

What are we monitoring?

Difference between resident satisfaction with and their importance ratings for Council bus shelters.

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 bus shelters. 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 bus shelters.

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

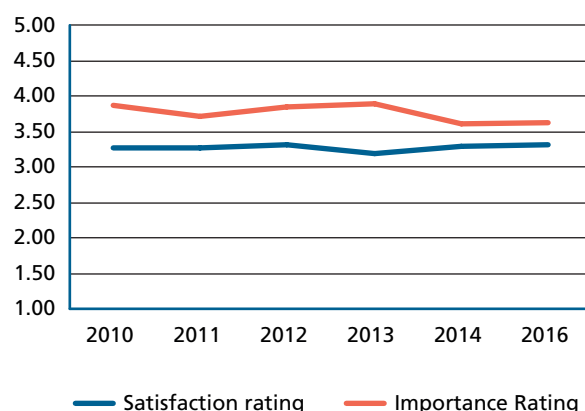
What is the trend?

Since 2010, there has been a decrease in the gap between the importance of and satisfaction with bus shelters. The main factor influencing this change has been a drop in the importance of bus shelters for residents. The satisfaction level of residents with bus shelters has remained steady. The trend for this service is moving in the right direction with a decreasing gap between importance and satisfaction.

Why is monitoring this trend important?

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

Bus Shelters - Resident Satisfaction and Importance Ratings



Bus Shelters – Gap Between Resident Satisfaction and Importance Ratings

Year	2010	2011	2012	2013	2014	2016
Satisfaction Ratings	3.26	3.27	3.31	3.19	3.30	3.31
Importance Ratings	3.86	3.71	3.85	3.90	3.61	3.62
Gap	0.60	0.44	0.54	0.71	0.31	0.31

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