

What are we monitoring?

The difference between overall resident satisfaction with and their importance ratings for the Council's service provision that contributes to the Key Direction: Looking after the Environment. These services include:

- **Natural Environment:** Protection of Natural Bushland, Bush Regeneration, Clean Creeks and Waterways and Weed Control;
- **Waste Resource Management:** Wheelie Bin Weekly Garbage Collection, Wheelie Bin Weekly Recycling Service, Waste Management Facilities at Blaxland and Katoomba; and
- **Water Management:** Management of Stormwater and drainage.

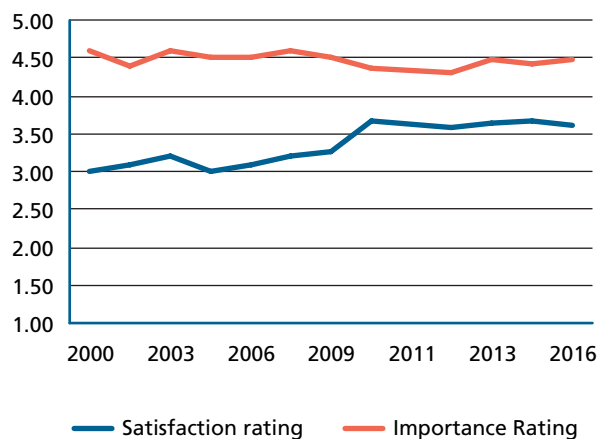
What is the trend?

The long term trend since 2000 is positive with a significantly reduced gap between overall mean satisfaction and importance ratings for Council services that contribute to the Key Direction: Looking After the Environment. In 2016 the gap was almost half that expressed by residents in 2000. The importance rating has remained relatively steady at around 4.5. The satisfaction rating has risen from 3.0 to 3.6. This result indicates that Looking After the Environment is a consistently important Key Direction for residents and their satisfaction with this Key Direction over the long term has increased.

Why is monitoring this trend important?

Monitoring importance and satisfaction with Council services contributing to Looking After the Environment, gives an indication of overall community satisfaction with Council service delivery and helps with the planning and prioritisation of future service provision.

Looking After Environment - Resident Satisfaction and Importance Ratings



Looking After Environment - Gap Between Resident Satisfaction and Importance Ratings

Year	2000	2003	2006	2009	2013	2016
Satisfaction Ratings	3.00	3.20	3.10	3.28	3.63	3.60
Importance Ratings	4.60	4.60	4.50	4.50	4.48	4.49
Gap	1.60	1.40	1.40	1.22	0.85	0.89

Source: Blue Mountains City Council, Blue Mountains Community Surveys 2000-2016