

# Data Sheet 38 (DS 038)

## Pedestrian Access at Shops and Community Facilities

### What are we monitoring?

Difference between resident satisfaction with and importance rating for pedestrian access at shops and community facilities 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: pedestrian access at shops and community facilities. 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 pedestrian access at shops and community facilities. No gap between satisfaction and importance indicates the needs of the community are being addressed, while a large gap indicates they are not.

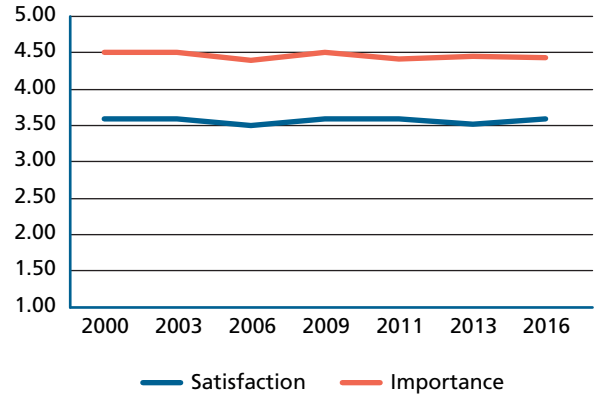
### What is the trend?

Importance of and satisfaction with pedestrian access has remained relatively constant since 2000. The gap between satisfaction and importance has decreased, but not significantly.

### Why is monitoring this trend important?

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

Pedestrian Access at Shops and Community Facilities – Gap Between Resident Satisfaction and Importance Ratings



Pedestrian Access at Shops and Community Facilities – Gap Between Resident Satisfaction and Importance Ratings

Year	2000	2003	2006	2009	2011	2013	2016
Satisfaction Ratings	3.60	3.60	3.50	3.60	3.59	3.52	3.60
Importance Ratings	4.50	4.50	4.40	4.50	4.41	4.45	4.43
Gap	0.90	0.90	0.90	0.90	0.82	0.93	0.83

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