

# COURT OPERATIONS

## COMMUNITY SURVEY



City of Parramatta invited community feedback via two surveys in late 2021/early 2022 regarding the operation and management of enclosed netball/tennis courts at:

1. Dundas Park
2. Dunrossil Park and George Kendall Riverside Park

The purpose of the surveys was to learn how the local community and court users prefer to access the courts. We asked, "Do you like the way the courts currently operate?" and "Are there ways Council can improve or increase access?"

## Recommendations

The following recommendations have been endorsed by Council for when courts are programmed for tennis:

Introduce an online booking system to manage tennis bookings following upgrades

Introduce a fee for tennis in line with Council's current tennis fees: \$10 p/h off-peak, \$12 p/h peak

## How & who did we engage?

- ✓ Participate page views: 1,151
- ✓ Postcards: 500 sent
- ✓ Survey 1: 69% lived in Dundas or Dundas Valley
- ✓ 81 people completed a survey
- ✓ Onsite: 6 signs
- ✓ Survey 2: 57% use George Kendall & 35% Dunrossil courts

## What did we hear?

Respondents told us about their preferences for access and operations for the courts:

81%

Prefer to turn up and access straight away instead of waiting for others to finish playing.

45%

Mind sharing the court with others; or sharing for certain sports

81%

Support an online booking system to play tennis

58%

Prepared to pay a booking fee for tennis

Themes shared through the consultation:

- can't share courts for tennis
- system works well at West Epping
- automatic
- small fee **fair**
- coaching at free courts
- hogging courts
- access control
- manage noise
- provide more courts**
- sharing

## Next steps

Mid 2022

Implement booking system upgrades

Mid 2022

Upgrade works at Dundas Park

Spring 2022

Implement Council resolution

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