

# Data Sheet 121 (DS 121)

## Parks and Playgrounds

### What are we monitoring?

Difference between resident satisfaction with and their importance rating for parks and playgrounds 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 parks and playgrounds. 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 'parks and playgrounds'. No gap between satisfaction and importance indicates the needs of the community are being addressed, while a large gap indicates they are not.

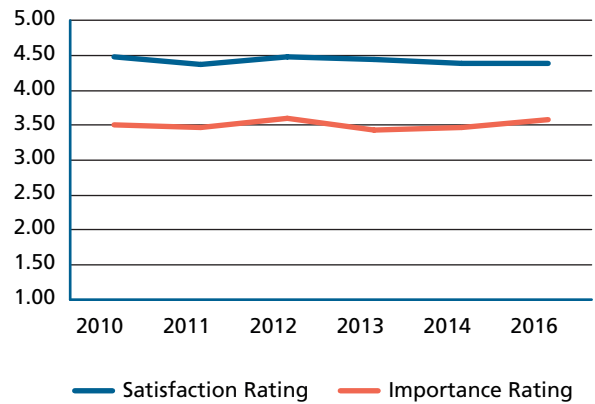
### What is the trend?

Both the satisfaction with and the importance ratings of parks and playgrounds has remained relatively stable since 2010. Satisfaction ratings have increased slightly to 3.57 and importance ratings have reduced slightly to 4.38. The gap between importance and satisfaction in 2016 was the smallest recorded but the variation is not statistically significant.

### Why is monitoring this trend important?

Monitoring importance and satisfaction with services provided helps the Council to plan and prioritise the provision of service improvement.

Parks and Playgrounds – Gap Between Resident Satisfaction and Importance Ratings



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Year	2010	2011	2012	2013	2014	2016
Satisfaction Ratings	3.51	3.46	3.60	3.43	3.47	3.57
Importance Ratings	4.48	4.37	4.48	4.44	4.39	4.38
Gap	0.97	0.91	0.88	1.01	0.92	0.81

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