

What are we monitoring?

The difference between resident satisfaction with and their importance ratings for Council provision of car parks 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 car parks. 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 car parks.

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

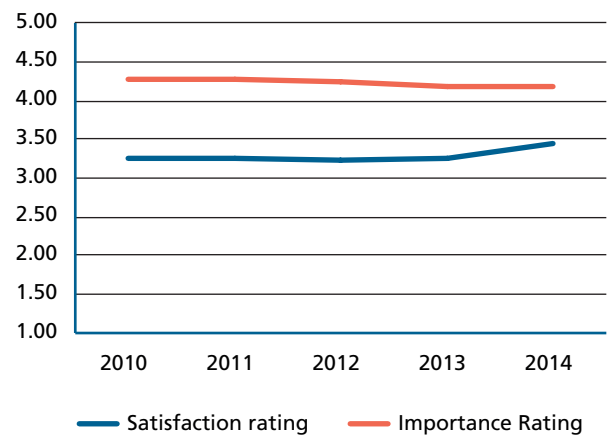
What is the trend?

Since 2010, there has been a positive decrease in the gap between the importance of and satisfaction with carparks. The main factor influencing this change has been a drop in the importance of carparks for residents.

Why is monitoring this trend important?

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

Carparks - Resident Satisfaction and Importance Ratings



Car Parks – Gap Between Resident Satisfaction and Importance Ratings

Year	2010	2011	2012	2013	2014	2016
Satisfaction Ratings	3.26	3.25	3.23	3.25	3.43	3.24
Importance Ratings	4.27	4.28	4.23	4.18	4.19	4.12
Gap	1.01	1.03	1.00	0.93	0.76	0.88

Source: Blue Mountains City Council, Blue Mountains Community Surveys