



Data Sheet 115 (DS 115)

Clean, Safe and Healthy Living Environments

What are we monitoring?

Gap between resident satisfaction with and importance rating of 'clean safe healthy living environments' 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: 'clean safe healthy living environments'. 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 'clean safe healthy living environments'. No gap between satisfaction and importance indicates the needs of the community are being addressed, while a large gap indicates they are not.

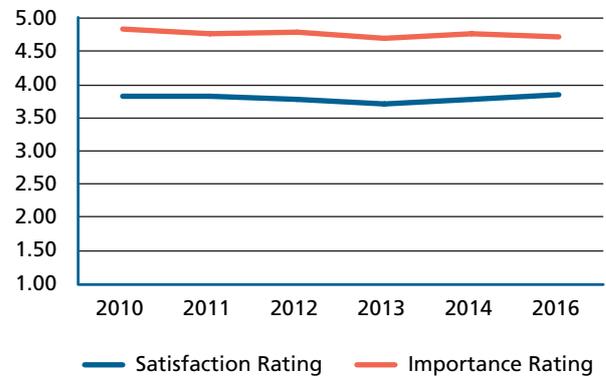
What is the trend?

The gap between resident satisfaction with, and importance of, clean safe healthy living environments has not changed significantly since 2010. The 2016 survey indicated the smallest gap yet but it is not statistically significant. This reduction in the gap is more closely related to a reduction in importance rather than an increase in satisfaction.

Why is monitoring this trend important?

The perception of Blue Mountains residents that they live in clean, safe, healthy living environments is an indicator of their overall satisfaction with the Blue Mountains environment and its ability to provide them with quality of environment that they need and prefer.

Clean, Safe and Healthy Living Environments – Gap Between Resident Satisfaction and Importance Ratings



Clean, Safe and Healthy Living Environments – Gap Between Resident Satisfaction and Importance Ratings

Year	2010	2011	2012	2013	2014	2016
Satisfaction Ratings	3.82	3.83	3.79	3.71	3.78	3.86
Importance Ratings	4.83	4.78	4.80	4.70	4.77	4.72
Gap	1.01	0.95	1.01	0.99	0.99	0.86

Source: Blue Mountains City Council, Blue Mountains Community Surveys 2010–2016