannot believe that the overall community could willingly let a small section of their community bear the brunt of the entire suburb's traffic demands and unnecessarily place their own children at risk everyday. This is particularly true when the plans to ease the situation have been in existence since the beginning of the Ocean Reef development.</p> <p>We support the immediate implementation of the road extension and believe it is time to act in the interest of the majority, not delay or procrastinate over trivia to satisfy the interests of a minority any longer.</p> <p>Let's get on with it!</p>
<p>Deputation from ORCS</p>	<p>10 Feb 2004</p>	<p>The ORCS made a deputation stating concerns that the report Item 9 did not reflect their expectations and reiterated their position of November 4, 2003.</p>
<p>Report to Council CJ009/02/04</p>	<p>17 Feb 2004</p>	<p>COUNCIL RESOLUTION</p> <p>The Joint Commissioners rescinded the previous motion of November 11, 2003 and resolved at its meeting on February 17, 2004 to: -</p> <ol style="list-style-type: none"> 1. <i>APPROVE a programme of consultation to be undertaken with key stakeholders on the detailed design of the extension of Ocean Reef Road from Hodges Drive through to Shenton Avenue being the model outlined in the 'Consulting Citizens' material;</i> 2. <i>NOTE that the consultation costs shall not exceed \$14,000 for external consultants;</i> 3. <i>NOTE that the key stakeholder group shall include representation from residents whose property abuts that section of Ocean Reef Road to be</i>

ATTACHMENT A

		<p style="text-align: center;"><i>constructed, and equal representation from the Ocean Reef Stakeholders Group and the Ocean Reef Action Group;</i></p> <p style="text-align: center;"><i>4. LIST this project for consideration in the 2004/05 Five Year Capital Works Program.</i></p>
Brief for Consultancy Issued	March 2004	<p>City develops brief and process to appoint an independent facilitator.</p> <p>A Request for Quote was prepared and submitted to 6 consultants for a response. 4 consultants were referenced from the Dept Premier & Cabinet. Two submissions were received and evaluated.</p>
Consultant Appointed	April 2004	<p>City appoints a facilitator – Learning Horizons for \$8400.</p>
Meeting with Premier & Cabinet	April 2004	<p>City and facilitator meet with Premier & Cabinet officers to discuss the process of evaluation.</p> <p>City advised by Premier & Cabinet that :-</p> <ol style="list-style-type: none"> 1. The City must determine the parameters of the consultation 2. The City must set clear objectives for the process, which can then be used to evaluate the process. 3. The city should if possible utilise a working party to evolve and manage the process.
Meeting with ORCS	April 16 2004	<p>Meeting to outline process methodology with ORCS convened-</p> <p>The A/CEO attended and was requested by the ORCS to arrange a meeting with Commissioners so that the recommendation of February 17 2004 could be reviewed with a view to broaden the parameters.</p> <p>ORCS representative stated “ That the Commissioners had made a high handed decision and that the process to date was not satisfactory given the City is not prepared to talk about a No road option. The process needed to be a reflective process. Everyone should be heard including the 3rd view of the no road option. People need to be heard otherwise they will make their view heard through the outrage factor.”</p> <p>The further advised that they did not wish to be involved in working group that contained representatives from ORAG.</p> <p>No commitment given to the process until the issues of broadening the consultation parameters are reviewed.</p>
Letter from ORCS	April 20 2004	<p>Letter received from ORCS formally requesting expanded consultation process and a meeting with Commissioners. Letter also copied to State Government departments – Premier and Cabinet, Department for Local Government and Department for Planning and Infrastructure.</p>
Meeting With ORAG	May 4 2004	<p>The Consultant and a Council officer met to outline and agree on a process methodology with Ocean Reef Action Group (ORAG) – ORAG agreed to the process and to be involved in the working party – However they reaffirmed their position and expressed concerns over further delays.</p>
Petition Received C33/05/04	May 18 2004	<p>The ORCS submitted a 264-signature petition has been received from residents of the City of Joondalup requesting a consultation process which includes the option of dedicating the land as a Community Recreational Reserve - as a community and tourist passive recreational amenity; as parkland with walkways; and the restoration and regeneration of the original natural environment.</p>
Report to	May 18	<p>OFFICER RECOMMENDATION CJ101-05/04</p>

ATTACHMENT A

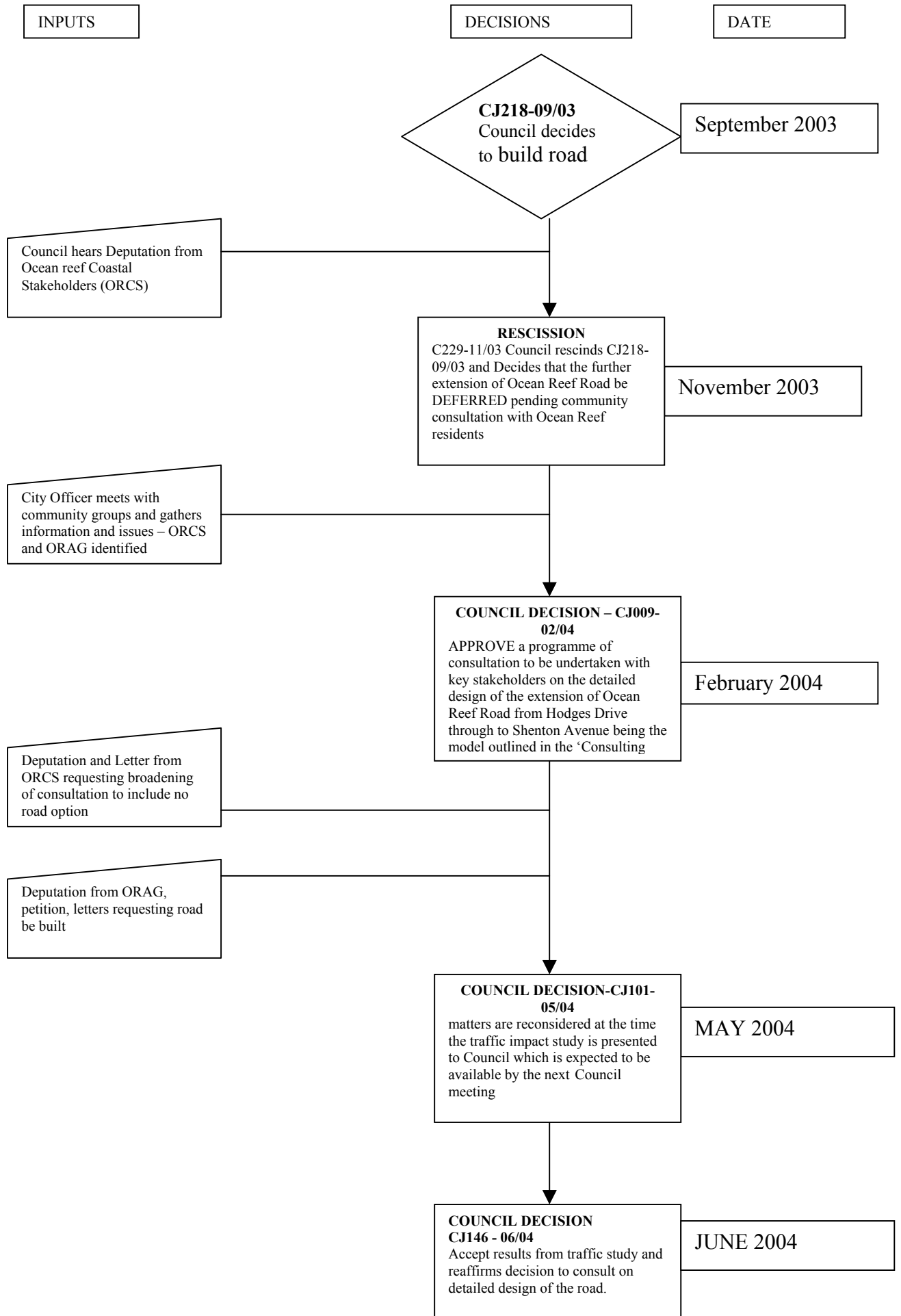
<p>Council CJ101-05/04</p>	<p>2004</p>	<p>The Joint Commissioners:-</p> <p>APPROVE an expansion to the consultation process endorsed by Council at its meeting on February 17, 2004 in relation to the proposed extension of Ocean Reef Road, to take consideration of recreational, environmental and amenity issues along this corridor.</p> <p>The Officers Recommendation was not accepted and the following motion was put:-</p> <p>The Joint Commissioners resolved that:</p> <p>1 these matters are reconsidered at the time the traffic impact study is presented to Council which is expected to be available by the next Council meeting;</p> <p>2 in the meantime, the consultants to continue with the process involved in the construction of the working group as soon as possible.</p> <p>Put and carried 5/0</p>
<p>Report to Council CJ146 - 06/04</p>	<p>June 29 2004</p>	<p>PROPOSED EXTENSION OF OCEAN REEF ROAD – RECONSIDERATION OF CJ101-05/04</p> <p>PURPOSE To provide the traffic impact study for the proposed extension of Ocean Reef Road to enable the Commissioners to reconsider a previous report CJ101-05/04 and to furthermore provide an update to Council on the progress of constructing a working group to guide the consultative process.</p> <p>The Original Motion, as amended, being:</p> <p>That the Joint Commissioners:</p> <p>1 NOTE the findings of the traffic impact study for Ocean Reef Road;</p> <p>2 REAFFIRM their decisions (1); (2) and (4) of 17 February 2004 (C09-02/04 refers) to:</p> <p>(a) APPROVE a program of consultation to be undertaken with key stakeholders on the detailed design of the extension of Ocean Reef Road from Hodges Drive through to Shenton Avenue being the model outlined in the ‘Consulting Citizens’ material;</p> <p>(b) NOTE that the consultation costs shall not exceed \$14,000 for external consultants;</p> <p>(c) LIST this project for consideration in the 2004/05 Five Year Capital Works Program.</p> <p>3. INVITE representation from the following groups, organisations and individuals to form the working party to the consultation process:-</p> <p>Primary Stakeholders:</p>

ATTACHMENT A

	<ul style="list-style-type: none"> • Ocean Reef Coastal Stakeholders Group – 2 members • Ocean Reef Action group – 2 members • Residents – adjoining the proposed road and not associated with Ocean Reef Coastal Stakeholders Group (ORCS) or Ocean Reef Action Group (ORAG) -1 member • Residents along routes to proposed road (Resolute Way) and not associated with ORCS or ORAG – 1 member • Residents along Constellation drive and not associated with the ORCS or ORAG • Local business owners of Ocean Reef – 1 member • Schools – 1 member <p>Other Stakeholders:</p> <ul style="list-style-type: none"> • Residents in adjoining suburbs (Iluka, Kallaroo, Burns Beach) – 1 member <p>Government:</p> <ul style="list-style-type: none"> • Local Government – City of Joondalup - 2 members • Main Road Dept – 1 member • Department of Planning and Infrastructure – 1 member • Community Groups – Coast Care or Friends Groups – 1 member <p>4. CLARIFY that the Working Party is assisting with plans to conduct the community consultation and that the consultation program itself will involve the wider community;</p> <p>5. DIRECT that, if the Working Party has not agreed on a program of consultation within six weeks from 29 June 2004, the matter is to be again referred to Council.</p> <p>The Amendment was Put and CARRIED UNANIMOUSLY (4/0)</p>
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ATTACHMENT B

FLOWCHART OF DECISIONS MADE SINCE SEPTEMBER 2003



ATTACHMENT C

VALUES – are the elements Community would like to see included for the road?

VALUE	INTENT	INFORMATION
Budget and Scheduling	Timeframe	Budget limits \$1.2M - \$3M
Noise & Pollution	<ul style="list-style-type: none"> - Traffic noise - retaining walls (how to stop noise) - asphalt - trees, buffers - lighting - 	Technical information required/Engineering What is surface Model options
Landscaping - beautification	Native/natural Blend with environment Link with Sunset Boulevard	Technical information required –
Environmental	Flora and fauna impact	Environmental information required
Tourism	Curves Speed	Information
Consistency of coastal road		
Parking	Size Place Type Security	Information required
Safety	Speed Straight Access Lighting Fencing	Technical information
Access – motorists		Information require on access possibilities
Access – pedestrians and cyclists	Extend paths On road paths	Information required
Function of road		Technical information required
Location of road	Buffer, alignment	Different visual options required

ATTACHMENT D

OCEAN REEF ROAD – KEY CRITERIA, CONSTRAINTS AND GIVENS ESTABLISHED

CATEGORIES				
KEY CRITERIA (Derived from Values)	Relates to	NON NEGOTIABLE OR CONSTRAINTS	GIVENS	GIVENS
Location and Alignment and Standard		Fixed within 40m reserve	<ul style="list-style-type: none"> • Formation width cleared and earth worked • Part dedicated road reserve 	<ul style="list-style-type: none"> • Adjacent Bush Forever Site • Coastal Foreshore Management Plan
Parking	Carparks or On Road	Provide parking within road reserve		
Safety	All users Include pedestrians and cyclists	<ul style="list-style-type: none"> • Design standards <ul style="list-style-type: none"> ➢ Pavement widths ➢ On road cycling lanes ➢ Min. lighting ➢ Horizontal curves ➢ Speed limit to be approved by Main Roads WA 		↓
Function of Road	Traffic Calming Treatments Access to Motorists	<ul style="list-style-type: none"> • F.A.R. Foreshore Access Road • No restrictive treatments, eg speed bumps 		
Amenity	Noise Landscaping Environment	Natural environment (species type to be in accordance with City's guidelines)	<ul style="list-style-type: none"> • Construction smooth asphalt surface • Flat grade 	Construction Standards (include drainage)
		BUDGET	<ul style="list-style-type: none"> • Budget is a decision to be made by Council 	<ul style="list-style-type: none"> • Construction Management and Contract <ul style="list-style-type: none"> ➢ Dust ➢ Insurance ➢ Construction Program ➢ Dedication of southern section of reserve

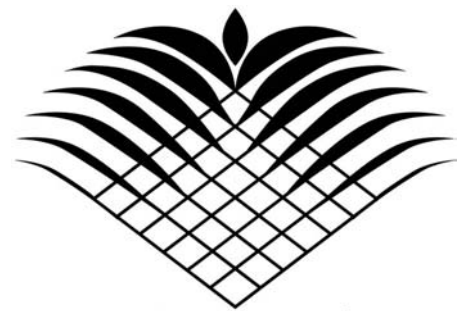
ATTACHMENT D

ATTACHMENT E

OCEAN REEF ROAD

POINTS FOR CONSIDERATION

KEY CRITERIA	QUESTIONS FOR OPTIONS
Location and Alignment and Standard	Road located on <ul style="list-style-type: none"> - East side of Road Reserve - West side of Road Reserve - Winding/Meandering Alignment <ul style="list-style-type: none"> • 2 lane, undivided road • 2 lane, divided road (Boulevard style)
Parking (within road reserve)	<ul style="list-style-type: none"> • West side of road reserve - parallel parking (embayments) <ul style="list-style-type: none"> - car park angled parking separate from road/carriageway • East side of road reserve- parallel parking (embayments) <ul style="list-style-type: none"> - car park angled parking (separate from road/carriageway) <p>(Eastern side will require crossing points for pedestrians and therefore a safety implication with crossing the road to get to the beach (reserve))</p>
Safety	<ul style="list-style-type: none"> • Pedestrian crossing points at <ul style="list-style-type: none"> - intersections only - mid block and intersection crossing points • Lighting <ul style="list-style-type: none"> - minimum standard (at intersections only) - full standard (along full length)
Function of Road	Traffic Management Devices <ul style="list-style-type: none"> - Roundabout at intersection (Resolute Way/Hodges Drive) - Traffic Islands at intersection - Mid block – Blister Island (landscaped and/or pedestrian crossing point)
Amenity	Landscaping <ul style="list-style-type: none"> - natural vegetation (soft landscaping) - brick paved (hard landscaping) - brick paved with intermittent landscaping



City of
Joondalup

**REPORT ON OCEAN REEF ROAD EXTENSION
WORKSHOP**

SEPTEMBER 30, 2004

**ANALYSIS OF QUANTITATIVE AND QUALITATIVE FEEDBACK &
WORKSHOP PROCESS EVALUATION**



TABLE OF CONTENTS

EXECUTIVE SUMMARY 3

ANALYSIS OF WORKSHOP INFORMATION 5

QUANTITATIVE RESULTS 5

QUALITATIVE RESULTS 9

First Cut of Data 9

Meandering 10

Limited Parking 10

Soft Landscaping 10

Second Cut of Data 11

SUMMARY OF WORKSHOP PROCESS EVALUATION 12

APPENDIX A – Detailed Analysis of Criteria 13

APPENDIX B – Workshop Process Evaluation 19

APPENDIX C – Background Planning for Community Consultation 21

EXECUTIVE SUMMARY

On 29 June 2004 The Joint Commissioners made a decision to consult on the construction of the final extension to Ocean Reef Road. This decision set the broad parameters for consultation in that Council decided that a road was to be constructed and the detailed design of that road would be the focus for community consultation.

Appendix C to this report outlines the background and process from which the consultation process was achieved.

The workshop process has yielded valuable information that can now form the basis of concepts from which detailed designs can be formulated. The major findings with respect to quantitative (the actual numbers and percentages of agreements reached) and the qualitative (actual comments made) community feedback on the design of the road are summarised as follows:

CRITERION	QUANTITATIVE RESPONSES	QUALITATIVE FINDINGS
Criterion One - Location, alignment and standard of the road	80% support for a meandering road. 70% support for boulevard style road.	<ul style="list-style-type: none"> • Preferably away from houses • Will reduce speed of road users • Will be safer for pedestrians • Will maintain standard in keeping with other coastal developments.
Criterion Two - Parking location and type	60% support for parking to be provided on the west side of the road reserve. 70% support for angled parking	<ul style="list-style-type: none"> • Angled parking leaves more space, easier for traffic to get in and out • Comments as to why parking is necessary given that the area is currently used by local walkers, cyclists etc • Concerns that parking may be used be for anti-social behaviour • Support for limited parking adjacent to existing pathways.
Criterion Three - Additional crossing points and lighting	50% support for additional crossing points. 20% against additional crossing points 10% did not reach consensus on additional crossing points.	<ul style="list-style-type: none"> • Those supporting additional crossing points felt they were important for safe access to the beach.
	50% support for lighting at intersections 40% support for lighting along the length of the road.	<ul style="list-style-type: none"> • Lighting was felt to be important for safety reasons for car drivers and pedestrians and to prevent antisocial behaviour.

CRITERION	QUANTITATIVE RESPONSES	QUALITATIVE FINDINGS
Criterion Four - Function of Road	90% support for a roundabout at Resolute Way. 100% support for a roundabout at Hodges Drive.	<ul style="list-style-type: none"> • Considerable support for roundabouts as traffic calming features.
	60% support for traffic calming with blister islands. 40% thought that as they had already opted for a boulevard style road that this was unnecessary.	<ul style="list-style-type: none"> • Support for traffic calming devices in general.
Criterion Five - Amenity	40% support for mixed landscaping 40% unable to reach consensus! 20% support for natural vegetation	<ul style="list-style-type: none"> • Responses reflected some concern about the ongoing costs of maintaining landscaped features and the possibility of damage/vandalism.

Appendix A provides detailed breakdowns of the results as analyzed from the workbooks collected from each table on the night.

ANALYSIS OF WORKSHOP INFORMATION

To obtain feedback from the workshop that could be analysed, each table was requested to provide one set of documents that included a completed response sheet and/or comment sheet for each of the 5 criteria to be addressed at the workshop.

At the meeting preparatory to the workshop it was explained table facilitators that where consensus was reached on a criterion, the scribe would tick the appropriate box in the response sheet. In this way a numeric indication of the preferences selected for each criterion could be provided. If participants wanted to make additional comments in support of their selection, this could be written on the comment sheet provided.

However, in instances where consensus was NOT reached, the comment sheet should be used to identify the points of disagreement. Table facilitators and scribes were instructed to check that their notations were in accordance with the participant's wishes.

For all comments in addition to those on the criterion – e.g. issues that participants felt were not being addressed, scribes were encourage to make notes and therefore not “lose” any information that participant's felt was pertinent to the matter in hand.

Individuals were also invited to write down their individual comments if they felt that all their concerns were not being addressed from within the workshop criteria. This data would be collated separately and incorporated into the feedback report if relevant and within the constraints outlined to the workshop during the initial presentation.

To begin analyzing the data from the workshop, response sheets and comments sheets were divided up into each of the five criteria and processed using statistical analyzing software.

QUANTITATIVE RESULTS

The quantitative results are the record of actual numbers recorded against the criteria questions asked.

The quantitative data from the response sheets was analysed using a SSPS statistical software program to identify the frequencies of the responses. A complete table of the results can be found in Appendix A.

It should be noted that the quantitative analysis was unable to breakdown the ‘no consensus’ data as some of the workbooks did not report the specific numbers of people who agreed or did not agree. Without these numbers being specifically reported the “no consensus” data can only be consolidated and reliance is placed with the qualitative comments to determine the spread of ‘no consensus’.

The significant criteria that reported relatively high levels of “No Consensus” have been analysed as follows:

1. Criteria One - Should the road be a two lane undivided road or a two lane divided (boulevard style) road recorded ‘no consensus’ of 30%. In determining the significance of this result the qualitative comments must be used as follows:-

2 lane Undivided	2 lane divided	Other
	Consensus	
	Consensus	
	Consensus	
	Consensus	
	Consensus	
1	3	
		6 reported a blend of 2 lane undivided with gaps
1		
	Consensus	
	Consensus	
1	6	
Consensus		70%
No consensus		30%

The conclusion thus lends itself to an overall consensus that the majority of people clearly prefer a two lane undivided road.

2. Criteria Two – Should parking be located on the west or east side of the road near existing path links?

West	East	No Parking	Other
		No parking	
Consensus			
Consensus			
		2	5 small parking sections
Consensus			
		3	2 parking not a high priority as beach is not a swimming beach
Consensus			
Consensus			
			limited parking west side
Consensus			
		Consensus	60%
		No Consensus	40%

Overall consensus is for parking on the west side of the road, however the no consensus lends itself to a combination of “no parking” at all or limited parking.

3. Criteria Three – Other than at intersections of Shenton, Resolute and Hodges.
 Do you want additional pedestrian crossing points?

Yes	No	No Consensus
	Consensus	
2 consensus		Mostly felt no extra required
5 consensus	2	Mostly felt extra points were required
	Consensus	
consensus consensus consensus		An extra Crossing at Vigilant was recorded
50%	20%	30%

The overall response was generally in support of extra crossing points even on tables where consensus was not achieved.

QUALITATIVE RESULTS

Qualitative results are those that are devised from the comments written on the workbook. The comments are recorded and themed in order to determine what comments are the most commonly occurring.

The qualitative data contained in the comments sheets were also analysed using a qualitative software analysis software program called Nvivo.

Each of the five criterion were reviewed for common themes which were labeled with codes. The first cut identified the top three codes by the number of comments that were recorded against each code.

First Cut of Data

The “first cut” of the data can be considered in order of comment frequency.

Meandering = 12	Concerns = 6
Limited parking = 12	Speed reduction = 6
Soft landscaping = 9	Concerns = 5
Mixed landscaping = 8	Safety = 5
Lighting = 8	Car park users = 4
Roundabouts = 7	No parking = 4
Parallel parking = 4	Parking arrangements = 4
Additional crossing points = 7	No extra crossing points = 3
Safety = 6	Utility = 3
Angled parking = 6	Hard landscaping = 3
Road away from homes = 6	Aesthetics = 3
Speed reduction = 2	Beautification = 3

The top three codes - meandering, limited parking and soft landscaping were then analysed in more depth.

Meandering

All the comments provided at the workshop were in support of a road of this type.

Meandering road sticking as far west as possible

Meandering – off road parking and on west side

Meandering – to reduce speed

Meandering towards west side – away from houses

Meandering with parking on west side for safety

Majority for “wiggly” road

Meandering is a priority, keep way from houses.

Limited parking

Whilst there were questions from participants about who the parking was to be provided for, given that users of this area of the coast are likely to be local walkers, cyclists and surfers, it was felt that limited parking adjoining existing pathways to the beach would be appropriate. Further, there was general support for angled parking rather than parallel parking.

Limited parking at existing paths to beach on west side only so people can access beach. Access for surfers so they do not damage dunes.

Can you have an 8 bay and then 10 bays further along?

...parking...in limited pockets with sections of no parking.

Soft landscaping

It was noted that there was support for soft landscaping with an emphasis on low maintenance costs, low water needs and the use of native plants suited to coastal areas. Further, comments indicated support for a mix of intermittent landscaping with brick paving at crossing points for pedestrians.

Where there is pedestrian access etc would need or would like a mixed landscaping. Use natural vegetation in sections where crossing/blisters are not in place to keep run off problems down.

Second Cut of Data

From the first cut it was revealed that the codes for safety (11 comments in total), general concerns (11 comments in total) and speed reduction (8 comments in total) were significant issues in addition to widespread support for a meandering road and limited parking.

In the light of this preliminary information, the data for all 5 criteria were reviewed again to determine whether general concerns about the road, issues of safety and speed reduction were significant emergent themes impacting on the decisions taken at the workshop.

On recoding the data against general concerns, 17 comments were noted and subcategorized as follows:

- Issues to do with landscaping
 - Whether woodchips would be used
 - Whether line of sight would be affected for pedestrians/road users
 - Whether the landscaping would be properly maintained
 - Costs of irrigation
 - Whether soft landscaping could subside
 - Proper arrangements for drainage
 - The extent of possible damage to vegetation
 - What would happen to the existing cyclone fence, whether there was an allowance for recreating the fence line

- Issues to do with anti-social behavior
 - Use of the road as a race track
 - Vandalism in lighted or unlighted car parks
 - People using dual use paths on motorbikes
 - Vandalism – walking through the dunes willy-nilly causing damage
 - Teenagers at night
 - Anti-social behavior attracted [where parking is made available]

- One off issues
 - Proximity of car parks to houses
 - Narrowness of existing pathways

On recoding the data against safety and speed reduction respectively, it became evident that most people at the workshop believed that safety could be achieved through a meandering road and the use of traffic calming devices to slow drivers down. As one table put it: Meandering + Median + Blisters = Very slow road

SUMMARY OF WORKSHOP PROCESS EVALUATION

A workshop evaluation sheet was provided to all participants at the workshop for completion at the end of the evening. The evaluation sheet is divided into sections on presentation, content and coordination and is the standard tool used by the City when conducting workshops, whether in-house or with members of the public.

The complete findings from the process evaluation can be found in Appendix B.

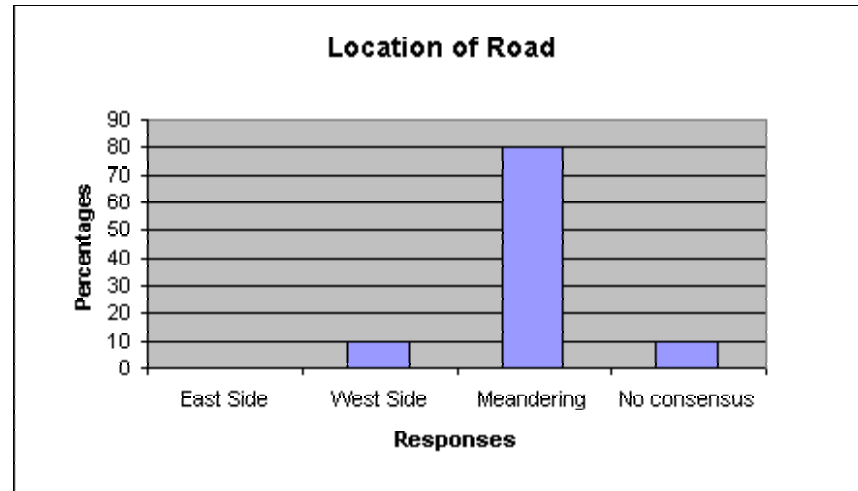
Of the approximately 80+ people attending the public workshop at the Joondalup Reception Centre, 48 completed evaluation sheets. This is a very high response rate for such an occasion and the scores indicate that participants were keen to provide positive feedback about the event at the time.

Responses	No. of People	Percentage
How would you rate the presentation format?		
> Good – Excellent	52	94%
How would you rate the issues covered?		
> Good – Excellent	44	91.7%
How would you rate the knowledge/skills of the main facilitator?		
> Good – Excellent	41	87.3%
How would you rate the knowledge/skills of the table facilitator?		
> Good – Excellent	41	89.1%
The workshop tasks were clear?		
> Agree – Strongly Agree	41	85.4%
The workshop met its stated objective?		
> Agree – Strongly Agree	44	91.6%
The information presented is useful?		
> Agree – Strongly Agree	44	93.6%
The main facilitator was supportive of participant’s needs?		
> Agree – Strongly Agree	43	91.5%
The table facilitator was responsive to the needs of the participants		
>Agree – Strongly Agree	43	91.5%
Sufficient notice was given for me to attend the workshop		
>Agree – Strongly Agree	35	74.5%
The venue for the workshop was suitable		
>Agree – Strongly Agree	48	100%
The timeframe for the workshop was sufficient		
>Agree – Strongly Agree	38	79.2%
My personal objectives for attending the workshop were met		
Yes	38	88.4%
No	5	11.6%

APPENDIX A – CRITERION ONE

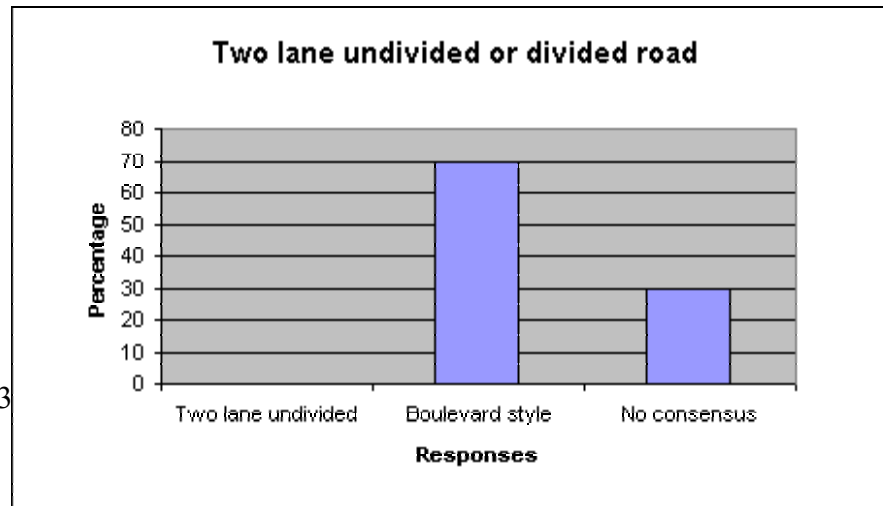
Where should the road be located in the road reserve - East Side? West Side or Meandering?

Responses	No. of tables	Percentage
East Side	0	0
West Side	1	10
Meandering	8	80
No consensus	1	10
Total	10	100



Should the road be a two lane undivided road or a two-lane divided (boulevard style) road?

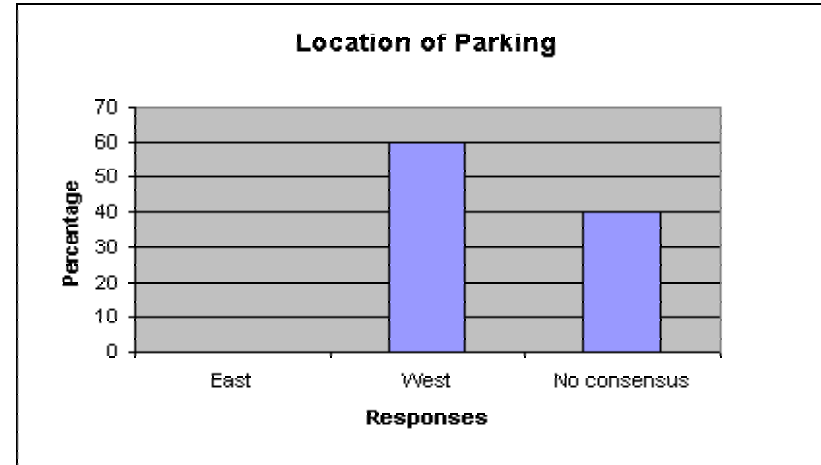
Response	No. of tables	Percentage
Two lane undivided	0	0
Boulevard style	7	70
No consensus	3	30
Total	10	100



APPENDIX A – CRITERION TWO

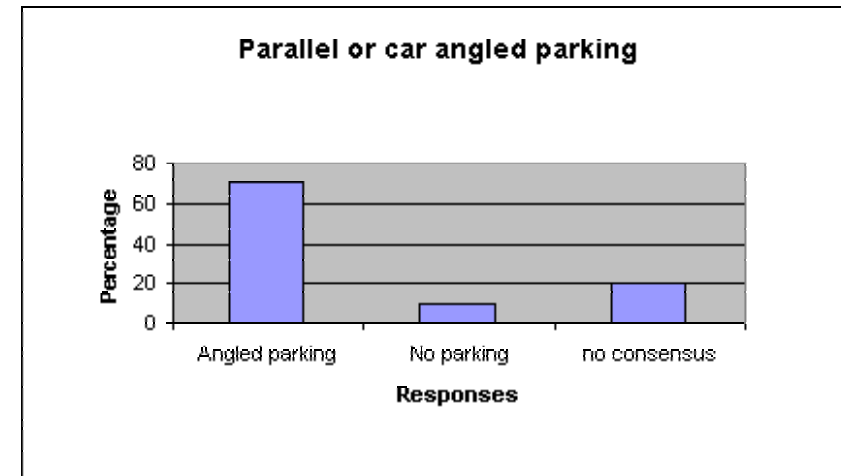
Should parking be located on the west or east side of the road near existing path links?

Response	No. of tables	Percentage
East	0	0
West	6	60
No consensus	4	40
Total	10	100



Should the parking be parallel parking or car angled parking separated from the road?

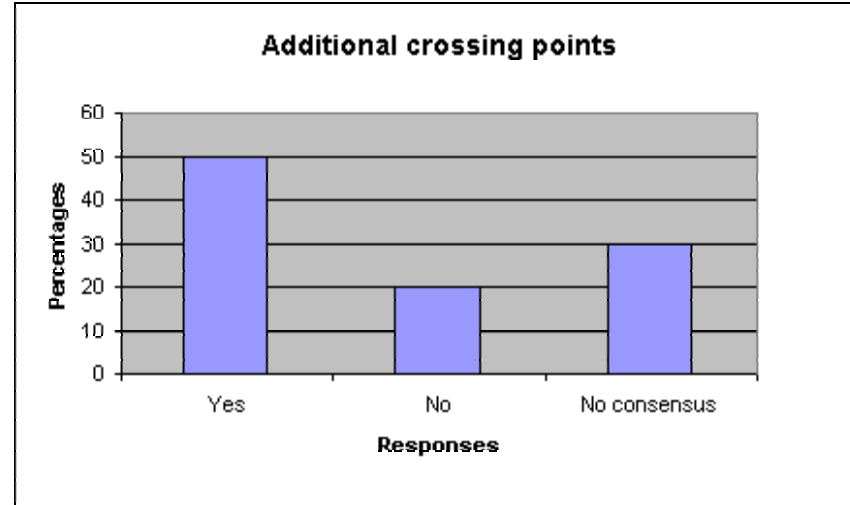
Response	No. of tables	Percentage
Angled parking	7	70
No parking	1	10
no consensus	2	20
Total	10	100



APPENDIX A – CRITERION THREE

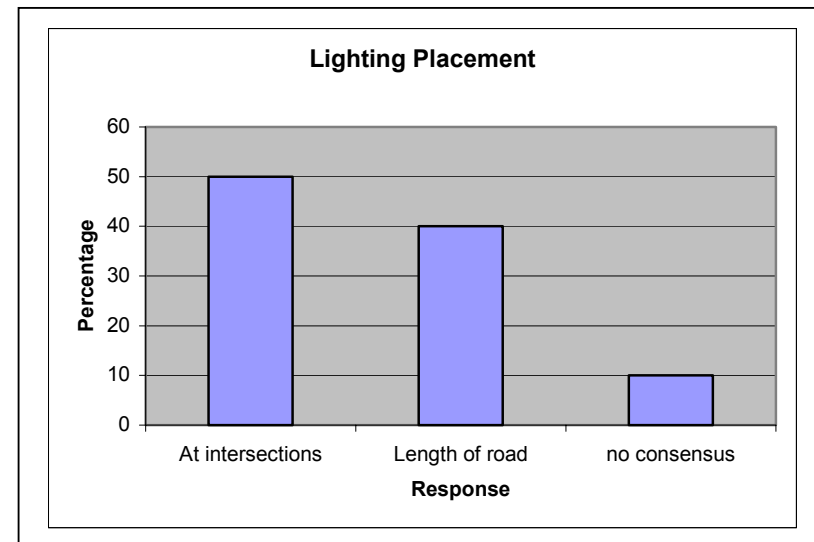
Other than at intersections of Shenton/Resolute and Hodges. Do you want additional pedestrian crossing points?

Responses	No. of tables	Percentage
Yes	5	50
No	2	20
No consensus	3	30
Total	10	100



Should the lighting be provided at the intersections or along the full length of the road?

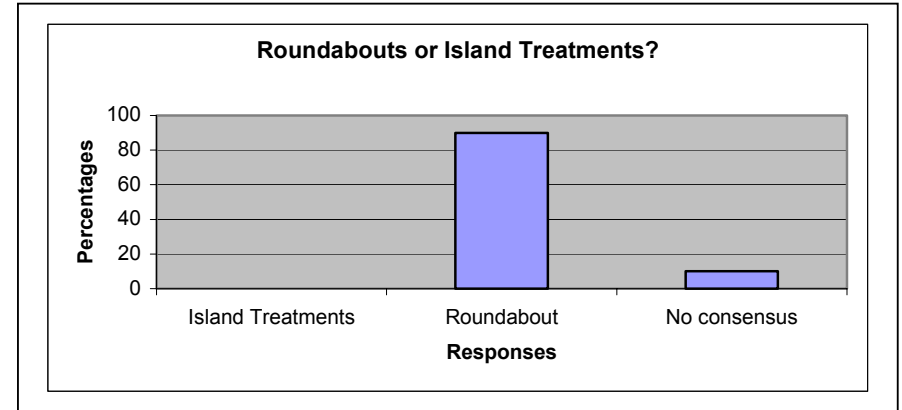
Responses	No. of tables	Percentage
At intersections	5	50
Length of road	4	40
no consensus	1	10
Total	10	100



APPENDIX A – CRITERION FOUR

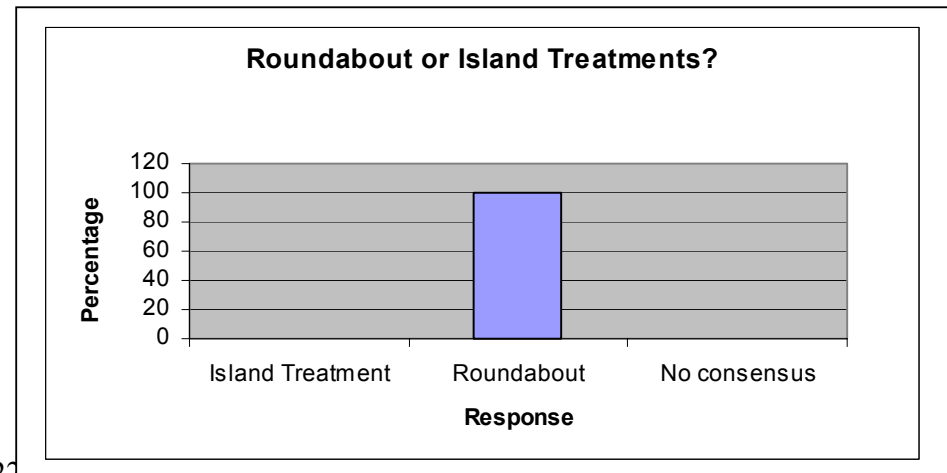
Should the design of the road include a roundabout or traffic islands at the intersection of Resolute Way?

Responses	No. of table	Percentage
Island Treatments	0	0
Roundabout	9	90
No consensus	1	10
Total	10	100



Should the design of the road include a roundabout or traffic islands at the intersection of Hodges Drive?

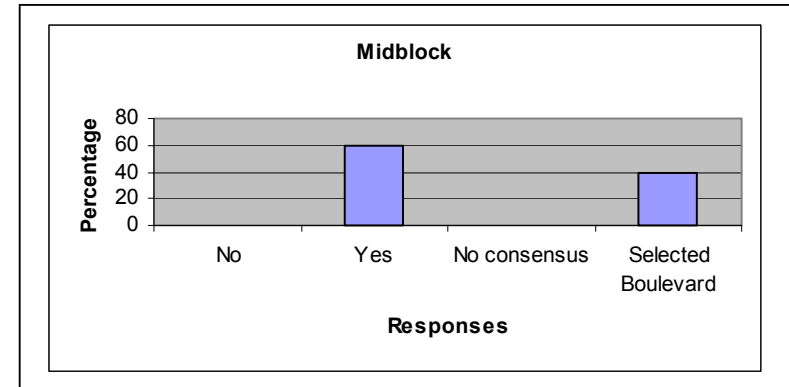
Response	No. of tables	Percentage
Island Treatment	0	0
Roundabout	10	100
No consensus	0	0
Total	10	100



APPENDIX A – CRITERION FOUR

Should the middle of the road (mid block) be traffic calmed with a blister island?

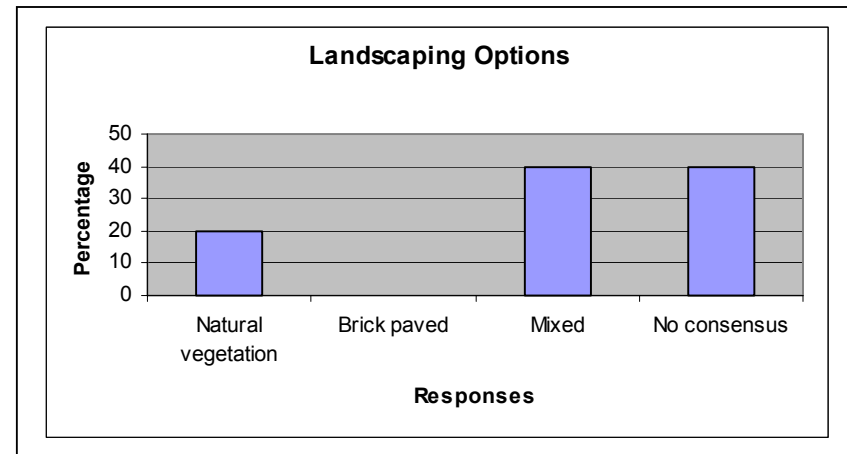
Responses	No. of tables	Percentage
No	0	0
Yes	6	60
No consensus	0	0
Selected Boulevard	4	40
Total	10	100



APPENDIX A – CRITERION FIVE

Should the landscaping be soft or hard or a mixture of the two?

Responses	No. of tables	Percentage
Natural vegetation	2	20
Brick paved	0	0
Mixed	4	40
No consensus	4	40
Total	10	100



APPENDIX B WORKSHOP PROCESS EVALUATION

Questions	Presentation format		Issues covered		Knowledge skills main facilitator		Knowledge skills table facilitator	
	No. of people	Percentage	No. of people	Percentage	No. of people	Percentage	No. of people	Percentage
Responses								
Excellent	13	27.1	10	20.8	10	21.3	13	28.3
Very good	26	54.2	20	41.7	20	42.6	18	39.1
Good	6	12.5	14	29.2	11	23.4	10	21.7
Fair	2	4.2	3	6.3	5	10.6	3	6.5
Poor	1	2.1	1	2.1	1	2.1	2	4.3
Total	48	100.0	48	100	47	100	46	100
Questions	Workshop tasks clear		Workshop met stated objective/s		Information presented useful		Main facilitator responsive to needs	
Responses	No. of people	Percentage	No. of people	Percentage	No. of people	Percentage	No. of people	Percentage
Strongly agree	13	27.1	16	33.3	16	34.0	26	55.3
Agree	28	58.3	28	58.3	28	59.6	17	36.2
Neither agree nor disagree	4	8.3	2	4.2	1	2.1	2	4.3
Disagree	3	6.3	1	2.1	2	4.3	2	4.3
Strongly disagree	0	0.0	1	2.1	0	0.0	0	0.0
Total	48	100	48	100	47	100	47	100
Questions	Table facilitator responsive to needs		Sufficient notice for me to attend the workshop		The venue for the workshop was suitable		The timeframe for the workshop was sufficient	
Responses	No. of people	Percentage	No. of people	Percentage	No. of people	Percentage	No. of people	Percentage
Strongly agree	25	53.2	10	21.3	22	45.8	15	31.3
Agree	18	38.3	25	53.2	26	54.2	23	47.9
Neither agree nor disagree	2	4.3	3	6.4	0	0	4	8.3
Disagree	2	4.3	9	19.1	0	0	5	10.4
Strongly disagree	0	0.0	0	0.0	0	0	1	2.1
Total	47	100	47	100	48	100	48	100

APPENDIX B WORKSHOP PROCESS EVALUATION

Question	The workshop met my personal objectives	
	No. of people	Percentage
Responses		
Yes	38	88.4
No	5	11.6
Total	43	100

APPENDIX C

BACKGROUND - PLANNING FOR COMMUNITY CONSULTATION

In February 2004 the Joint Commissioners of the City of Joondalup approved a program of consultation with key stakeholders on the detailed design of the extension of Ocean Reef Road from Hodges Drive through to Shenton Avenue using the model outlined in the 'Consulting Citizens' material. Further, the Joint Commissioners determined that a working group made up of key stakeholders be convened to develop the program of consultation.

In July 2004, the working party comprising 2 senior staff members of the City of Joondalup, 1 staff member from the Main Roads department, 1 staff member from the Department of Infrastructure & Planning, 2 members from the Ocean Reef Community Stakeholders (ORCS), 2 members from the Ocean Reef Action Group (ORAG) and 4 individuals not aligned to any group but drawn randomly from resident in streets and suburbs near to the proposed Ocean Reef Road Extension was established.

Helen Hardcastle, an independent consultant, was employed to facilitate working party discussions and any consultation process arising from their deliberations.

The working group met on three occasions to set ground rules and objectives for the group and to identify the key critical issues from which consultation process can be framed. The group developed from the issues identified 5 key criteria for the consultation to be undertaken and determined the communication process for inviting public participation. The majority of people that attended the public workshop were local residents of Ocean Reef and did so as a result of seeing the advertisements in the local newspaper and the signage at Hodges Drive, Shenton Avenue and the end of Resolute Way. A random selection was also undertaken by City Officers to invite wider participations from residents across the entire population of the City of Joondalup.

The final program for a public workshop was developed in September 2004 and provided opportunities for participants to consider the following 5 criteria:

- Road alignment within the road reserve,
- The type of road – straight or meandering,
- Parking,
- Safety and
- Landscaping (amenity)

To address each of the criteria through group discussion, a workbook with a range of illustrated design options with tick boxes against them to indicate preferred options was provided.

The free Council venue for the workshop was selected being the Joondalup Civic Function Centre. The room for the workshop was set up with ten tables for group discussion on the five criteria. A table facilitator and scribe on each table were to encourage discussion and record the following:

- Where consensus was reached on a design option for a criterion the scribe would record the decision in the table workbook. Any additional comments supporting the decision could be recorded on the comments sheet provided for each criterion.
- Where consensus was not reached, the comments sheet was to be completed identifying the issues of concern.
- Where table participants felt that an issue they wished to raise was not addressed through the workshop process, scribes were encouraged to record them using a comment sheet for the purpose.

Scribes and table facilitators were drawn from members of the working party, contacts provided by the Citizens' and Civics Unit of the Office of the Premier and Cabinet, The Sustainability Advisory Committee of Council and staff from various departments within the City of Joondalup. Two training sessions were held to orientate these individuals to their role.

The program for the workshop included information from Ms Hardcastle to orientate the participants to the "rules of engagement" for the evening and the process for gaining their feedback. Additional information was provided by a consultant engineer, Gary Mason, on the need for participants to understand that some of the decisions they might make in the course of the evening on the criteria may have an impact on others.

In addition to Mr Mason a number of engineers were present to provide technical advice and information to the participants during the evening.

At the close of the evening, process evaluation sheets were provided to participants and then collected with workbooks from each table.

Ms Hardcastle identified the next steps on the consultation process as:

- Analysis of feedback from the workshop
- Review of feedback by working group 13 October 2004
- Council Officers develop concept designs
- Next Community Workshop to determine preferred design options - October 21 2004
- Working Group develops report and recommendations to Council – October 2004
- Report to Council - December 2004

ATTACHMENT G



**REPORT ON OCEAN REEF ROAD EXTENSION
WORKSHOP TWO**

OCTOBER 21, 2004

**ANALYSIS OF QUANTITATIVE AND QUALITATIVE FEEDBACK &
WORKSHOP PROCESS EVALUATION**

TABLE OF CONTENTS

PURPOSE	3
EXECUTIVE SUMMARY	3
SUMMARY OF WORKSHOP PROCESS EVALUATION	4
PLANNING FOR WORKSHOP TWO.....	5
ANALYSIS OF WORKSHOP INFORMATION	5
QUANTITATIVE RESULTS	6
QUALITATIVE RESULTS	6
WORKSHOP PROCESS EVALUATION.....	6

November 2004

PURPOSE

To provide information on:

1. The planning of the community consultation process as a method for obtaining high quality input from the community
2. The business research methods used to analyse both the quantitative and qualitative input provided by the community at the workshop
3. The results of the analysis
4. The findings from the formal evaluation of the workshop process as method for gaining community input

EXECUTIVE SUMMARY

The major findings with respect to quantitative and qualitative community feedback on the design of the road are summarised as follows:

CRITERION	QUANTITATIVE RESPONSES	QUALITATIVE FINDINGS
Provision of car parks	33% of participants agreed to a carpark at Resolute Way. 66% of participants disagreed with car parks at all.	No illustrative findings from the qualitative data
Additional crossing points along the road	66.7% of participants agreed to an additional crossing point at Southern Cross Circle. 55.6% agreed to an additional crossing point at Vigilant Terrace 44.4% did not agree to an additional crossing point at Vigilant Terrace.	There was no supporting evidence from the qualitative data to explain the decision either in support of, or against the crossing point at Vigilant Terrace.
Lighting preferences	56.6% of participants agreed that lighting should be provided at the intersection and blister islands only. 33% of participants were unable to reach consensus on a decision.	With respect to lighting preferences, the qualitative data indicated concerns about visual pollution, cost, loss of privacy for adjoining properties
Amenity	88.9% of participants supported native plants in blister islands and median with brick paving at pedestrian access points.	No illustrative findings available from qualitative data.

CRITERION	QUANTITATIVE RESPONSES	QUALITATIVE FINDINGS
Kerbing	55.6% of participants supported full kerbing 44.4% of participants were unable to reach consensus on a decision.	Whilst participants expressed some concerns about cost of the option, there was a preference for doing this now, rather than later.

SUMMARY OF WORKSHOP PROCESS EVALUATION

Of the approximately 70 people attending the public workshop at the Joondalup Reception Centre, 38 completed evaluation sheets. As noted in the first workshop on the Ocean Reef Road Extension, this is a very high response rate and the scores indicate that participants were keen to provide positive feedback about the event at the time.

Responses	No. of People	Percentage
How would you rate the presentation format?		
> Good – Excellent	37	97.3 %
How would you rate the issues covered?		
> Good – Excellent	35	94.5 %
How would you rate the knowledge/skills of the main facilitator?		
> Good – Excellent	33	89.1 %
How would you rate the knowledge/skills of the table facilitator?		
> Good – Excellent	34	91.8 %
The workshop tasks were clear?		
> Agree – Strongly Agree	36	94.8 %
The workshop met its stated objective?		
> Agree – Strongly Agree	34	91.8 %
The information presented is useful?		
> Agree – Strongly Agree	36	94.7%
The main facilitator was supportive of participant’s needs?		
> Agree – Strongly Agree	37	97.4 %
The table facilitator was responsive to the needs of the participants		
>Agree – Strongly Agree	37	97.4 %
Sufficient notice was given for me to attend the workshop		
>Agree – Strongly Agree	37	97.1 %
The venue for the workshop was suitable		
>Agree – Strongly Agree	38	100 %
The timeframe for the workshop was sufficient		
>Agree – Strongly Agree	37	100 %
My personal objectives for attending the workshop were met		
Yes	32	100 %
No	-	-

November 2004

PLANNING FOR WORKSHOP TWO

Participants from the first workshop were invited in writing to participate in the second of the series. In most cases, these people chose to return and expressed some pleasure in reuniting with ‘their’ table group on the night.

To address each of the criteria through group discussion, a workbook with a range of illustrated design options with tick boxes against them to indicate preferred options was provided. Officers from the City’s engineering and graphic design services designed the workbooks.

The venue for the workshop was easily accessible, with toilets for people with disabilities available and plenty of parking. Tea, coffee, water and biscuits was provided throughout the evening. The room for the workshop was set up with ten tables for group discussion on the five criteria. A table facilitator and scribe on each table were to encourage discussion and record the following:

- Where consensus was reached on a design option for a criterion the scribe would record the decision in the table workbook. Any additional comments supporting the decision could be recorded on the comments sheet provided for each criterion.
- Where consensus was not reached, the comments sheet was to be completed identifying the issues of concern.
- Where table participants felt that an issue they wished to raise was not addressed through the workshop process, scribes were encouraged to record them using a comment sheet for the purpose.

Scribes and table facilitators were drawn from members of the working party, contacts provided by the Citizens’ and Civics Unit of the Office of the Premier and Cabinet and staff from various departments within the City of Joondalup. As in the first workshop, a training session was held immediately prior to the workshop and the roles and responsibilities of facilitators and scribes were reiterated. To ensure that no data collected was lost, the workbooks to be used during the session included space for scribes to note their names and table numbers on each page as they were completed.

Again, as per the previous workshop, information was provided from Ms Hardcastle to orientate the participants to the “rules of engagement” for the evening and the process for gaining their feedback. Engineers from the City and the City’s consultants were again available to provide technical advice and information to the participants.

At the close of the evening, process evaluation sheets were provided to participants and then collected with workbooks from each table.

ANALYSIS OF WORKSHOP INFORMATION

To obtain feedback from the workshop that could be analysed, each table was requested to provide one set of documents that included a completed response sheet and/or comment sheet for each of the criteria to be addressed at the workshop.

November 2004

At the meeting preparatory to the workshop it was explained table facilitators that where consensus was reached on a criterion, the scribe would tick the appropriate box in the response sheet. In this way a numeric indication of the preferences selected for each criterion could be provided. If participants wanted to make additional comments in support of their selection, this could be written on the comment sheet provided.

However, in instances where consensus was NOT reached, the comment sheet should be used to identify the points of disagreement. Table facilitators and scribes were instructed to check that their notations were in accordance with the participant's wishes.

For all comments in addition to those on the criterion – eg; issues that participants felt were not being addressed, scribes were encourage to make notes and therefore not “lose” any information that participant's felt was pertinent to the matter in hand.

To begin analyzing the data from the workshop, response sheets and comments sheets were divided up into each of the five criteria.

QUANTITATIVE RESULTS

The quantitative data from the response sheets was analysed using SPSS to identify the frequencies of the responses. A complete table of the results can be found in Appendix A.

QUALITATIVE RESULTS

In this instance, questions were provided to participants with clear yes/no options and qualitative data was comparatively “light on.” Opportunities were provided for participants to identify the reasons for their choices and scribes fully appreciated their responsibilities in recording them, but were not taken up to the degree that was possible. However, where quantitative support for three out of the five criteria was rated at 55.6% the qualitative data available was analysed in more detail to see if discernable reasons could be identified for that level of support. Detail can be found in the summary table at the beginning of the report.

WORKSHOP PROCESS EVALUATION

A workshop evaluation sheet was provided to all participants at the workshop for completion at the end of the evening. The evaluation sheet is divided into sections on presentation, content and coordination and is the standard tool used by staff of the Strategic and Sustainable Development Business Unit when conducting workshops, whether in-house or with members of the public.

The complete findings from the process evaluation can be found in Appendix B.

<h2 style="margin: 0;">APPENDIX A</h2> <h2 style="margin: 0;">CRITERION</h2>
--

How many car parks are preferred - Resolute Way			
	No. tables	Percentage	
Yes	3	33.3	
No	6	66.7	
Total	9	100	
No car parks			
	No. tables	Percentage	
Yes	3	33.3	
No	6	66.7	
Total	9	100	
Do you agree with additional crossing points at Southern Cross Circle			
	No. tables	Percentage	
Yes	6	66.7	
No	3	33.3	
Total	9	100	
Do you agree with additional crossing points at Vigilant Terrace			
	No. tables	Percentage	
Yes	5	55.6	
No	4	44.4	
Total	9	100	
Where do you prefer lighting?			
	No. tables	Percentage	
At the intersections and blister islands only	5	55.6	
Full length of the road	1	11.1	
No consensus	3	33.3	
Do you support the native plants in blister islands and median with brick paving at pedestrian access points as shown on the plan			
	No. tables	Percentage	
Yes	8	88.9	
No consensus	1	11.1	
Total	9	100	
Do you prefer in the initial construction			
	No. tables	Percentage	
Full kerbing	5	55.6	
No consensus	4	44.4	
Total	9	100	

APPENDIX B WORKSHOP PROCESS EVALUATION

Questions	Presentation format		Issues covered		Knowledge skills main facilitator		Knowledge skills table facilitator	
	No. of people	Percentage	No. of people	Percentage	No. of people	Percentage	No. of people	Percentage
Responses								
Excellent	14	36.8	11	29.5	17	45.9	17	45.9
Very good	16	42.1	15	40.5	11	29.7	13	35.1
Good	7	18.4	9	24.3	5	13.5	4	10.8
Fair	1	2.6	2	5.4	4	10.8	3	8.1
Poor	0	-	-	-	-	-	-	-
Total	38	100	37	100	37	100	37	100
Questions	Workshop tasks clear		Workshop met stated objective/s		Information presented useful		Main facilitator responsive to needs	
Responses	No. of people	Percentage	No. of people	Percentage	No. of people	Percentage	No. of people	Percentage
Strongly agree	15	39.5	16	43.2	13	34.2	21	55.3
Agree	21	55.3	18	48.6	23	60.5	16	42.1
Neither agree nor disagree	2	5.3	2	5.4	2	5.3	-	-
Disagree	-	-	-	-	-	-	1	2.6
Strongly disagree	-	-	1	2.7	-	-	-	-
Total	38	100	37	100	38	100	38	100
Questions	Table facilitator responsive to needs		Sufficient notice for me to attend the workshop		The venue for the workshop was suitable		The timeframe for the workshop was sufficient	
Responses	No. of people	Percentage	No. of people	Percentage	No. of people	Percentage	No. of people	Percentage
Strongly agree	22	57.9	11	28.9	22	57.9	19	51.4
Agree	15	39.5	26	68.4	16	42.1	18	48.6
Neither agree nor disagree	1	2.6	-	-	-	-	-	-
Disagree	-	-	-	-	-	-	-	-
Strongly disagree	-	-	1	2.6	-	-	-	-
Total	38	100	38	100	38	100	37	100

APPENDIX B
WORKSHOP PROCESS EVALUATION

Question	The workshop met my personal objectives	
	No. of people	Percentage
Responses		
Yes	32	100
No		
Total	32	100

ATTACHMENT H



ATTACHMENT I

MINUTES OF WORKING PARTY 17 NOVEMBER 2004

ATTENDANCES	
Carol Alford	Ocean Reef Independent Coastal resident
Craig Woodridge	Main Roads Department
Nick Scafidas	Resolute Way Resident
Roger Dallas	ORAG
Ivan Self	ORAG
Martin Tayler	ORCS
Patricia Morigan	ORCS
Stephen Whitecunas	ORCS
Roger Buckley	Constellation Drive
Rhonda Hardy	City of Joondalup
Peter Pikor	City of Joondalup
Helen Hardcastle	Facilitator

The working party examined the final DETAILED DESIGN for the road and agreed that it reflected community input.

The working party received a summary of the plan from engineering staff and general discussion ensued

In general the working party felt the plan was representative of community feedback and were able to support the plan and recommend the plan to Council.

The working group made the following recommendations to be put to Council:

1. Accept the design for the construction of the ocean reef Road extension shown as option one on the plan;

Moved: Nick Scafidas
Seconded: Steve Whitecunas

Carried: All

2. Note that the estimated costing will be 1.7 million dollars and will include full kerbing and drainage and minimum street lighting;

Moved: Roger Dallas
Seconded: Ivan Self

Carried: All

3. Request that a Re-vegetation Plan is developed with community input into the design and planting processes associated with the plan;

Moved: Martin Taylor
Seconded: Steve Whitecunas

ATTACHMENT I

Carried: All

4. Request that a communication strategy is endorsed for the construction phase of the Ocean reef Road extension that will include:
 - a. Working party to received details of all key events leading up to construction phase by post;
 - b. Community who attended the workshops will receive details of all key events leading up to the construction phase by post;
 - c. Community in general will be advised of key events though advertisements placed in the local newspaper and through updates on the City's website;
 - d. A contact person is appointed by the City to handle all enquiries leading up to and during the construction phase.

Moved: Carol Alford

Seconded: Ivan Self

Carried: All

Meeting closed 7.10pm



Department of the Premier and Cabinet
Government of Western Australia

Attachment J

Our Ref: 17765

Ms Rhonda Hardy
Manager of Strategic and Sustainable Development
Joondalup City Council
PO Box 21
JOONDALUP WA 6919

Dear Ms Hardy

OCEAN REEF ROAD EXTENSION – COMMUNITY CONSULTATION AND DESIGN

As you are aware the Citizens and Civics Unit was invited to validate the consultation process for the above project, in line with the Consulting Citizens guidelines.

I have pleasure in presenting the Citizens and Civics Unit Validation Report. The outcome achieved has a high level of community ownership and it is clear that Council and Executive commitment to the process and to utilise the outcomes of the process was an important component of this. This process was a credit to the Council, the Executive, Staff and all the community representatives involved.

Once again thank you for the opportunity to be involved in this important project.

Yours sincerely

Dr Christina Gilgren
DIRECTOR
CITIZENS AND CIVICS UNIT
Citizenship: Building a Shared Future

1 December 2004

Overview

The City of Joondalup requested the Citizens and Civics Unit (CCU) to provide specific guidance on what CCU expects Local Government to do in regard to validation of a consultation process. The Unit was approached by Rhonda Hardy on the 27th February regarding the upcoming consultation. Discussion centred on an appropriate process for validation to be applied to this project and the process for the selection of an appropriate facilitator.

Cecilia Broderick, Senior Policy Officer for the Unit and the Unit Director, Dr Christina Gillgren, met with the Rhonda Hardy and the appointed facilitator on a number of occasions to discuss various aspects of the plan including the Terms of Reference for the working group. In addition Ms Broderick attended meetings of the working group to provide advice to that group, and Dr Gillgren and Ms Broderick attended the community workshops to view the implementation of the consultation plan.

This report discusses process validation elements and concepts that are considered by CCU as essential components of the consultation program undertaken by the City of Joondalup regarding the detailed design of the extension of Ocean Reef Road.

Background

To begin, it is important to distinguish between process validation and end of process evaluation as this has significant implications for the efficiency and effectiveness of the consultation.

Due to the complexity of community consultations, routine end-of-process evaluation alone often is not sufficient to ensure a quality outcome as some end-of process tests have limited sensitivity and cannot reveal or examine new issues that may have emerged within the consultation period.

An effective process relies on the basic principles of quality assurance in community consultation activities that have, as their goal, the design, development and implementation of processes that are best suited for their intended use.

These principles can be summarised as follows:

1. Quality and effectiveness must be designed and built into the process, and validated by stakeholders at key stages of the process;
2. Quality cannot be inspected or tested within a finished report; and
3. Each step of the process must be controlled to maximize the probability that the end result adds value to the project.

Process validation is therefore a key element in ensuring that these quality assurance goals are met. It also ensures that 'interest driven' stakeholders focus on mutually beneficial solutions for the community rather than specific agendas.

To achieve quality outcomes careful attention must be paid to a number of factors including the selection of experienced staff, clarity on the issue, adequate process design, control of the process, and in-process and end-of-process evaluation and reflection.

With careful design and validation of both the process and process controls, community consultation planners can establish a high degree of confidence that the outcome of the process will be acceptable to the community and the organisation.

Creating successfully self-validating processes can reduce the dependence upon intensive evaluation (and retesting of outcomes). Perhaps most importantly however process validation will allow the consultation processes to be reflective of events, input and decisions as they are happening. Validation therefore provides feedback to the project manager so any 'mid course corrections' needed in the process, can be undertaken in a timely manner.

Scope

This report is issued by the CCU and is applicable to the spectrum of activities that constitute public participation in regard to the detailed design of Ocean Reef Road. It highlights the principles and practices of general applicability that are acceptable to the CCU.

In future when different procedures are used, the Council may, but is not required to, discuss the matter in advance with CCU to prevent the expenditure of money and effort on activities that may later be determined to be unacceptable to the community.

Please note that this report does not list all the principles and practices that need to be undertaken to comply with other Government policies.

Elements of Validation

The various aspects of validation presented in this report are not intended to be all-inclusive. CCU recognizes that, because of the great variety of methods, tools and techniques in community engagement, it is not possible to state in one document all of the specific validation elements that are applicable. Several broad concepts, however, do apply and the Council can use these as a guide when developing future consultation processes.

It should be acknowledged that the particular requirements of process validation will vary according to such factors as the nature of the issue under consultation and the complexity of the processes used. The broad concepts stated in this document however, have general applicability and can provide an acceptable framework for designing effective community engagement.

Discovery of Issues

A long period of mediation was undertaken prior to the commencement of the consultation period for the Ocean Reef Road extension. This was necessitated by the long history of many Council decisions and rescission of decisions.

A focused and intensive period of interactive research at the outset to discover all stakeholders and issues would be recommended for future consultations.

Independent Facilitation

The facilitator should be selected so that the individual project requirements and the skills of the facilitator are closely aligned. This should be done with the participation of all appropriate groups that are concerned with assuring a quality outcome, e.g., engineering design, production operations, and quality assurance personnel.

In this example, a formal tender was let by the Council to secure the services of a professional facilitator. While there is some concern that this full process was not warranted given the value of the tender, the outcome however in this case was satisfactory.

Clear and open process

A clear outline of the consultation plan at the outset establishes confidence that the process and systems are capable of operating within established limits of budget and timeframe. Challenges to the process and previous decisions can compromise the quality of the outcome. Each step in the process therefore should be defined and described with sufficient specificity so that participants understand what is required and have confidence that they will be given appropriate opportunities to participate.

The establishment of the working group to design the consultation process and the methods by which it would be evaluated (the 'key criteria' for the successful completion of the road) adequately ensured an open and transparent process of decision making was undertaken.

Representative

It is important that the sample size chosen from the community involved in the consultation reflect the size and diversity of the relevant community.

The challenges to the outcome of consultative processes commonly occur when sample sizes are too small or are lacking diversity. Every effort should be taken to ensure results are both meaningful and representative of the communities concerns.

In this example the composition of the working group was decided adequately by council and the composition of the community workshops as 25% randomly selected, 65% expression of interest and 10% invited ensured this balance was attained.

Deliberative

For purposes of this report, the review of the degree to which the activities undertaken were deliberative applies only to this project.

Before reaching the conclusion that a process has been successfully validated, it is necessary to demonstrate that the specified process was well matched given the nature of the issue under consultation. Where possible, the level of complexity and the level of community concern regarding an issue determine the depth of deliberation to be included in a consultation plan.

Validation of this consultation process has taken into account that this was an issue of great concern to the community and that road design is inherently complex (and subject to numerous constraints). The level of deliberation achieved by the meetings of the working party and the two community workshops was therefore adequate.

Timely

The extent and timing of consultation will in all cases depend upon the nature of the issue and how it impacts upon the community in question.

It may not be necessary to start a consultation process from scratch merely because a given circumstance has changed. However, it is important to carefully assess the nature of the change to determine potential ripple effects and what needs to be considered as part of an ongoing dialogue with the community.

In this case, the community raised the requirement for broad community consultation on the detailed design of Ocean Reef Road. While that is not ideal, it is by no means unusual. To the credit of the Council Officers involved, once the decision had been made to consult on this issue the process was managed in an efficient and timely manner

Information, Data gathering and Documentation

It is essential that the consultation program be adequately documented and that the documentation is properly maintained. Approval and release of the process as a whole for discussion and deliberation is equally important. In the case of the consultation on the detailed design of Ocean Reef Road the working group decided on the format of the community workshops and as such were able to be satisfied that the process was open and “honest”.

Minutes from the working group meetings were taken and circulated. After the first meeting these minutes contained a range of decisions made and were circulated with the agenda for the next meeting. The process for doing this was fine tuned with feed back from the working group.

In addition the development of the workshop booklets was an important innovation, which helped to adequately record process details (e.g., decisions and reasons for decision from the community workshops were recorded and informed the process).

Influential

The final test in the validation of a consultation process is whether the community’s input influenced the decision made in regard to the detailed design of Ocean Reef Road. In this case there can be no doubt that the working plans for the road reflect the values and aspirations of the community.

The outcome achieved has a high level of community ownership and it is clear that Council and Executive commitment to the process and to utilise the outcomes of the process was an important component of this. This process was a credit to the Council, the Executive, Staff and all the community representatives involved.

ATTACHMENT K

