

Analysis of Survey Responses for the HSRA Ratepayer Opinion Survey

May / June 2024

Executive Summary

The survey aimed to gauge property owner and community support for the extension of the Hermanus Special Rating Area (HSRA) and gather feedback on its current operations and areas for improvement. This report summarizes the key findings and provides recommendations based on the survey data.

The HSRA Ratepayer Opinion Survey was an online survey that was conducted between 30th April to 31st May 2024. The 12-minute survey was promoted to residents via the monthly newsletter, email and HPP WhatsApp groups as well as articles in the Village News and Hermanus Times.

The intention of the survey was to determine the general opinion of Hermanus SRA (HSRA) ratepayers regarding several issues which included:

- The service provided by Hermanus Public Protection (HPP) NPC, the HSRA management body.
- The proposal to extend the HSRA's term.
- The willingness to continue to fund the service and another other supplementary services that they would like the HSRA to consider.

It was clearly stated that the output of the survey will be used is to support the motivation to the Overstrand Municipality for an extension of term and the provision of supplementary services to the community by the HSRA.

The survey contained demographic information followed by 17 public safety, services and extension related questions. The last question gave respondents the opportunity to raise any additional services or initiatives the HSRA should consider implementing.

A total of 375 respondents participated in the survey. Of this, 352 respondents were property owners. Just over 6.2% of property owners responded with the majority answering very positively across the board.

Key Survey Outcomes

- More than 50% of respondents understand the function and responsibilities of the HSRA and HPP.
- The majority of respondents, 81% were overall satisfied with the performance of the HSRA and HPP across the board.
- The following areas were ranked by respondents to devote resources to:
 - i. Public safety in open public spaces

- ii. Cleanliness and attractiveness of the Hermanus Environment
 - iii. Vagrancy and homelessness
 - iv. Emergency preparedness and disaster recovery
 - v. Environmental Conservation
 - vi. Elderly support
 - vii. Youth engagement
- The majority of respondents believe that the HSRA plays an important role in crime prevention, with 90.26% acknowledging its significant impact.
 - 84.77% of respondents reported being either extremely or very confident in the governance and management capabilities of the HPP
 - 85.15% rated the value for money of these services as very to extremely valuable
 - 90.57% of respondents indicated support (either strongly or somewhat) for extending the HSRA for another five years.

Statistical soundness of survey results

A total of 375 respondents out of a total population of a little over 5,600 participated in the survey. Of this, 352 respondents were property owners. At a population size of just over 5,600, using a confidence level of 90%, a standard deviation of 0.5 and a margin of error of 0.05, the optimal sample size would be approximately 260. Using a confidence level of 95% with the same parameters, the optimal sample size would be approximately 360.

Based on the above, and given the achieved response size, we can say that we are 95% confident that the results of this survey reflect the mean of the total population of approximately 5,600.

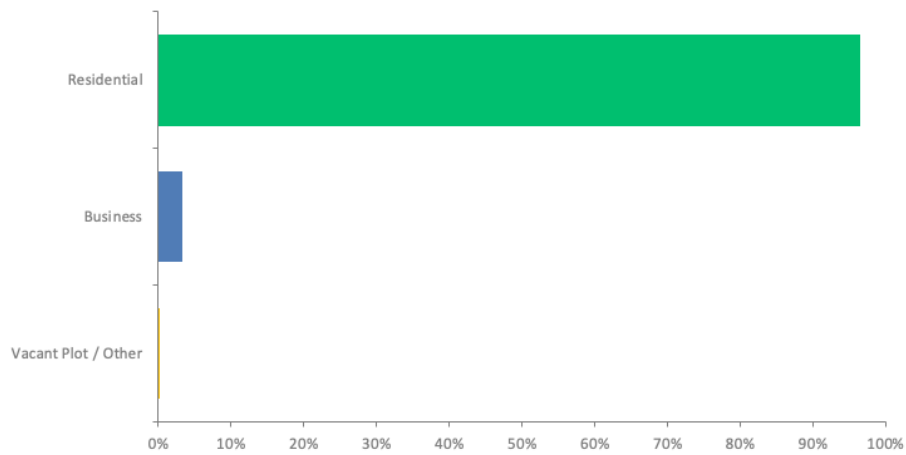
SurveyMonkey was used to design, distribute, and analyse this survey. This tool enabled the efficient collection of responses and generated comprehensive insights through its analytical features. SurveyMonkey's interface and advanced data visualization capabilities assisted in identifying key insights and extracting actionable findings, ensuring a thorough and accurate summary of the survey results.

Analysis

1. Demographic Insights

Q7: What is the primary type of your selected property?

Answered: 369 Skipped: 6



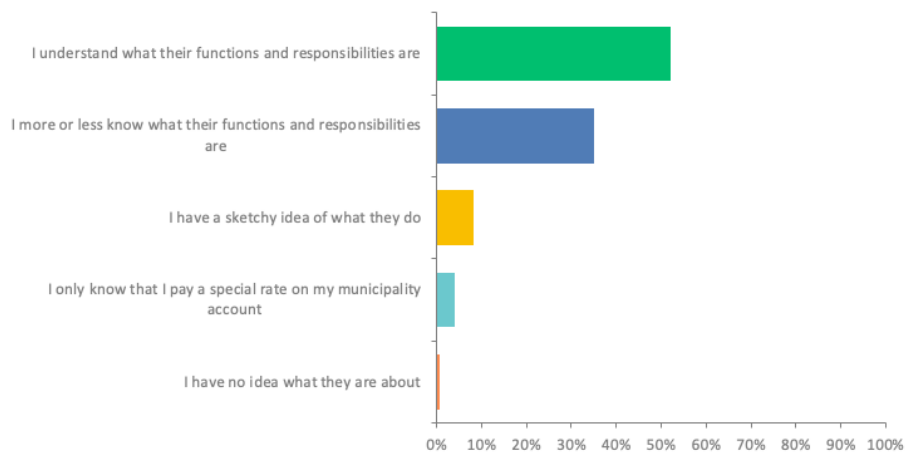
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- Majority of respondents own one property in Hermanus.
- The majority of respondents primary property is residential and is their primary residence.

2. Community Engagement

Q11: Which of the following best describes what you know about the Hermanus Special Rating Area (HSRA) and Hermanus Public Protection (HPP), the HSRA management company?

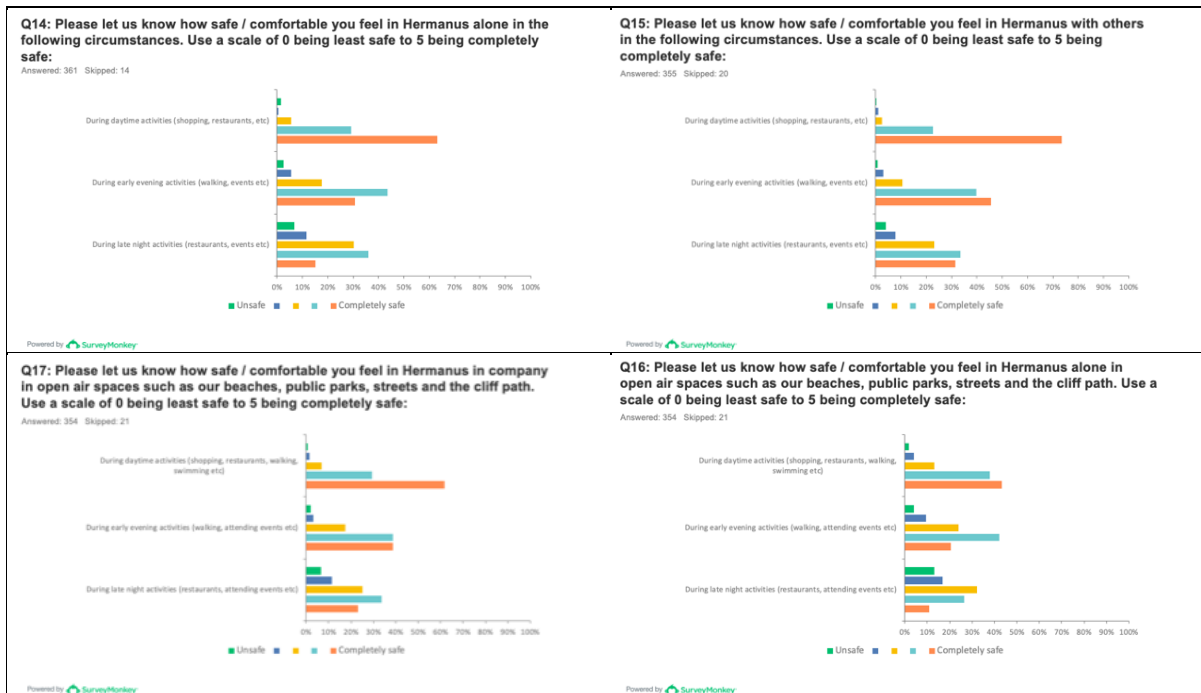
Answered: 366 Skipped: 9



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- Just over half of respondents understand the function and responsibilities of the HSRA and HPP.
- The survey highlighted a desire for increased community engagement from the HSRA. Respondents want more opportunities to participate in decision-making processes and to provide feedback on ongoing projects.
- Specific suggestions included more town hall meetings, regular newsletters, and interactive online platforms for real-time updates and feedback.

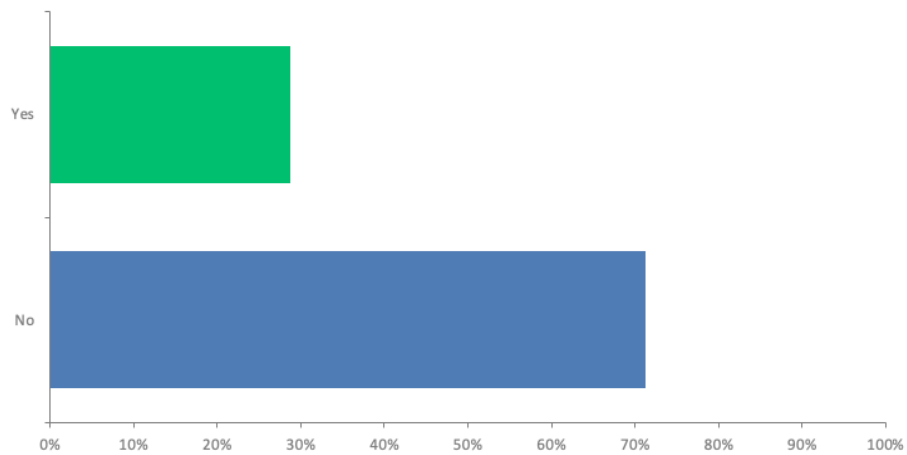
3. Public Safety



- Most respondents feel safe during the day in the urban areas, however, respondents felt less safe at night, particularly in open public spaces i.e. Cliff Path, parks and beaches.
- Safety Concerns: Respondents emphasized the need for enhanced night-time security, especially in poorly lit areas and those with higher crime rates.

Q18: Have you personally been a victim of crime in Hermanus?

Answered: 361 Skipped: 14



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- 29% of respondents state that they have been a victim of crime in Hermanus. Of those victims 79% reported the incident to SAPS.

4. Performance Satisfaction

Q21: Using a scale of 0 being most unsatisfactory and 5 being highly satisfactory, please rate how you perceive the performance of the Hermanus Special Rating Area and the HPP management company in terms of:

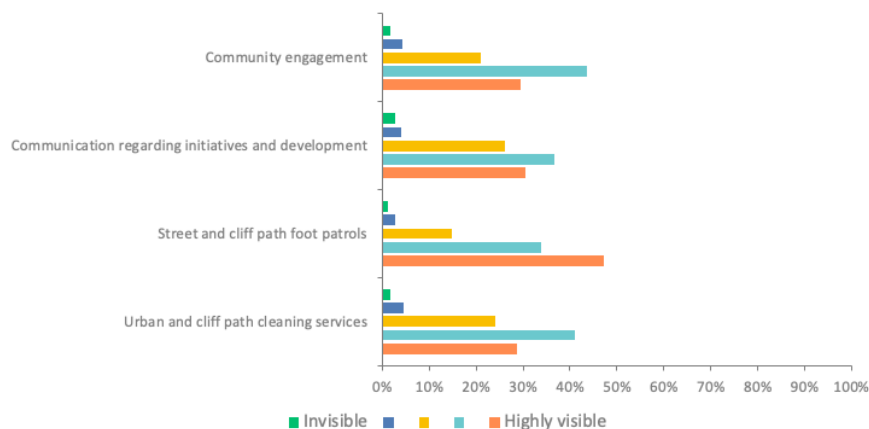
Answered: 361 Skipped: 14



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Q22: Using a scale of 0 being invisible and 5 being highly visible, please rate how you perceive the performance of the Hermanus Special Rating Area and the HPP management company in terms of:

Answered: 356 Skipped: 19



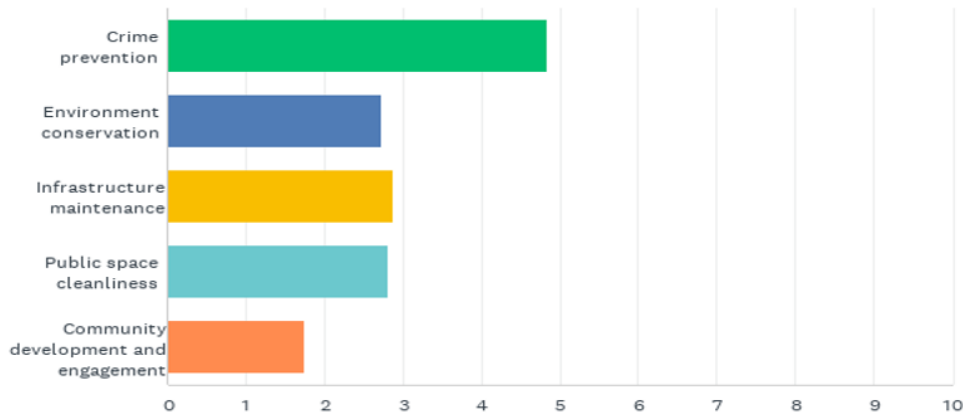
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- 81% of respondents were overall satisfied with the performance of the HSRA and HPP across the board.
- Majority of respondents, 73%, rated the visibility of services as highly visible or very visible.
- While many respondents felt well-informed about HSRA activities, there was a notable percentage who felt out of the loop. This indicates a need for more effective communication strategies to ensure all residents are equally informed.
- Suggestions for improvement included more user-friendly newsletters, social media updates, and an enhanced website with comprehensive information about HSRA projects and financials.

5. Public Safety and Cleanliness

Q23: The following are some of the challenges facing the Hermanus community. Please rank them in order of priority from 1 to 5, 1 being the highest priority and 5 being the lowest priority, that you feel the Hermanus Special Rating Area and the HPP management company should give to addressing them:

Answered: 345 Skipped: 30

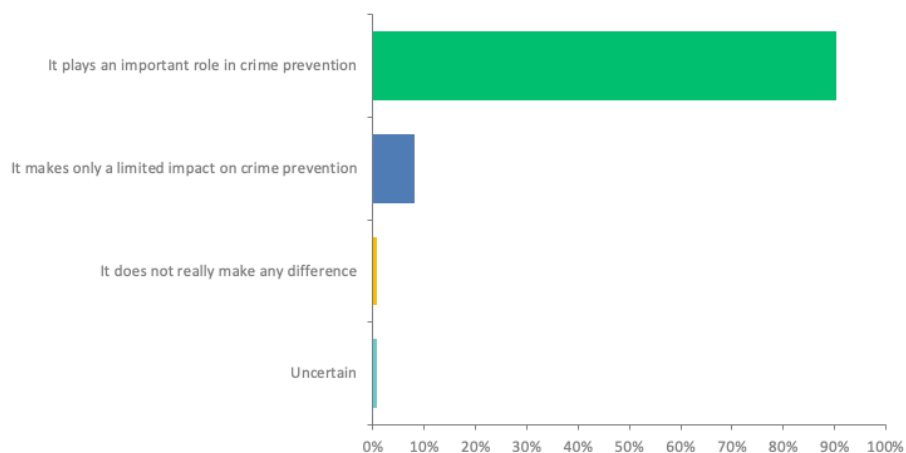


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- Public safety in open public spaces and cleanliness of the Hermanus environment were highlighted as important areas.
- The following areas were ranked by respondents by priority:
 - i. Crime prevention
 - ii. Infrastructure maintenance
 - iii. Public space cleanliness
 - iv. Environment conservation
 - v. Community development and engagement

Q25: What is your perception about the role of Hermanus Public Protection (HPP)?

Answered: 349 Skipped: 26



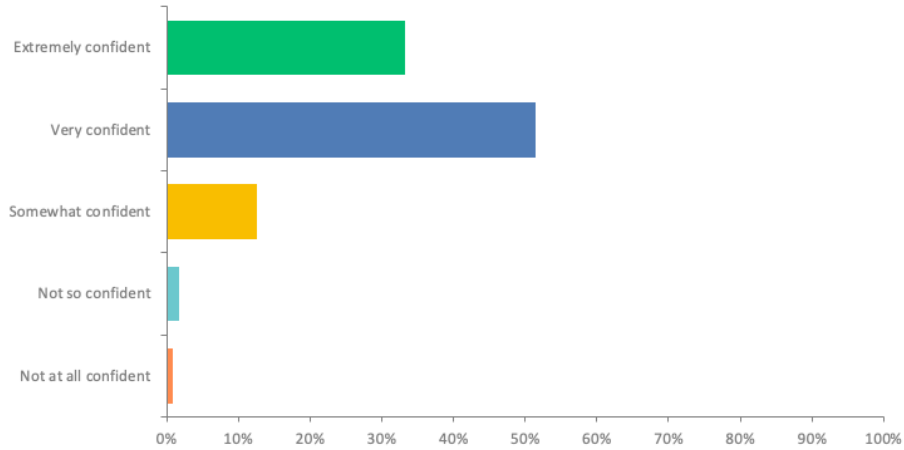
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- The majority of respondents believe that the HSRA plays an important role in crime prevention, with 90.26% acknowledging its significant impact.

6. Governance and Management

Q24: How confident are you in the governance and management capability of the Board of Directors of the HPP, the management company of the Hermanus Special Rating Area?

Answered: 348 Skipped: 27



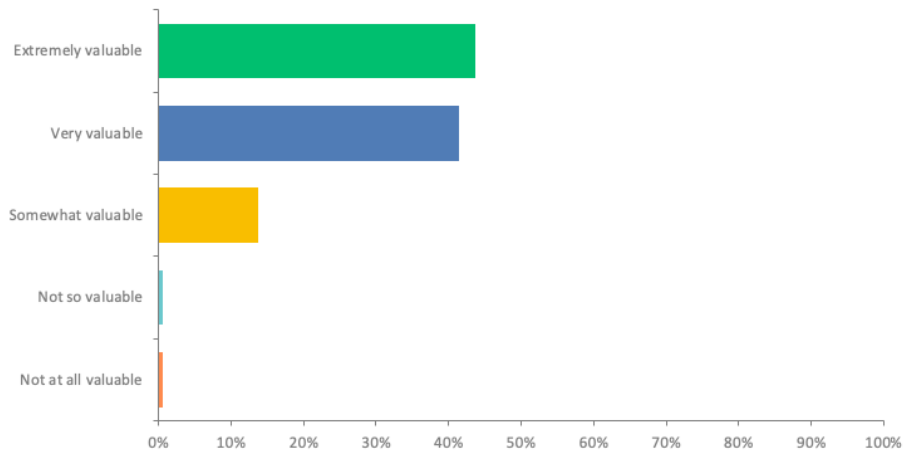
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- Confidence in the governance and management of the HSRA and its management company, Hermanus Public Protection (HPP), is relatively high. Around 84.77% of respondents reported being either extremely or very confident in the governance and management capabilities of the HPP.

7. Economic Impact and Perception of Value

Q26: How would you rate the value for money of the services provided by the Hermanus Special Rating Area, considering the monthly contribution based on your property's valuation?

Answered: 350 Skipped: 25

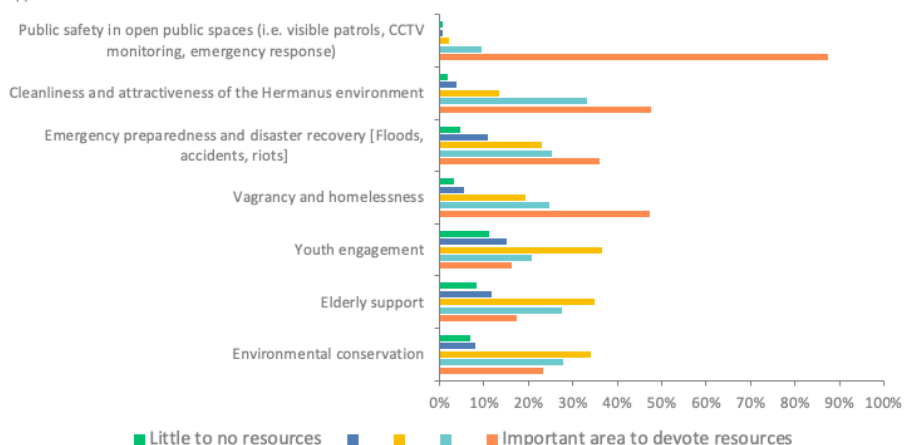


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- Respondents generally perceive the services provided by the HSRA as valuable. About 85.15% rated the value for money of these services as very to extremely valuable.
- There was recognition of the positive economic impact of HSRA initiatives on property values and local businesses. Many respondents noted that improved safety and cleanliness have made Hermanus more attractive to tourists and investors.
- However, a small group expressed concerns about the financial burden of the HSRA levy, especially for fixed-income residents.

Q27: You are a financial contributor to the Hermanus Special Rating Area via a special rate on your municipal account. Please let us know, in your opinion, which of the following areas the Hermanus Special Rating Area should devote financial resources. Use a scale of 0 being very little resources if at all, to 5 being an important area to devote resources.

Answered: 350 Skipped: 25



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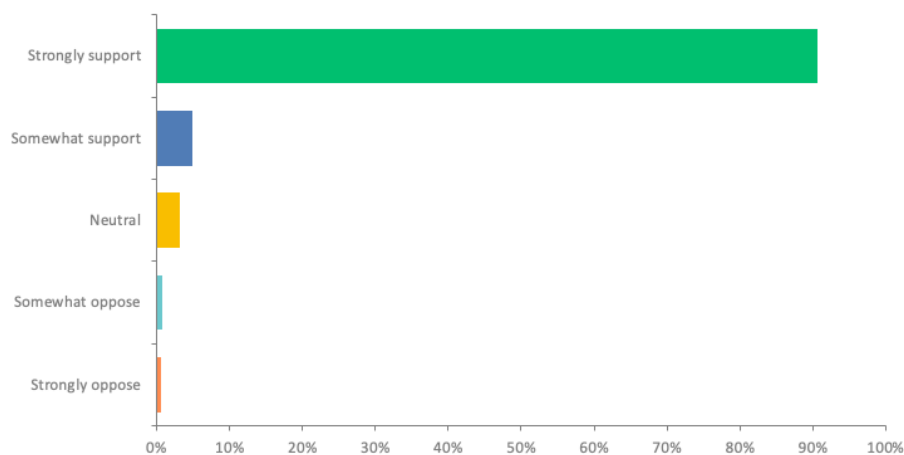
- Respondents ranked the following areas as being most important to least important to devote resources to:
 - i. Public safety in open public spaces

- ii. Cleanliness and attractiveness of the Hermanus Environment
- iii. Vagrancy and homelessness
- iv. Emergency preparedness and disaster recovery
- v. Environmental Conservation
- vi. Elderly support
- vii. Youth engagement

8. Support for HSRA Extension

Q29: Do you support the extension of the Hermanus Special Rating Area (HSRA) for another 5 years?

Answered: 350 Skipped: 25



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- The support for the extension of the HSRA varied slightly across different demographic groups, but overall, there was a strong consensus in favour of the extension.
- A significant majority of respondents expressed strong support for extending the HSRA. Specifically, 90.57% of respondents indicated support (either strongly or somewhat) for extending the HSRA for another five years.

9. Specific Concerns and Suggestions

The final question of the survey asked respondents if there are any additional services or initiatives that they believe the HSRA should consider implementing to address community need and enhance quality of life.

Of the 375 respondents, 133 provided detailed comments.

Security and Safety

Keywords: security, safety, patrol, camera, law enforcement

"Additional security personnel always a priority"

"Keep on expanding the camera system..."

“Maintaining law and municipal regulations, e.g. Pet and dog regulations (dogs not on leashes, droppings not picked up by owners, vehicle speeding, noise pollution (music, aircraft, vehicles, barking dogs).”

Environmental Concerns

Keywords: dog, baboon, poaching, clean

"Stricter control of dogs not being on leashes on the Cliff Path and on beaches."

"Monitoring poaching activities! Baboon management"

Community Engagement

Keywords: communicate, information, engagement

"I find I have no information as to how much we are paying for your services and what your services include. I had no idea that you also do cleaning".

"More involved in house breakings and communicating information to security companies with camera data!"

Infrastructure and Services

Keywords: extend, maintenance, infrastructure

"More cliff path and beach facility maintenance to prevent falls/accidents."

"More frequently emptying of waste bins, particular on long weekends or holiday."

Social Development

Keywords: homelessness, car guards, vagrants

"Ensuring we assist in the development of the poorer neighbouring communities"

"Relocation of vagrants from public open spaces"

10. Recommendations

Continued and Enhanced Support for Public Safety

Given the strong support for the HSRA's role in crime prevention, it is recommended to maintain and potentially expand public safety initiatives. This could involve increasing visible patrols, enhancing CCTV monitoring, and improving emergency response systems.

Enhanced Night-Time Security

Increase the presence of public safety officers during night-time hours, especially in areas identified as high-risk by the community. Continue overnight public safety patrols and partner with law enforcement to ensure adequate coverage. Consider installing additional surveillance cameras in poorly lit areas.

Focus on Cleanliness and Environmental Conservation

Since cleanliness and environmental conservation were prioritized by respondents, allocating more resources towards maintaining the cleanliness and attractiveness of the Hermanus environment is advisable. Initiatives could include regular clean-up drives, better waste management systems, and community awareness programs on environmental conservation.

Addressing Homelessness

The issue of vagrancy and homelessness needs targeted interventions. Collaborating with local NGOs and government bodies to provide shelters, rehabilitation programs, and employment opportunities for the homeless can help mitigate this issue.

Increased Community Participation and Improved Communication Strategies

To sustain high confidence in governance, maintaining transparent communication with the community about HSRA activities and decisions is crucial. Regular updates, open forums for feedback, and involving community members in planning and decision-making processes can foster trust and cooperation. Launch awareness campaigns highlighting the importance of crime reporting and provide easy access to reporting tools.

Youth and Elderly Engagement Programs

Addressing the needs of both the youth and elderly populations can enhance community well-being. Developing youth engagement programs, such as safety and educational activities, alongside support services for the elderly, safety awareness activities, would be beneficial.

11. Conclusion

The survey results indicate robust support for the extension of the HSRA, reflecting community approval of its efforts in public safety, crime prevention and cleansing services. By addressing the highlighted areas for improvement and expanding current initiatives, the HSRA can continue to enhance the quality of life for the Hermanus community.

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