

What are we monitoring?

The difference between resident satisfaction with and their importance rating for Council provision of cycleways 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 cycleways. 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 cycleways.

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

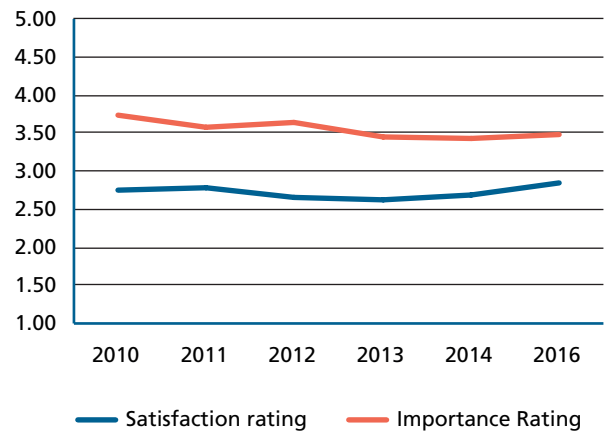
What is the trend?

Since 2010, there has been a statistically significant decrease in the gap between the importance of and satisfaction with cycleways. This is a positive trend indicating that the Council's level of service provision is coming closer to meeting the requirement of the community. The gap has narrowed as a result of a significant drop in the importance of cycleways and a slight increase in satisfaction with them.

Why is monitoring this trend important?

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

Cycleways - Resident Satisfaction and Importance Ratings



Cycleways – Gap Between Resident Satisfaction and Importance Ratings

Year	2010	2011	2012	2013	2014	2016
Satisfaction Ratings	2.74	2.77	2.65	2.61	2.70	2.85
Importance Ratings	3.74	3.57	3.63	3.44	3.43	3.48
Gap	1.00	0.80	0.98	0.83	0.73	0.63

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