

What are we monitoring?

Difference between resident satisfaction with and importance rating for public toilets in the Blue Mountains.

The Council conducts a bi-annual Community Survey (previously conducted annually) of a representative sample of the population that includes assessing resident satisfaction and importance for: public toilets. Survey respondents are asked to indicate satisfaction and importance on a 1 to 5 scale where 1 means 'very dissatisfied' or 'not at all important' and 5 means 'very satisfied' or 'very important'.

This measure assesses the gap between mean importance and mean satisfaction ratings for public toilets. No gap between satisfaction and importance indicates the needs of the community are being addressed, while a large gap indicates they are not.

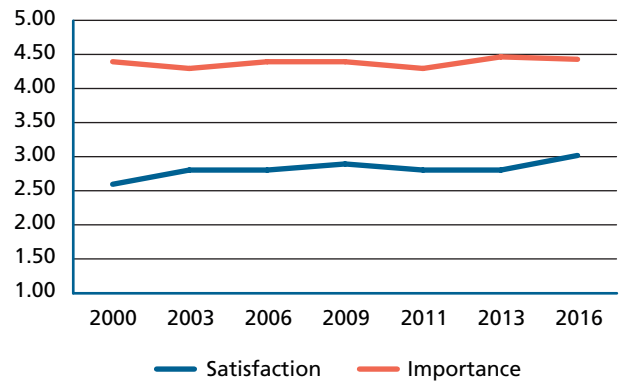
What is the trend?

The level of satisfaction with toilets has improved since 2000 while the level of importance has remained consistently high. The gap between importance and satisfaction remains relatively large but has been steadily decreasing.

Why is monitoring this trend important?

Monitoring the importance and satisfaction of services provided helps the Council to prioritise and plan service improvement. A closing gap between importance and satisfaction may indicate that Council is efficiently directing its resources to the appropriate services or that there is a falling level of importance for the service as demographics change or vice versa.

Public Toilets – Gap Between Resident Satisfaction and Importance Ratings



Public Toilets – Gap Between Resident Satisfaction and Importance Ratings

Year	2000	2003	2006	2009	2011	2013	2016
Satisfaction Ratings	2.60	2.80	2.80	2.90	2.80	2.80	3.03
Importance Ratings	4.40	4.30	4.40	4.40	4.30	4.47	4.43
Gap	1.80	1.50	1.60	1.50	1.50	1.67	1.40

Source: Blue Mountains City Council Community Surveys 2000–2016