

# Data Sheet 126 (DS 126)

## Waste Management Facilities

### What are we monitoring?

The difference between resident satisfaction with and their importance rating for the Council's waste management facilities.

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

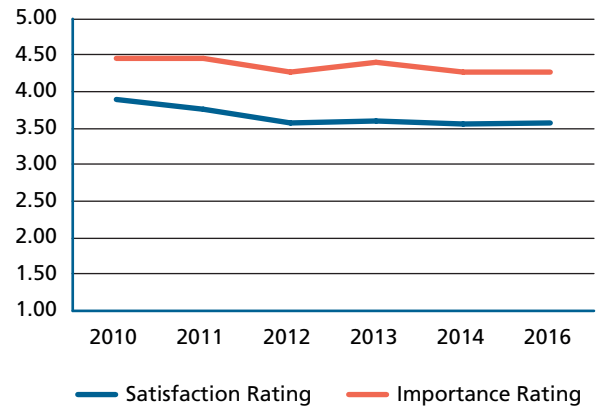
### What is the trend?

Since 2010 there has been little change in the gap between resident satisfaction with and the importance rating for waste management facilities. The importance of waste management facilities has dropped significantly since 2010 and the satisfaction level has also dropped significantly.

### Why is monitoring this trend important?

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

Waste Management Facilities – Gap Between Resident Satisfaction and Importance Ratings



Waste Management Facilities – Gap Between Resident Satisfaction and Importance

Year	2010	2011	2012	2013	2014	2016
Satisfaction Ratings	3.89	3.76	3.58	3.60	3.56	3.57
Importance Ratings	4.45	4.45	4.26	4.41	4.27	4.28
Gap	0.56	0.69	0.68	0.81	0.71	0.71

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