

SUMMARISED 2016 SURVEY RESULTS

1. ACKNOWLEDGEMENT

This survey that is being reported upon was devised, administered and analysed by Douglas Parker of Parker Analytics, Business Development & Research Consultants. He was an EXCO member of the Hermanus Ratepayers Association before relocating to New Zealand, and the HRA is indebted to him for his ongoing support of the HRA.

2. BACKGROUND

- The 2016 survey contains many identical questions to the 2014 survey, thus enabling direct comparisons to be made of changing perceptions over the two-year intervening period. The 2016 survey does however contain more in-depth questions about certain issues such as Dogs, the proposed Hermanus Bypass & Informal Car Guards as well as including responses non-members of the HRA
- As the HRA is a very old ratepayers association, stretching back to the 1960's, its area of coverage is roughly the "Old Hermanus" area between Gateway in the west and Voelklip in the east. Based upon Census information the current Ward 3 area, which is larger than the "Old Hermanus" area, contains some 1750 Households and the 117 responses received (77 HRA + 39 others), represent about a 6% sample
- The survey itself was split into four parts, namely; perceptions about 18 categories of services (mostly provided by the Municipality); perceptions about a list of current issues of concern; any other issues of concern, and demographic information of respondents.

3. PERCEPTIONS ABOUT SERVICES

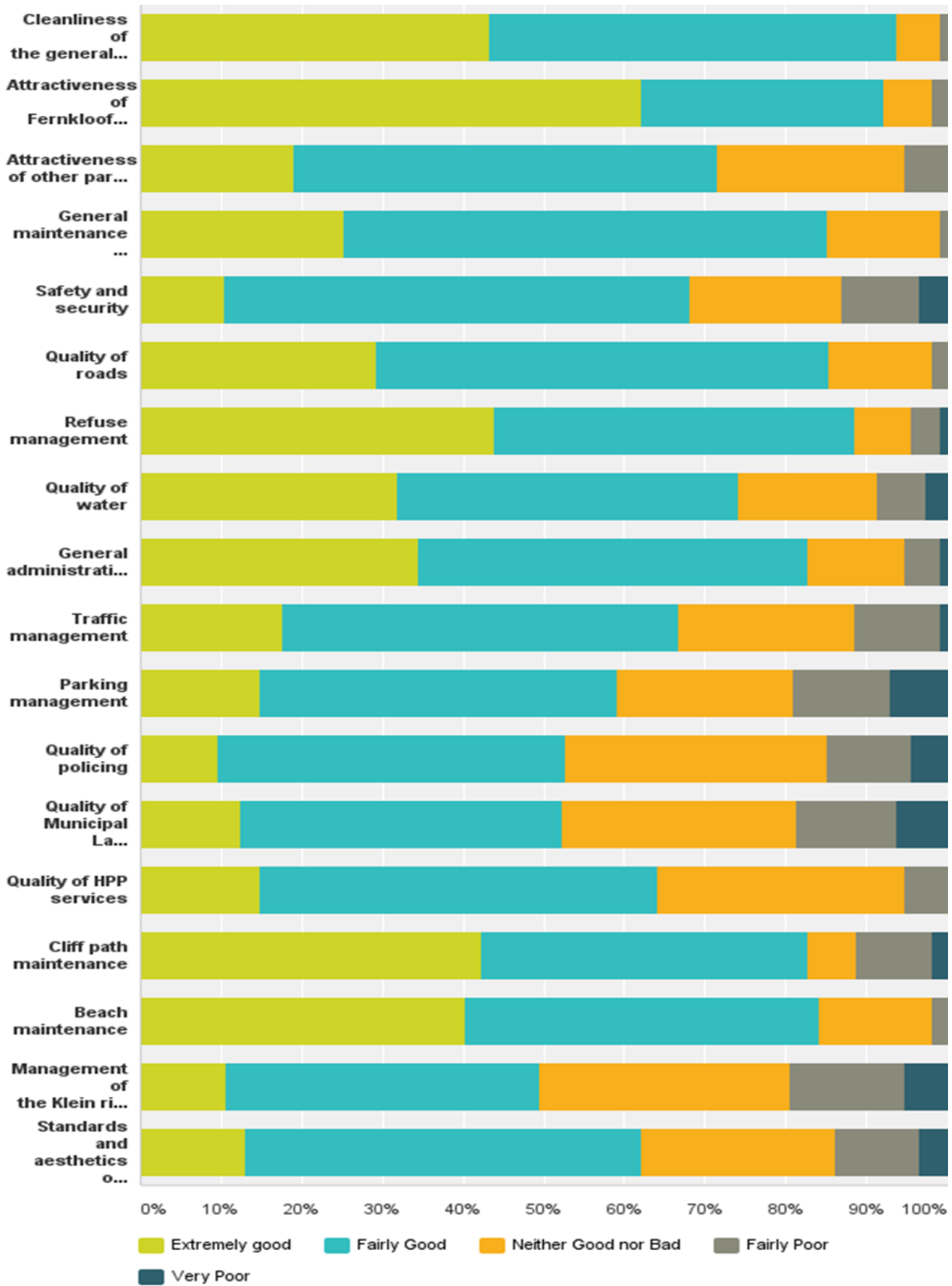
The perception ratings of services are indicated graphically in colours in Table 1, where the olive green on the left represents "extremely good" and the dark grey on the right represents "very poor".

➤ BEST SERVICES

- Attractiveness of Fernkloof
- Refuse Management
- Cliff Path Management
- Beach Management

➤ WORST SERVICES

- Parking Management
- Quality of Municipal Law Enforcement



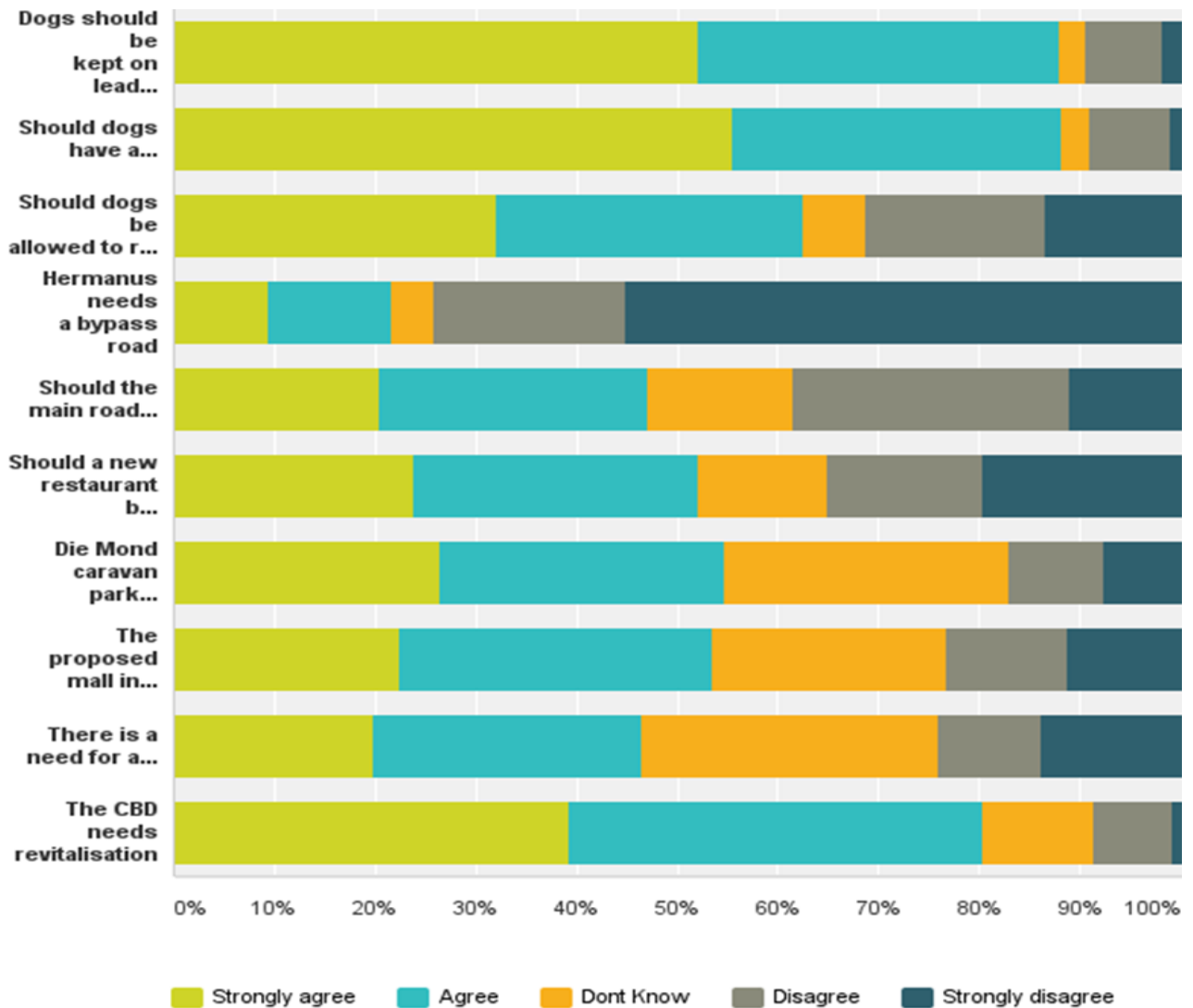
- Management of Klein River Lagoon
- Quality of Policing (SAPS).

4. PERCEPTIONS ABOUT ISSUES OF CONCERN

The perception ratings of services are indicated graphically in colours in Table below, where the olive green on the left represents “extremely good” and the dark grey on the right represents “very poor”.

➤ STRONG SUPPORT

- For a Specified Area for Dogs to Run (but not for specified times)
- Dogs should always be on leads in public places
- The CBD Revitalisation



➤ **MUTED SUPPORT**

- A resort at de Mond
- The Sandbaai Mall
- An Airstrip

➤ **PROPOSED BYPASS**

- 75% against the proposed bypass
- If a bypass is imposed on Hermanus, preferences are
 - Upgrade Checkers Bypass (64%)
 - North of Sports Complex (22%)
 - Between School & Sports Complex (5%)

➤ **INFORMAL (AFTER HOURS) CAR GUARDS**

- Abolish & extend the municipal system after hours (12%)
- Continue with existing informal Afriforum system (43%)
- Replace existing system with one paid for by business (45%)

5. ANY OTHER ISSUES

Predominantly concerns about baboon management.

6. SOME TAKE-AWAY THOUGHTS

- In terms of service delivery by the Municipality and others, the overall satisfaction level of HRA members increased from 44% to 51% over the two year period
- Non-members of the HRA tended to be a lot more critical across all services, registering an overall score of some 20% lower than HRA members. They were a lot more critical about refuse management, safety and security
- Municipal Law Enforcement , Policing and Parking Management need improvement
- The Dog & Cat Bylaws need to be revisited – especially in relation to enforcing the use of leads in public places and the creation of a designated area for dogs to run free e.g. like Grotto East
- The current Bypass proposals are extremely unpopular and if a bypass of sorts is needed/imposed, it should be an upgraded Checkers Bypass/Relief Road



- An alternative informal after hours car guard system paid for by businesses in the CBD should be investigated and evaluated against the current Afriforum system
- Management of Klein River Lagoon needs improvement
- Baboon management needs urgent attention.

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