

### What are we monitoring?

Difference between resident satisfaction with and their importance rating for street cleaning 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 street cleaning. 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 street cleaning.

No gap between satisfaction and importance indicates the needs of the community are being addressed, while a large gap indicates they are not.

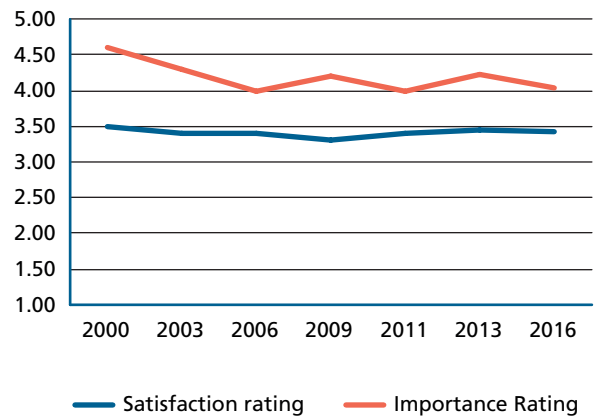
### What is the trend?

The importance of street cleaning has dropped significantly since the survey began in 2000, while satisfaction with street cleaning has remained steady at 3.43. This has resulted in a statistically significant decrease in the gap between the importance of and satisfaction with street cleaning since 2013.

### Why is monitoring this trend important?

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

Street Cleaning - Resident Satisfaction and Importance Ratings



Street Cleaning – Gap Between Resident Satisfaction and Importance Ratings

Year	2000	2003	2006	2009	2011	2013	2016
Satisfaction ratings	3.50	3.40	3.40	3.30	3.39	3.44	3.43
Importance ratings	4.60	4.30	4.00	4.20	3.98	4.23	4.04
Gap	1.10	0.90	0.60	0.90	0.59	0.79	0.61

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