

What are we monitoring?

Difference between resident satisfaction with and importance rating for clean creeks and waterways 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: clean creeks and waterways. 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 clean creeks and waterways. No gap between satisfaction and importance indicates the needs of the community are being addressed, while a large gap indicates they are not.

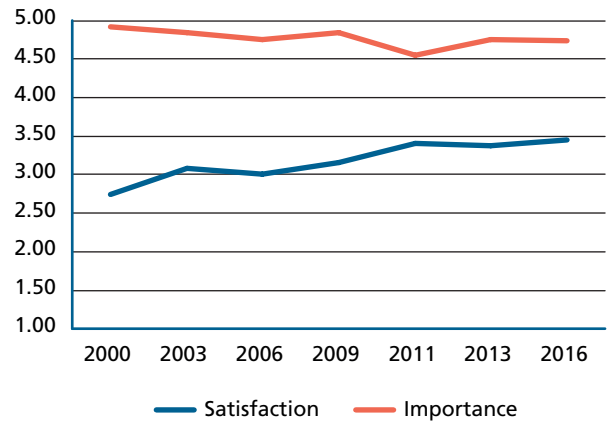
What is the trend?

The community satisfaction rating relative to having clean creeks and waterways has been steadily increasing over 2000–2016 while the importance rating has dipped slightly. Overall, the gap between importance and satisfaction has reduced by almost one point since the surveys began in 2000. This trend is moving in the right direction.

Why is monitoring this trend important?

Monitoring the importance and satisfaction of services provided helps the Council to plan and prioritise service improvement. A closing gap between importance and satisfaction may indicate that Council is efficiently directing its resources to the appropriate services or a falling level of importance for the service as demographics change or vice versa.

Clean Creeks and Waterways – Gap Between Resident Satisfaction and Importance Ratings



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Year	2000	2003	2006	2009	2011	2013	2016
Satisfaction Ratings	2.80	3.10	3.00	3.20	3.38	3.34	3.44
Importance Ratings	4.90	4.80	4.70	4.80	4.56	4.70	4.67
Gap	2.10	1.70	1.70	1.60	1.18	1.36	1.23

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